



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

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References

Date: 19 March 2012

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 3.

	Mean score	Score meaning
Q1. How helpful receptionists	1	Very helpful
Q2. How easy to get through on phone	1	Very easy
Q7. Rating wait time	2	Very good
Q11. How easy to find nurse appt	1	Very easy
Q14. How good was GP at giving enough time?	1	Very good
Q15. How good was GP at listening?	1	Very good
Q16. How good was GP at explaining?	1	Very good
Q17. How good was GP at involving you?	1	Very good

Q18. How good was GP at treating you with care?	1	Very good
Q19. Confidence and trust in GP?	1	Yes, definitely
Q20. How good was Nurse at giving enough time?	1	Very good
Q21. How good was Nurse at listening?	1	Very good
Q22. How good was Nurse at explaining?	1	Very good
Q23. How good was Nurse at involving you?	1	Very good
Q24. How good was Nurse at treating you with care?	1	Very good
Q25. Confidence and trust in nurse?	1	Yes, definitely
Q26. Understand health problems	1	Very well
Q27. Cope with health problems	1	Very well
Q28. Keep yourself healthy	1	Very well
Q29. Overall experience	1	Excellent

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 3.

Q3. If urgent, can you see a GP same day	Number of Responses	Percent
Yes	70	79.5%
No	6	6.8%
Don't know / never needed to	12	13.6%

Q4. How normally book appointments	Number of Responses	Percent
In Person	36	31.3%
By Phone	78	67.8%
Doesn't Apply	1	0.9%

Q5. Which methods prefer to use to book appts	Number of Responses	Percent
In Person	40	29.0%
By Phone	75	54.3%
Online	23	16.7%
Doesn't Apply	0	0.0%

Q6. Wait time	Number of Responses	Percent
Less than 5 minutes	14	16.3%
5 – 10 minutes	45	52.3%

11 – 20 minutes	22	25.6%
21 – 30 minutes	4	4.7%
More than 30 minutes	1	1.2%

Q8. Practice open at convenient times.	Number of Responses	Percent
Yes	79	89.8%
No	8	9.2%
Don't know	1	1.1%

Q9. Which hours would make it easier?	Number of Responses	Percent
Before 8am	9	27.3%
At lunchtime	4	12.1%
After 6.30pm	7	21.2%
On a Saturday	13	39.4%
On a Sunday	0	0.0%
None of these	0	0.0%

Q10. Particular GP you like to speak to	Number of Responses	Percent
Yes	57	65.5%
No	30	34.5%

Q12. Tel consultation service useful?	Number of Responses	Percent
Yes	54	61.4%
No	14	15.9%
Don't know	20	22.7%

Q13. SMS Text Msg service useful?	Number of Responses	Percent
Yes	44	50.6%
No	35	40.2%
Don't know	8	9.2%

Q30. Recommend?	Number of Responses	Percent
Yes, definitely	83	94.3%
Yes, probably	4	4.5%
No, probably not	1	1.1%
No, definitely not	0	0.0%

Q31. Male or Female	Number of Responses	Percent
Male	19	21.6%
Female	69	78.4%

Q32. How old	Number of Responses	Percent
Under 16	0	0.0%
16 to 44	23	26.1%
45 to 64	38	43.2%
65 to 74	13	14.8%
75 or over	14	15.9%

Q33. Long standing health condition?	Number of Responses	Percent
Yes	53	62.4%

No	30	35.3%
Don't know / can't say	2	2.4%

Q34. Ethnic Group	Number of Responses	Percent
White	84	95.5%
Black or Black British	0	0.0%
Asian or Asian British	1	1.1%
Mixed	1	1.1%
Chinese	1	1.1%
Other Ethnic group	1	1.1%

Q35. Employment status	Number of Responses	Percent
Employed (Full of part time, including self-employed)	49	55.7%
Unemployed / looking for work	0	0.0%
At school or in full time education	2	2.3%
Unable to work due to long term sickness	5	5.7%
Looking after your home / family	8	9.1%
Retired from paid work	24	27.3%
Other	0	0.0%

Q36 How many times have you used the surgery in the last year?	Number of Responses	Percent
Less than 5	28	33.3%
5 to 10	34	40.5%
More than 10	22	26.2%

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

Guidance on how to use the results of the survey to improve care in the practice – taking action on scores

There is little purpose in doing a survey unless we are prepared to act on the results. In this section, we discuss briefly how we might do this.

The survey has been designed so that it is as easy as possible to know how you can use your scores to improve care in your practice. All the questions can be linked directly to some action which you could take. For example, in the communication questions, we have included questions on listening and explaining rather than important but rather nebulous concepts like trust. So for every question in the survey, there is some behaviour which we can think about improving.

Some of the work of deciding how to use the results can be done with the practice staff. So, for example, some of the access questions throw up issues which can be addressed through the practice management – e.g. managing the appointment system, phone answering, etc.

The group about communication is more difficult to address, but there are well tested methods of improving doctors' communication skills in consultations. These generally rely on critical analysis of videotaped surgeries, usually with a partner or friendly mentor. This is something which all training practices will have had experience of in recent years, as consultation skills training forms an important part of vocational training.

We will discuss your survey results with, we will include: convalescence

- The partners and other doctors working in the practice
- Nurses working in the practice
- Practice manager and receptionist / admin staff
- Our newly established Patient Group

Some issues, e.g. scores on the access scale, will be discussed with all.

As we have limited experience of how to use surveys to help us improve care, the handbook written by the National Primary Care Research and Development Centre, with the University of Exeter and CFEP may well prove useful. This handbook is available to from NPCRDC's website <http://www.medicine.manchester.ac.uk/primarycare/npcrdc-archive/Publications/patient%20survey%20handbook.pdf>

Appendix 3

Detailed responses where mean response used in body of report

Q1. How helpful receptionists	Number of Responses	Percent
Very helpful	82	93.2%
Fairly helpful	6	6.8%
Not very helpful	0	0.0%
Not at all helpful	0	0.0%

Q2. How easy to get through on phone	Number of Responses	Percent
Very easy	53	60.2%
Fairly easy	33	37.5%
Not very easy	2	2.3%
Not at all easy	0	0.0%

Q7. Rating wait time	Number of Responses	Percent
Excellent	22	25.6%
Very good	24	27.9%
Good	25	29.1%
Fair	11	12.8%
Poor	4	4.7%
Very poor	0	0.0%

Q11. How easy to find nurse appt	Number of Responses	Percent
Very easy	52	59.1%
Fairly easy	27	30.7%
Not very easy	0	0.0%
Not at all easy	0	0.0%

Q14. How good was GP at giving enough time?	Number of Responses	Percent
Very good	61	70.9%
Good	23	26.7%
Fair	2	2.3%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	0	0.0%

Q15. How good was GP at listening?	Number of Responses	Percent
Very good	66	76.7%
Good	20	23.3%

Fair	0	0.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	0	0.0%

Q16. How good was GP at explaining?	Number of Responses	Percent
Very good	59	68.6%
Good	25	29.1%
Fair	1	1.2%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	1	1.2%

Q17. How good was GP at involving you?	Number of Responses	Percent
Very good	55	64.0%
Good	25	29.1%
Fair	3	3.5%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	3.5%

Q18. How good was GP at treating you with care?	Number of Responses	Percent
Very good	62	72.1%
Good	21	24.4%
Fair	0	0.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	3.5%

Q19. Confidence and trust in GP?	Number of Responses	Percent
Yes, definitely	79	92.9%
Yes, to some extent	6	7.1%
No, not at all	0	0.0%
Don't know / can't say	0	0.0%

Q20. How good was Nurse at giving enough time?	Number of Responses	Percent
Very good	52	67.5%
Good	19	24.7%

Fair	3	3.9%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	3.9%

Q21. How good was Nurse at listening?	Number of Responses	Percent
Very good	56	72.7%
Good	18	23.4%
Fair	0	0.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	3.9%

Q22. How good was Nurse at explaining?	Number of Responses	Percent
Very good	48	62.3%
Good	23	29.9%
Fair	2	2.6%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	4	5.2%

Q23. How good was Nurse at involving you?	Number of Responses	Percent
Very good	46	59.0%
Good	23	29.5%
Fair	1	1.3%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	8	10.3%

Q24. How good was Nurse at treating you with care?	Number of Responses	Percent
Very good	53	68.8%
Good	21	27.3%
Fair	0	0.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	3.9%

Q25. Confidence and trust in nurse?	Number of Responses	Percent
Yes, definitely	60	78.9%

Yes, to some extent	13	17.1%
No, not at all	0	0.0%
Don't know / can't say	3	3.9%

Q26. understand health problems	Number of Responses	Percent
Very well	82	93.2%
Unsure	5	5.7%
Not very well	0	0.0%
Does not apply	1	1.1%

Q27. Cope with health problems	Number of Responses	Percent
Very well	78	89.7%
Unsure	5	5.7%
Not very well	1	1.1%
Does not apply	3	3.4%

Q28. Keep yourself healthy	Number of Responses	Percent
Very well	71	82.6%
Unsure	8	9.3%
Not very well	0	0.0%
Does not apply	7	8.1%

Q29. Overall experience	Number of Responses	Percent
Excellent	59	67.0%
Very good	25	28.4%
Good	3	3.4%
Fair	1	1.1%
Poor	0	0.0%
Very poor	0	0.0%

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