

The GP Patient Survey April to September 2009 Framlingham Medical Practice

Introduction

This report sets out the findings for the GP Patient Survey which was conducted by MORI via postal questionnaire for the period April to September 2009. This survey demonstrates how Framlingham Medical Practice patients have rated our practice premises, staff, GPs and also now includes Out of Hours care.

Technical Details

- Ipsos MORI administered the GP Patient Survey on behalf of the Department of Health (DH).
- Questionnaires were dispatched to adult patients registered with GP practices in England, with a covering letter and reply-paid envelope. Reminders were sent to non-responding patients.
- The survey results include survey questionnaires completed online and over the telephone by patients calling the survey helpline.
- A British Sign Language version of the online survey was provided and the survey was also provided in 13 non-English languages, for completion online or over the telephone.
- Data has not been weighted.
- The questionnaire has changed since the last wave of research in 2007/08, and therefore it is difficult to compare results year on year, as any change could be attributed to the change in question wording, rather than real change. However for the purposes of our report we have endeavoured to provide a six-monthly comparison with the last report produced in April 2009 based on those questions which were included both times.

OUR SURGERY

These are the key targets that the PCT currently monitor us against:

The green boxes show the targets we HAVE achieved – however there is a need to improve our scores for telephone access, booking ahead and opening hours.

- a) **Phone access** – we had a new telephone system installed during this period and this has improved our score marginally – however we had hope for a higher score.
- b) **Booking more than 2 working days ahead** – you CAN actually book a month ahead now – however we may not have published this as well as we should have done and therefore responders were not aware.
- c) **Opening hours** – several responders indicated that they would like to see the surgery open after 6.30pm – and once again it IS as part of the extended hours programme we have been holding early and late sessions on Mondays but respondents were unaware of this.

MORI SURVEY RESULTS	Q1	Q2 (Apr - Sept)	% change		PCT Average Q1	PCT Average Q2	PCT Target 2009
Satisfaction with phone access	59	61	2		75.8	84	91
Access within 48 hours	93	93	0		89.6	87	90
Advanced booking >2 days	65	65	0		80	74	77
Specific GP	93.4	89	-4.4		89.6	94	89
Opening Hours	82.8	82	-0.8		83.2	81	85
Overall satisfaction	96	97	1		82.9	94	86

These are our overall results:

Practice results - (April - Sept) at 16th Dec 09

FRAMLINGHAM SURGERY

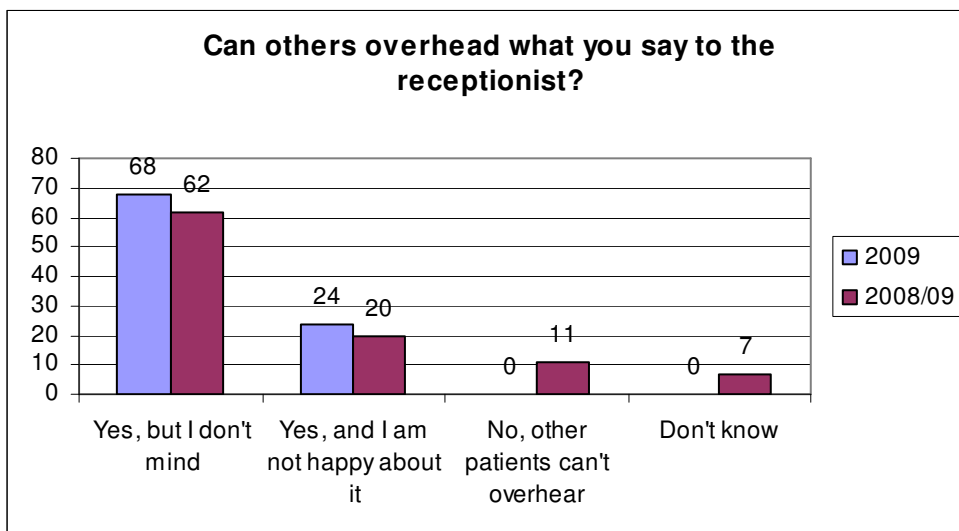


Q1 - How easy do you find it to get into the building at your GP surgery?		
	2009	2008/09
Very easy	83	79
Fairly easy	15	19

Q2 - How clean is your GP surgery?		
	2009	2008/09
Very clean	78	82
Fairly clean	20	18
Not very clean	0	0

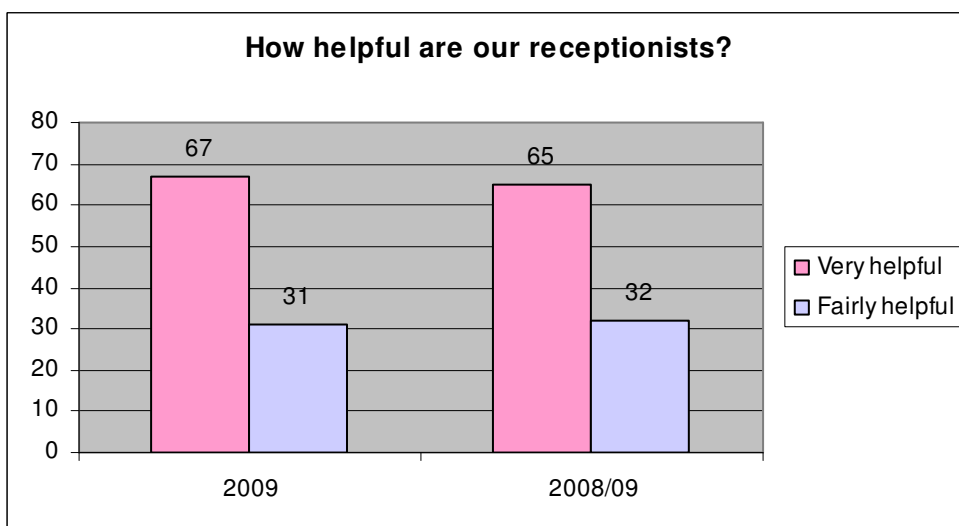
Q3 - In the reception area, can other patients overhear what you say to the receptionist?

	2009	2008/09
Yes, but I don't mind	68	62
Yes, and I am not happy about it	24	20
No, other patients can't overhear	0	11
Don't know	0	7



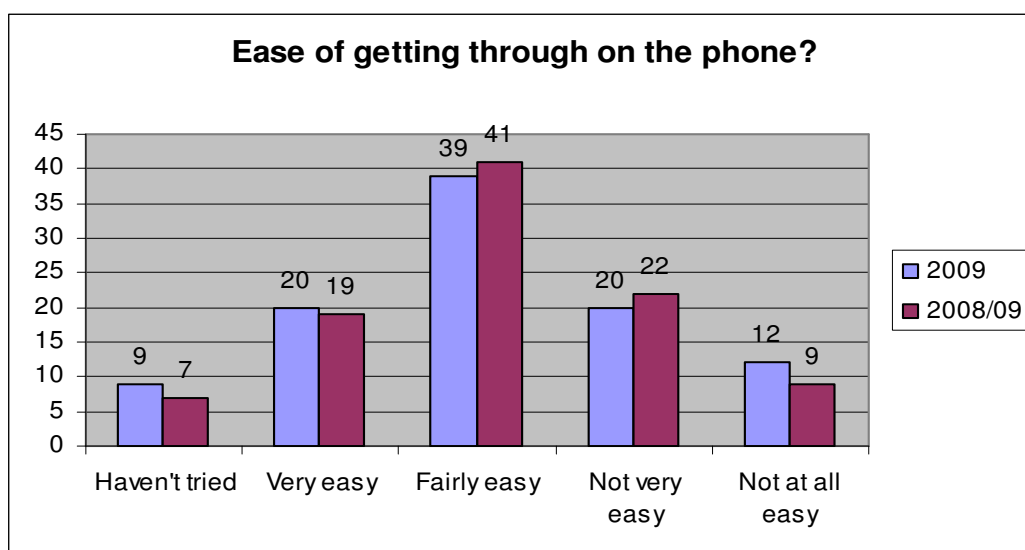
Q4 - How helpful do you find the receptionists at your GP surgery or health centre?

	2009	2008/09
Very helpful	67	65
Fairly helpful	31	32



Q5a - In the past 6 months, how easy have you found the following?... Getting through on the phone

	2009	2008/09
Haven't tried	9	7
Very easy	20	19
Fairly easy	39	41
Not very easy	20	22
Not at all easy	12	9



Q5b - In the past 6 months, how easy have you found the following?... Speaking to a doctor on the phone

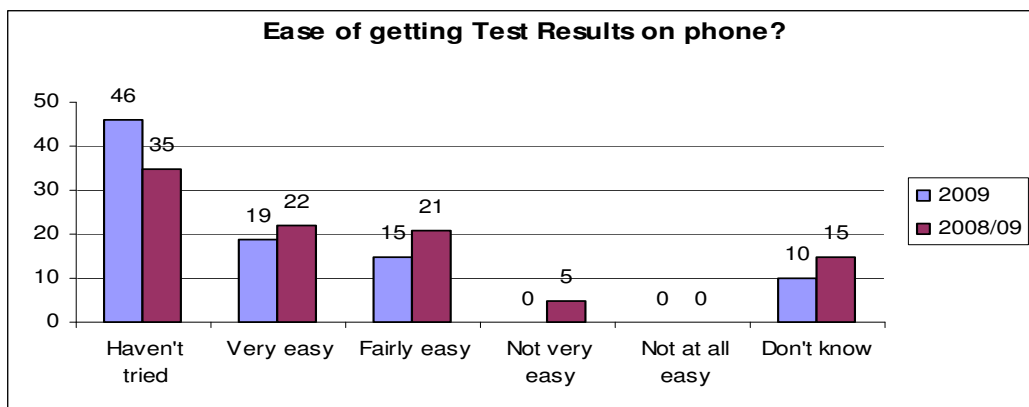
	2009	2008/09
Haven't tried	48	38
Very easy	13	11
Fairly easy	17	23
Not very easy	10	13
Not at all easy	0	6
Don't know	8	9

Q5c - In the past 6 months, how easy have you found the following?... Speaking to a nurse on the phone

	2009	2008/09
Haven't tried	56	44
Very easy	12	11
Fairly easy	15	22
Not very easy	0	6
Not at all easy	0	0
Don't know	12	15

Q5d - In the past 6 months, how easy have you found the following?... Getting test results on the phone

	2009	2008/09
Haven't tried	46	35
Very easy	19	22
Fairly easy	15	21
Not very easy	0	5
Don't know	10	15

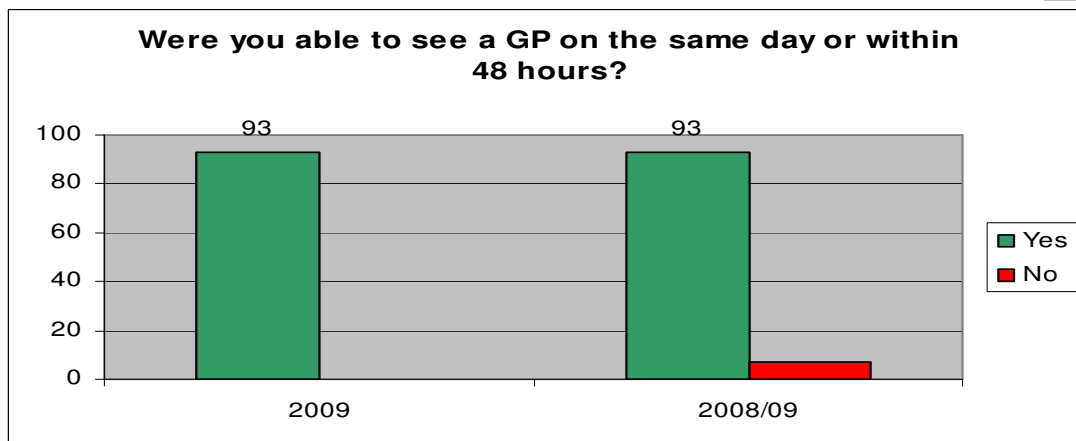


Q6 - In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 weekdays the GP surgery was open.

	2009	2008/09
Yes	70	68
No	30	31

Q7 - Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery was open?

	2009	2008/09
Yes	93	93
No	0	7



Q8 - If you couldn't be seen within the next 2 weekdays the GP surgery was open, why was that? (New code)

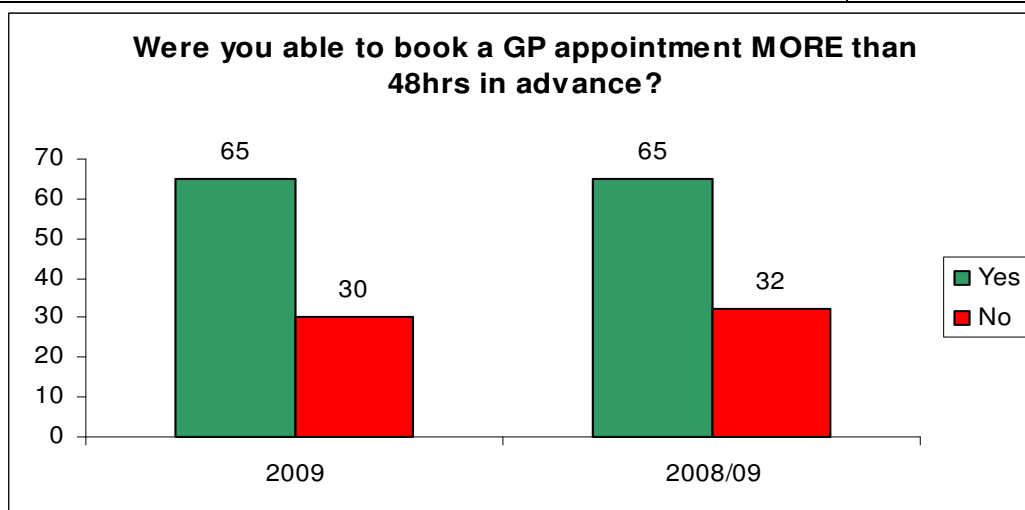
	2009	2008/09
There weren't any appointments	0	0
The time offered didn't suit me	0	0
The appointment was with a doctor I didn't want to see	0	0
I could have seen a nurse but I wanted to see a doctor	0	0
I was offered an appointment at a different branch of my surgery	0	0
Another reason	0	0

Q9 - In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.

	2009	2008/09
Yes	46	54
No	51	45

Q10 - Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?

	2009	2008/09
Yes	65	65
No	30	32



Q11 - When did you last see a doctor at your GP surgery?

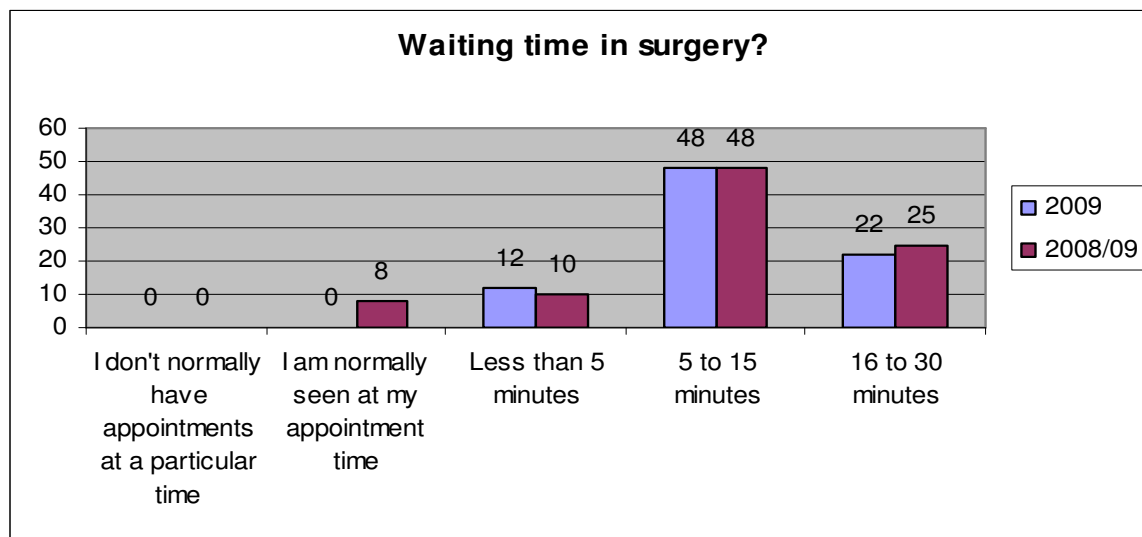
	2009	2008/09
In the past 3 months	56	57
Between 3 and 6 months ago	25	20
More than six months ago	18	22

Q12 - If you haven't seen a doctor in the past 6 months, why is that?

	2009	2008/09
I haven't needed to see a doctor	96	93
I couldn't be seen at a convenient time	0	0
I couldn't get to the GP surgery easily	0	0
I didn't like or trust the doctors	0	0
Another reason	0	0

Q13 - How long after your appointment time do you normally wait to be seen?

	2009	2008/09
I don't normally have appointments at a particular time	0	0
I am normally seen at my appt time	0	8
Less than 5 minutes	12	10
5 to 15 minutes	48	48
16 to 30 minutes	22	25
More than 30 minutes	0	0

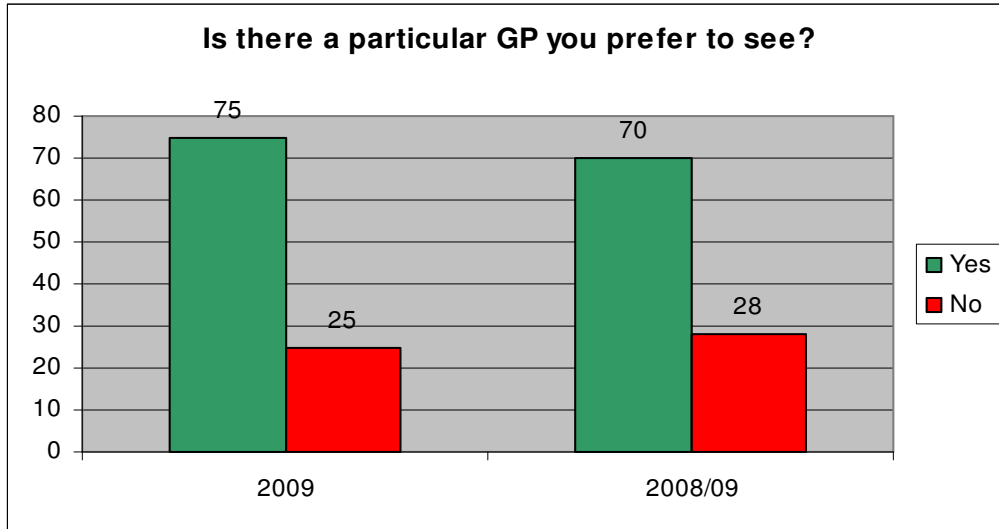


Q14 - How do you feel about how long you normally have to wait?

	2009	2008/09
I don't normally have to wait too long	64	70
I have to wait a bit too long	25	21
I have to wait far too long	0	0
No opinion/doesn't apply	8	6

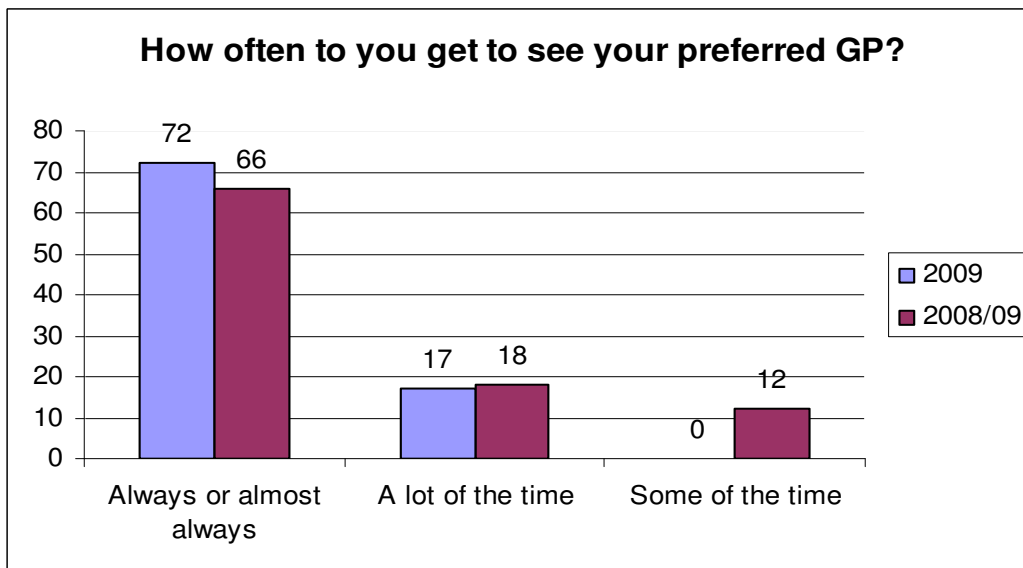
Q15 - Is there a particular doctor you prefer to see at your GP surgery?

	2009	2008/09
Yes	75	70
No	25	28



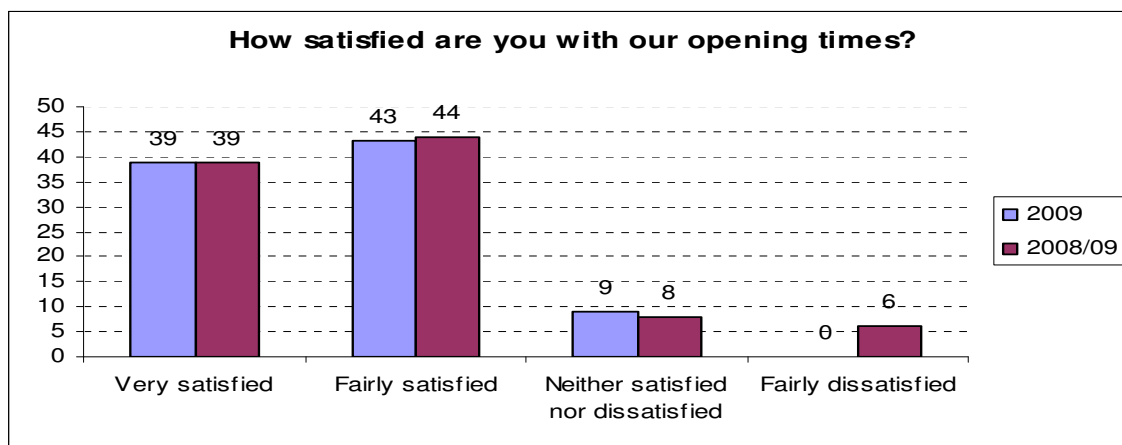
Q16 - How often do you see the doctor you prefer to see?

	2009	2008/09
Always or almost always	72	66
A lot of the time	17	18
Some of the time	0	12
Never or almost never	0	0



Q17 - How satisfied are you with the hours that your GP surgery is open?

	2009	2008/09
Very satisfied	39	39
Fairly satisfied	43	44
Neither satisfied nor dissatisfied	9	8
Fairly dissatisfied	0	6

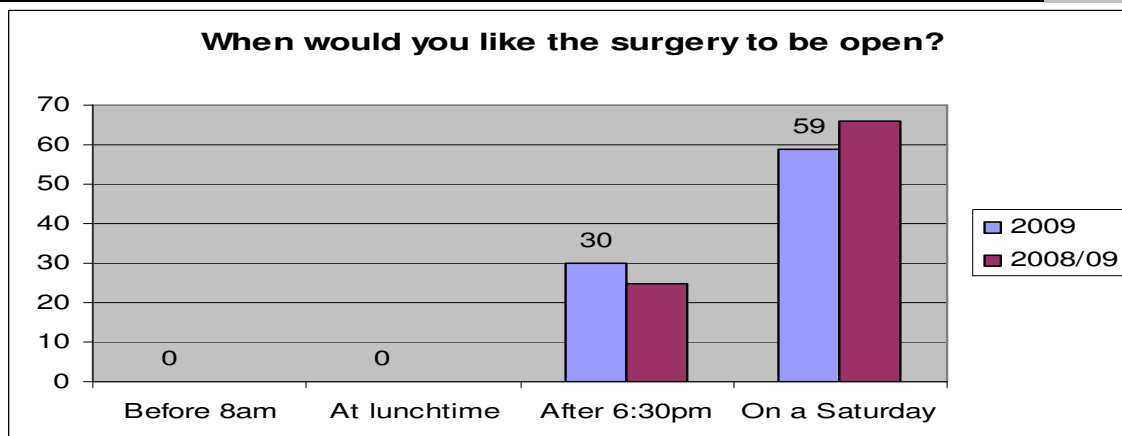


Q18 - Would you like your GP surgery to open at additional times?

	2009	2008/09
Yes	55	60
No	45	40

Q19 - Which of the following additional times would you most like the surgery to be open?

	2009	2008/09
Before 8am	0	0
At lunchtime	0	0
After 6:30pm	30	25
On a Saturday	59	66
On a Sunday	0	0



Q20a - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at giving you enough time

	2009	2008/09
Very good	54	64
Good	40	30
Neither good nor poor	0	5
Poor	0	0

Q20b - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at asking about your symptoms

	2009	2008/09
Very good	46	55
Good	43	37
Neither good nor poor	0	4
Poor	0	0

Q20c - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at listening to you

	2009	2008/09
Very good	51	60
Good	42	32
Neither good nor poor	0	4
Poor	0	0

Q20d - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at explaining tests and treatments

	2009	2008/09
Very good	44	49
Good	39	32
Neither good nor poor	0	8
Poor	0	0
Doesn't apply	11	8

Q20e - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at involving you in decisions about your care

	2009	2008/09
Very good	40	43
Good	34	32
Neither good nor poor	8	11
Poor	0	0
Doesn't apply	16	13

Q20f - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at treating you with care and concern

	2009	2008/09
Very good	50	56
Good	39	33
Neither good nor poor	0	7

Q20g - Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at taking your problems seriously

	2009	2008/09
Very good	53	59
Good	38	31
Neither good nor poor	0	6
Poor	0	0
Very poor	0	0

Q21 - Did you have confidence and trust in the doctor you saw?

	2009	2008/09
Yes, definitely	74	74
Yes, to some extent	23	21
No, not at all	0	0

Q22 - Have you seen a practice nurse at your GP surgery in the past 6 months?

	2009	2008/09
Yes	63	61
No	37	39

Q23 - How easy is it for you to get an appointment with a practice nurse at your GP surgery?

	2009	2008/09
Haven't tried	0	0
Very easy	63	63
Fairly easy	33	34
Not very easy	0	0
Not at all easy	0	0

Q24a - Last time you saw a practice nurse at your GP surgery or health centre, how good was she at giving you enough time

	2009	2008/09
Very good	67	82
Good	27	16
Neither good nor poor	0	0

Q24b - Last time you saw a practice nurse at your GP surgery or health centre, how good was she at asking about your symptoms

	2009	2008/09
Very good	49	67
Good	30	20
Doesn't apply	16	9

Q24c - Last time you saw a practice nurse at your GP surgery or health centre, how good was she at listening to you

	2009	2008/09
Very good	59	76
Good	28	20
Doesn't apply	11	0

Q24d - Last time you saw a practice nurse at your GP surgery, how good was she at explaining tests and treatments

	2009	2008/09
Very good	55	73
Good	26	21
Doesn't apply	17	0

Q24e - Last time you saw a practice nurse at your GP surgery, how good was she at involving you in decisions about your care

	2009	2008/09
Very good	42	62
Good	28	17
Doesn't apply	28	15

Q24f - Last time you saw a practice nurse at your GP surgery, how good was she at treating you with care and concern

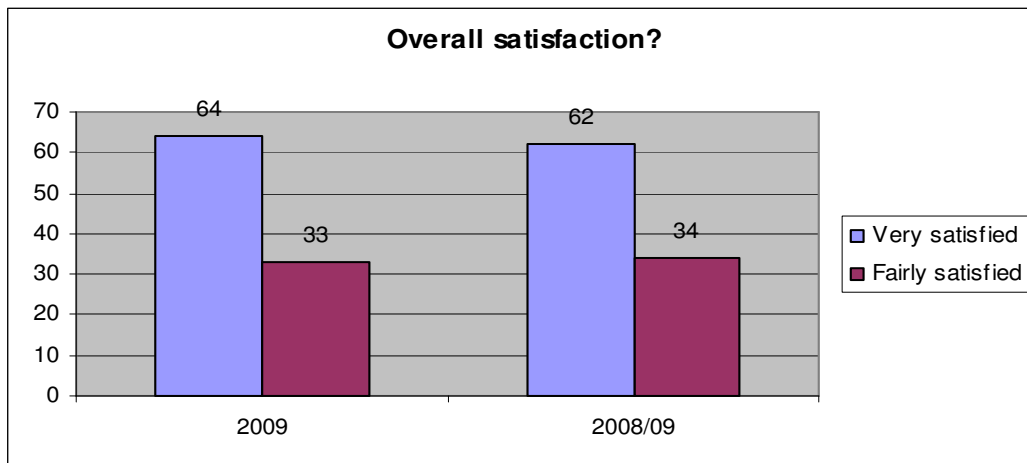
	2009	2008/09
Very good	59	80
Good	28	19
Doesn't apply	10	0

Q24g - Last time you saw a practice nurse at your GP surgery, how good was she at taking your problems seriously

	2009	2008/09
Very good	53	75
Good	29	16
Doesn't apply	15	0

Q25 - In general, how satisfied are you with the care you get at your GP surgery?

	2009	2008/09
Very satisfied	64	62
Fairly satisfied	33	34

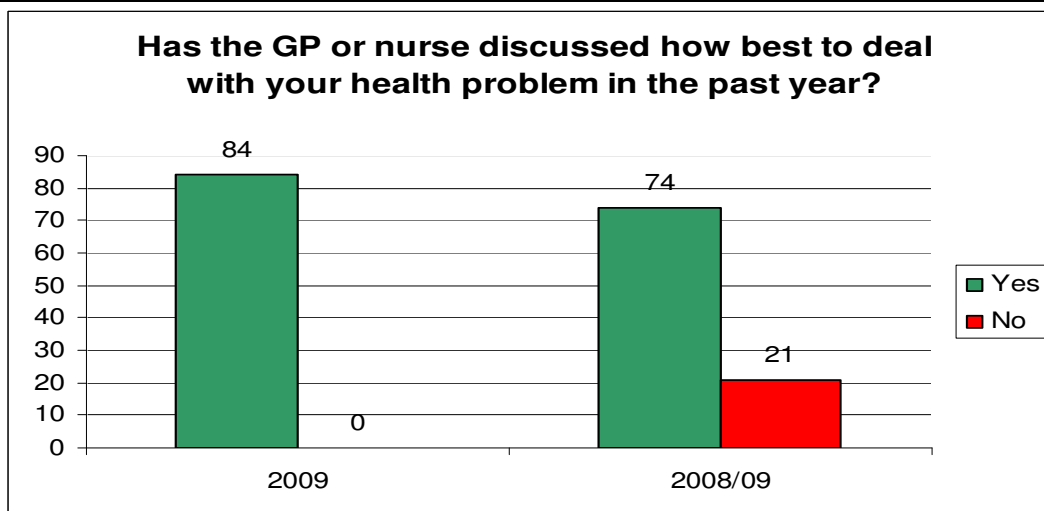


Q26 - Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

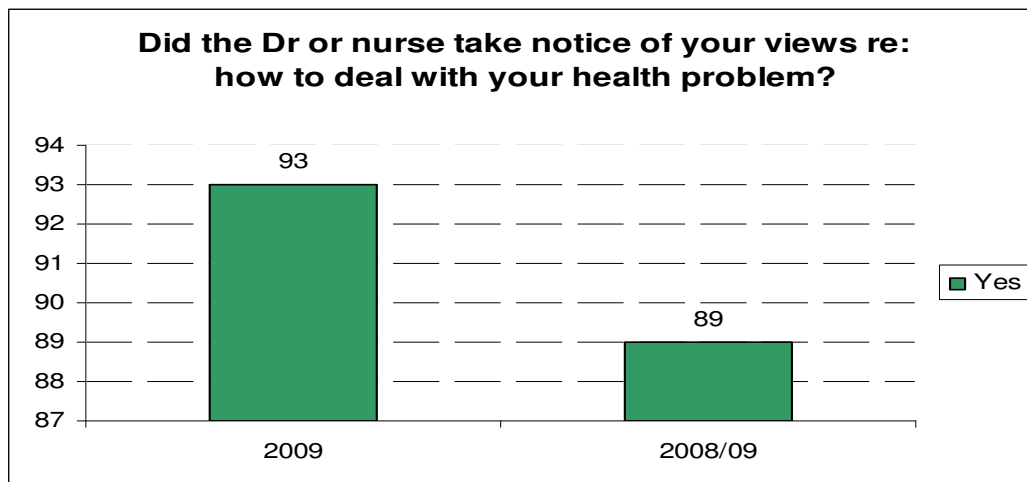
	2009	2008/09
Yes	41	50
No	59	50

Q27 - Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?

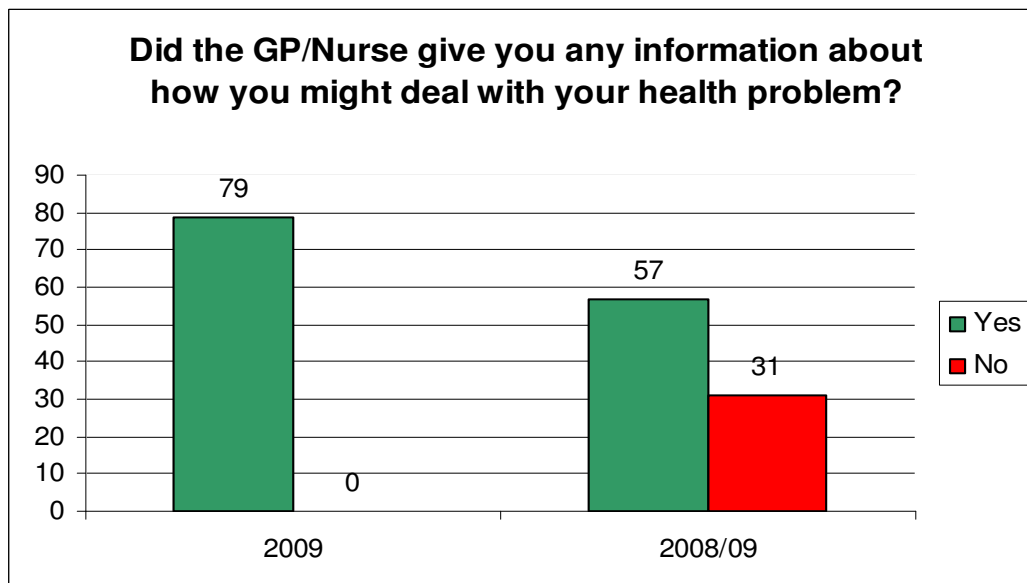
	2009	2008/09
Yes	84	74
No	0	21



Q28a - In these discussions, did a doctor or nurse take notice of your views about how to deal with your health problem?		
	2009	2008/09
Yes	93	89
No	0	0
Don't know	0	0
Not applicable	0	0



Q28b - In these discussions, did a doctor or nurse give you information about the things you might do to deal with your health problem?		
	2009	2008/09
Yes	79	57
No	0	31
Don't know	0	0
Not applicable	0	0



Q28c - In these discussions, did a doctor or nurse agree about how best to manage your health problem?		
	2009	2008/09
Yes	83	89
No	0	0
Don't know	0	0

Q28d - In these discussions, did a doctor or nurse give you a written document about the discussions you had about managing your health problem?	
	NEW - 2009
Yes	*
No	67

Q28e - In these discussions, did a doctor or nurse ever tell that you had something called a 'care plan'?		
	2009	2008/09
Yes	*	
No	81	
Don't know	*	
Not applicable	*	

Q29 - Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?		
	2009	2008/09
Yes, definitely	45	57
Yes, to some extent	45	31

OUT OF HOURS CARE

The next few questions are about contacting an out-of-hours GP service when your surgery is closed (for example, in the evening, at night or at the weekend). These questions are not about NHS Direct, NHS walk-in centres or Accident and Emergency (A&E) or Casualty services.

Q30 - If you wanted to, would you know how to contact an out-of-hours GP service when the surgery is closed?		
	2009	2008/09
Yes	75	77
No	25	23

Q31 - In the past 6 months, have you tried to call an out-of-hours GP service when the surgery was closed?		
	2009	2008/09
Yes, for myself	0	7
Yes, for someone else	10	8
No	85	86

Q32 - How easy was it to contact the out-of-hours GP service by telephone?		
	2009	2008/09
Very easy	0	0
Fairly easy	53	46
Not very easy	0	0
Not at all easy	0	0

Q33 - Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?		
	2009	2008/09
Yes	0	51
No	53	41
Don't know/doesn't apply	0	0

Q34 - How easy was it to get these medicines?		
	2009	2008/09
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*

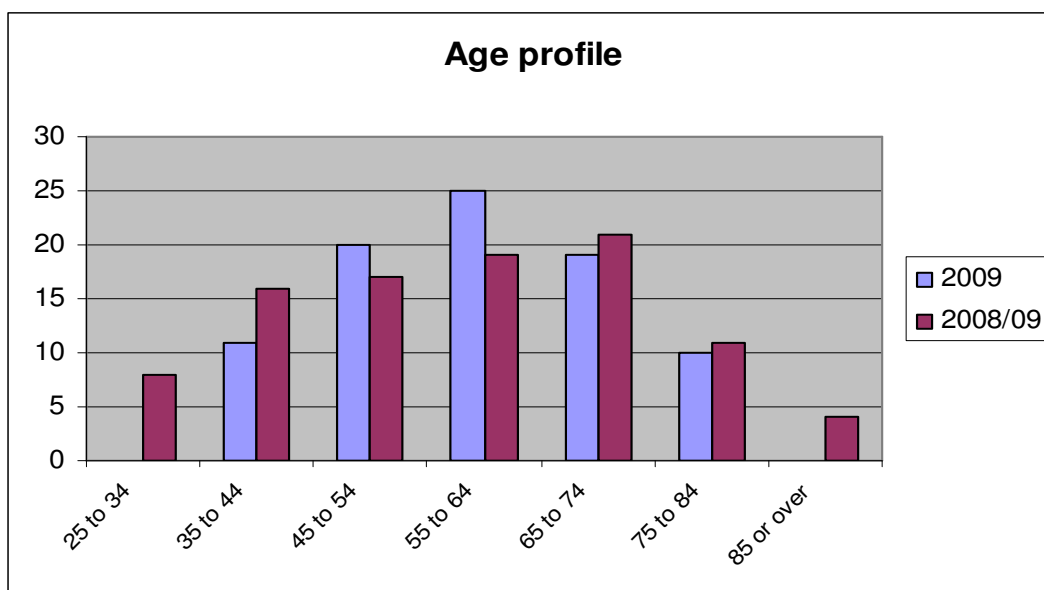
Q35 - How do you feel about how quickly you received care from the out-of-hours GP service?		
	2009	2008/09
It was about right	0	47
It took too long	0	42
Don't know/doesn't apply	0	0

Q36 - Overall, how do you feel about the care you received from the out-of-hours GP service?		
	2009	2008/09
Very good	*	*
Good	*	*
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Don't know/doesn't apply	*	*

SOME QUESTIONS ABOUT YOU:

Q37 - Are you male or female?		
	2009	2008/09
Male	43	44
Female	57	56

Q38 - How old are you?		
	2009	2008/09
25 to 34	0	8
35 to 44	11	16
45 to 54	20	17
55 to 64	25	19
65 to 74	19	21
75 to 84	10	11
85 or over	0	4



Q39 - Which of these best describes what you are doing at present?		
	2009	2008/09
Full-time paid work (>30 hours per week)	33	35
Part-time paid work (<30 hours per week)	17	14
Full-time education	0	0
Unemployed	0	0
Permanently sick or disabled	0	0
Fully retired from work	32	33
Looking after the home	0	9
Doing something else	0	5

Q40 - In general, how long does your journey take from home to work (door to door)?

	2009	2008/09
Up to 30 minutes	57	64
31 minutes - 1 hour	17	20
I live on site	17	10

Q41 - If you need to see a doctor at your GP surgery during your typical working hours, can you take time away from your work to do this?

	2009	2008/09
Yes	79	80
No	21	20

Q42 - In general, would you say your health is?

	2009	2008/09
Excellent	14	10
Very good	36	41
Good	33	32
Fair	13	15

Q43 - Do you have any of the following long-standing conditions?

	2009	2008/09
Hearing impairment	0	9
Visual impairment	0	0
A condition that limits physical activities	17	16
A learning difficulty	0	0
A long-standing psychological condition	0	0
Any other long-standing illness	26	28
No	60	56

Q44 - Are you a deaf person who uses sign language?

	2009	2008/09
Yes	0	0
No	99	99

Q45 - Are you a parent or a legal guardian for any children aged under 16 currently living in your home?

	2009	2008/09
Yes	21	23
No	79	77

Q46 - Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

	2009	2008/09
Yes	0	8
No	93	92

Q47 - What is your ethnic group?

	2009	2008/09
British	96	96
Irish	0	0
Any other white background	0	0
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	*	*
Any other mixed background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Any other Asian background	*	*
Caribbean	*	*
African	*	*
Any other Black background	*	*
Chinese	*	*
Any other ethnic group	*	*

Q48 - Which of the following best describes how you think of yourself?

	NEW - 2009
Heterosexual/Straight	91
Gay/Lesbian	*
Bisexual	*
Other	*
I would prefer not to say	*

Q49 - Which of the following best describes your religion?

	NEW - 2009
None	21
Buddhist	0
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	69
Hindu	0
Jewish	0
Muslim	0
Sikh	0
Other	0
I would prefer not to say	0

PLEASE NOTE:

This survey is carried out six-monthly by mail shot so YOU may receive a questionnaire in the future.

IF you do we **really need you to complete it** as the results impact on the practice.

Our performance is being monitored against many targets – one example is ACCESS to services and as we achieved a lower than anticipated scoring for being able to “book ahead” in 2008/09 this resulted in a loss of valuable practice income despite us having made a gradual improvement over the past 12 months.

In order to ensure that our achievement in this particular area improves further we will be confirming our pre-booking arrangements in the local newsletters and on our website **as it is now possible to book a GP appointment up to a month in advance** – clearly many of our patients remain unaware of this!

Your input has always been welcomed and appreciated – but now it is even more valuable to ensuring the long-term future of the practice.

Thank you.

Denise Guy – Business Manager