

# Daisy Villa Practice: Patient Survey February 2009

Using the General Practice Assessment Questionnaire (GPAQ)



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## **2. Why use the General Practice Assessment Questionnaire (GPAQ)?**

Some aspects of quality are best assessed by asking patients. According to the literature patients regard the following as important:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access;

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments;

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions;

Inter-personal attributes, including: humaneness, caring, support and trust;

Organisation of care, including: continuity of care, and, the range of services available.

The GPAQ questionnaire focuses on these aspects of care. The questionnaire is widely used in the United Kingdom and comparison data can be used as bench marks for individual practices.

### **3. How the survey was carried out**

The GPAQ questionnaire was given to 50 consecutive patients that consulted Catriona Kemp and 50 consecutive patients that consulted Dr Simon Kemp during a two week period in February 2008. If patients were seen twice during this period they only completed one questionnaire. There was no other selection of patients other than described above. The questionnaires were handed to the patients by the reception staff. The patients were also given a stamped addressed envelope which enabled them to complete the questionnaire at home and post it back later to the surgery.

Out of 100 questionnaires, 72 were returned and analyzed which gave a 72% response rate. 36 were from patients who had seen Dr Catriona Kemp, 36 were from patients that had seen Dr Simon Kemp.

## **4. Summary of results**

### **i. GPAQ evaluation questions**

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. Comparisons with previous Daisy Villa GPAQ questionnaire results for years 05/06, 06/07 and 07/08 and also with other practices can be seen in the results.

The figures in the right hand column contain current national GPAQ benchmarks for that question. These benchmark figures are based on data from 232 908 respondents to both the postal and post-consultation versions of GPAQ (combined) collected during the 2004/2005 contract year. Once again, these figures are expressed as percentages of the maximum possible score in this table. These are regularly updated on the GPAQ website. Details of how many patients completed each of the individual responses for each of these questions for the practice are given in full in the distribution tables.

Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks:

	Mean score 05/06	Mean score 06/07	Mean score 07/08	Mean Score 08/09	GPAQ benchmark
Q2. Satisfaction with receptionists	92	92	92	92	77
Q3a. Satisfaction with opening hours	77	71	76	73	67
Q4b. Satisfaction with availability of particular doctor	86	83	86	87	60
Q5b. Satisfaction with availability of any doctor	91	90	92	89	69
Q7b. Satisfaction with waiting times at practice	77	68	75	78	57
Q8a. Satisfaction with phoning through to practice	84	87	86	83	59
Q8b. Satisfaction with phoning through to doctor for advice	81	85	80	81	61
Q9b. Satisfaction with continuity of care	85	83	87	84	69
Q10a. Satisfaction with doctor's questioning	91	88	92	90	81
Q10b. Satisfaction with how well doctor listens	94	90	92	92	84
Q10c. Satisfaction with how well doctor puts patient at ease	95	91	92	91	84
Q10d. Satisfaction with how much doctor involves patient	92	91	90	88	81
Q10e. Satisfaction with doctor's explanations	93	89	93	90	83
Q10f. Satisfaction with time doctor spends	91	90	91	91	80
Q10g. Satisfaction with doctor's patience	94	92	93	93	84
Q10h. Satisfaction with doctor's caring and concern	94	90	93	93	84
Q11a. Ability to understand problem after visiting doctor	79	66	64	70	69
Q11b. Ability to cope with problem after visiting doctor	73	67	60	63	66
Q11c. Ability to keep healthy after visiting doctor	68	59	50	56	62

## ii. GPAQ report questions

Some GPAQ questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

Q3b. Additional hours requested	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Mornings	1	0	0	2
Lunchtime	2	1	2	0
Evenings	8	14	11	11
Weekends	18	22	15	23
None	45	38	32	36

Q4a. Availability of particular doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Same day	24	24	33	37
Next working day	23	17	13	18
Within 2 working days	15	16	9	6
Within 3 working days	5	6	1	3
Within 4 working days	0	0	0	2
5 or more working days	0	1	2	1
Does not apply	3	7	5	4

Q5a. Availability of any doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Same day	24	42	46	52
Next working day	23	16	9	8
Within 2 working days	15	8	3	6
Within 3 working days	5	0	0	0
Within 4 working days	0	0	0	1
5 or more working days	0	0	0	1
Does not apply	3	5	4	2

Q6. Same day urgent availability of doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Yes	52	48	46	58
No	1	0	3	2
Don't know/never needed to	17	23	14	10

Q7a. Waiting time at practice	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
5 minutes or less	9	9	7	10
6-10 minutes	40	36	37	50
11-20 minutes	18	22	16	9
21-30 minutes	2	4	2	0
More than 30 minutes	2	0	1	1



Q9a. Continuity for seeing same doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Always	19	17	20	20
Almost always	33	34	29	38
A lot of the time	10	8	7	7
Some of the time	0	6	3	2
Almost never	3	0	0	0
Never	2	0	0	1

### iii. Demographics

The following tables display the demographic data collected in GPAQ.

Q12. Sex	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Male	26	26	28	27
Female	46	45	33	44

Q13. Age	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Up to 44 years old	28	24	15	23
45 years old and above	44	46	46	47
<i>Mean</i>	48	49	56	52

Q14. Long standing illness, disability or infirmity	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Yes	42	43	36	45
No	27	25	24	25

Q15. Ethnic group	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
White	72	67	60	70
Black or Black British	0	0	0	0
Asian or Asian British	0	0	0	0
Mixed	0	0	0	0
Chinese	0	0	0	0
Other ethnic group	0	0	0	0

Q16. Accommodation status	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Owner-occupied/ mortgaged	55	60	40	53
Rented or other arrangements	17	9	18	17

Q17. Employment status	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Employed (full/part time, self-employed)	36	41	19	33
Unemployed	2	4	0	2
School or full time education	2	3	4	3
Long term sickness	4	3	5	5
Looking after home/family	6	7	6	4
Retired	16	13	24	23
Other	6	0	4	1

**iv. Other frequency distribution tables:**

Q1. Number of visits to doctor in last 12 months	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
None	4	0	1	0
Once or twice	14	13	11	10
Three or four times	14	17	12	24
Five or six times	18	15	14	15
Seven times or more	22	25	25	22

Q2. Satisfaction with receptionists	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	0	0	0	1
Good	4	2	5	4
Very good	20	24	15	19
Excellent	48	45	43	48

Q3a. Satisfaction with opening hours	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	4	2	1
Fair	7	6	1	4
Good	13	17	14	23
Very good	36	34	33	34
Excellent	16	9	11	8

Q4b. Satisfaction with availability of particular doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	1	0
Poor	1	0	1	0
Fair	2	4	2	2
Good	6	11	6	8
Very good	25	20	13	22
Excellent	32	29	35	36
Does not apply	3	6	5	4

Q5b. Satisfaction with availability of any doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	1
Poor	0	0	1	0
Fair	2	1	2	1
Good	4	7	1	7
Very good	16	16	9	16
Excellent	44	40	42	42
Does not apply	3	5	4	1

Q7b. Satisfaction with waiting times at practice	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	1	0
Poor	0	1	0	0
Fair	3	12	6	2
Good	23	26	13	17
Very good	25	19	28	35
Excellent	18	12	14	14

Q8a. Satisfaction with phoning through to practice	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	1
Fair	1	0	1	2
Good	12	9	8	12
Very good	28	26	25	24
Excellent	27	32	28	30
Don't know/ never tried	2	3	0	1

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	1	0
Poor	1	0	0	1
Fair	0	1	0	2
Good	7	5	5	8
Very good	11	10	10	13
Excellent	12	14	9	16
Don't know/ never tried	36	40	36	30

Q9b. Satisfaction with continuity of care	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	1	0	0	0
Poor	1	0	0	0
Fair	0	5	1	0
Good	8	8	7	10
Very good	26	26	22	34
Excellent	32	27	29	24

Q10a. Satisfaction with doctor's questioning	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	0	0	0	1
Good	5	9	5	2
Very good	21	21	13	27
Excellent	44	37	42	38
Does not apply	1	2	2	2



Q10b. Satisfaction with how well doctor listens	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	0	1	1	0
Good	4	3	4	2
Very good	15	24	15	25
Excellent	52	41	42	43
Does not apply	0	0	0	0

Q10c. Satisfaction with how well doctor puts patient at ease	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	0	1	0	0
Good	3	6	5	1
Very good	11	12	11	25
Excellent	48	40	36	34
Does not apply	9	10	10	10

Q10d. Satisfaction with how much doctor involves patient	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	1
Fair	0	0	0	0
Good	4	3	8	5
Very good	17	20	11	24
Excellent	44	37	35	36
Does not apply	5	9	7	3

Q10e. Satisfaction with doctor's explanations	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of response 08/09
Very poor	0	0	0	0
Poor	0	0	0	1
Fair	0	1	0	0
Good	3	5	4	2
Very good	17	21	13	25
Excellent	48	35	43	39
Does not apply	3	7	1	2

Q10f. Satisfaction with time doctor spends	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	1	0	0	0
Good	2	9	4	2
Very good	23	18	13	26
Excellent	43	42	43	42
Does not apply	0	0	1	0

Q10g. Satisfaction with doctor's patience	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	0
Fair	1	1	0	0
Good	1	5	6	2
Very good	16	13	10	19
Excellent	51	46	44	48
Does not apply	1	4	2	1

Q10h. Satisfaction with doctor's caring and concern	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Very poor	0	0	0	0
Poor	0	0	0	1
Fair	1	0	0	0
Good	2	6	4	2
Very good	14	23	14	15
Excellent	54	39	42	52
Does not apply	0	0	2	0

Q11a. Ability to understand problem after visiting doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Much more than before the visit	26	29	22	31
A little more than before the visit	18	11	23	16
The same or less than before the visit	3	12	7	9
Does not apply	13	16	9	13

Q11b. Ability to cope with problem after visiting doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Much more than before the visit	32	27	19	26
A little more than before the visit	21	13	21	19
The same or less than before the visit	5	10	9	11
Does not apply	12	19	10	13

Q11c. Ability to keep healthy after visiting doctor	Number of responses 05/06	Number of responses 06/07	Number of responses 07/08	Number of responses 08/09
Much more than before the visit	24	20	15	17
A little more than before the visit	19	11	16	19
The same or less than before the visit	6	12	15	11
Does not apply	20	26	15	21

## 5. Comments from patients

### i. Is there anything particularly good about your health care?

- Best Doctors and Staff I've ever met;
- The care and attention of both Doctors and all Staff at the practice is 1<sup>st</sup> class;
- Communication and friendly staff;
- Good attention by all doctors and nurses; excellent;
- Friendly, personal, thorough and timely;
- Everything! Doctors and staff are excellent;
- I have no complaints and have always received a very good service at Daisy Villa, thanks;
- Rural location, we very much value the presence of a traditional type of "family" doctor – local knowledge / local commitment;
- Best I have ever had;
- Dr Simons interest and follow up every time;
- The doctor contacted me when I reached 60 for a general health review which seems a very sensible and cost effective use of resources as, in my case, a potentially serious problem was identified and preventative treatment initiated;
- The staff are pleasant and helpful and the doctors always listen and show concern and helpful;
- Very friendly; easy going atmosphere;
- Everybody in this practice takes an interest in your wellbeing;
- Both doctors are excellent and I have no preference to which I see;
- Being able to see the doctor the same day as telephoning; obtaining medication at the surgery. The standard of knowledge and care of the doctors;
- Friendly and caring practice;
- Excellent that you can see GP's quickly;
- Both the doctors and locum's at this practice along with all members of staff take a real interest in their patients;

- Able to see same doctors over the years – continuity; referrals – quick and smooth;
- The doctors always listen and explain things. I only have positive comments and appreciate all the support the doctors and receptionists and practice staff give to me and my family;
- It is excellent, in fact I owe them my life they detected and advised me about my problem and ARI did the rest. I will always be grateful;
- Good relationship with both doctors; very professional;
- I have always found the doctors and receptionists helpful, friendly and always treat you with respect;
- I find the care given is second to none anywhere in the country;
- Always full discussion re hospital visits / treatment etc;
- Daisy Villa is a very friendly and relaxing surgery. The staff are very approachable;
- All the staff are very approachable, welcoming and helpful;
- Excellent;
- Doctors who are well known to the patients;
- The ability to communicate well with doctor to try sort out problems;
- None;
- The doctor that I see most of the time is amazing, she's great;
- Everyone is wonderful and always so helpful;
- Excellent, warm friendly environment; very professional and caring by staff and doctors;

## ii. Is there anything that could be improved?

- No;
- No;
- Well women / man sessions for regular health checks / screening;
- No;
- A Saturday morning surgery would be helpful more so because when the kids tend to have a problem, it's usually the end of week or weekend!;
- If we had care from the practice at weekends and nights what happens if the barriers are closed;
- I am very happy with the service that the surgery supplies;
- No;
- Yes they could move closer to me;
- Open each day am and afternoons;
- Waiting times when being referred to see a consultant need to be reduced as it can take a while to see a specialist when referred by your GP;
- No;
- Local doctor on call 24hrs;
- No;
- The building themselves;
- No;
- It would always be useful to have the practice open for longer hours but I am aware this is difficult / costly;
- Own doctor at weekend and after hours (night time);

- A local doctor available out of hours and at the weekends;
- Weekend or early morning surgery;
- Not really;

### iii. Any other comments?

- Very happy with surgery;
- All staff at Daisy Villa are fantastic;
- I feel “trust” in the practice and feel I could approach them about any health issues I may have;
- I think question 15 is not relevant to medical care so I decline to answer;
- Don’t like the service from NHS 24. If a doctor won’t cross the barriers in the middle of the night, why should a patient be expected to!;
- Very satisfied with the health care at Daisy Villa practice;
- I think we have the best care any one can have with all the staff at Daisy Villa;
- Thankful to have a good doctor service and caring staff;
- No;
- Very happy with the health care supplied by Drs Simon and Catriona Kemp;
- Thanks, keep up the good work;
- Excellent service;
- All the staff at the practice are friendly and helpful;
- Excellent practice;
- Staff very helpful;
- Everyone at the surgery is helpful and cheerful. We feel very fortunate to have this level of care on our door step. The doctors are really good with our children and speak to them appropriately. Thank you to you all;

## 6. Discussion and summary

The response rate was 72%. This is very good and higher than last year’s rate of 66%.

The evaluation questions were mostly above the GPAQ benchmarks. In particular the practice scored 10% or better than the GPAQ benchmarks with satisfaction with receptionists, satisfaction with availability of a particular doctor, satisfaction with availability of any doctor, satisfaction with waiting times at practice, satisfaction with phoning through to practice, satisfaction with phoning through to doctor for advice, satisfaction with continuity of care and satisfaction with time doctor spends.

The only two questions that were slightly lower than the GPAQ benchmarks were 11b (Ability to cope with the problem after visiting doctor) and 11c (Ability to keep healthy after visiting doctor). The practice has recognised that this is an area which we tend to score average on or slightly below average and have tried to improve this as far as possible over the years. Indeed this year the scores had improved from that of last year. 11a (Ability to understand problem after visiting doctor) is now just over the GPAQ benchmark. The practice will remain focussed on this area and will continue to utilise patient information leaflets where possible and

recommend the patient web site [www.patient.co.uk](http://www.patient.co.uk) which is also linked from the Daisy Villa Practice web site, [www.daisyvilla.co.uk](http://www.daisyvilla.co.uk) .

Most patients appeared happy with the current arrangement of hours of work at the practice. Some patients wanted extra surgery time mostly at the weekends and also in the evenings. The Practice has provided additional GP consultation hours from 6.00pm to 6.30pm on Mondays and Fridays for routine appointments since November 2008.

Waiting time at Daisy Villa is an area the Practice has tried to improve further. We have 15 minute appointments and from last year the waiting times at the Practice have significantly improved. Most patients wait between 6-10 minutes as opposed to 11-20 minutes. This remains an area which we still need to monitor and continue to improve further. The nature of General Practice makes it difficult to exactly predict the precise time a patient may require with a Doctor. Some require less than 15 minutes and some more and it is not always possible to determine this at the time of booking the appointment. Generally we have found that 15 minutes have improved the waiting times. This matter will again be discussed at the next Practice meeting and any other potential solutions considered.

The written comments by individual patients were again extremely generous and kind to all the staff. This positive feedback is very important to us and makes a huge difference to the staff at the surgery and always helps us in our day to day work. These comments have been fed back to the staff whose work clearly is greatly valued by a significant number of the patients who completed the questionnaires. These comments are a credit to all the staff who work at Daisy Villa Surgery.

Also very useful were the improvements that the patients mentioned and I have tried to list these below and answer some of the concerns:

- 1) *Well women / man sessions for regular health checks / screening.* We offer regular well women checks in line with the cervical screening programme and also periodic recommendations for blood pressure checks; Well man checks will again be picked up with the requirement to periodically check blood pressure depending on age. The practice has a data base of all patients and intermittently sends out letters to those that require blood pressure checks. Also we would be happy to see any patient for a general health check should they request it;
- 2) *Open each day am and afternoons.* We are open mornings and afternoons except Wednesday afternoons when the doctors either catch up on their administration work or attend training. The Practice is closed on Bank Holidays;
- 3) *Waiting times when being referred to see a consultant need to be reduced as it can take a while to see a specialist when referred by your GP.* This is an area which we are constantly monitoring, as is NHS Orkney (NHSO). NHSO have to work within tight referral guideline times. In general, we have seen a gradual improvement in waiting times to see a specialist. In the next year some referrals are likely to be made electronically and therefore precise times can be better monitored more carefully. If any patient is concerned about the wait they have to see a specialist it is important that they discuss this further with the GP and appropriate representation to NHSO can then be



made. Overall, and in general terms, in the NHS, urgency of a referral is determined and prioritised according to the precise nature of the medical and surgical problem;

- 4) *Local doctor on call 24hrs.* This changed with the new GP contract several years ago and enabled the local doctor to have time off during the nights and at the weekends which is important for recruitment and retention of local GPs. This also enabled the local doctor to spend more time during the day with their patients thus further improving continuity of care which was scored highly in this questionnaire. The current NHS 24 doctors that are based in Orkney are, in the main, the same doctors and they have developed a good working knowledge of Orkney and its medical and rural intricacies;
- 5) *The building themselves.* This is an area which we entirely agree needs significant updating and this matter needs addressing urgently by NHSO. For many years our Practice has highlighted this deficiency to NHSO and we have to date been unable to obtain any timeframe guarantee that they will address this problem. There are potentially three options. 1. No improvement in the building in the near future; 2. Modernising the existing building (plans have been developed and costed for upgrading Daisy Villa premises); 3. New surgery in St Margaret's Hope which could be linked to potential residential care facility alongside the new road that is currently being built in the village. We understand that NHSO will be prioritising their modernisation programme by June 09 and we will possibly know the outcome of their decision at that time;
- 6) *Don't like the service from NHS 24. If a doctor won't cross the barriers in the middle of the night, why should a patient be expected to!* If any patient has a problem with NHS 24 they should be able to raise this directly with NHSO or NHS 24. If the barriers are not passable the local Doctors, who live in the area, have come to an arrangement with NHSO, if they are present, to cover the practice area during these occasional periods of bad weather. The ambulance crew are also recruiting local first responders who may be able to respond quicker than the ambulance crew, who are based in Kirkwall. Local first responders may also be useful in times of adverse weather.

The last questionnaire raised an issue with the wait for medication. It was explained that we had been having some difficulty with stock control due to a new computer system. However this has now improved and stock control and ordering is much better.

Last year it was mentioned that we should have drinks in the waiting room. This was considered at the practice meeting and it was decided not to offer drinks in the waiting room. If we had a larger waiting room we could reconsider this request again.

Overall this questionnaire was again a worthwhile exercise and helps identify areas which patients feel we perform well in and some areas which we could further improve. The results of this questionnaire will be discussed at the next practice meeting and a copy will be given to NHSO. We hope to repeat this questionnaire again in one year.