



# General Practice Assessment Questionnaire

Report

The Elmhurst Practice

All Respondents  
26/02/2013

## Summary

In total there were 147 respondents.

### Receptionists and Appointments

- 98% said that they found receptionists at the practice helpful.
- 78% said that it is easy to get through on the phone.
- 64% said that it is easy to speak to a doctor or nurse on the phone.

84% said that if they need to speak to a GP urgently they can normally get seen on the same day.

87% said that it is important to them to be able to book appointments ahead of time in the practice and 64% said that it is easy to book ahead in the practice.

24% said that they normally book appointments at the practice in person, and 95% do so by phone. When asked how they prefer to book appointments, 27% said in person, 92% said by phone and 36% said that they prefer to book their appointments online.

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 38% said that they usually get seen the same day or next day, and 21% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 84% said that they usually get seen on the same day or next day, and 11% said that they usually get seen within 2 to 4 days.

Overall, 37% rated the time it takes to be seen by a particular doctor as excellent or very good, and 61% rated the time it usually takes to be seen by any doctor as excellent or very good.

In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 6% said that it took less than 5 minutes, 33% said it took between 5 and 10 minutes, 37% said it took between 11 and 20 minutes and 24% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 28% of patients.

### Opening Hours

74% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for patients to see or speak to someone. 40% said before 8am, 14% said at lunchtime, 67% said after 6.30pm, 81% said Saturday and 26% Sunday. 10% said that none of these times would be convenient.

### Seeing Preferred Doctor

82% said that there is a particular GP who they usually prefer to speak to. Of these, 36% said that they always or almost always get to speak to that GP, and 32% said that they get to speak to that GP a lot of the time.

### Ratings of GP

Patients were asked a series of questions about the last GP that they saw.

- 95% rated the GP as very good or good at giving them enough time.
- 95% rated the GP as very good or good at listening.
- 94% rated the GP as very good or good at explaining tests and treatments.
- 93% rated the GP as very good or good at involving them in decisions about their care.
- 92% rated the GP as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the GP they last saw or spoke to. 88% said that they definitely had confidence and trust in the GP and 8% said that they had some confidence and trust in the GP.

### Ratings of Last Nurse Seen

Patients were asked a series of questions about the last nurse that they saw.

- 100% rated the nurse as very good or good at giving them enough time.
- 99% rated the nurse as very good or good at listening.
- 100% rated the nurse as very good or good at explaining tests and treatments.
- 98% rated the nurse as very good or good at involving them in decisions about their care.
- 99% rated the nurse as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the nurse they last saw or spoke to. 96% said that they definitely had confidence and trust in the nurse and 4% said that they had some confidence and trust in the nurse.

### **Quality of Care Received**

Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel their practice helped them:

- 93% said that they felt that the practice helped them to understand their health problems very well.
- 94% said that their practice helps them to cope with health problems very well.
- 90% said that their practice helps them to keep themselves healthy very well.

### **Overall Ratings of Practice**

Overall 79% said that they would describe their experience as excellent or very good and 73% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

### **Analysis of Data within this Report**

Figures are calculated as a proportion of respondents who answered each question - that is, excluding those that did not reply. The report also removes instances where a respondent has indicated that they don't know the answer to the question, or where they have said that the question is not applicable to them. Not all figures add to 100%. This may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, in the commentary the report often quotes a combination of scores. Due to this approach, at times, the overall '% positive' score can be slightly different to the score obtained when adding together the '% excellent' and '% very good' as displayed on the chart as a consequence of rounding of the data.

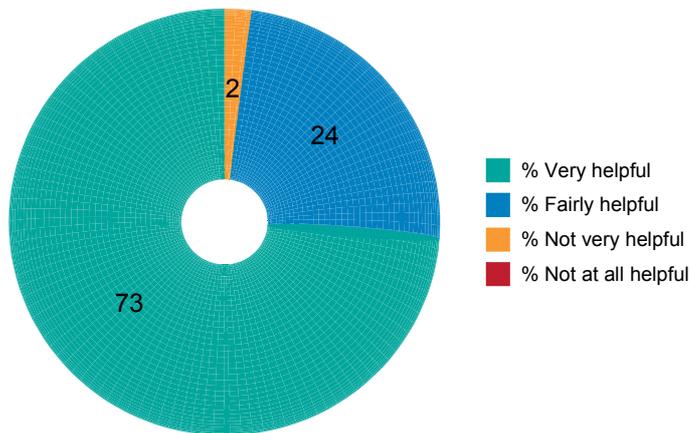
# Booking Appointments & Reception

At the beginning of the questionnaire, patients were asked a series of questions about the quality of service they receive when making appointments. To begin with, 98% said that they found receptionists at the practice helpful.

They were then asked about how easy it is to get through to the practice:

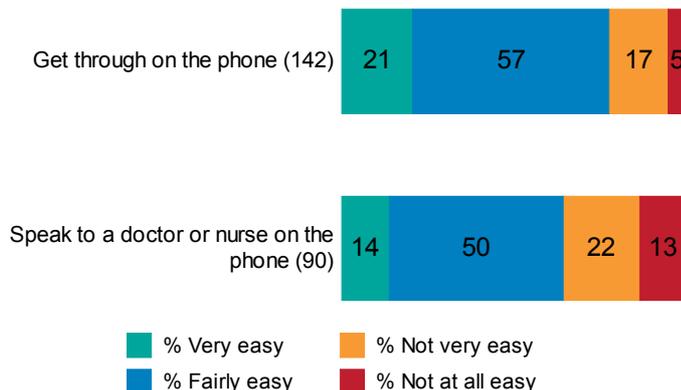
- 78% said that it is easy to get through on the phone.
- 64% said that it is easy to speak to a doctor or nurse on the phone.

## Helpfulness of receptionists



Base: All Respondents excluding Don't know (147)

## Dealing with calls

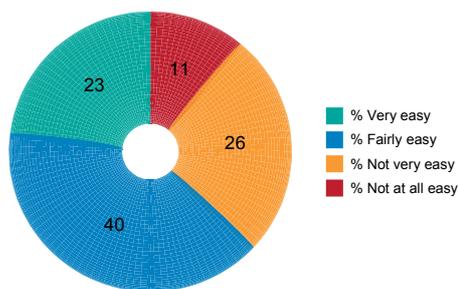


Base: All Respondents excluding Have not tried and Don't know

64% said that it is easy to book ahead in the practice, and 87% said that it is important to them to be able to book appointments ahead of time.

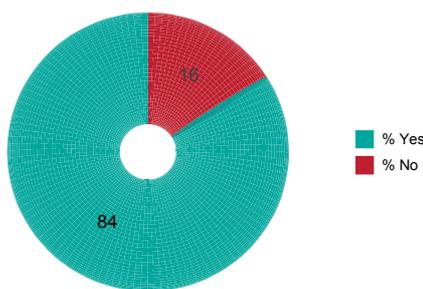
When it comes to more urgent appointments, 84% said that if they need to speak to a GP urgently they can normally get seen on the same day.

Thinking about your practice, how easy is it to book ahead?



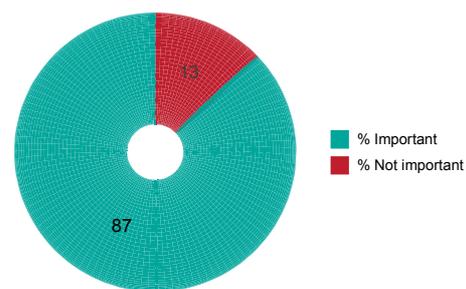
Base: All Respondents excluding Have not tried (141)

If you need to see a GP urgently, can you normally get seen on the same day?



Base: All Respondents excluding Don't know (129)

How important is it to book appointments ahead of time?



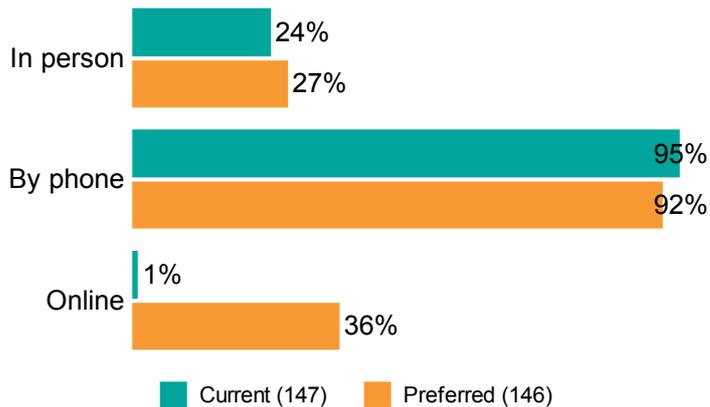
Base: All Respondents (147)

# Current & Preferred Methods of Contact

24% said that they normally book appointments at the practice in person, 95% do so by phone and 1% do so online. When asked how they prefer to book appointments, 27% said in person, 92% said by phone, and 36% said that they prefer to book their appointments online.

The practice manager should look at the findings to these questions to see if there is a large gap between how customers currently book and how they would like to book. One way of doing this is to simply identify the size of the gap between the two findings; i.e. by subtracting the 'preferred' proportion from the 'current' proportion.

## Current and preferred methods of contact



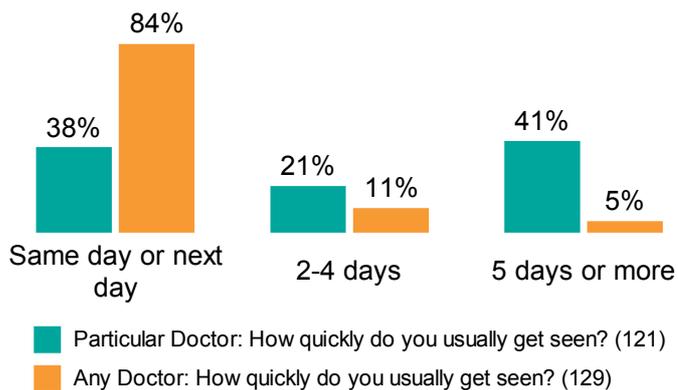
Base: All Respondents excluding Doesn't apply

# Availability of GPs

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 38% said that they usually get seen the same day or next day, and 21% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 84% said that they usually get seen on the same day or next day, and 11% said that they usually get seen within 2 to 4 days.

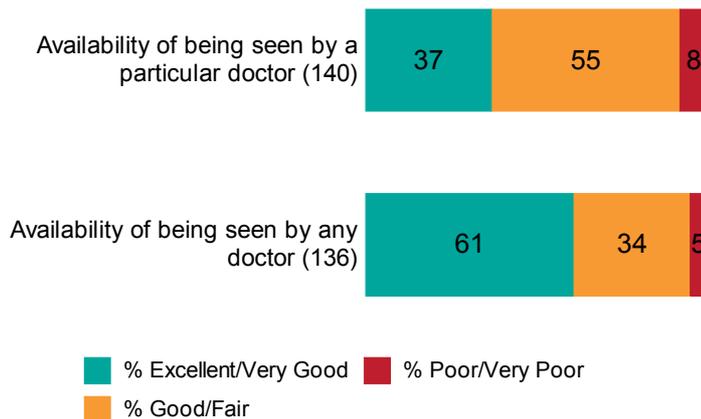
Overall, 37% rated the time it takes to be seen by a particular doctor as excellent or very good, and 61% rated the time it usually takes to be seen by any doctor as excellent or very good. When looking at the ratings for speed of being seen by any doctor, the overall length of wait was rated as excellent or very good by 61% of patients.

## Availability of appointments



Base: All Respondents excluding Don't know, never tried and Don't need to be seen quickly

## Rating availability of appointments



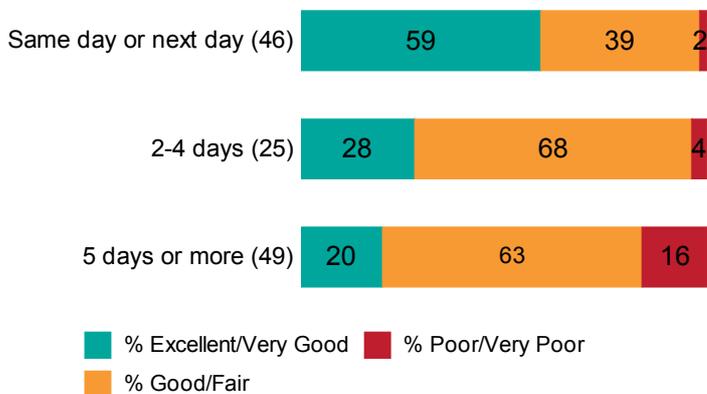
Base: All Respondents excluding Does not apply

In the following chart, the data has been broken down, so that we can see whether those who waited less time to be seen by a doctor were more satisfied than those who waited for longer.

Of those who saw a particular doctor on the same day or the next day, 59% said that they rated this length of wait as excellent or very good. This compares to 28% for those who waited 2-4 days, and 20% of those who waited more than 5 days or more.

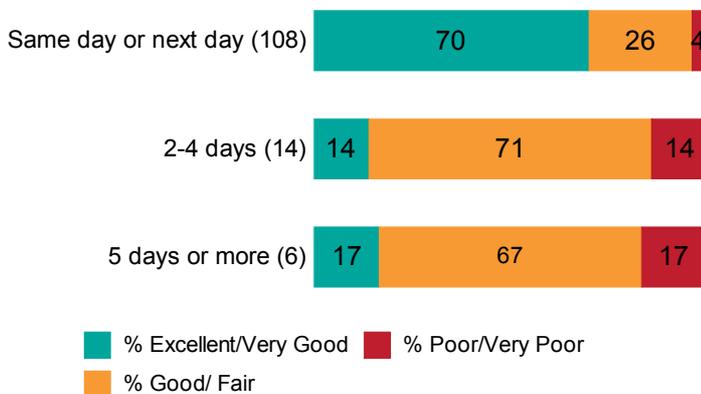
When looking at the same questions and analysis for any doctor; of those who were seen on the same day or the next day 70% said that they rated this length of wait as very good or excellent, this compares to 14% for those who waited 2-4 days and 17% of those who waited 5 days or more.

## Rating availability of appointments: To see a particular doctor



Base: All Respondents excluding Does not apply

## Rating availability of appointments: To see any doctor

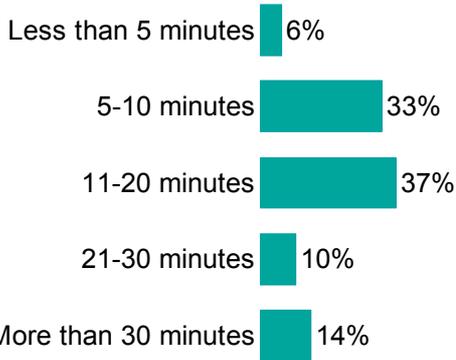


Base: All Respondents excluding Does not apply

# Waiting Times

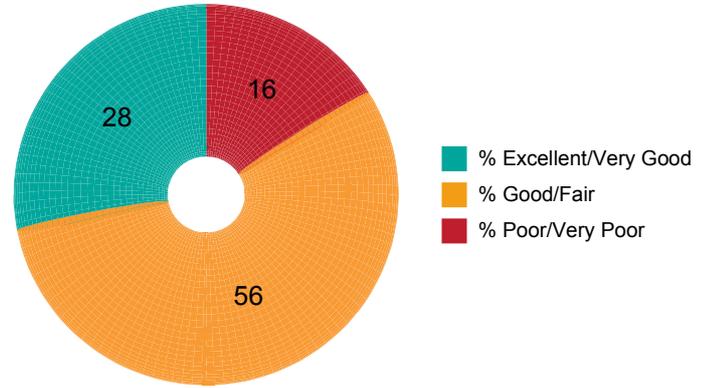
In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 6% said that it took less than 5 minutes, 33% said it took between 5 and 10 minutes, 37% said it took between 11 and 20 minutes and 24% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 28% of patients.

## How long did you wait for your consultation to start?



Base: All Respondents excluding There was no set time for my consultation (147)

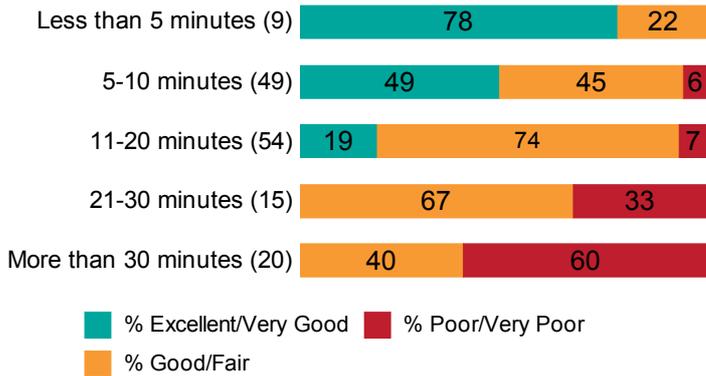
## Speed of being seen for most recent consultation



Base: All Respondents excluding There was no set time for my consultation (147)

Of those who waited less than 5 minutes, 78% rated the speed of wait as excellent or very good, while 49% who said they waited 5-10 minutes rated the speed of being seen as excellent or very good and 19% of those who waited 11-20 minutes rated the speed with which they were seen as excellent or very good. - of those who waited 21-30 minutes before being seen rated the length of wait as excellent or very good, and - of those who waited more than 30 minutes rated the length of wait as excellent or very good.

## Rating of speed with which patient was seen for this consultation (%)



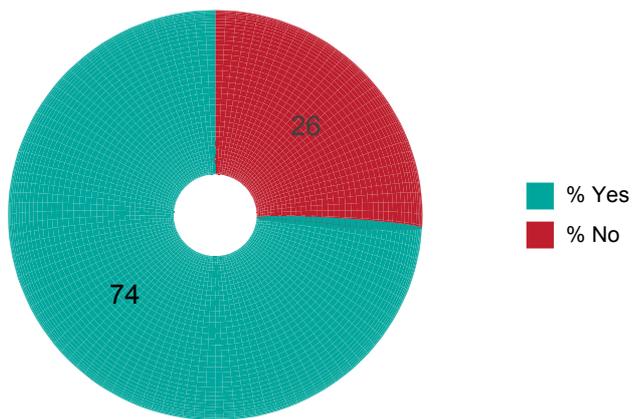
Base: All Respondents excluding There was no set time for my consultation

# Accessing the GP

## Opening Hours

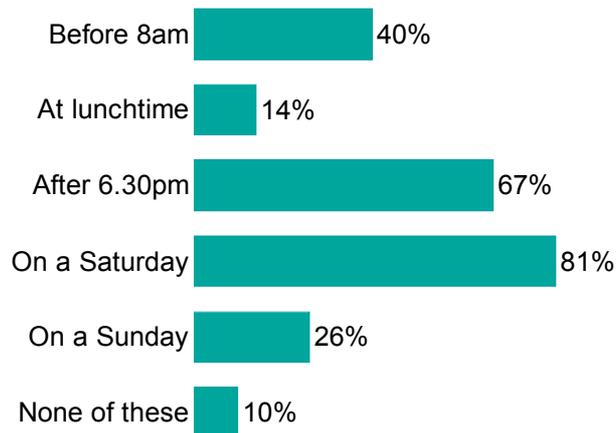
74% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for them to see or speak to someone. 40% said before 8am, 14% said at lunchtime, 67% said after 6.30pm, 81% said Saturday and 26% Sunday. 10% said that none of these times would be convenient.

Is your GP practice currently open at times that are convenient to you?



Base: All Respondents excluding Don't know (142)

Preferred opening times

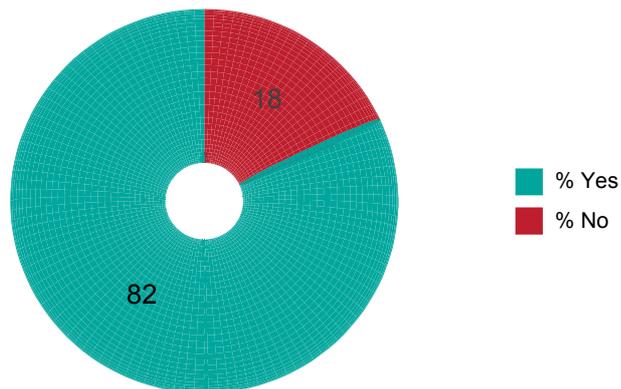


Base: All Respondents who said opening times are not convenient (42)

## Seeing a Doctor of Choice

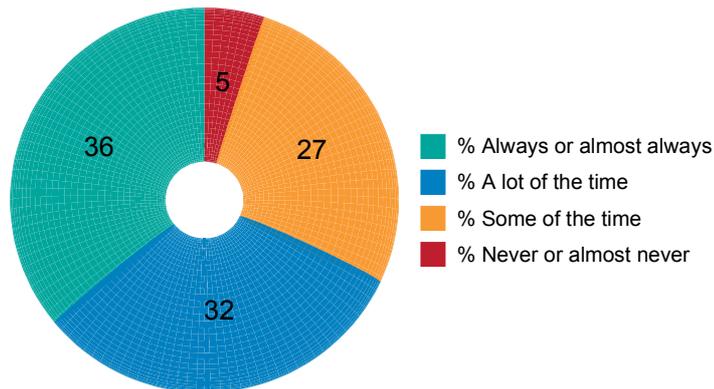
82% said that there is a particular GP who they usually prefer to see or speak to. Of these, 36% said that they always or almost always get to speak to that GP, and 32% said that they get to speak to that GP a lot of the time.

Is there a particular GP you usually prefer to see or speak to?



Base: All Respondents excluding There is usually only one doctor in my surgery (147)

How often do you see or speak to the GP you prefer?

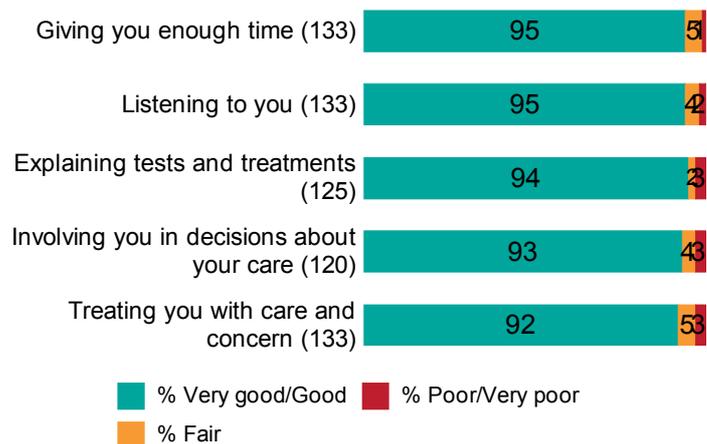


Base: All Respondents who have a preferred GP excluding Not tried (118)

## Performance of GP

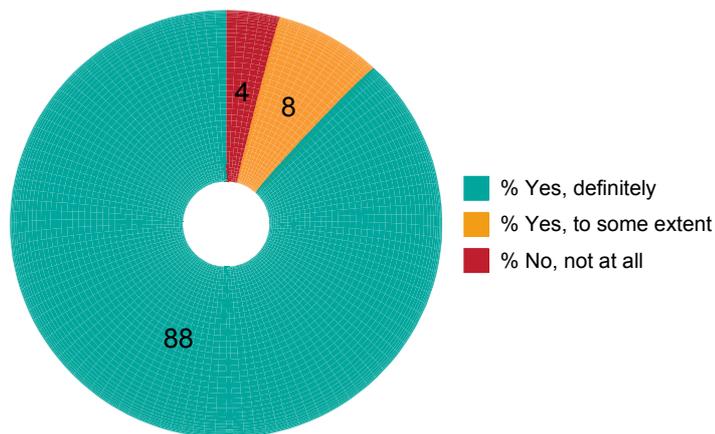
- 95% rated the GP as very good or good at giving them enough time.
- 95% rated the GP as very good or good at listening.
- 94% rated the GP as very good or good at explaining tests and treatments.
- 93% rated the GP as very good or good at involving them in decisions about their care.
- 92% rated the GP as very good or good at treating them with care and concern.
- 88% said that they definitely had confidence and trust in the GP they last saw or spoke to.

### Performance of GP



Base: All Respondents excluding Does not apply

### Confidence & Trust in GP

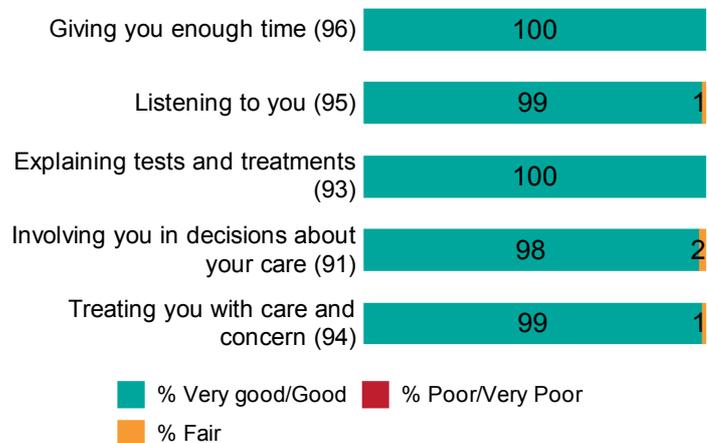


Base: All Respondents excluding Don't know (132)

## Performance of Nurse

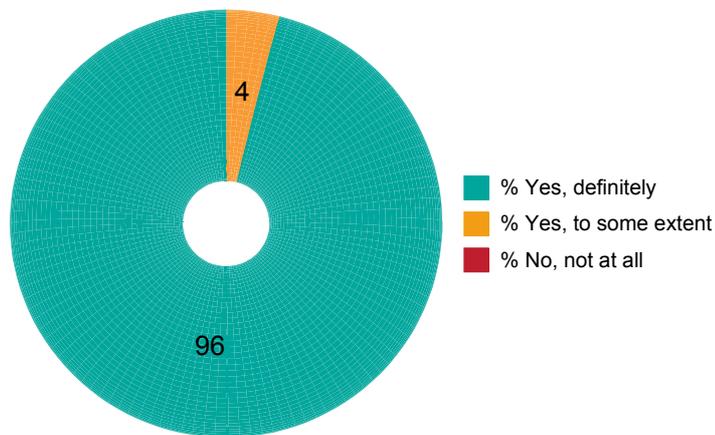
- Patients were asked a series of questions about the last Nurse that they saw.
- 100% rated the nurse as very good or good at giving them enough time.
  - 99% rated the nurse as very good or good at listening.
  - 100% rated the nurse as very good or good at explaining tests and treatments.
  - 98% rated the nurse as very good or good at involving them in decisions about their care.
  - 99% rated the nurse as very good or good at treating them with care and concern.
  - 96% said that they definitely had confidence and trust in the nurse they last saw or spoke to.

### Performance of Nurse



Base: All Respondents excluding Does not apply

### Confidence & Trust in Nurse



Base: All Respondents excluding Don't know (96)

# Overall Feelings about this Practice

## Quality of Care Received

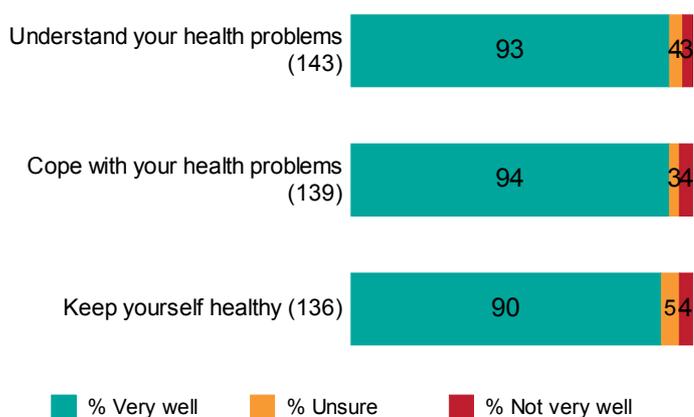
Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel that their practice helped them:

- 93% said that they felt that the practice helped them to understand their health problems very well.
- 94% said that their practice helps them to cope with health problems very well.
- 90% said that their practice helps them to keep themselves healthy very well.

## Overall ratings of Practice

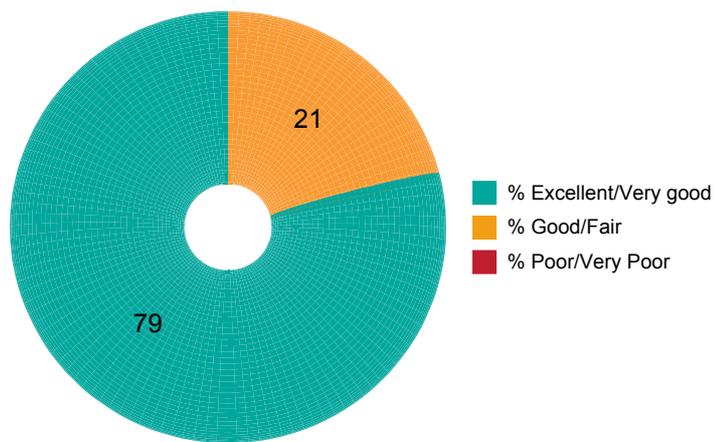
Overall, 79% said that they would describe their experience as excellent or very good.

### How well does your practice help you to...



Base: All Respondents excluding Does not apply

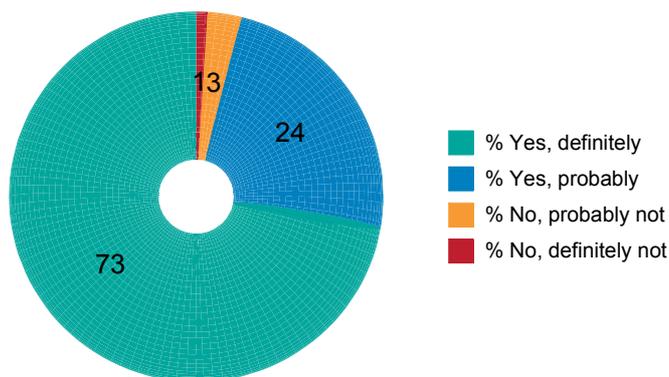
### Overall experience of GP surgery



Base: All Respondents (145)

73% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

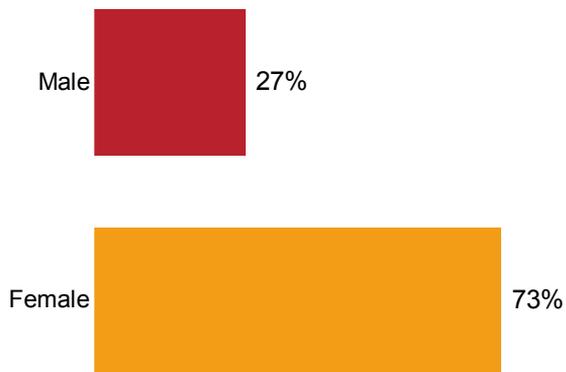
### Would you recommend your GP surgery to someone who has just moved to your local area?



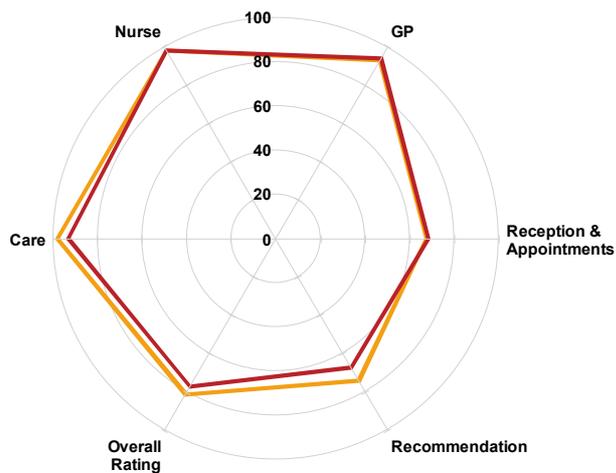
Base: All Respondents excluding Don't know (144)

# Comparison of Different Groups

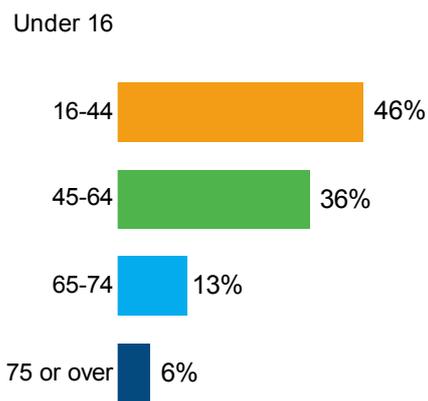
## Gender



Base: All Respondents (143)



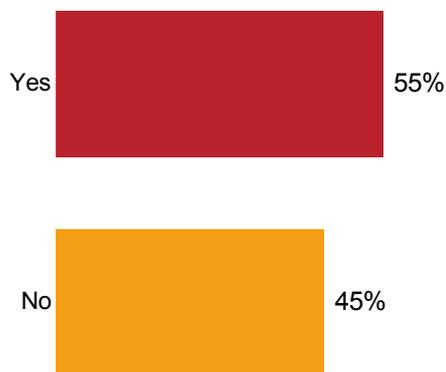
## Age group



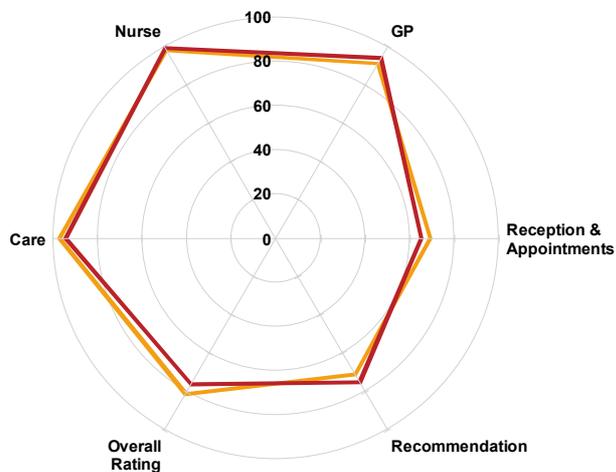
Base: All Respondents (145)



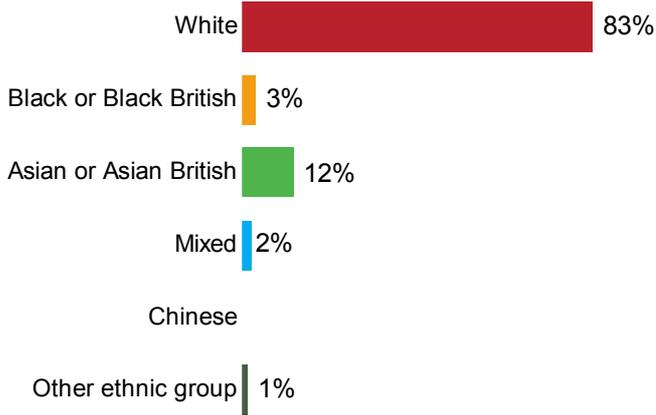
## Long-standing health condition



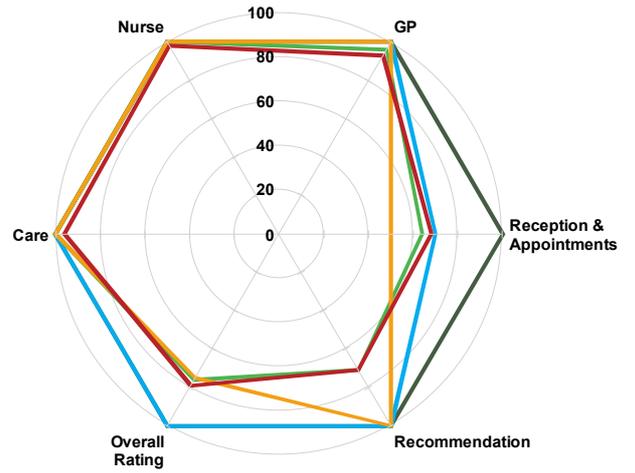
Base: All Respondents (129)



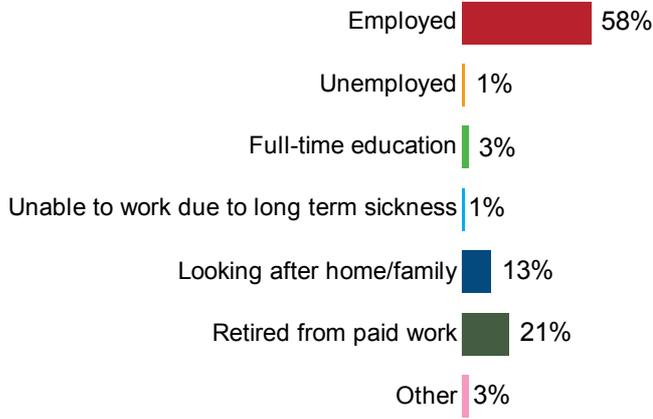
### Ethnic group



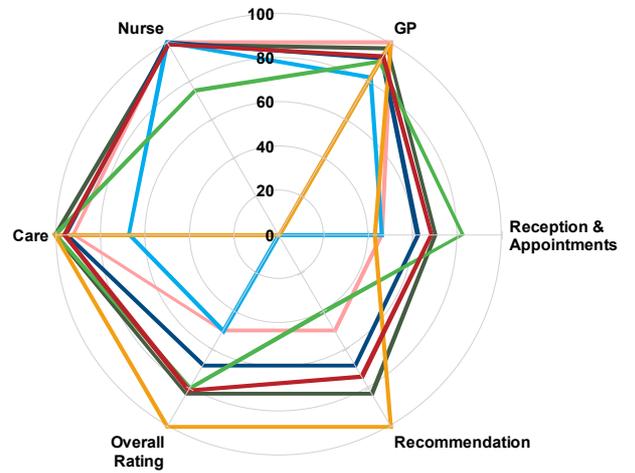
Base: All Respondents (144)



### Employment status



Base: All Respondents (145)



## Comments

A list of comments is included below for reference.

- *The personal nature of the GP/patient relationship has diminished considerably over the years. The focus now is too much on specific health issues rather than the general well being of the patient. It seems we also used to get more support from our GP whilst he dealt with requests for information externally when the GP took more time to understand the personal issues of the patient.*
- *It has been my privilege to be a patient for 60 years and they have supported me and my family through thick and thin and nothing has ever been too much trouble for the whole team from the cleaners through all the staff to the Doctors and they are all second to none.*
- *I appreciate the excellent service and care we, as a family, receive at the Elmhurst Practice.*
- *Most doctors are very good but last two appointments have been with an male Asian doctor whose name I can't remember he was highly unhelpful and really upset me over the diagnosis of my baby.*
- *The practice could do with the reception staff having more training when dealing with patients. Case in point, friend of mine had to drop me off at Drs as snow on ground as I have a knee problem. She spoke to the receptionist about the ticket machine not working in car park and the receptionist replied yes we know and offered no other help? Dr sometimes does not offer any advice on medical reports sent to her.*
- *I am very well satisfied with all aspects of the surgery.*
- *very happy with overall service*
- *The quality of the GPs is pretty good - the issue is with the locums / part timers who are in this practice. The care and quality has been from bad to worse of each of these locums - the surgery should be very careful about who they take in as locum / trainee. It usually is the case that we have to see these locums as we have been seeing the GPs only for acute problems over the last 2 years and hence have borne the brunt*
- *Although I find it quite easy to telephone to make appointments, I would very much prefer to book appointments online as I already request repeat prescriptions so why not have a complete service online also? Many thanks.*
- *The doctors are great. I seem to have problems with one particular receptionist. Is it me? or is she like this with everyone?? I'm always POLITE & COURTEOUS.*
- *The only thing I find annoying is trying to get through at 8:am when needing to see a doctor & trying to see the doctor I wish to see. The service when I see a doctor is excellent*
- *Very polite committed staff at the surgery. Would like the surgery to be open on a Thursday afternoon also*
- *I've been with the practice 19 years and have always been treated and seen with respect and care. Outstanding!!*
- *The doctors at this practice have always been most helpful*
- *I have no problem with the practice only making appointments by phone and at times even getting through on phone at 8:30am can be testing. If called after 8:45am making same day appointment is not easy or possible, with advice that should call next day. Doctors are really caring & thorough hence wait in surgery is worth it.*
- *I have only ever had excellent treatment from all of the doctors I have seen and I have always felt that I have been listened to and treated with respect from them and all the staff at the surgery. I have been very impressed with the speed and efficiency with which Dr. Penfield arranges tests and hospital consultations and has always referred me to a particular hospital she knows is the best for that specific problem.*
- *Really happy with this surgery and all staff have the right level of professionalism and friendliness*
- *Both Dr Penfield & Bowley are outstanding in their profession, care & compassion.*
- *You really need to improve the quality of the reception service. Staff should undergo customer service training as it sometimes feels as if patients are a hindrance when they speak to reception. It's the one thing that lets the practice down. I work in the public sector and pay a lot of attention to customer service. Yours is somewhat lacking and it's such a shame!*
- *Best practice in the area*
- *Should prioritise people who are in employment and need to get back to work after an appointment. Should not have to pay for parking if here for an appointment, especially if the doctors are running late. Baby changing facilities for men and babies should be available.*
- *Always had to wait 20-40 mins*
- *Why do you have a policy that if you are late by 5-10 mins you may not be seen, when on some appointments to see the Dr you need to wait longer than 45 mins and it is very awkward to have to pay for parking. You should let patients know if the Dr is running late*
- *Wonderful surgery with excellent GPs. Wait time is an issue but I understand that patients aren't rushed when seen. Main problem is wanting to see a specific GP if all on the day appts have been taken*
- *I am satisfied with the GPs & staff of the practice but unfortunately when I am referred to a consultant, the consultant does not see me only junior trainee Drs who cannot and do not give a proper treatment or advice.*

- *Have been so impressed over the years with how thorough & quick to doctors have been particularly with our 2 boys (both under 5). We have lots to thank you for & your care & efficiency is very much appreciated and admired.*
- *Most doctors are very good but had bad experience with locum doctor*
- *I was not aware that a single appointment is 10 mins only. This should be made clear when you book an appointment, that if there are several things you want to discuss you should book a double appt. I was upset when the doctor informed me about this as I had not been properly informed. There should be a sig in the waiting room that you have 10 mins per appointment.*
- *I think the GPs in the surgery are fantastic especially Dr Bowley & Dr Penfield and although they are not always available for appointments, I would still not leave this practice (and be patient) because their service and care is excellent. Reception staff are always patient and friendly. Keep up the brilliant work and thank you for everything.*
- *The Elmhurst Practise is a shining example within the Health Service.*
- *i moved from the broadway surgery woodford green,the transition has been unbelievable the staff and doctors very helpful they explain sitiulations follow up procedures leave no stone unturned,i would recommend this practice.no hesistations the only 2 issues i have please open even only half day on a saturday and shorter times.dr dont seem to keep to times,any chance of free parking as i cant afford it each time.*
- *it would be very great if recpt opened at 8am as 8.30 is a busy time for taking the children to school*
- *gp practice is good in providing all healthcare problems but the waiting time for the consultants is far to long*
- *i am & have always been impressed with the elmhurst practice.gp's are fantastic inc dr lath who rencently joined.all staff was fantastic when my husband recently taken ill.my only prob is getting appt's takes ages to get through in morning not recpt fault.i think the dr's need to work more days or hours*
- *my only problem is i work in london and calling at 8.30am to get an on the day appt is not always convient i would like to book for the next day*
- *just 'thank you' to all the staff for the good job they do every day and the kindess and consideration they show everyone and especially to dr penfield for he great care ans support and understanding THANK YOU!*
- *perhaps open erlier or close later also saturday wil be very helpfull*
- *lovely wonderful staff and surgery*
- *it is hard to get a prebooked appt with a speciif dr and oftern you hve to wait 10-14 days or longer the only other way is to say it is urgernt or to try on the day and not every thing is urgent*
- *i find all of the gp to be very helpful.dr crown is a very good for me and will be sorry to see her go*
- *my only difficulty is getting an appt on the day,i have done it before its just difficult.in the past i have been told by the gp to make an appt or to come in 2 weeks and i have been told it is not possible on to book on the day*
- *it would be helpful to update the jayex board how long the dr is running late during the surgery.seperate all notice board to relivant issues,it appears to be to random at prsent*
- *i work full time,and i i travel between 7.30-90.30 so to call for an on the day appt is not possible and if i did call at 9.30 they have normally all gone.you normally wait 15-20mins over your appt time but if we are late your not normally seen.if you could look into this problem*
- *a better phone appt system and ability to see a preffered gp sooner rather than later*
- *excellent servive by all the dr's recept staff and nurses the doctors are all proffessional and over the years have been excellent to all my family and myself*
- *i have been coming to this surgery for over 8 yrs and would like not to move.i have complete trust in the dr and nurses i usally see and very happy with all aspects of the elmhurst practice*
- *i have attented this practice for 40yrs and im completely satified and happy with the service r.pesce*