

# NOTES FROM DISCUSSION ON GP SURVEYS

Wednesday, 28<sup>th</sup> January 2009

## Practice - GPAQ Evaluation Questions

	%2004-2005	%2005-2006	%2006-2007	%2007-2008	%2008-2009	Benchmark
Q2. Satisfaction with receptionists	82	88	87	91	89	77
Q3a. Satisfaction with opening hours	71	75	78	74	78	67
Q4b. Satisfaction with availability of particular doctor	65	70	72	73	77	60
Q5b. Satisfaction with availability of any doctor	74	80	83	81	87	69
Q7b. Satisfaction with waiting times at practice	59	66	70	65	67	57
Q8a. Satisfaction with phoning through to practice	73	76	76	78	75	59
Q8b. Satisfaction with phoning through for advice	58	70	70	73	71	61
Q9b. Satisfaction with continuity of care	68	76	76	74	75	69
Q10a. Satisfaction with doctor's questioning	82	84	90	86	85	81
Q10b. Satisfaction with how well doctor listens	85	88	91	89	87	84
Q10c. Satisfaction with how well doctor puts patient at ease	86	88	92	88	86	84
Q10d. Satisfaction with how much doctor involves patient	82	86	89	84	84	81
Q10e. Satisfaction with doctor's explanations	84	88	91	87	88	83
Q10f. Satisfaction with time doctor spends	82	85	88	84	84	80
Q10g. Satisfaction with doctor's patience	87	87	90	88	87	84
Q10h. Satisfaction with doctor's caring and concern	86	88	92	88	88	84
Q11a. Ability to understand problem after visiting doctor	69	73	73	57	71	69
Q11b. Ability to cope with problem after visiting doctor	67	72	67	61	69	66
Q11c. Ability to keep healthy after visiting doctor	62	69	64	56	61	62
Q12. Overall satisfaction with practice	85	90				

## **Summary of Results**

This table and its results were discussed at a meeting on Wednesday 28<sup>th</sup> January 2009. When reviewing the evaluation question percentages for year 2008/2009 the following points were noted:

- Collectively, all scores were equal to, or above the benchmark.
- In total 87.4% of patients said an appointment with a doctor was available on the same or next working day.

## **Actions to be Taken**

- The installation of a new telephone system is ongoing
- Poster to be displayed in waiting room/health promotion area
- In order to further look at patient satisfaction, specific groups of patients will be invited to complete a satisfaction questionnaire.