Final Results 2009/10 GP Patient Experience Survey Daisy Villa Medical Practice - Orkney



Daisy Villa
St Margaret'S Hope
Orkney
KW17 2SN

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An official statistics publication for Scotland





2009/10 GP Patient Experience Survey

Daisy Villa Medical Practice - Orkney

Introduction

This report gives a summary of the final results of the 2009/10 GP Patient Experience Survey for Daisy Villa Medical Practice - Orkney.

The survey was sent to 313 people registered with the surgery, and they were asked to return it only if they had contacted the surgery in the last year.

The survey asked questions about people's experiences during 2009/10 of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. A copy of the survey is available at:

http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_FINAL.pdf

163 patients of Daisy Villa Medical Practice - Orkney sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 46% were male and 54% were female;
- 17% were aged 16-34, 21% were aged 35-49, 31% were aged 50-64 and 31% were 65 and over;
- 68% did not have any limiting illness or disability.

The survey was commissioned by Scottish Government for Scotland's Patient Experience Programme "Better Together" and was carried out by Picker Europe. Picker Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to www.bettertogetherscotland.com

For information on what the above organisations are doing to make improvements please contact:

Better Together GR, St Andrew's House Regent Road Edinburgh EH1 3DG patientexperience@scotland.gsi.gov.uk

National results for this survey are available in the national report published here: http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey

Results for Daisy Villa Medical Practice - Orkney

Results are shown as the % positive. This means the percentage of people who answered in a positive way. For example, when asked if they could get through on the phone, if people said always or most of the time these have been counted as positive answers.

The bars illustrate the % positive as green, and the % negative as red. For example, if people said they could rarely or never get through on the phone, these have been counted as negative. Where answers are neither positive nor negative, the % is shown in yellow - for example if people answered sometimes to the question about getting through on the phone.

The answers that have been counted as positive and negative for each question can be found on the website at:

http://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key.pdf.

The national average is the weighted average for patients in Scotland. The weighted national average is calculated by weighting each GP surgery result by the relative surgery size. The weight is calculated as the GP surgery list size (of patients eligible for the survey) as a proportion of the national list size.

To display the number of patients answering positively and negatively for a particular question, please hover the mouse cursor over the bar chart (this is not available on the html version).

Access

Access	% Positive Surgery	Positive Negative	% Positive Scotland
Able to get through on the phone	99		88
Person answering the phone was polite and helpful	e 100		94
Could see or speak to a doctor or nurse within 2 working days	100		90
Able to book a doctors appointment in advance	99		78
Can usually see preferred doctor	100		84
Time waiting to be seen at GP surgery	98		88
Overall arrangements for getting to see a doctor	e 100		81
Overall arrangements for getting to see a nurse	e 99		87

Reception

The receptionist was polite and helpful	% Positive Surgery 100	Positive	Negative	% Positive Scotland 94
People were not worried that they could be overheard talking to the receptionist	70			63
People did not feel bothered or threatened by other patients	99			97

Doctors

The doctor listens to the patient	% Positive Surgery 99	Positive	Negative	% Positive Scotland 94
Patients feel that the doctor has all the information they need to treat them	94			88
The doctor shows consideration for the patient's personal circumstances when treating them				89
The doctor talks in a way that helps the patient to understand their condition and treatment	99			92
Patients have confidence in the doctor's ability to treat them	95			90
Patients have enough time with the doctor	98			87

Nurses

The nurse listens to the patient	% Positive Surgery 100	Positive Negative	% Positive Scotland 96
Patients feel that the nurse has all the information they need to treat them	95		91
The nurse shows consideration for the patient's personal circumstances when treating them	98		92
The nurse talks in a way that helps the patient to understand their condition and treatment	99		93
Patients have confidence in the nurse's ability to treat them	s 98		93
Patients have enough time with the nurse	99		95

Medicines

	% Positive Surgery	Positive	Negat	% Positive Scotland
Patients know enough about what their medicines are for	100			96
Patients know enough about how and when to take their medicines	100			99
Patients know enough about side effects of medicines	96			85
Patients know what to do if they have any problems with their medicines	98			91

Overall Experience

•	% Positive Surgery	Positive	Negative	% Positive Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	99			90
Patients are treated with dignity and respect	99			94
Patients' personal values and beliefs are respected	98			89
Rating of overall care provided by GP surgery	99			90

Top Five and Bottom Five Results for Daisy Villa Medical Practice - Orkney

The top 5 questions are those with the highest % positive for the surgery. The bottom 5 are those questions with the highest % negative for the surgery.

TOP FIVE

	% Positive Surgery	Positive	Negative	Positive Scotland
Can usually see preferred doctor	100			84
Could see or speak to a doctor or nurse within 2 working days	100			90
Person answering the phone was polite and helpful	100			94
Overall arrangements for getting to see a doctor	100			81
The receptionist was polite and helpful	100			94

BOTTOM FIVE

	% Positive Surgery	Positive Negative	% Positive Scotland
People were not worried that they could be overheard talking to the receptionist	70		63
Time waiting to be seen at GP surgery	98		88
Patients feel that the doctor has all the information they need to treat them	94		88
Patients know enough about side effects of medicines	96		85
Able to book a doctors appointment in advance	it 99		78

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Further contact details, e-mail addresses and details of previous and forthcoming publications can be found on the Scottish Government Website at www.scotland.gov.uk/statistics

Complaints and suggestions

If you are not satisfied with our service, please write to the Chief Statistician, Mr Rob Wishart, 1N.04, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail rob.wishart@scotland.gsi.gov.uk. We also welcome any comments or suggestions that would help us to improve our standards of service.

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