



Patient Survey - Over Surgery
Based on the General Practice Assessment Survey (GPAQ)

Contents:

How the survey was carried out

Summary of results

Evaluation questions

Report questions

Demographics

Appendix 1. Background to the GPAQ survey

Appendix 2. Frequency distribution tables for all questions not included in the main body of the report

References

Date: 15 March 2013

How the survey was carried out

The survey questions were printed and copies made available in the surgery reception / waiting room for patients to complete while waiting to see the doctor / nurse. The survey questions were also made available on the practice website (www.oversurgery.nhs.uk).

A copy of the paper version of the survey is attached to this document:



Over Surgery Survey
v1.0.pdf

Summary of results

Evaluation questions

The following table summarises the individual scores for the evaluation questions, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question.

Details of how many patients completed each of the individual responses for each of these questions for the practice are given in full in appendix 2.

	Mean score	Score meaning
Q4. Wait time	3	11 – 20 minutes
Q5. Rating wait time	3	Good
Q8. How easy to find nurse appt	1	Very easy

Report questions

Some questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

For all other frequency distribution tables that have not been included in the report so far, please refer to appendix 2.

Q1. See GP same day	Number of Responses	Percent
Yes	45	84.9%
No	1	1.9%
Don't know / never needed to	7	13.2%

Q2. How normally book appointments	Number of Responses	Percent
In Person	15	22.7%
By Phone	51	77.3%
Doesn't Apply	0	0.0%

Q3. Which methods prefer to use to book appts	Number of Responses	Percent
In Person	18	20.5%
By Phone	45	51.1%
Online	25	28.4%
Doesn't Apply	0	0.0%

Q6. Practice open at convenient times.	Number of Responses	Percent
Yes	49	92.5%
No	4	7.5%
Don't know	0	0.0%

Q7. Which hours would make it easier?	Number of Responses	Percent
Before 8am	6	23.1%
At lunchtime	4	15.4%
After 6.30pm	13	50.0%
None of these	3	11.5%

Q9. Tel triage service	Number of Responses	Percent
Sounds useful	31	58.5%
Not sure	14	26.4%
I have concerns	8	15.1%

Q10. PPG	Number of Responses	Percent
Giving the surgery's patients a voice	37	41.6%
Finding ways that patients can take more responsibility for their health	28	31.5%
Providing practical support for the surgery	24	27.0%
Helping organise patient education sessions	15	16.9%

Q12. Male or Female	Number of Responses	Percent
Male	18	35.3%
Female	33	64.7%

Q13. How old	Number of Responses	Percent
Under 16	1	2.0%
16 to 44	13	25.5%
45 to 64	20	39.2%
65 to 74	11	21.6%
75 or over	6	11.8%

Q14. Long standing health condition?	Number of Responses	Percent
Yes	25	49.0%
No	25	49.0%
Don't know / can't say	1	2.0%

Q15. Ethnic Group	Number of Responses	Percent
White	50	98.0%
Black or Black British	0	0.0%
Asian or Asian British	1	2.0%
Mixed	0	0.0%
Chinese	0	0.0%
Other Ethnic group	0	0.0%

Q16. Employment status	Number of Responses	Percent
Employed (Full of part time, including self-employed)	28	54.9%
Unemployed / looking for work	0	0.0%
At school or in full time education	1	2.0%
Unable to work due to long term sickness	2	3.9%
Looking after your home / family	3	5.9%
Retired from paid work	17	33.3%
Other	0	0.0%

Q17 How many times have you used the surgery in the last year?	Number of Responses	Percent
Less than 5	19	37.3%
5 to 10	18	35.3%
More than 10	14	27.5%

Appendix 1

Notes about how the General Practice Assessment Survey (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. The literature was reviewed to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care GPAQ was started from what was regarded as the best currently available survey, the Primary Care Assessment Survey (PCAS)^{i, ii, iii, iv}, which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, PCAS was modified for use in British general practice. The modified survey was called the General Practice Assessment Survey (GPAS). GPAS has been used in large studies in the UK: and detailed research data on GPAS have been published^{v vi vii viii ix}.

For the new GP contract, the original GPAS survey was modified, and GPAQ produced.

Appendix 2

Detailed responses where mean response used in body of report

Q4. Wait time	Number of Responses	Percent
Less than 5 minutes	4	7.8%
5 – 10 minutes	24	47.1%
11 – 20 minutes	15	29.4%
21 – 30 minutes	6	11.8%
More than 30 minutes	2	3.9%

Q5. Rating wait time	Number of Responses	Percent
Excellent	11	21.6%
Very good	11	21.6%
Good	11	21.6%
Fair	14	27.5%
Poor	4	7.8%
Very poor	0	0.0%

Q8. How easy to find nurse appt	Number of Responses	Percent
Very easy	33	63.5%
Fairly easy	19	36.5%
Not very easy	0	0.0%
Not at all easy	0	0.0%

References

- ⁱ Gelb Safran D et al. The Primary Care Assessment Survey. Tests of data quality and measurement performance. *Medical Care* 1998; 36: 728-39
- ⁱⁱ Gelb Safran D et al. Linking primary care performance to outcomes of care. *Journal of Family Practice* 1998; 47: 213-220.
- ⁱⁱⁱ Murray A, Gelb Safran D. The Primary Care Assessment Survey: a tool for measuring , monitoring and improving primary care. In: Maruish M (ed) *Handbook of Psychological Assessment in Primary Care Settings*. 1999. Lawrence Erlbaum Associates.
- ^{iv} Taira DA et al. Asian American patient ratings of physician primary care performance. *Journal of General Internal Medicine* 1997; 12: 237-242
- ^v Ramsay J, Campbell J, Schroter S, Green J, Roland M. The General Practice Assessment Survey (GPAS): tests of data quality and measurement properties. *Family Practice* 2000; 17: 372-379
- ^{vi} Campbell JL, Ramsay J, Green J. Age, gender, socioeconomic, and ethnic differences in patients' assessments of primary health care. *Qual Health Care*. 2001 Jun;10(2):90-5
- ^{vii} Bower P, Mead N, Roland M. What dimensions underlie patient responses to the General Practice Assessment Survey? A factor analytic study. *Fam Pract*. 2002 Oct;19(5):489-95.
- ^{viii} Bower P, Roland M, Campbell J, Mead N. Setting standards based on patients' views on access and continuity: secondary analysis of data from the general practice assessment survey. *British Medical Journal* 2003; 236: 258-60.
- ^{ix} Bower P, Roland MO. Bias in patient assessments on general practice: General Practice Assessment Survey scores in surgery and postal responders. *British Journal of General Practice* 2003; 53: 126-128.