

The General Practice Assessment Questionnaire 2014/15

 Patient feedback was collected for 1 month during 2015. The questionnaire was put onto Regent House Surgery website [www.regenthousesurgery.co.uk](http://www.regenthousesurgery.co.uk) and also a paper copy was available for patients to complete whilst in surgery. 100 patients were asked to complete the questionnaire.

The results were analysed as follows:

1. In the past 12 months, how many times have you seen a doctor from you practice?
2. How do you rate the way you are treated by receptionist at your practice?

3 a) how do you rate the hours that your practice is open for appointments?

3b) what additional hours would you like the practice to be open?

4 Thinking of times when you want to see a particular doctor.

1. How quickly do you usually get to see that doctor?
2. How do you rate this

5 Thinking of times when you are willing to see any doctor.

1. How quickly do you usually get seen?
2. How do you rate this?

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

7a) How long do you usually have to wait at the practice for your consultations to begin?

7b) How do you rate this?

8 Thinking of times you have phoned the practice, how do you rate the following:

1. Ability to get through to the practice on the phone?
2. Ability to speak to a doctor on the phone when you have a question or need medical advice?

9 This question asks you about your **usual doctor.** If you don’t have a ‘usual doctor’ answer about one doctor at your practice who you know best. If you don’t know any of the doctors, go straight to question 10

1. In general, how often do you see your **usual doctor?**
2. How do you rate this?

10 Thinking about your consultation with the doctor today, how do you rate the following:

1. How thoroughly the doctor asked about your symptoms and how you are feeling?
2. How well the doctor listened to what you had to say?
3. How well the doctor put you at ease?
4. How much the doctor involved you in decisions about your care?
5. How well the doctor explained your problems or any treatment that you need?
6. The amount of time your doctor spent with you today?
7. The doctor’s patience with your questions or worries?
8. The doctors caring and concern for you?

11 After seeing the doctor today do you feel…?

1. Able to understand your problem(s) or illness?
2. Able to cope with your problem(s) or illness?
3. Able to keep yourself healthy?

12 All things considered, how satisfied are you with your practice?

From 1 December 2014, the surgery also implemented the NHS Friends and Family Test (FFT).

We have invited patients to give feedback throughout the year using a questionnaire that asks the following question:

We would like you to think about your recent experiences of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The responses are: ‘Extremely likely’; ‘Likely’; ‘Neither likely nor unlikely’; ‘Unlikely’; ‘Extremely unlikely’; or ‘Don’t know’

We have also included an optional question

If we could change one thing about your care or treatment to improve your experience, what would it be?

The Practice submits monthly to NHS England:

* the number of responses in each category
* the number of responses collected by each method

NHS England will publish the results every month. The results will also be published on the NHS Choices website. Practices can use these results to track their progress over time.

Results to date are:

|  |  |  |  |
| --- | --- | --- | --- |
|  | DECEMBER | JANUARY | FEBRUARY |
| Extremely likely | 1 | 2 | 1 |
| Likely | 1 | 2 | 2 |
| Neither likely nor unlikely |  |  |  |
| Unlikely  |  |  |  |
| Extremely unlikely |  |  |  |
| Don’t know |  |  |  |

For the purpose of analysing our survey we collected the following demographical information

Do you have any long-standing illness, disability or infirmity?

Which ethnic group do you belong to?

Is your accommodation:

Which of the following best describes you?

COMMENTS

|  |  |  |
| --- | --- | --- |
| **GOOD** | **IMPROVEMENTS** | **OTHER COMMENTS** |
| **EXCELLENT** | **TO BE OPEN AT THE WEEKENDS** | **LONGER CONSULTATION TIMES** |
| **VERY FORTUNATE TO BE A PATIENT WITH THIS PRACTICE THANK YOU** | **NOT BEING ON HOLD FOR 2 LONG** | **NO** |
| **WE HAVE ALWAYS HAD THE BEST CARE HERE** | **CARNT GET THROUGH ON THE PHONE** | **MY GP IS WONDERFUL (RB) AS IS (GB) KEEP UP THE GOOD WORK ALL OF YOU**  |
| **GREAT PRACTICE** |  | **THE TIME YOU HAVE TO WAIT TO BE ANSWERED WHEN YOU PHONE UP** |
| **GOOD PRACTICE TO BE REGISTERED WITH**  |  |  |
| **ON LINE ORDERING PRESCRIPTIONS AND ABLE TO MAKE APPOINTMENTS ONLINE AS WELL** |  |  |
| **I AM WELL CARED FOR AS A DIABETIC** | **NO – EXCELLENT ALL-ROUND CARE** | **I AM VERY HAPPY ALWAYS WITH THE CARE I RECEIVE AT THIS PACTCE** |
| **I RECENTY HAD AN OPERATION AND ANY CONCERNS I HAD BOTH BEFORE AND AFTER SUGERY WERE DEALT WITH SPEEDILY AND CARINGLY** | **NO- THIS PRACTICE OFFERS COMPLETE HEATH CARE FOR A AGES** | **NO – THIS PRACTICE IS FIRST-CLASS IN EVERY WAY.** |