

NOTES FROM DISCUSSION ON GP SURVEYS

Wednesday, 27th February 2008

Practice - GPAQ Evaluation Questions

	%2004-2005	%2005-2006	%2006-2007	%2007-2008	Benchmark
Q2. Satisfaction with receptionists	84	90	86	91	77
Q3a. Satisfaction with opening hours	71	74	79	78	67
Q4b. Satisfaction with availability of particular doctor	74	78	85	74	60
Q5b. Satisfaction with availability of any doctor	80	81	91	82	69
Q7b. Satisfaction with waiting times at practice	67	76	77	69	57
Q8a. Satisfaction with phoning through to practice	77	75	74	77	59
Q8b. Satisfaction with phoning through for advice	61	73	77	73	61
Q9b. Satisfaction with continuity of care	73	79	79	70	69
Q10a. Satisfaction with doctor's questioning	81	81	88	82	81
Q10b. Satisfaction with how well doctor listens	83	83	88	85	84
Q10c. Satisfaction with how well doctor puts patient at ease	85	84	89	83	84
Q10d. Satisfaction with how much doctor involves patient	82	80	85	79	81
Q10e. Satisfaction with doctor's explanations	84	85	88	85	83
Q10f. Satisfaction with time doctor spends	82	80	85	80	80
Q10g. Satisfaction with doctor's patience	87	83	86	84	84
Q10h. Satisfaction with doctor's caring and concern	87	83	88	84	84
Q11a. Ability to understand problem after visiting doctor	72	80	67	37	69
Q11b. Ability to cope with problem after visiting doctor	66	70	61	40	66
Q11c. Ability to keep healthy after visiting doctor	64	67	58	37	62
Q12. Overall satisfaction with practice	85	90			

Summary of Results

This table and its results were discussed at a meeting on Wednesday 27th February 2008. When reviewing the evaluation question percentages for year 2007/2008 the following points were noted:

- Question 11 - this is where collectively the GPs scored below the benchmark
- Nurse survey results for 2006/2007 followed a similar pattern to that of the GPs (results were not analysed at time of last summary of results)

Actions to be Taken

- The installation of a new telephone system is ongoing
- Poster to be displayed in waiting room/health promotion area
- Look into establishing a Patient Participation Group
- Look at ways of informing patients regarding delays