

Certificate of Completion

This is to certify that

Wyncroft Surgery

3 Priory Road
Bicknacre
Chelmsford
Essex
CM3 4EY

Practice List Size: 2150

Surveys Completed: 55

has completed the

General Practice Assessment Questionnaire

Completed on 19 March 2012



Michael Greco
Director

Private and Confidential

Mrs Sue Wagle
Wyncroft Surgery
3 Priory Road
Bicknacre
Chelmsford
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General Practice Assessment Questionnaire Report

Wyncroft Surgery

March 2012



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Mrs Sue Wagle
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CM3 4EY

19 March 2012

Dear Mrs Wagle

Please find enclosed a report outlining your patient feedback from the General Practice Assessment Questionnaire (GPAQ).

Currently no benchmarks are available for this survey, however the GPAQ website (www.gpaq.info) suggests that for the questions in this survey identical to questions in the ongoing government run GP Patient Survey, that you can benchmark results against the national survey. For additional background to the GPAQ survey please consult this website.

I hope these results give you useful feedback about how patients rated the practice and its service and provide you with some basis for reflection.

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your results.

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Your patient feedback

About receptionists and appointments	1
About opening times	3
About seeing the doctor of your choice	3
How good was the last GP/Nurse you saw	4
About care from your doctors and nurses	5
Evaluation question scores and benchmarks for questions 19-23 and 25-29	6
Your patient demographics	7
Your patient comments	8

Supporting documents

Details of score calculation
Explanation of quartiles
Sample questionnaires

About Receptionists and Appointments

Question	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know	Blank
Q1 How helpful do you find the receptionists	53	2	0	0	0	0

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	Blank
Q2 Ease of getting through to practice on the phone	47	7	0	0	0	1	0
Q3 Ease of speaking to a doctor/nurse on the phone	13	10	2	1	1	28	0

	Yes	No	Don't know/never needed to	Blank
Q4 If urgent can you get seen on the same day	50	0	5	0

	Important	Not important	Blank
Q5 Importance of booking appointments ahead	40	13	2

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	Blank
Q6 Ease of booking ahead	40	8	0	0	1	6	0

Q7 How do you normally book your appointments at your practice?

In person	16
By phone	52
Online	0
Doesn't apply	0

Q8 Which of the following methods would you prefer to use to book appointments at your practice?

In person	18
By phone	52
Online	8
Doesn't apply	1

Please note: for Q7 and Q8, the number of patient responses reported may be greater than the total number of patients responding to the survey (listed at top right of page) as more than one option can be selected for these questions.

Thinking of times when you want to see a particular doctor

Question	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know, never tried	Blank
Q9 How quickly do you usually get seen	40	8	0	1	2	4

	Excellent	Very good	Good	Fair	Poor	Very poor	Does not apply	Blank
Q10 How do you rate this	38	11	1	2	0	0	3	0

Thinking of times when you are willing to see any doctor

Question	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know, never tried	Blank
Q11 How quickly do you usually get seen	44	7	0	0	1	3

	Excellent	Very good	Good	Fair	Poor	Very poor	Does not apply	Blank
Q12 How do you rate this	38	13	3	0	0	0	1	0

Thinking of your most recent consultation with a doctor or nurse

Question	Less than 5 minutes	5-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	There was no set time for my consultation	Blank
Q13 How long did you wait for your consultation	17	26	10	2	0	0	0

	Excellent	Very good	Good	Fair	Poor	Very poor	Does not apply	Blank
Q14 How do you rate this	28	15	8	3	1	0	0	0

About opening times

	Yes	No	Don't know	Blank
Q15 Convenient opening times	47	7	1	0

Q16 Which additional opening hours would make it easier for you to see or speak to someone

Before 8am	10
At lunchtime	1
After 6.30pm	5
On a Saturday	11
On a Sunday	3
None of these	5

About seeing the doctor of your choice

	Yes	No	There is usually only one doctor	Blank
Q17 Particular GP you prefer to see or speak to	19	32	2	2

Question	Always or almost always	A lot of the time	Some of the time	Never or almost never	Not tried at this GP practice	Blank
Q18 How often see or speak to the GP you prefer	21	4	2	0	0	28

How good was the last GP you saw at each of the following?

	Very good	Good	Fair	Poor	Very poor	Does not apply	Blank
Q19 Giving you enough time	46	7	1	1	0	0	0
Q20 Listening to you	41	13	1	0	0	0	0
Q21 Explaining tests and treatments	40	14	1	0	0	0	0
Q22 Involving you in decisions about your care	35	14	2	0	0	3	1
Q23 Treating you with care and concern	43	10	1	0	0	1	0

	Yes, definitely	Yes, to some extent	No, not at all	Don't know/can't say	Blank
Q24 Did you have confidence and trust in this GP	50	4	0	0	1

Blank responses are not included in the analysis (see score explanation)

How good was the last nurse you saw at each of the following?

	Very good	Good	Fair	Poor	Very poor	Does not apply	Blank
Q25 Giving you enough time	33	8	0	0	0	2	12
Q26 Listening to you	29	11	1	0	0	2	12
Q27 Explaining tests and treatments	29	10	1	0	0	4	11
Q28 Involving you in decisions about care	24	10	2	0	0	8	11
Q29 Treating you with care and concern	28	13	0	0	1	2	11

	Yes, definitely	Yes, to some extent	No, not at all	Don't know/can't say	Blank
Q30 Did you have confidence and trust in this nurse	35	6	0	1	13

Blank responses are not included in the analysis (see score explanation)

About care from your doctors and nurses

	Very well	Unsure	Not very well	Does not apply	Blank
Q31 Understand your health problems	52	1	0	2	0
Q32 Cope with health problems	50	3	0	2	0
Q33 Keep yourself healthy	45	4	1	4	1

	Excellent	Very good	Good	Fair	Poor	Very poor	Blank
Q34 Overall experience of GP surgery	38	15	2	0	0	0	0

Question	Yes, definitely	Yes probably	No, probably not	No, definitely not	Don't know	Blank
Q35 Would you recommend GP surgery	51	4	0	0	0	0

Blank responses are not included in the analysis (see score explanation)

Evaluation question scores and benchmarks for questions 19-23 and 25-29

Mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)				
		Min	Lower quartile	Median	Upper quartile	Max
Last GP you saw						
Q19 Giving you enough time	95	-	-	-	-	-
Q20 Listening to you	93	-	-	-	-	-
Q21 Explaining tests and treatments	93	-	-	-	-	-
Q22 Involving you in decisions about your care	91	-	-	-	-	-
Q23 Treating you with care and concern	94	-	-	-	-	-
Last Nurse you saw						
Q25 Giving you enough time	95	-	-	-	-	-
Q26 Listening to you	92	-	-	-	-	-
Q27 Explaining tests and treatments	93	-	-	-	-	-
Q28 Involving you in decisions about care	90	-	-	-	-	-
Q29 Treating you with care and concern	90	-	-	-	-	-

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.
 - benchmark data not available

Your patient demographics

Number and percentage of responses by demographic category.

Gender	Number of responses	% of responses
Male	23	42%
Female	32	58%
Blank	0	0%

Age	Number of responses	% of responses
Under 16	0	0%
16 to 44	22	40%
45 to 64	20	36%
65 to 74	7	13%
75 or over	6	11%
Blank	0	0%

Long-standing health condition	Number of responses	% of responses
Yes	26	47%
No	25	45%
Don't know/can't say	3	5%
Blank	1	2%

Ethnicity	Number of responses	% of responses
White	52	95%
Black or Black British	0	0%
Asian or Asian British	1	2%
Mixed	0	0%
Chinese	0	0%
Other ethnic group	0	0%
Blank	2	4%

Status	Number of responses	% of responses
Employed (full or part time, including self-employ)	30	55%
Unemployed/looking for work	3	5%
At school or in full time education	1	2%
Unable to work due to long term sickness	0	0%
Looking after your home/family	3	5%
Retired from paid work	15	27%
Other	1	2%
Blank	2	4%

Patient comments by question

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Q Comments about GP practice

- The receptionists are extremely nice and very helpful which always makes you feel comfortable.
- My perception is that some other doctors are happy to carry out certain medical tests when people are in a certain age group (e.g. prostate) at this practice for the example given, symptoms are required before this test is carried out. Is this good or bad? I am not personally qualified to answer - just pointing it out.
- Excellent GP.
- A lady doctor at the surgery would also be good.
- Just wish that the car park was bigger and that the exit on to the main road was more visible/safer.
- I have always found doctor and surgery staff extremely helpful - consistently over the last years.
- Very helpful especially with our young children.
- Everybody should have a surgery like mine. It's the NHS at its best.
- All excellent. Many thanks - staff always do their best to get patients seen.
- It would be much better if we got a call or email when doctor wants to see us instead of waiting until we pop in and hoping to catch us.
- I find the doctors and staff at this practice very helpful, caring and considerate and I would recommend this practice to other patients.
- The best!
- At this surgery you are treated as an individual. No glass screen, push button intercom. A receptionist speaks to you face to face. Old fashioned but makes patient feel there is help at hand.
- Have nothing but praise for all staff at this doctors surgery.
- Thank you for all the help you do for me and my kids.
- Always able to get an appointment - especially helpful with a young family. Reception friendly and helpful.
- In general good service - only been on this system recently as returned from university but my most recent appointment with the doctor was excellent.

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q19 GP - Giving you enough time

Total number of patients responses = 55

Questionnaire rating scale	Very good	Good	Fair	Poor	Very poor	Blank
Number of ratings	46	7	1	1	0	0

Value assigned to each rating	100	75	50	25	0	n/a
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(number of Very good ratings x 100) + (number of Good ratings x 75) + (number of Fair ratings x 50) + (number of Poor ratings x 25) + (number of Very poor ratings x 0)

$$(46 \times 100) + (7 \times 75) + (1 \times 50) + (1 \times 25) + (0 \times 0)$$

(Total number of patient responses - number of 'blanks')

$$(55 - 0)$$

$$= 5,200/55$$

Your mean percentage score for Q19 = 95%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q19 Giving you enough time	95

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
-	-	-	-	-

- Benchmark data not available

P12617 – Morden Hall Medical Centre SID 32454



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

Q2 How easy is it to get through to someone at your GP practice on the phone?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
- ² No
- ³ Don't know / never needed to

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

- ¹ Important
- ² Not important

Q6 How easy is it to book ahead in your practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q7 How do you normally book your appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q8 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Thinking of times when you want to see a particular doctor:

Q9 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q10 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of times when you are willing to see any doctor:

Q11 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q12 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
- ² 5 – 10 minutes
- ³ 11 – 20 minutes
- ⁴ 21 – 30 minutes
- ⁵ More than 30 minutes
- ⁶ There was no set time for my consultation

Q14 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

- ¹ Yes **Go to Q17**
- ² No
- ³ Don't know

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

(Please X all boxes that apply)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ On a Saturday
- ⁵ On a Sunday
- ⁶ None of these

About seeing the doctor of your choice

Q17 Is there a particular GP you usually prefer to see or speak to?

- ¹ Yes
- ² No **Go to Q19**
- ³ There is usually only one doctor in my surgery **Go to Q19**

Q18 How often do you see or speak to the GP you prefer?

- ¹ Always or almost always
- ² A lot of the time
- ³ Some of the time
- ⁴ Never or almost never
- ⁵ Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q20 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q21 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q22 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q23 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q24 Did you have confidence and trust in the GP you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

Q25 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q26 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q27 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q28 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q29 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q31 Understand your health problems?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q34 Overall, how would you describe your experience of your GP surgery?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not
- ⁵ Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q36 Are you ?

- ¹ Male
- ² Female

Q37 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

Finally, please add any other comments you would like to make about your GP practice:

This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Geib Safran

