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GPAQ-R & Family and Friends Patient Survey

Wednesday 11 May 2016

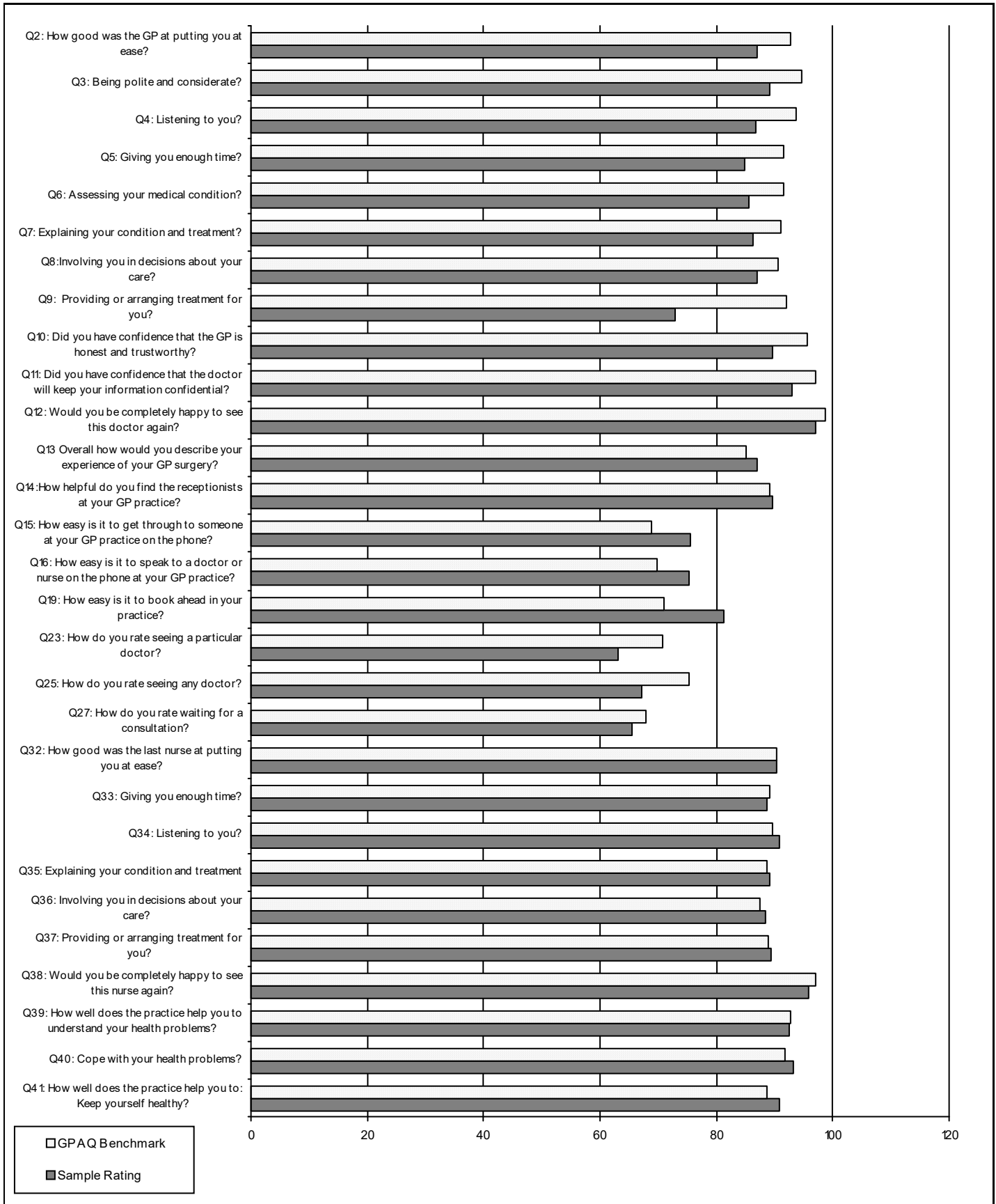
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1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?	49	
Q2: How good was the GP at putting you at ease?	87	93
Q3: Being polite and considerate?	89	95
Q4: Listening to you?	87	94
Q5: Giving you enough time?	85	92
Q6: Assessing your medical condition?	86	92
Q7: Explaining your condition and treatment?	86	91
Q8: Involving you in decisions about your care?	87	91
Q9: Providing or arranging treatment for you?	73	92
Q10: Did you have confidence that the GP is honest and trustworthy?	90	96
Q11: Did you have confidence that the doctor will keep your information confidential?	93	97
Q12: Would you be completely happy to see this doctor again?	97	99
Q13 Overall how would you describe your experience of your GP surgery?	87	85
Q14: How helpful do you find the receptionists at your GP practice?	90	89
Q15: How easy is it to get through to someone at your GP practice on the phone?	76	69
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	75	70
Q19: How easy is it to book ahead in your practice?	81	71
Q23: How do you rate seeing a particular doctor?	63	71
Q25: How do you rate seeing any doctor?	67	75
Q27: How do you rate waiting for a consultation?	65	68
Q32: How good was the last nurse at putting you at ease?	90	90
Q33: Giving you enough time?	89	89
Q34: Listening to you?	91	90
Q35: Explaining your condition and treatment	89	89
Q36: Involving you in decisions about your care?	88	88

Q37: Providing or arranging treatment for you?	89	89
Q38: Would you be completely happy to see this nurse again?	96	97
Q39: How well does the practice help you to understand your health problems?	92	93
Q40: Cope with your health problems?	93	92
Q41: How well does the practice help you to: Keep yourself healthy?	91	89

Chart showing report ratings against benchmark



2. Report Questions

Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

		Number of Responses	% of Responses
1	Yes, definitely	45	51
2	Yes, probably	31	35
3	No, probably not	9	10
4	No, definitely not	4	4
5	Don't know	0	0
Question Total:		89	100

Q2: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	55	63
2	Good	20	23
3	Satisfactory	11	13
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		87	100

Q3: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	58	67
2	Good	20	23
3	Satisfactory	9	10
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		87	100

Q4: Listening to you?

		Number of Responses	% of Responses
1	Very good	54	62
2	Good	22	25
3	Satisfactory	9	10
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		87	100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	50	57
2	Good	24	28
3	Satisfactory	10	11
4	Poor	3	3
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		87	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	49	56
2	Good	27	31
3	Satisfactory	10	11
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		87	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	48	56
2	Good	30	35
3	Satisfactory	7	8
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		86	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	50	58
2	Good	27	31
3	Satisfactory	7	8
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		86	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	47	55
2	Good	30	35
3	Satisfactory	8	9
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		86	100

Q10: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	68	78
2	Yes, to some extent	18	21
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		87	100

Q11: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	76	86
2	Yes to some extent	10	11
3	No, not at all	1	1
4	Don't know / can't say	1	1
Question Total:		88	100

Q12: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	67	97
2	No	2	3
Question Total:		69	100

Q13 Overall how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	49	56
2	Very good	24	27
3	Good	12	14
4	Fair	3	3
5	Poor	0	0
6	Very poor	0	0
Question Total:		88	100

Q14: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	62	77
2	Fairly helpful	14	17
3	Not very helpful	4	5
4	Not at all helpful	1	1
5	Don't know	0	0
Question Total:		81	100

Q15: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	32	40
2	Fairly easy	36	44
3	Not very easy	9	11
4	Not at all easy	1	1
5	Don't know	1	1
6	Haven't tried	2	2
Question Total:		81	100

Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	29	36
2	Fairly easy	26	32
3	Not very easy	8	10
4	Not at all easy	2	2
5	Don't know	3	4
6	Haven't tried	13	16
Question Total:		81	100

Q17: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	54	68
2	No	9	11
3	Don't know / never needed to	17	21
Question Total:		80	100

Q18: How important is it to you to be able to book appointments ahead of time in your practice?

		Number of Responses	% of Responses
1	Important	75	94
2	Not Important	5	6
Question Total:		80	100

Q19: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	32	40
2	Fairly easy	33	41
3	Not very easy	10	13
4	Not at all easy	0	0
5	Don't know	1	1
6	Haven't tried	4	5
Question Total:		80	100

Q20: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	29	30
2	By phone	62	65
3	Online	4	4
4	Doesn't apply	1	1
Question Total:		96	100

Q21: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	31	28
2	By phone	60	54
3	Online	19	17
4	Doesn't apply	1	1
Question Total:		111	100

Q22: Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	16	20
2	2-4 days	14	18
3	5 days or more	35	44
4	I don't usually need to be seen quickly	10	13
5	Don't know never tried	5	6
Question Total:		80	100

Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	15	19
2	Very good	18	23
3	Good	15	19
4	Fair	15	19
5	Poor	8	10
6	Very poor	2	3
7	Doesn't apply	5	6
Question Total:		78	100

Q24: Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	23	29
2	2-4 days	15	19
3	5 days or more	23	29
4	I don't usually need to be seen quickly	13	16
5	Don't know never tried	5	6
Question Total:		79	100

Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	18	23
2	Very good	18	23
3	Good	18	23
4	Fair	11	14
5	Poor	7	9
6	Very poor	1	1
7	Does not apply	6	8
Question Total:		79	100

Q26:How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	14	18
2	5-10 minutes	30	39
3	11-20 minutes	11	14
4	21-30 minutes	9	12
5	More than 30 minutes	6	8
6	There was no set time for my consultation	6	8
Question Total:		76	100

Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	16	21
2	Very good	19	25
3	Good	17	22
4	Fair	15	20
5	Poor	5	7
6	Very poor	2	3
7	Does not apply	2	3
Question Total:		76	100

Q28: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	65	86
2	No	5	7
3	Don't know	6	8
Question Total:		76	100

Q29: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	19	40
2	At lunchtime	8	17
3	After 6.30pm	8	17
4	On a Saturday	9	19
5	On a Sunday	1	2
6	None of these	2	4
Question Total:		47	100

Q30: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	41	56
2	No	30	41
3	There is usually only one doctor in my surgery	2	3
Question Total:		73	100

Q31: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	18	33
2	A lot of the time	18	33
3	Some of the time	13	24
4	Never or almost never	3	6
5	Not tried at this GP practice	2	4
Question Total:		54	100

Q32: How good was the last nurse at putting you at ease?

		Number of Responses	% of Responses
1	Very good	50	66
2	Good	18	24
3	Fair	5	7
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	4
Question Total:		76	100

Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	48	63
2	Good	17	22
3	Fair	8	11
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	4
Question Total:		76	100

Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	52	68
2	Good	15	20
3	Fair	6	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	4
Question Total:		76	100

Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	48	63
2	Good	17	22
3	Fair	7	9
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	5
Question Total:		76	100

Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	44	58
2	Good	18	24
3	Fair	7	9
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	9
Question Total:		76	100

Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	46	61
2	Good	18	24
3	Fair	6	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	8
Question Total:		76	100

Q38: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	69	96
2	No	3	4
Question Total:		72	100

Q39: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	64	85
2	Unsure	7	9
3	Not very well	2	3
4	Does not apply	2	3
Question Total:		75	100

Q40: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	64	85
2	Unsure	8	11
3	Not very well	1	1
4	Does not apply	2	3
Question Total:		75	100

Q41: How well does the practice help you to: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	60	81
2	Unsure	9	12
3	Not very well	2	3
4	Does not apply	3	4
Question Total:		74	100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	23	30
2	Female	54	70
Question Total:		77	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	2	3
2	16-44	37	48
3	45-64	28	36
4	65-74	9	12
5	75+	1	1
Question Total:		77	100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	45	59
2	No	30	39
3	Don't know / can't say	1	1
Question Total:		76	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	69	90
2	Black or Black British	0	0
3	Asian or Asian British	4	5
4	Mixed	2	3
5	Chinese	1	1
6	Other ethnic group	1	1
Question Total:		77	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	32	42
2	Unemployed and looking for work	4	5
3	At school or in full-time education	1	1
4	Unable to work due to long term sickness	19	25
5	Looking after your home/family	7	9
6	Retired from paid work	10	13
7	Other	4	5
Question Total:		77	100

This report is based on a total of 92 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

I have had good and bad experiences within the general practice. However I always maintain a positive attitude.

I've been with this practice for year.

We have always had a good service.

I am happy with the services provided.

I would recommend this doctor's surgery to anybody my family comes here it's the best in Stockport.

Local, friendly staff, early appointment opportunities, text message confirmation & reminder.

Friendly and listened to me.

They all visit different surgeries & are happy with the service provided.

We have some excellent & very nice doctors. We have a very nice group of Receptionists. You will be contacted or seen the same day.

Because I have had good treatment since coming to the practice last year.

I have always found staff very friendly and helpful.

Never really had any problems to say otherwise.

I've always received good care & advice.

Because when you see a doctor all they ever say is it's viral it will clear on it's own when it not always the case.

GP's at our surgery very good and always get to see someone in an emergency. Just ring in the morning if cannot wait for appointments (emergency appointments).

Our family has had fantastic service from the practice for over 25 years.

Not easy to get an appointment.

It was not getting an appointment for 2 weeks that put me off a bit but when Dr Hardem rang me I was seen same day.

Friendly & professional & caring.

I like all the staff very helpful.

Been family doctors for 20 years very friendly & put you at ease.

Great practice, it's very consistent.

Drs & staff are very nice and polite, very professional and always willing to help.

Great GP's and staff very friendly.

Good surgery.

I'm happy with everything.

Always able to get an appointment family quickly, friendly staff.

The doctors at this practice have time for you and you don't feel rushed but this in turn makes waiting time longer in waiting room and I have waited over 1 hour recently. When you are not feeling well it is a long time.

Good doctors and clean surgery, also good Receptionists.

Doctors are excellent when you do see them it's just how long you have to wait for an appointment but that's the same everywhere.

They issue appointments on the same day needed. Very helpful staff.

Because they are always so good & helpful.

Staff nice and helpful.

Very efficient.

I have always been treated politely and never had a problem with any of the staff.

Nice, polite, caring, approachable.

The receptionists are always friendly and helpful. The doctors listen and are pleasant.

A good GP, she listened to me, gave me time and explained my treatment with me. All good.

Really good and helpful.

Very friendly. Helpful early or late appointments that fit around my full time work.

After over 20 years with this surgery there isn't a doctor here I don't trust and respect.

Q13A: Please add any comments about the GP

Very nice.

Very good.

Friendly & non judgemental.

Receptionist are OK sometimes. Just some are rude.

Been with this practice some years now, they've looked after my whole family, (children, grandchildren). Just receptionists bit tetchy!!! Temperamental. (Busy!)

Only met the GP once. New to practice.

I feel safe & comfortable that my family and I have the back up of fantastic G.P.'s - Thank you.

My fave has definitely got to be Dr. Eclaers! She always listens and solves our problems.

Dr. Gillick is a doctor in a million.

All GP's always listen and take needs into consideration and explain well.

I walked in to make an appointment, was asked to wait and 20 minutes later saw the doctor. Brilliant!

Always been very good with me.

I have seen different GP's so can not comment really. Appointments can be waiting X3 weeks!

All the doctor's who I have seen are very good I would recommend this practice to anybody.

On the whole the practice is very good, our own doctors are brilliant.

Reasonable.

Very good always there to listen to you at any time.

Great surgery, always looked after.

Very good.

Like the surgery only just joined and feel calm and staff are polite and nice.

Every time I'm satisfied.

Very good first time I meet Dr. Halder will see her again.

I've always found my doctor very helpful & polite.

Fantastic surgery. They have been providing excellent care for my family for 9 years.
