



Primary Health Care
General Practice Assessment Questionnaire

Practice Code: Practice Report F81079

Number returns: 363

No Answer

Satisfaction

Mean Score

GPAQ
Benchmark

Q1. In the past 12 Months, how many times have you seen a doctor from your practice?

None	Once /twice	3-4	5-6	7+	
27	103	112	55	64	2

Q2. How do you rate the way you are treated by Receptionists at your practice?

Very Poor	Poor	Fair	Good	V good	Exclt				
2	2	16	64	153	126	0	94%	81%	77%

Q3a. How do you rate the hours that your practice is open for Appointments?

Very Poor	Poor	Fair	Good	V good	Exclt				
1	13	44	127	128	42	8	84%	68%	67%

Q3b. What additional Hours would you like the practice to be open?

Early am	Lunch	Evenings	W/E	None
18	18	69	151	144

Q4 . Thinking of times when you want to see a particular doctor

Q4a How quickly do you usually get to see that doctor?

Same day	Next	2 nd	3 rd	4-5 th	5 th +	NA	
40	52	82	68	38	50	24	9

Q4b. How do you rate this?							No Answer	Satisfaction	Mean Score	GPAQ Benchmark
V poor	Poor	Fair	Good	V Good	Exclt	NA				
1	24	83	95	76	47	21	16	67%	62 %	60%

Q5. Thinking of times when you are willing to see any doctor

Q5a. How quickly do you usually get seen?							
Same day	Next	2 nd	3 rd	4 th	5 th +	NA	
115	81	58	36	13	11	23	26

Q5b. How do you rate this?										
V Poor	Poor	Fair	Good	V Good	Exclt	NA				
2	8	40	86	90	69	20	48	83%	71%	69%

Q6. If you need to see a GP urgently, can you normally get seen on the same day?

Yes	No	Never needed/Don't know	
226	20	94	23

Q7a. How long do you usually have to wait at the practice for your consultations to begin?

<5min	6-10	11-20	21-30	>30min	
89	179	67	5	2	21

Q7b. How do you rate this?									
V Poor	Poor	Fair	Good	V Good	Exclt				
2	7	73	104	96	44	37	75%	66%	57%

No Answer	Satisfaction	Mean Score	GPAQ Benchmark
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Q8. Thinking of times you have phoned the practice, how do you rate the following?

Q8a Ability to get through to the practice on the phone

V Poor	Poor	Fair	Good	V Good	Exclt	Don't know				
6	20	66	108	94	48	6	15	73%	64%	59%

Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?

V Poor	Poor	Fair	Good	V Good	Exclt	Don't know				
2	11	35	56	51	32	143	33	74%	66%	61%

Q9. This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any doctor go straight to question 10.

Q9a. In general, how often do you see your usual doctor?

Always	Almost	A lot	Some	Almost	Never	
48	117	56	71	26	4	41

Q9b. How do you rate this?

V Poor	Poor	Fair	Good	V Good	Exclt				
3	7	39	108	110	52	44	85%	70%	69%

Q10. Thinking about your consultation with the doctor today, how do you rate the following?

Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling.

V Poor	Poor	Fair	Good	V Good	Exclt	NA				
1	1	15	63	121	145	5	12	95%	83%	81%

No Answer	Satisfaction	Mean Score	GPAQ Benchmark
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Question	V Poor	Poor	Fair	Good	V Good	Exclt	NA	No Answer	Satisfaction	Mean Score	GPAQ Benchmark
Q10b. How well the doctor listened to what you had to say.	1	2	11	54	114	168	2	11	96%	85%	84%
Q10c. How well the doctor put you at ease during your physical examination.	2	0	12	48	98	149	37	17	95%	84%	84%
Q10d. How much the doctor involved you in decisions about your care.	0	1	14	59	110	136	26	17	95%	83%	81%
Q10e. How well the doctor explained your problems or any treatment that you need.	1	2	14	55	105	162	9	15	95%	84%	83%
Q10f. The amount of time your doctor spent with you today.	0	1	23	59	107	141	9	23	93%	82%	80%
Q10g. The doctor's patience with your questions or worries.	0	1	13	53	105	162	15	14	96%	85%	84%
Q10h. The doctors caring and concern for you.	0	1	20	41	107	169	8	17	94%	85%	84%

No Answer

Satisfaction

Mean Score

GPAQ
Benchmark

Q11 After seeing the doctor today do you feel

Q11a. Able to understand your problem(s) or illness?

Much more Little more Same NA

163 88 41 51

20

86%

71%

69%

Q11b. Able to cope with your problem(s) or illness?

Much more Little more Same NA

135 100 51 55

22

82%

65%

66%

Q11c. Able to keep yourself healthy?

Much more Little more Same NA

112 72 65 89

25

74%

59%

62%



About you

No Answer

Means Age

Q12. Are you

Male	Female		
130	218	15	

Q13. How old are you?

<44yrs	>45yrs		
127	212	24	51%

Q14. Do you have any long standing illness, disability or infirmity?

Yes	No		
175	155	33	

Q15. Which Ethnic group do you belong to?

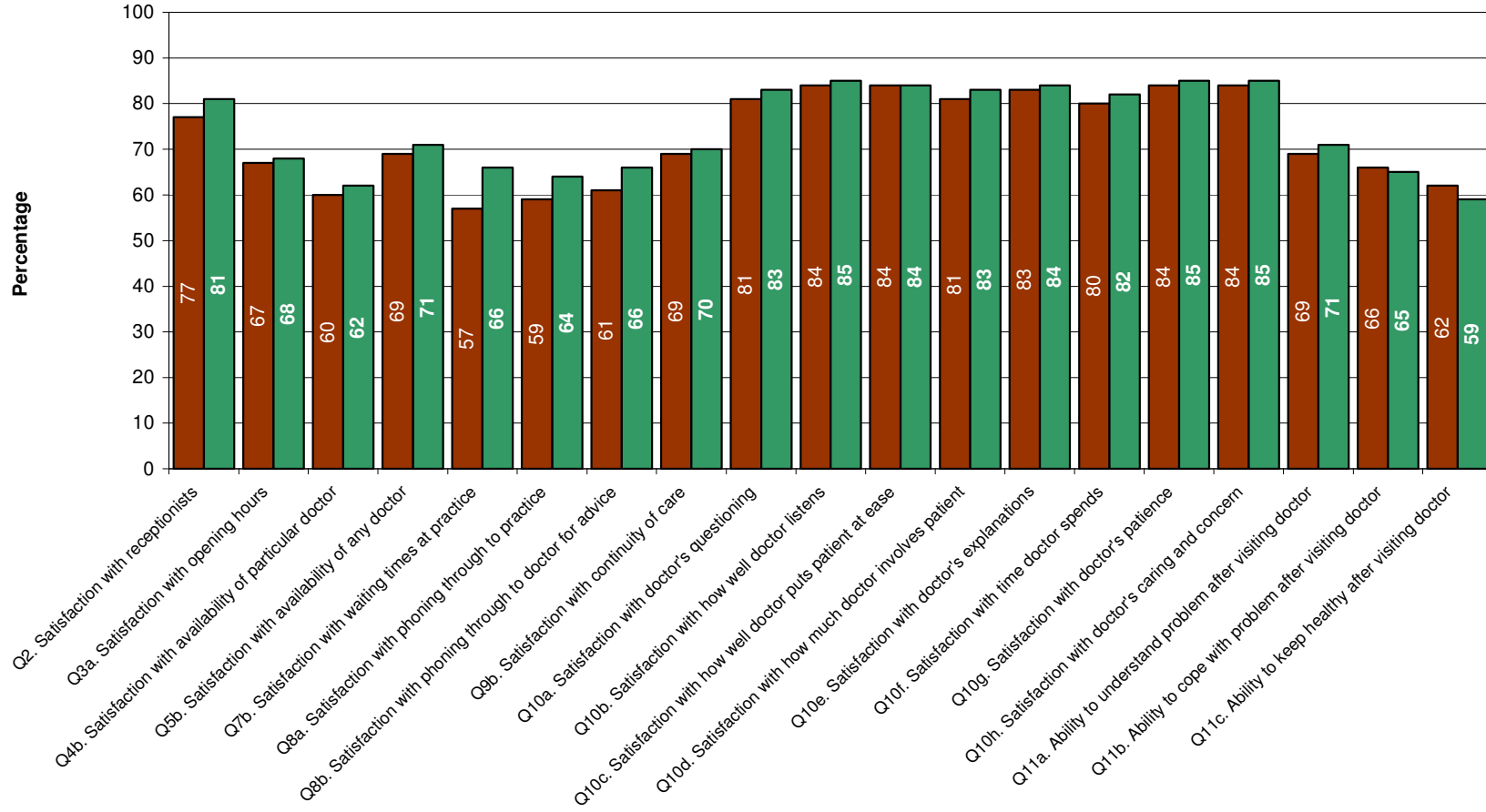
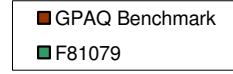
White	Black/Black British	Asian/Asian British	Mixed	Chinese	Other		
338	1	3	1	0	1	19	

Q16. Is your accommodation?

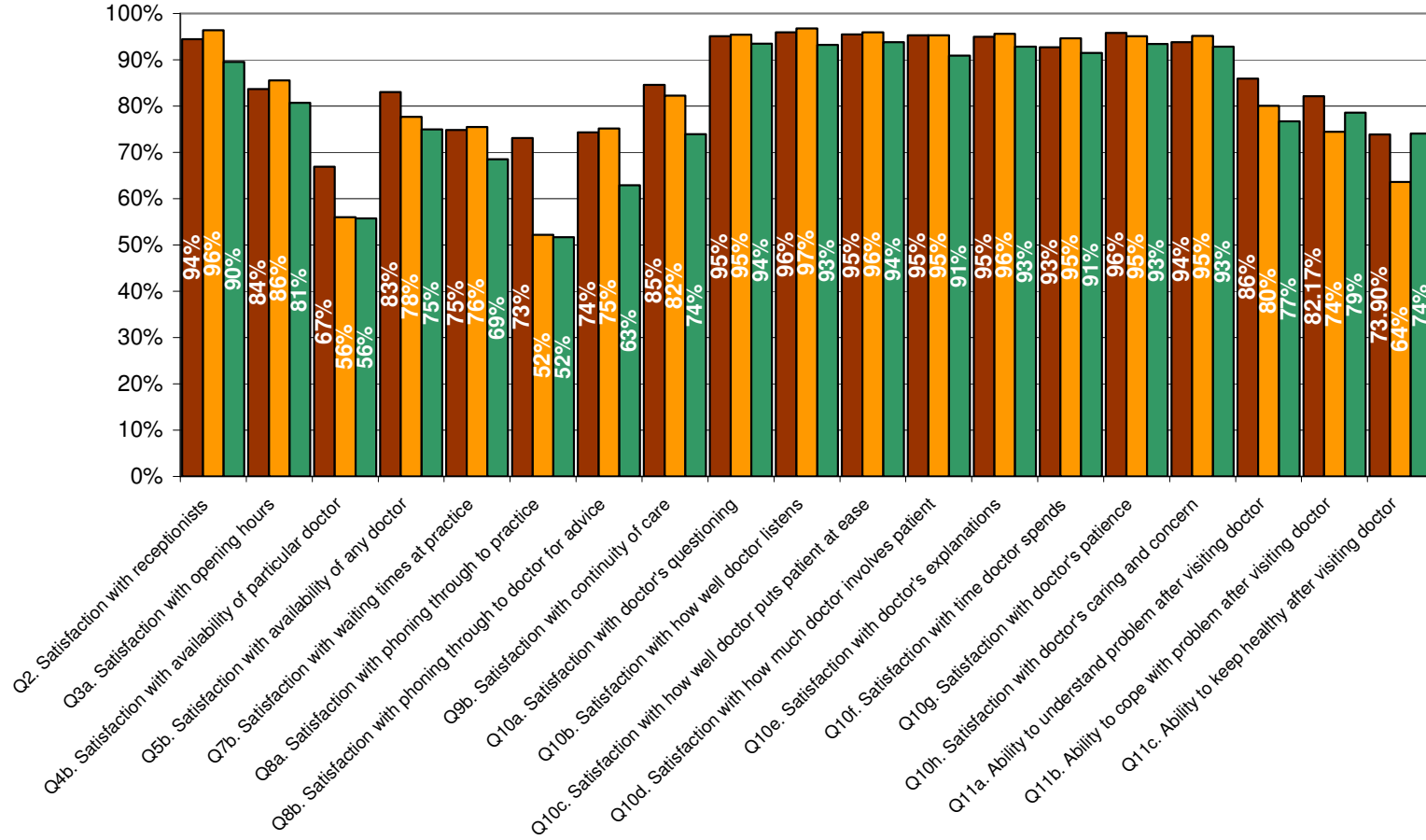
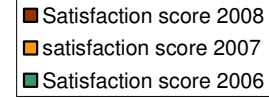
Owner-Occupied/mortgaged	Rented/other arrangements		
229	106	28	

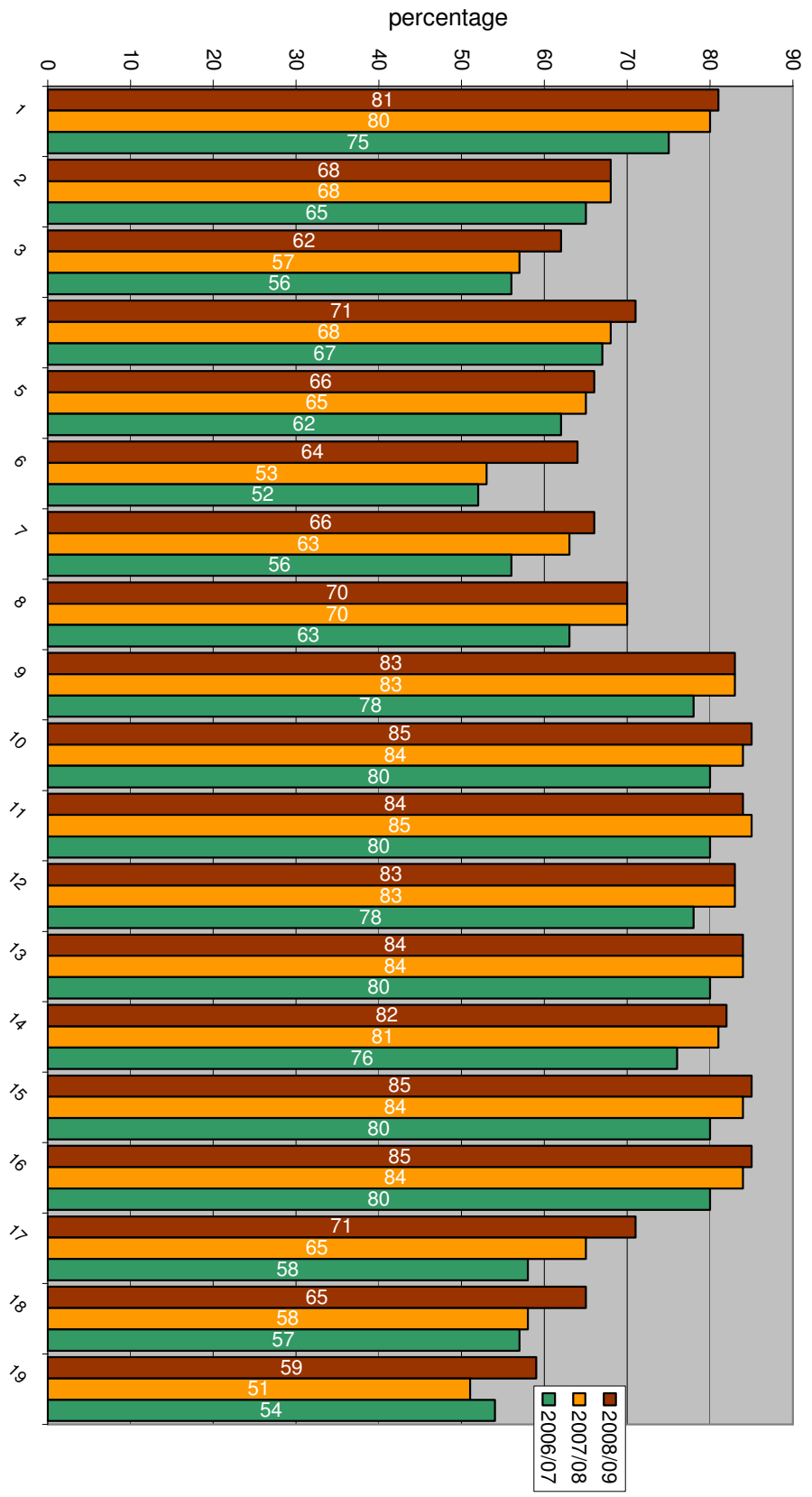
Q17. Which of the following best describes you?

Employed	Unemployed education	Full time	Unable to work	Looking after home/family	Retired	Other	
156	10	11	18	25	107	13	23



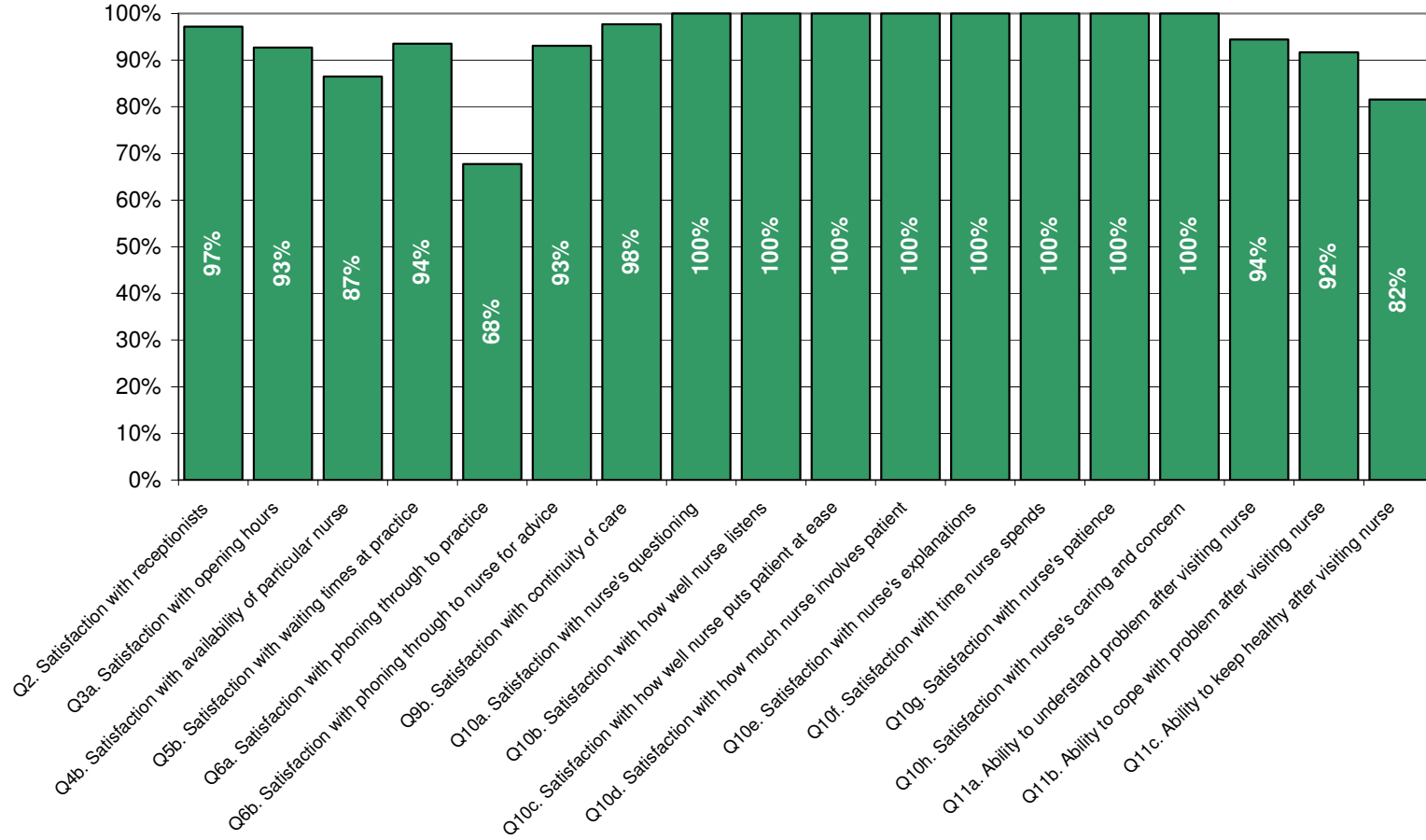
Patient Satisfaction score 2008/09

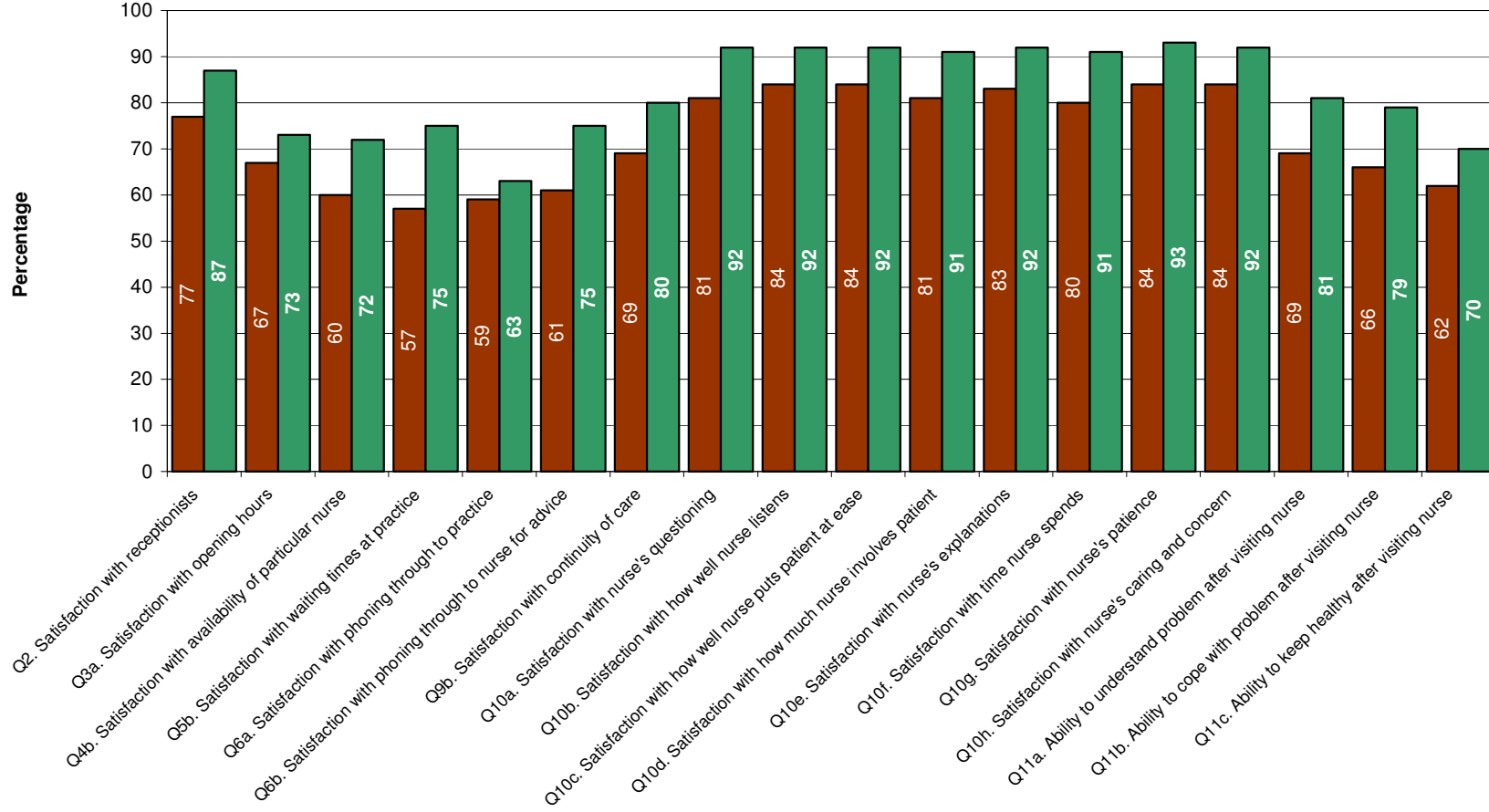
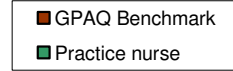




Practice Nurse report F81079

Patient Satisfaction score 2008/09







Primary Health Care
General Practice Assessment Questionnaire

Practice Nurse Report F81079

Number returns: 70

No Answer

Satisfaction

Mean Score

GPAQ Benchmark

Q1. In the past 12 Months, how many times have you seen a nures from your practice?

None	Once /twice	3-4	5-6	7+	
6	26	14	9	14	1

Q2. How do you rate the way you are treated by Receptionists at your practice?

Very Poor	Poor	Fair	Good	V good	Exclt				
0	0	2	7	27	34	0	97%	87%	77%

Q3a. How do you rate the hours that your practice is open for Appointments?

Very Poor	Poor	Fair	Good	V good	Exclt				
0	0	5	25	28	11	1	93%	73%	67%

Q3b. What additional Hours would you like the practice to be open?

Early am	Lunch	Evenings	W/E	None
4	3	11	30	31

Q4 . Thinking of times when you want to see a nurse

Q4a How quickly do you usually get to see that nurse ?

Same day	Next	2 nd	3 rd	4-5 th	5 th +	NA	
24	3	10	6	4	7	11	5

Q4b. How do you rate this?							No Answer	Satisfaction	Mean Score	GPAQ Benchmark
V poor	Poor	Fair	Good	V Good	Exclt	NA				
1	1	5	18	13	14	9	9	87%	72 %	60%

Q5a. How long do you usually have to wait at the practice for your consultations to begin?

<5min	6-10	11-20	21-30	>30min	
28	30	6	0	0	6

Q5b. How do you rate this?

V Poor	Poor	Fair	Good	V Good	Exclt				
0	0	4	21	25	12	8	94%	75%	57%

Q6. Thinking of times you have phoned the practice, how do you rate the following?

Q6a. Ability to get through to the practice on the phone

V Poor	Poor	Fair	Good	V Good	Exclt	Don't know				
0	3	17	18	17	7	2	6	68%	63%	59%

Q6b. Ability to speak to a nurse on the phone when you have a question or need medical advice?

V Poor	Poor	Fair	Good	V Good	Exclt	Don't know				
0	0	2	9	12	6	33	8	93%	75%	61%

Q7. This question asks about your usual nurse. If you don't have a 'usual nurse', answer about the one nurse at your practice who you know best. If you don't know any nurse go straight to question 10.

Q9a. In general, how often do you see your usual nurse?

Always	Almost	A lot	Some	Almost	Never	
6	14	14	9	2	0	25

Q9b. How do you rate this?

V Poor	Poor	Fair	Good	V Good	Exclt				
0	0	1	13	16	14	26	98%	80%	69%

No Answer	Satisfaction	Mean Score	GPAQ Benchmark
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Q10. Thinking about your consultation with the nurse today, how do you rate the following?

Question	V Poor	Poor	Fair	Good	V Good	Exclt	NA	No Answer	Satisfaction	Mean Score	GPAQ Benchmark
Q10a. How thoroughly the nurse asked about your symptoms and how you are feeling.	0	0	0	3	18	37	5	7	100%	92%	81%
Q10b. How well the nurse listened to what you had to say.	0	0	0	4	17	41	2	6	100%	92%	84%
Q10c. How well the nurse put you at ease during your physical examination.	0	0	0	3	18	38	6	5	100%	92%	84%
Q10d. How much the nurse involved you in decisions about your care.	0	0	0	4	20	35	5	6	100%	91%	81%
Q10e. How well the nurse explained your problems or any treatment that you need.	0	0	0	4	15	38	8	5	100%	92%	83%
Q10f. The amount of time your nurse spent with you today.	0	0	0	5	17	39	4	5	100%	91%	80%
Q10g. The nurse's patience with your questions or worries.	0	0	0	4	13	41	6	6	100%	93%	84%
Q10h. The nurses caring and concern for you.	0	0	0	6	14	43	3	4	100%	92%	84%

No Answer

Satisfaction	Mean Score	GPAQ Benchmark
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Q11 After seeing the nurse today do you feel

Q11a. Able to understand your problem(s) or illness?

Much more	Little more	Same	NA
24	10	2	29

5 94% 81% 69%

Q11b. Able to cope with your problem(s) or illness?

Much more	Little more	Same	NA
24	9	3	29

5 92% 79% 66%

Q11c. Able to keep yourself healthy?

Much more	Little more	Same	NA
22	9	7	26

6 82% 70% 62%



About you

No Answer

Means Age

Q12. Are you

Male	Female		
24	43	3	

Q13. How old are you?

<44yrs	>45yrs		
24	43	3	53%

Q14. Do you have any long standing illness, disability or infirmity?

Yes	No		
33	31	6	

Q15. Which Ethnic group do you belong to?

White	Black/Black British	Asian/Asian British	Mixed	Chinese	Other		
64	0	0	1	0	0	5	

Q16. Is your accommodation?

Owner-Occupied/mortgaged	Rented/other arrangements		
50	13	7	

Q17. Which of the following best describes you?

Employed	Unemployed education	Full time	Unable to work	Looking after home/family	Retired	Other		
23	1	3	3	5	25	6	4	



Comments for Parsons Heath Medical Practice F81079

GPAQ Questionnaire: Consultation version

Questionnaire returned: 363

Comments Yes	134	37%
Comments No	229	63%

Age

Age	Number of responses
Up to 44 years old	127
45 years old and above	212
Returns	339

Is there anything particularly good about your healthcare?

You can get seen on the same day if needed

All the staff are so nice and caring

Very helpful and understanding Practice Nurses and Reception staff

I am very pleased with this practice for my care and that of my family

All very friendly and very helpful staff at my doctor's surgery

I am satisfied

I have had excellent treatment and Dr Sampson has twice saved my life by quick, correct diagnosis

This practice is superb!

Always feel able to ask for help and advice at any time from reception to doctor

Able to phone in advance for appointment, not told to ring on day

Very helpful and friendly Practice Nurses

Friendly and efficient

Quick action

Dr Peter Sampson is a great doctor. I have complete faith in him at all times

I am very pleased with the way my usual GP is treating me with my general health

Dr Sampson explains well and helps me control my illness so that flare ups are kept to a minimum

As a patient needing several appointments and regular contact, I have no complaints about the health care I have received. I believe in the last two years improvements have been considerable. With the medical condition I have (R.A.), the practice have been very good at

helping me to be informed about benefits and have also offered a range of services to help me in my times of need. The reception service is/seems even more efficient and the staff seem happy and always deal with me in a pleasant and friendly way
All staff are friendly, helpful and supportive
Mental Health team good
Good to see the same doctor over the years – helps with doctor/patient relationship
I'm always treated well
I could not ask for better, finding fault would be "nit picking"
Reassuring that many of doctors, nurses and staff are familiar to me, due to the fact that they have been with the practice for many years. All are helpful and accommodating
Pleased to have a warfarin clinic at this practice.
Doctor works part time, I am quite happy with this.
I think the health care at this practice is very comprehensive and it is good to have access to so many services.
Care of diabetic nurse.
Excellent service from this surgery.
Very glad it is always available.
My heart.
I manage to swim most days.
Doctor is always happy to help and understand and sympathetic.
Informed – empowered – surgery very caring and supportive at all levels. Thank you.
Care at Parsons Heath Surgery is always very good.
All very good
A very friendly reception and also understanding doctors!
The way I am treated with respect
Always been seen promptly and received good care
I am very satisfied with my health care
The doctors here were very caring when I was ill six years ago.
My doctor is an excellent GP – perhaps outstanding.
Follow up action
Generally staff are friendly and helpful
I think the practice is generally very good to me as regards my healthcare
Receptionists highly approachable and helpful
Good team of doctors
No
Free prescriptions
Flexible appointments as in before or after work to avoid missing work
Parsons Heath Medical practice in particular Dr Pickford have gone to great lengths to improve the way my spinal pain is managed
I am looked after very well regarding my health care considering I can't be cured
Pleasant, helpful staff
Very understanding and caring doctor
All doctors (most) are easy to talk to and reception staff most often than not are helpful, caring and friendly
Overall very happy
Feel you take good care of me
I think the surgery extremely well run and meets all my needs so far.
Yes – the whole place is good – good receptionists and great waiting room, with magazines and TV – that is why I come here for medical advice.
Friendly staff, patient doctors, especially Dr Pickford
Good

Doctors have always been very nice to me

Fast

Like the fact that I can get an appointment same day if problem is urgent

It's a very friendly well organised practice

A smooth transfer from hospital to GP care.

Good website, especially for repeat prescriptions. Good automated check in.

Both reception, doctors and nurses know of my COPD and I am always fitted in for an emergency appointment and treatment.

I have always felt this practice goes out of its way to be pleasant! From the receptionists – to blood test nurse – to doctors – You are all appreciated, thank you!

Excellent

Doctors are always very patient and caring and understanding.

Public not private.

The doctor is very caring and cheerful and I feel able to tackle the problem after an appointment and feeling better about the situation.

The whole practice is generally helpful and friendly.

Dr obviously interested in the patient as a person.

The doctor's advice and interest in helping me improve my health in the long-term.

I can always get to see a doctor within a day unlike other surgeries.

I have no concerns about my health care. I am quite satisfied with treatment I've had.

I have been using this practice since 1970 and have only ever had very good service.

Could not be better treated by any members of staff.

Full confidence in Dr O'Callaghan.

This is a good and informative surgery.

Having had experiences of other surgeries in different parts of the country, I feel this practice is outstandingly good. I cannot speak too highly of ALL the staff (doctors, nurses, receptionists) who are so caring, kind and courteous etc. This being so I find no problem in sometimes having to wait a little while, if necessary. Question 8 – in the past "getting through" was often a problem, but this seems to have been overcome with the new system.

Doctor willing to listen and offer advice.

For many years I have been coming to Parsons Heath Medical Practice and have always been very happy with who ever I have seen. Doctors, Nurses and Receptionists.

Happy with health care.

Doctors I have seen have always been very thorough and cautious.

I have always been very pleased coming here, It's 100% better than last doctors.

Excellent

I find the practice very good.

It is kept on a regular balance.

Is there anything that could be improved?

Impossible for my husband to see a doctor without taking time (at least ½ day) from work in London

Getting through on the phone. Also visits by our own doctors during out-of-office-hours and not Locums or Medical Centres

The communication between hospital and doctors. The hospital takes too long to pass information on

The appointment system. Having to wait a week or two before you can see a doctor

Nothing

No

I hate the automated telephone option system. Prefer to speak to a person straight away. It is much nicer

No

No

It would be beneficial if Crohn's sufferers on G.F. Diets had the same prescription rights as Coeliac Disease sufferers on G.F. Foods, even if only bread

Later evening time one or two days

Just to be able to speak to the practice at weekends if very ill

Parking

Getting through on the phone difficult in the mornings

Doctors being open on a Saturday. Later evening appointments

Dr Beachamp has been our family P since we moved to Colchester in 1999. She knows us and our health issues well and always listens – repeat prescription service is good also

Not really.

I have been caught out by lunchtime closing when attempting to collect prescription.

Open hours.

Mostly everything.

My weight.

I am more than happy with the health care at this surgery.

I complain in every survey about the inadequate amount of time devoted to phlebotomy but to date nothing is done about it. If by 9.20am on a Monday there is no appointment available until the following week there has to be something wrong with the system. To be told I can go to the hospital or the Walk-In Centre shows an increasing attitude.

Surgery times

Nothing

Parking facilities poor

A bigger car park as sometimes hard to park

Perhaps Saturday morning service for those working full time

Car parking

No this is a first class practice

Quickness of referral appointments to the hospital

Car parking can be a problem

Car park!!! Saturday am opening (especially for nurses' appointments and blood tests.

No

All ok

I would like to feel there was a determination to investigate symptoms as much as necessary to establish a cause and prognosis without financial constraints, but this is a general problem

Yes to be able to get the medicines I need

Being able to get an appointment quicker and preferably with the doctor of your choice

No

More variation in practice opening hours

Times of surgery being open and sometimes the waiting time

Parking

Not that I have noticed apart from car parking

More than happy with all aspects of the surgery

No – it is all clean and perfectly satisfactory. I only wish I could see one doctor when I come and the same doctor

Having blood test results to be able to have this procedure all day not until after 2.30

Weekend opening

No

Time it takes to see a particular doctor can be too long

No not that I can think of.

No

Make appointments on line.

Quite often my repeat prescriptions are not at the chemist ready for me after even five days, it is not the doctors as they have been written and picked up by Boots on Greenstead as verified in the pick up book – but confusion at the chemist – they are mislaid or they deny having them and they turn up a few days later, after I have been back to doctors to double check they have been picked up.

No

Don't like the pre-button for appointments.

More time if necessary with patients if needed.

Quicker appointment.

I am not particularly keen at having my name broadcast on the TV screen.

No

More rapid repeat prescriptions service.

Should be able to pick prescriptions up on a Saturday. Saturday closure generally is unacceptable.

The car park is always full.

Consultants to explain more in detail to you about your current problem. (Hospitals)

Frustrating having to book double appointments when a) you know that both things can easily be dealt with in 10 minutes, or b) you feel the two things to be discussed are/could be connected.

No

No – brilliant!

Car parking

There's always something that can be improved on, but I can't think of one.

A Saturday surgery would be a benefit.

None.

Any other comments?

I am very satisfied in most aspects

Opening in the evening would be great, if only until 7 – 73.0 ish

Having to come by car, parking is extremely difficult but I don't see what can be done

The receptionists are always helpful and polite. The best ever!

110% satisfied. Thank you

Working full time can make it difficult to ring at specific times to get blood or other test results

I think that Dr Sampson is a brilliant doctor

Find the booking in and appointments a bit confusing at my age (age 87)

Lovely friendly surgery, no complaints at all

None, very good

Only a wish to express thanks to all concerned!

Not willing to answer questions on ethnic group

Can't think of anything

Better parking and prescription o a two months basis

I have always praised the practice

Better parking

Always very helpful and friendly.

Like to have a GP surgery.

My problems seem to be mine for the rest of my life. I hope that technology will help in the future.

No.

Able to see a lady doctor in this practice.

When phoning the call is answered but always put on hold, infuriating.

Never had any problems excellent all round.

Opening in the evening later if it's only until 7.00pm would be helpful as a lot of people work until 5.30pm and cannot afford to take time off work to come.

Whilst apart from the phlebotomy service I am satisfied with the practice (even with the DIY check-in for appointments). I am a little concerned about the new telephone system with its multiple choices and query if this is a good system for a General Medical Practice. Patients phoning the practice can be confused, anxious and even downright hysterical in an emergency and having to listen to a menu and have to select the appropriate button to press is possibly not the best idea. For an emergency I think one's reflex would be to press 1 rather than 6. All these new systems are very confusing for the elderly. My husband phoned for an appointment, pressed 1 and got returned to menu. After several tries without success he pressed 6 and then waited a long time for the phone to be answered – very worrying if it really had been for an emergency. It sounds as though the system is having teething troubles.

Everything is fine!

I think I should be allowed what medicines I think I need

I think they do a great job

I am quite happy with the service I get at the reception and with the doctor I saw today

Generally very satisfied

Great practice

Car parking is very bad, we sometimes have to park in the road opposite, we know this is difficult with the size of the car park and the number of people who use it.

Dr Pickford is a great, caring doctor. Always feel better after seeing and speaking to her.

I am perfectly content with this medical practice – except – I wish I could always see one doctor not a different one each time

When phoning it should go straight to reception not the recorded message saying to press numbers for different things because my phone won't allow us to.

All staff are very helpful and always willing to help and go out of their way to help, very understanding and caring.

Dr Pickford is a credit to your surgery!

Bigger car park if this comes under the category of caring.

Overall very pleased

A very friendly surgery that I have been coming to all my life. Keep up the good work!

The service improves all the time, ability to get repeat prescriptions on line, automated check in all contribute to a better service.

Find the new telephone system difficult.

I have always been very satisfied with the way everyone gives their time from entering to leaving the surgery. Well done

Current phone system for appointments leave patients waiting too long on the phone at busy times (e.g. Monday morning) A C.P.A. shows more office staff are required on duty.

Been a long time patient and have seen doctors come and go but have had no complaints.

Nearer to my home.

New system of press "number 1 on key pad" etc. proving very helpful. Especially emergency button should it be required.

The care I have received since joining this surgery has been very good I am glad I've changed doctors.

I attend the surgery a lot and most of the time the staff are always pleasant and helpful.

Good people.

Cold water drink machine

In general a good surgery.