

# GP Practice Survey



**Survey results**

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# Objectives and methodology

# Objectives

**Gather a broad range of patient views  
about the surgery**



**Develop an action plan to address patient  
needs and suggestions**

# Methodology

- The survey used a mixed method, including an online survey and paper self-completion survey
- 3,003 questionnaires were sent to patient email addresses
- 206 questionnaires were posted to patient home addresses (including 50 questionnaires to residential and nursing homes)
- Paper questionnaires were also distributed in surgery
- A total of 1,546 responses were received
- Fieldwork was conducted between 20<sup>th</sup> January and 19<sup>th</sup> February 2014

# Key findings

# Key findings - 1

- Three in ten patients who completed the survey visit the surgery at least once every two months
- Around nine in ten are aware of telephone consultations with GPs and the surgery website
- Three-quarters are aware of electronic prescription service/ ordering repeat prescriptions online
- At least half of patients have used these three services in the last 12 months
- A higher proportion are aware of booking GP appointments online compared with last year (58% vs 49% in 2013)
- Around a quarter have booked GP appointment online or booked an appointment up to four weeks in advance in the last 12 months

## Key findings - 2

- Around half are aware the surgery is open from 7 am Monday and Wednesday for pre-booked appointments
- Two in five (41%) are aware the surgery is open the first Saturday of every month for pre-booked appointments
- The surgery may want to promote out-of-hours times to specific groups (e.g. full-time workers)
- Eight in ten are positive about the quality and amount of information at the practice (including 47% who rate it as 'excellent' which is an increase from 38% last year)



## Key findings - 3

- Nine in ten are satisfied with the overall service they receive at the surgery (92% including 69% 'very satisfied')
- At least nine in ten are positive about each of the service aspects asked about
- Quality of care received from nurses receives the highest rating (73% 'excellent'), followed by being treated with respect and courtesy (71% 'excellent'), quality of the doctor/patient relationship (67% 'excellent'), confidence and trust in GPs (66% 'excellent') and involving you in decisions about your care (62% 'excellent')
- Ratings are very similar to 12 months ago, although confidence and trust in GPs is slightly lower (66% 'excellent' compared with 72% 'excellent' in 2013)
- Seven in ten say there is a particular GP at the surgery they prefer to see or speak to

## Key findings - 4

- A very small proportion of patients have used each of the alternative services asked about (i.e. physiotherapist, counselling, accupuncture, Carers First, health & social care co-ordinator)
- At least eight in ten rate these services as 'excellent' or 'good' (except for the physiotherapist service where two-thirds give a positive rating)
- Just under one in ten (8%) have used a pharmacist because they were unable to get an appointment at the Kingswood surgery during the practice opening hours (6% each say the same for A&E at local hospital and NHS 111, while 3% have used a private physiotherapist in these circumstances)

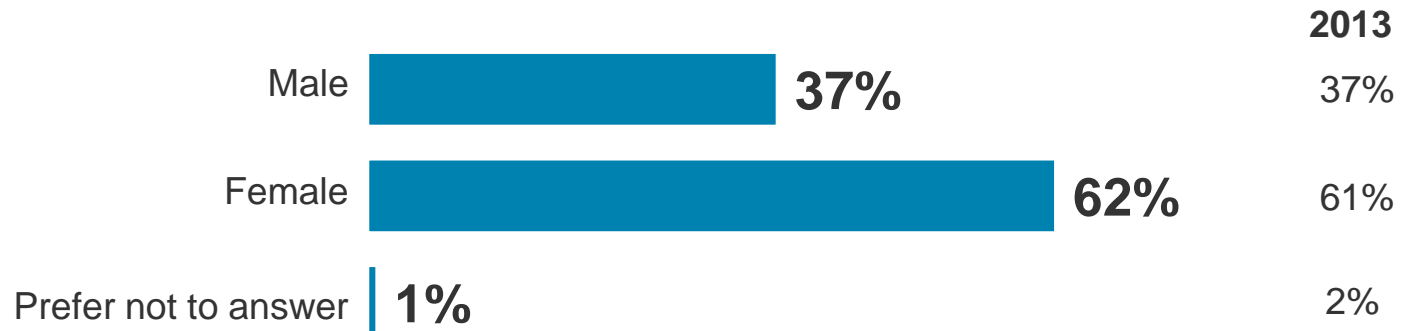
# Key findings - 5

- Overall the most popular Health Talks are Eating Well and Healthy Living, Women's Health Event and Side Effects of Medication (around three in ten or more say they would find each one useful)
- Looking at usefulness by key sub-groups:
  - 62% of those with children in the household would find talk on Health and Wellbeing of Children useful
  - 57% of female patients would find Women's Health Event useful
  - 53% of male patients would find Men's Health Event useful
  - 36% of smokers would find talk on Giving up Smoking useful
  - 30% with long standing limiting illness would find talk on Pain Management useful
- The most popular time for Health Talks is weekday evenings (selected by 48%)

# **Profile of patients who completed the survey**

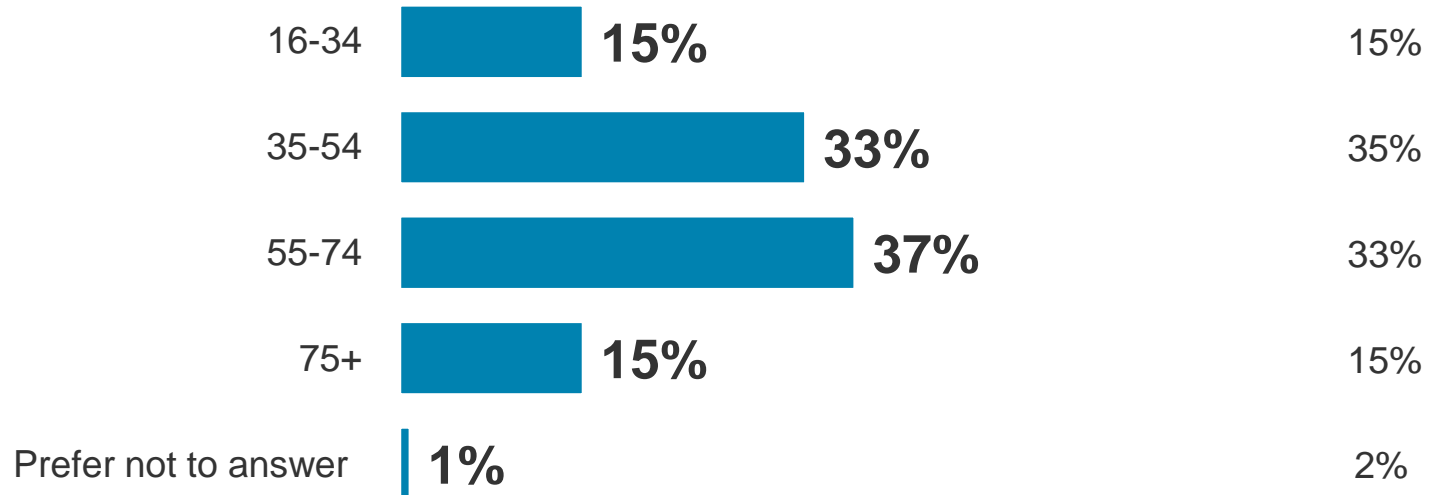
# Gender and age of respondents

## Gender



Base: All respondents answering (1,426)

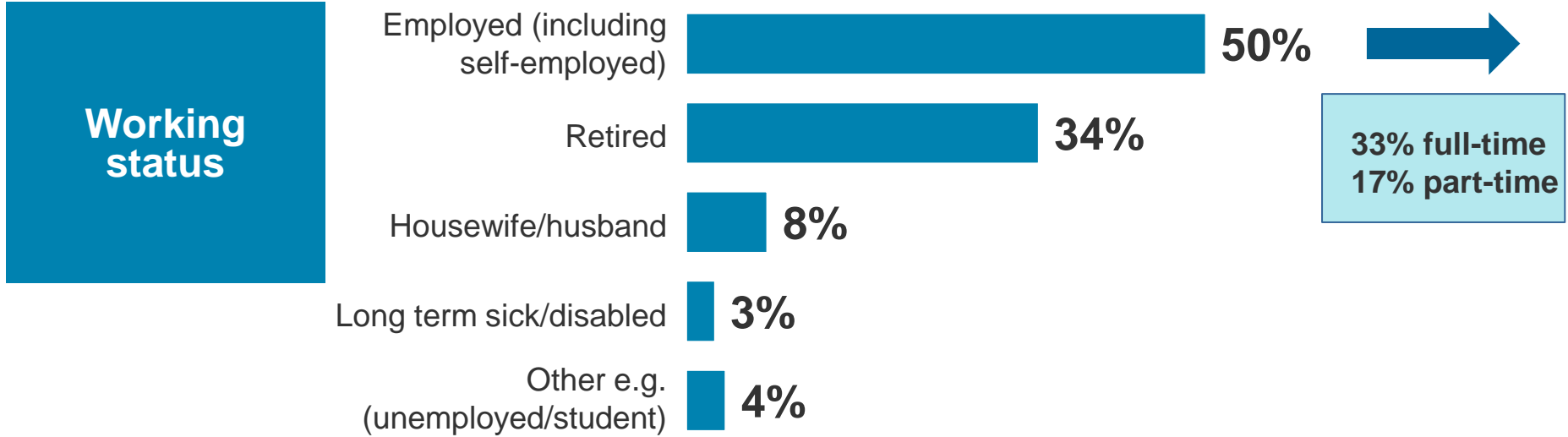
## Age



Base: All respondents answering (1,434)

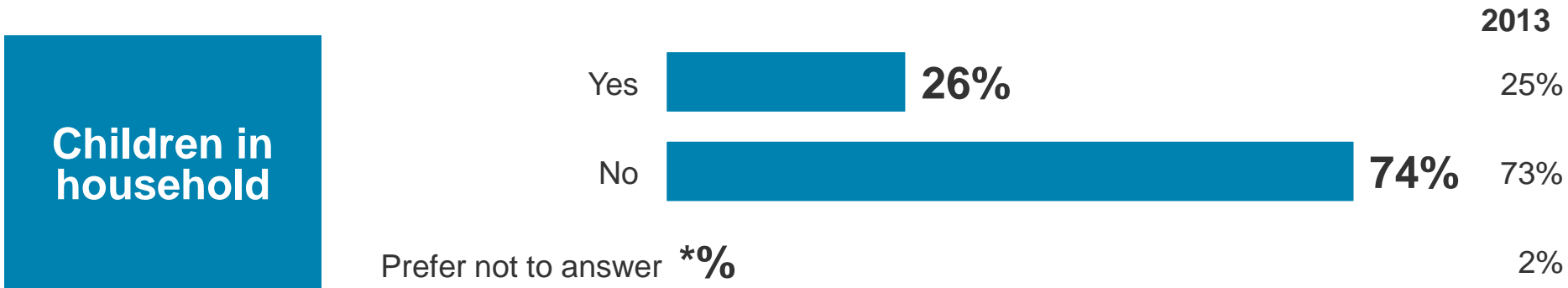
# Working status and children in household

Q. Are you ...?



Base: All respondents answering (1,421)

Q. Do you have any children under 16 years old living at home?



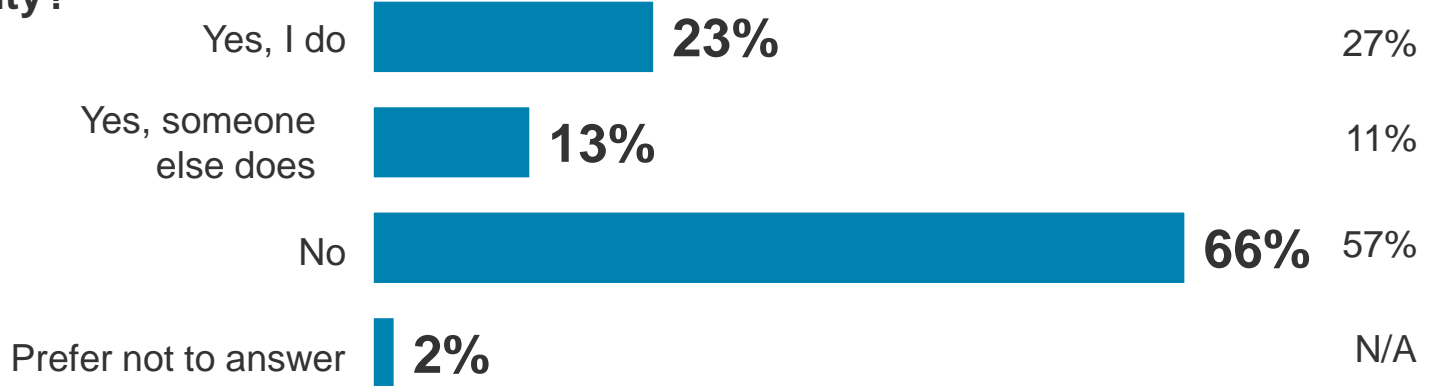
Base: All respondents answering (1,402)

# Longstanding illness or disability

Q. Do you or anyone else in your household have any long standing illness, disability or infirmity?

2013

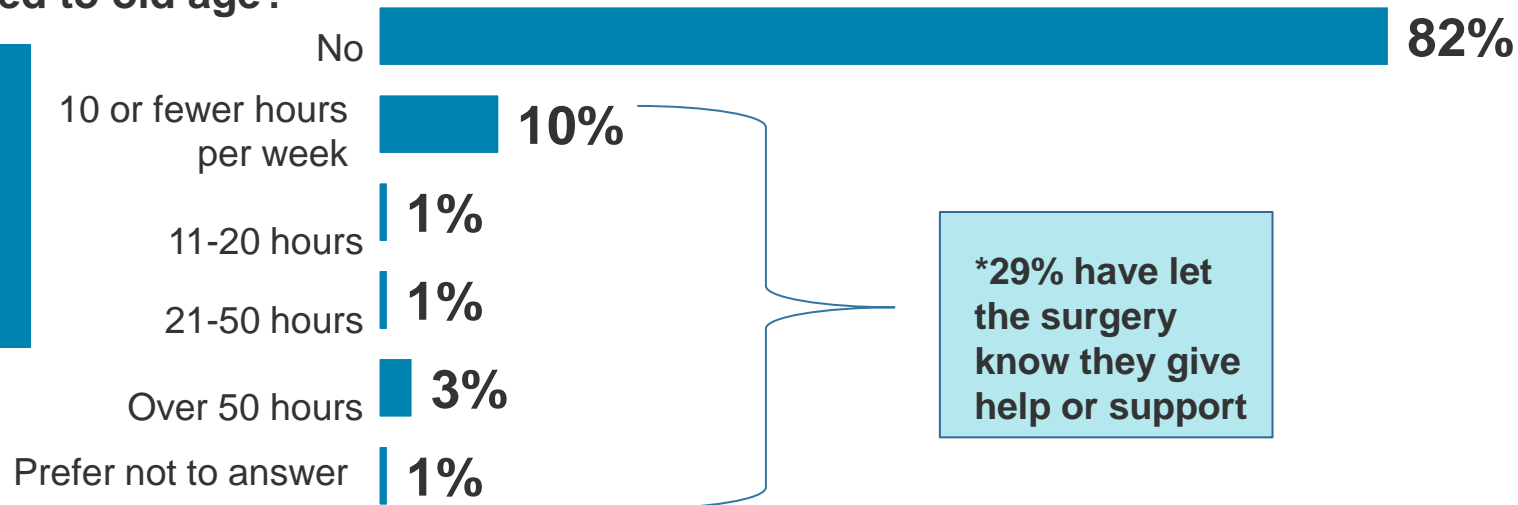
**Household member with longstanding illness**



Base: All respondents answering (1,385)

Q. Do you look after, or give any help or support, to family members, friends or others because of their long-term physical or mental ill health/disability, or because of problems related to old age?

**Looking after family, friends or others**



**\*29% have let the surgery know they give help or support**

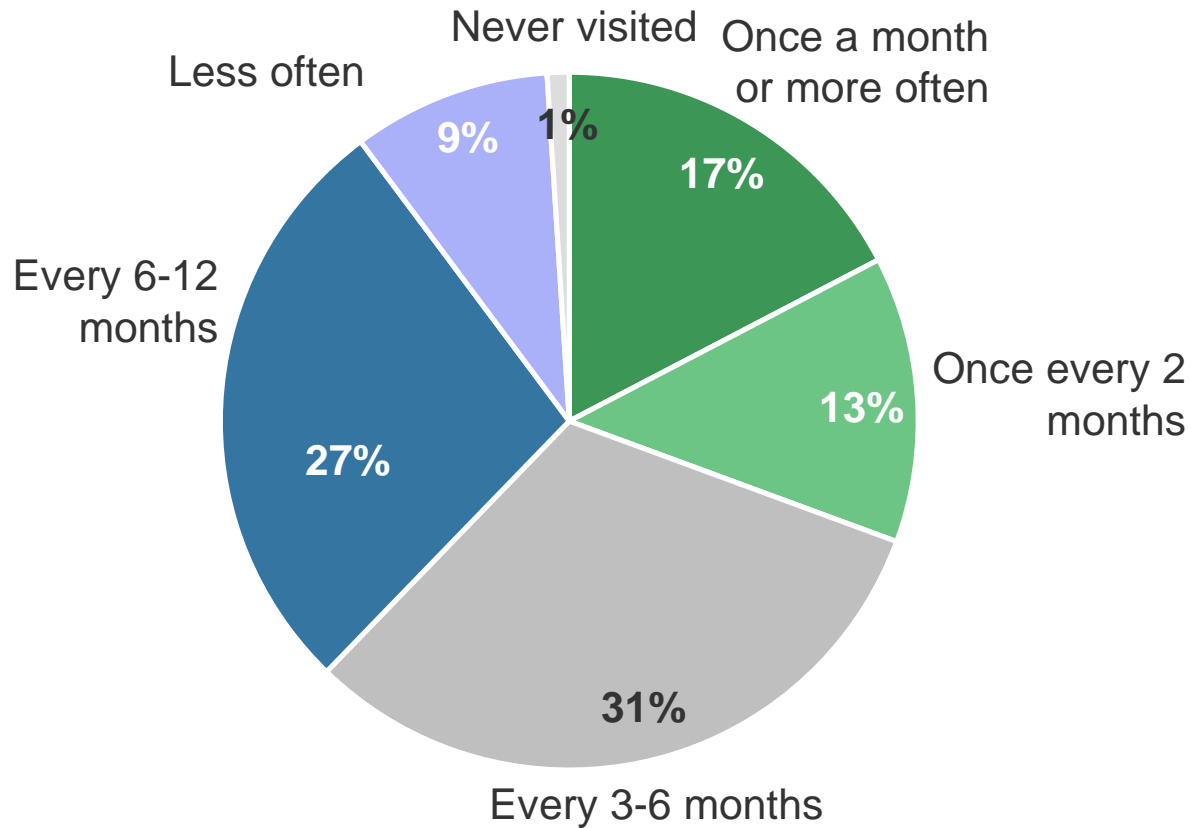
Base: All respondents answering (1,378); \*All respondents who care for others (216)

# **Frequency of visiting the surgery**



# Frequency of visiting the surgery

Q. How often do you visit Kingswood surgery?

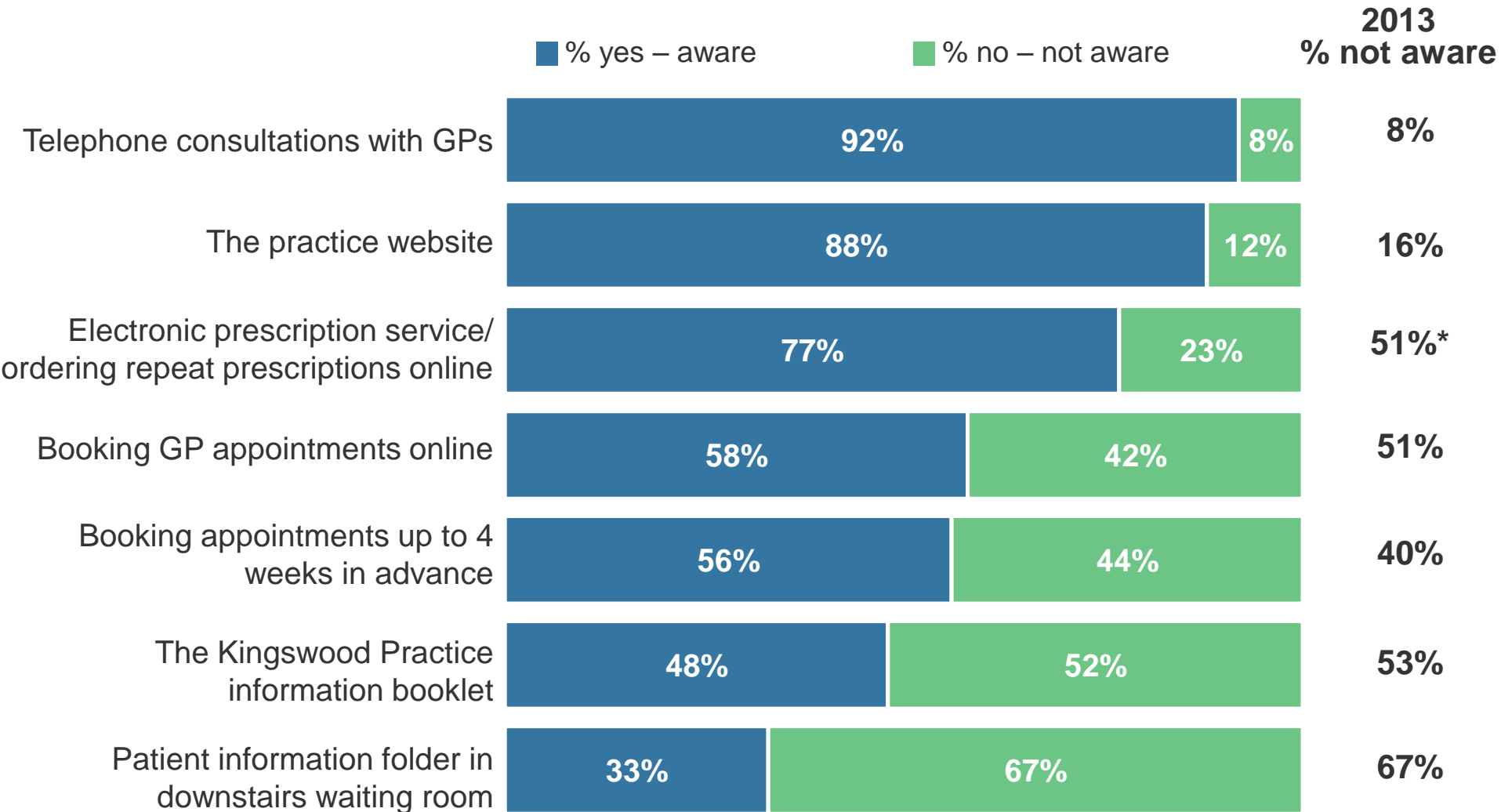


Base: All respondents answering (1,520)  
Don't know responses = 2%

# **Awareness and usage of core surgery services**

# Awareness of services

Q. Please tell us whether you are aware of each of the following at this practice?

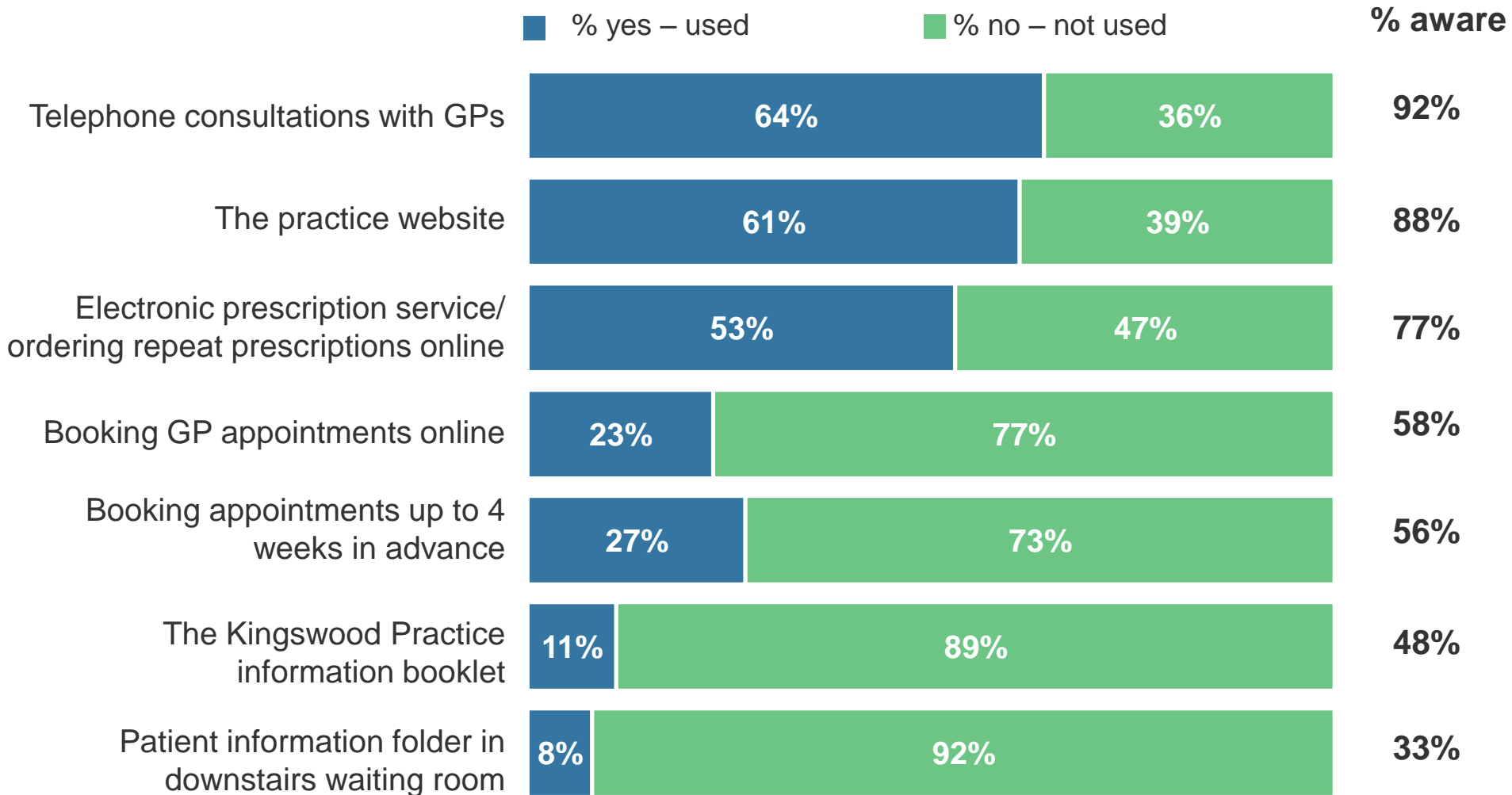


Base: All respondents answering (1,455-1,484)

\* In 2013 asked as electronic prescription service (51%) and order repeat prescriptions online (27%)

# Usage of services in the last 12 months

Q. Have you used any of the following services in the last 12 months?



Base: All respondents answering (1,407-1,458)

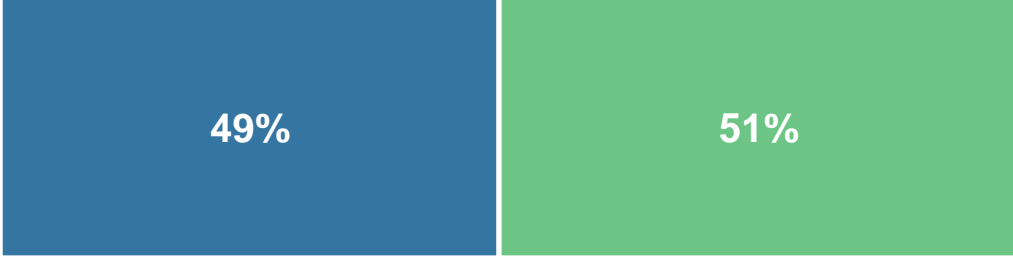
# Awareness of out-of-hours service

Q. Are you aware this practice is open at the following times for pre-booked appointments?

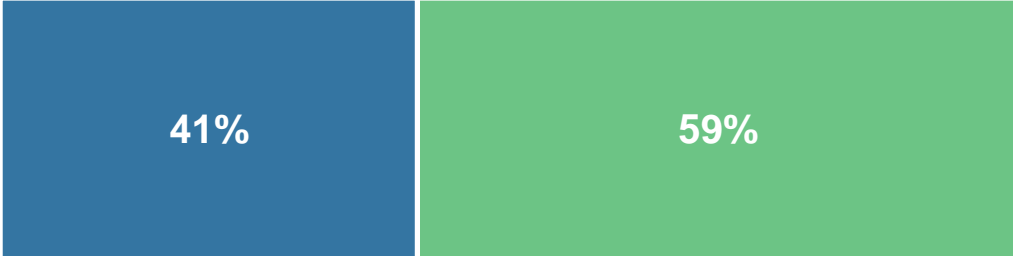
■ % yes – aware

■ % no – not aware

From 7 am Monday and Wednesday



The first Saturday of every month

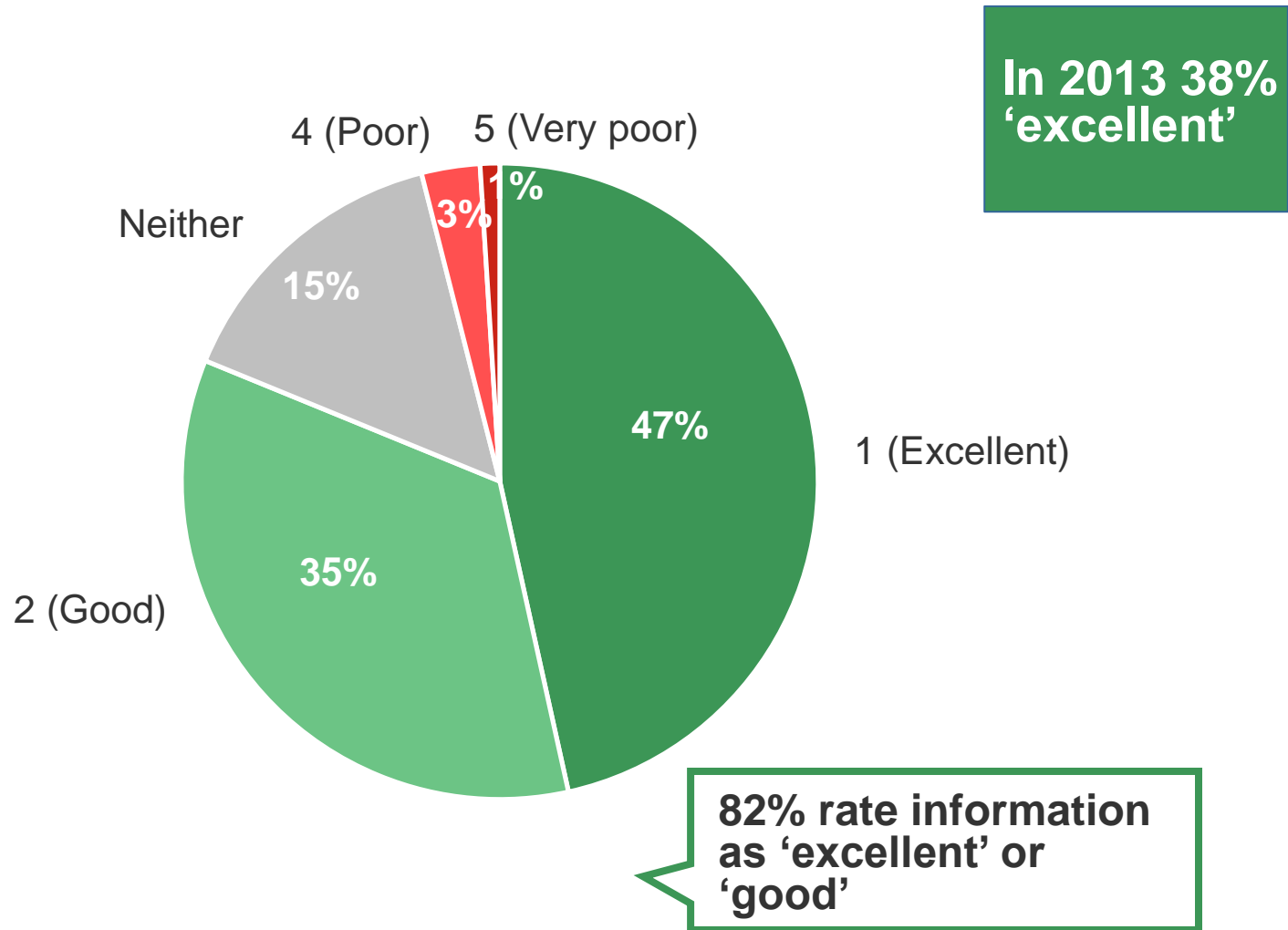


**49% of full-time workers are aware of 7 am start and 38% are aware of Saturday opening**

Base: All respondents answering (1,468-1,456)

# Quality and amount of information

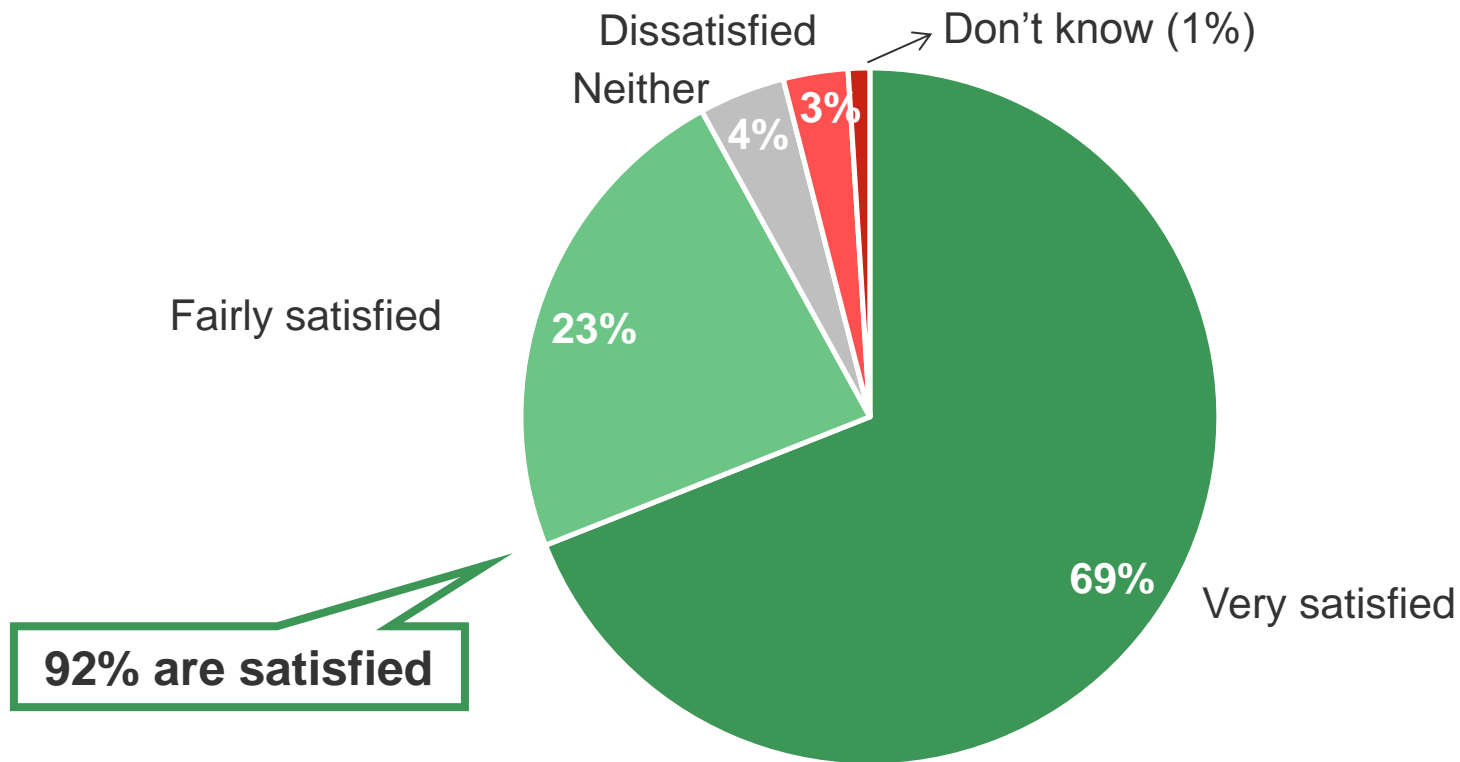
Q. Please rate the ... quality and amount of information the practice provides to patients ... between 1 and 5 where 1 means that you think it is very poor and 5 is excellent.



# **Rating of services at the surgery**

# Overall satisfaction

Q. Overall how satisfied or dissatisfied are you with the service you receive at this surgery?





# Rating of service aspects

Q. How would you rate this practice on each of the following? Please give a score between 1 and 5, where 1 means that you think it is very poor and 5 that it is excellent.

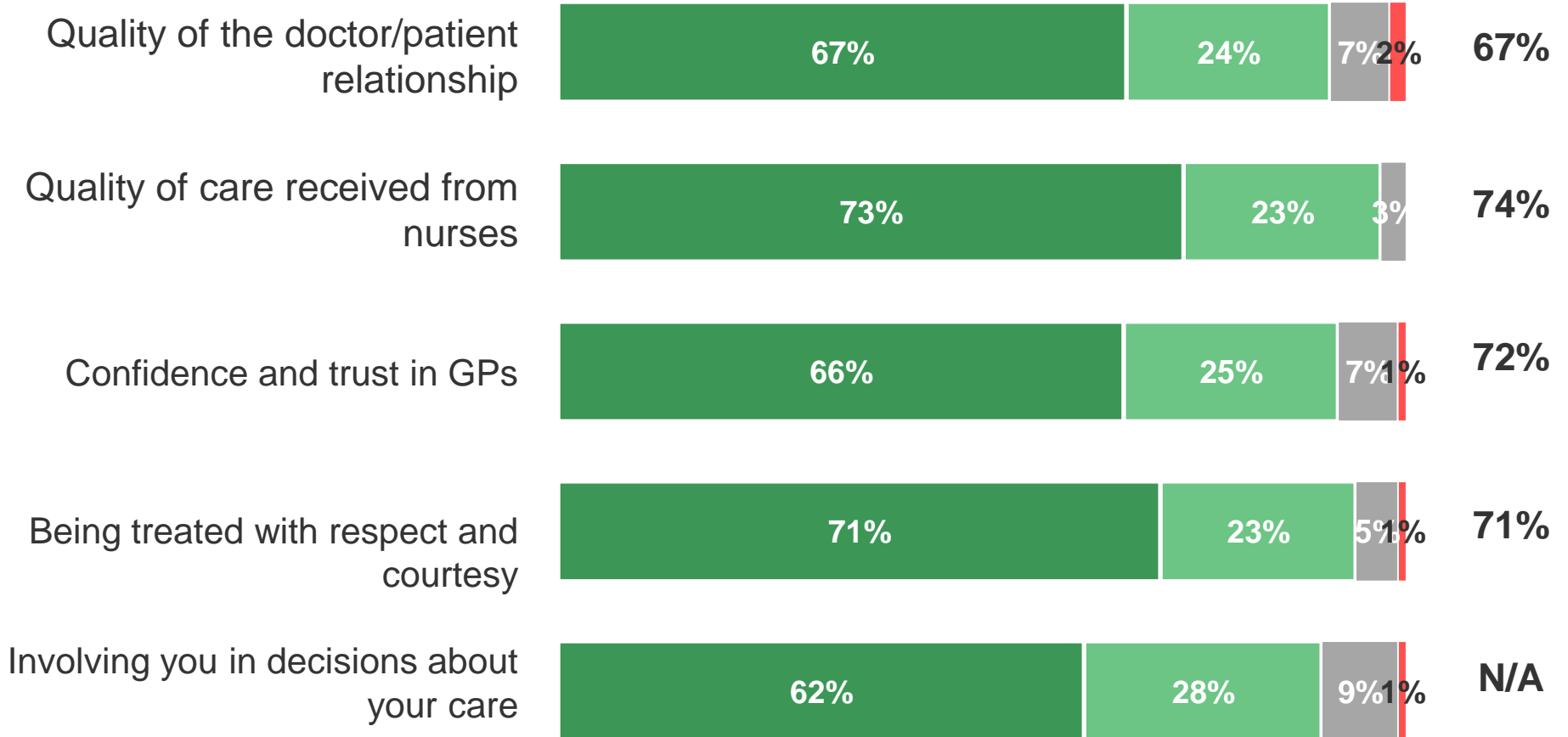
■ % 1 (excellent)

■ % 2 (good)

■ % 3 (neither)

■ % 4/5 (poor/very poor)

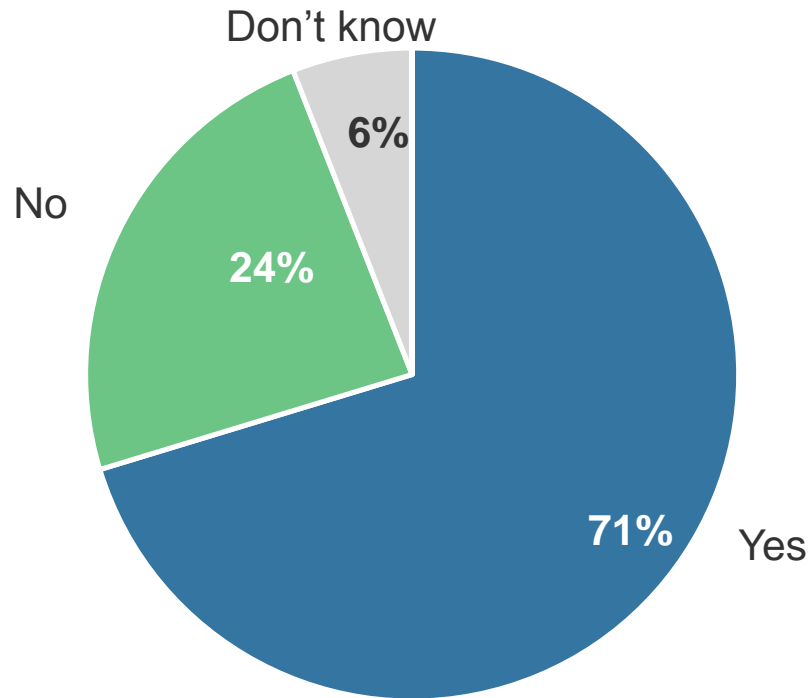
**2013  
excellent**



**GP of choice**

# GP of choice

Q. Is there a particular GP at this surgery you prefer to see or speak to?

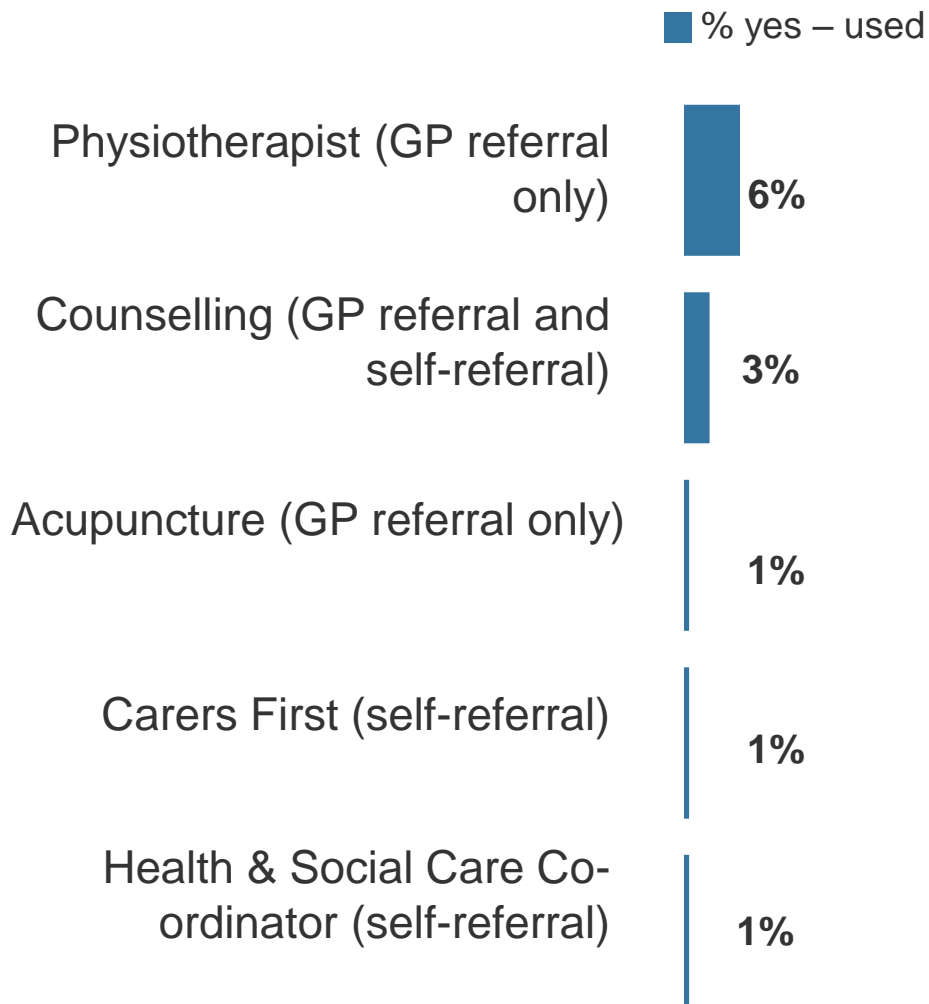


**In 2013 55% would wait to see their own GP except in emergencies**

**Using other services offered  
by the surgery**

# Using other services in the last 12 months

Q. Have you used any of the following services in the last 12 months?



# Rating of other services

Q. For those you have used, please rate the service between 1 and 5 where 1 means that you think it is very poor and 5 is excellent.

## Rating of 'excellent' or 'good'

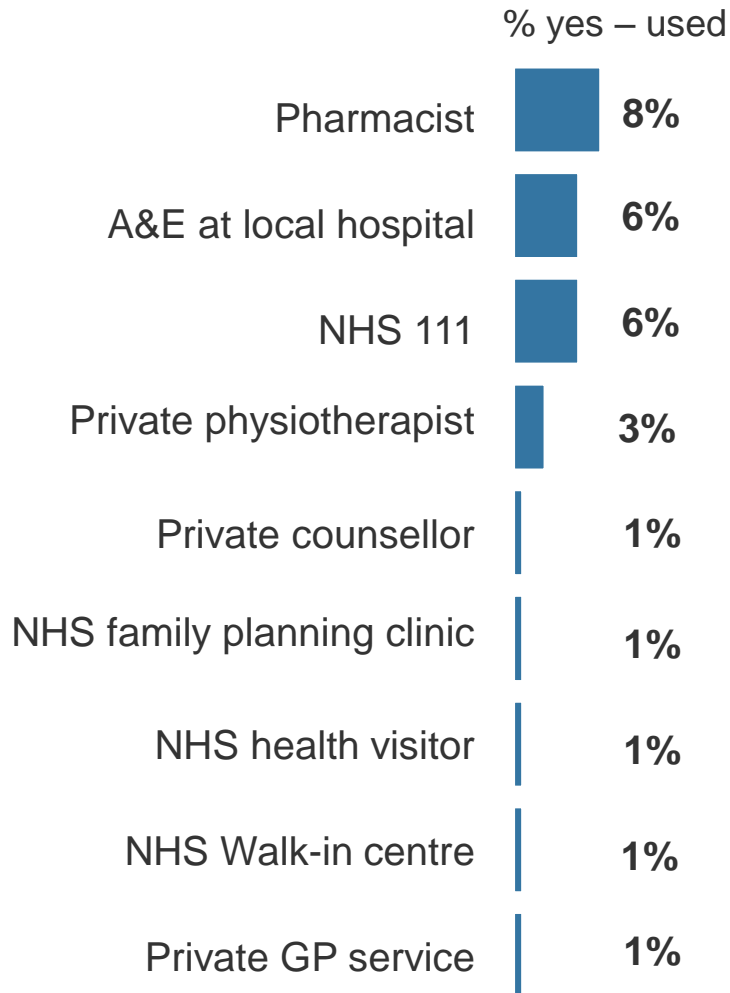
Physiotherapist (GP referral only)	60 out of 89 patients (67%)	
Counselling (GP referral and self-referral)	34 out of 42 patients (81%)	
Acupuncture (GP referral only)	12 out of 15 patients (80%)	
Carers First (self-referral)	9 out of 10 patients (90%)	
Health & Social Care Co-ordinator (self-referral)	3 out of 3 patients (100%)	—————>

**All rate this service as 'excellent'**

**Using other services due to  
not getting an appointment**

# Using other services

Q. In the last 12 months, have you used any of the following because you were unable to get an appointment at the Kingswood surgery during the practice opening hours?



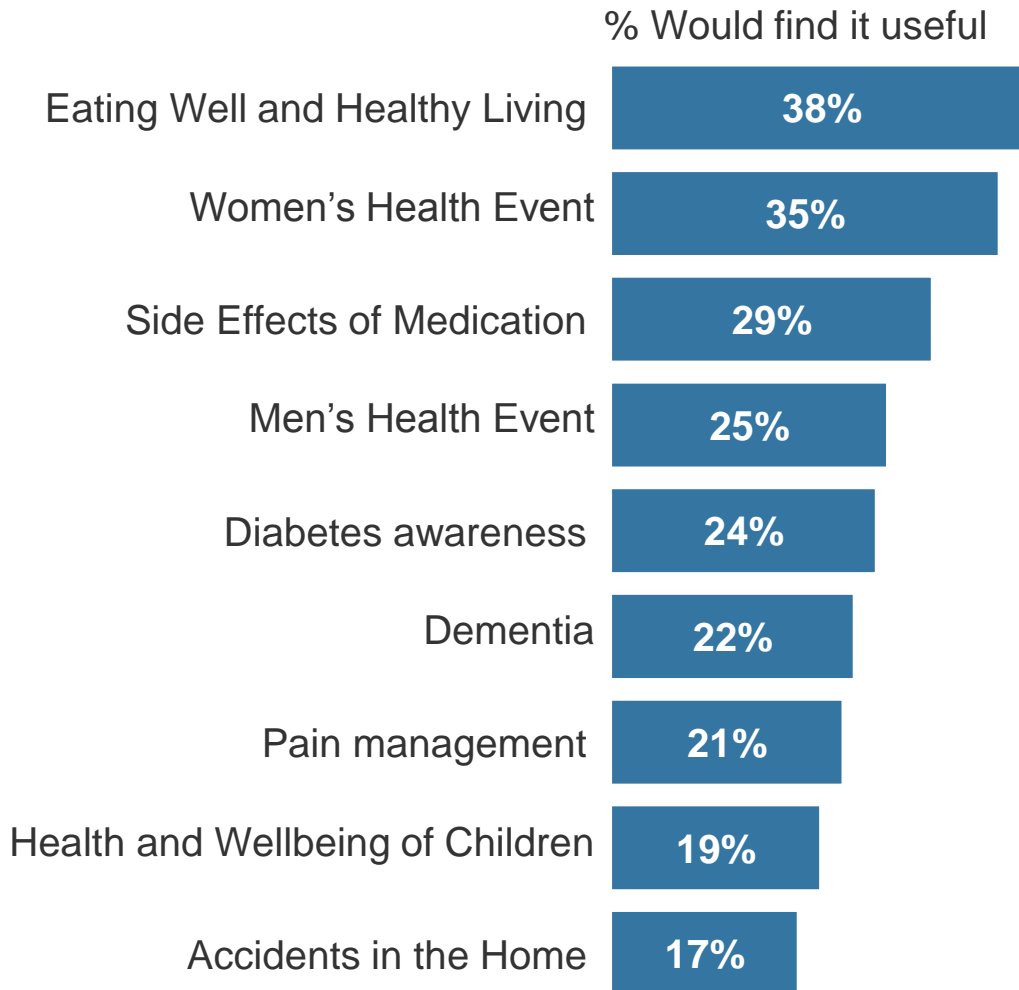
Base: All respondents (1,546)



# Health talks

# Most popular health talks

Q. Kingswood surgery is thinking of holding Health Talks on the following topics in the next year. Please indicate if you would find each one useful, or not?



Base: All respondents (1,546)

# Health talks

Q. Kingswood surgery is thinking of holding Health Talks on the following topics in the next year. Please indicate if you would find each one useful, or not?

■ % Yes

## Women's Health Event

All respondents 35%

All female respondents 57%

## Men's Health Event

All respondents 25%

All male respondents 53%

## Health & Wellbeing of children

All respondents 19%

All with children under 16 at home 62%

Base: All respondents (1,546), All female respondents (882), All male respondents (530), All with children under 16 at home (250)

# Health talks

Q. Kingswood surgery is thinking of holding Health Talks on the following topics in the next year. Please indicate if you would find each one useful, or not?

■ % Yes

## Giving up smoking

All respondents

6%

All smokers

36%

## Accidents in the home

All respondents

17%

All with children  
under 16 at home

20%

All aged 75+

22%

Base: All respondents (1,546), All smokers (162),  
All with children under 16 at home (357), All aged 75+ (214)

# Health talks

Q. Kingswood surgery is thinking of holding Health Talks on the following topics in the next year. Please indicate if you would find each one useful, or not?

■ % Yes

## Pain management

All respondents

21%

All respondents with long-standing illness

30%

## End of life care

All respondents

14%

All respondents with long-standing illness

26%

# Health talks suggested by patients

*Keep fit advice for over 50s*

*Food allergies and intolerances*

*Depression and loneliness*

*Counselling*

*Menopause*

*Links to local exercise facilities and sports clubs*

*Coping with ageing parents*

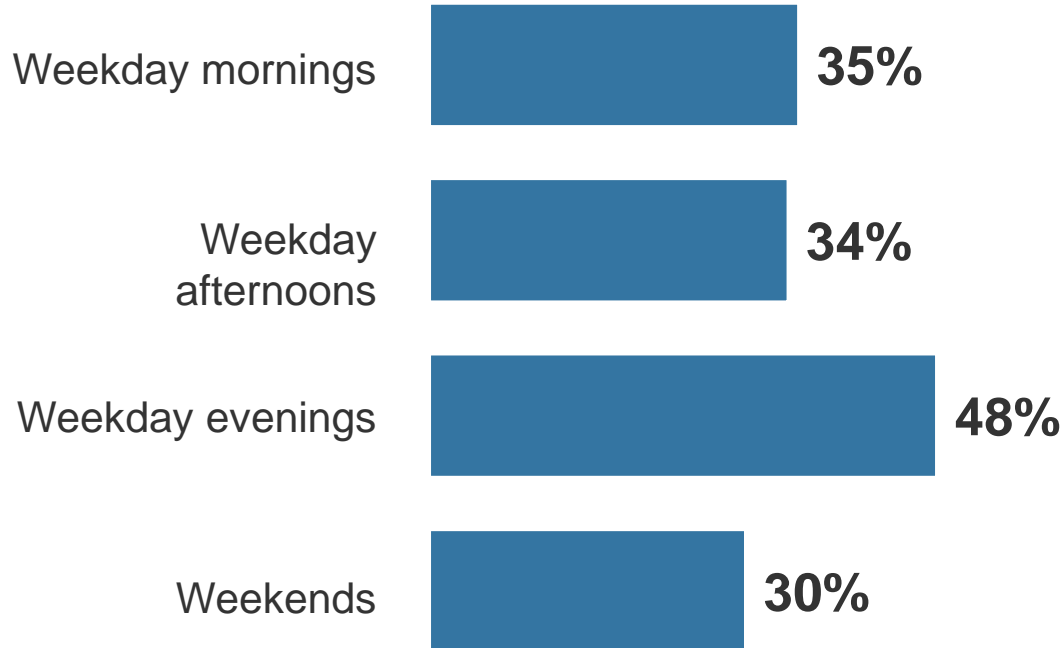
*Arthritis*

*The changing role of GPs under recent legislation*

*The future of the NHS and the role of surgeries*

# Preferred time of health talks

Q. If you would like to attend any of the Health Talks, what times would be most convenient? Please tick all that are convenient.



Base: All respondents answering (1,070)

# Improvements to the surgery



# Improvements to the surgery - 1

*Getting appointments - maybe have a doctor who can be seen in case of emergency without appointment. Also out of hours rota to stop people going to A and E*

*More appointments available on the day for working people who are ill and need to see a doctor that day (morning or evening). Practice is very focussed on appointments booked in advance - this suits families with young children and elderly but not people who have jobs and busy schedules*

*Could improve the length of time we are put on hold when phoning in or waiting at reception*

*Waiting times in the surgery are too long. More space needed for young children to play*

*I would prefer to see the doctor of my choice who was nominated as my doctor when I joined the surgery*

## Improvements to the surgery - 2

*I always feel rushed when speaking with the GP, there is not really time to discuss much*

*A website that doesn't keep losing repeat prescription information. Better parking for less mobile patients. Not being asked to be put on hold when phoning*

*Keep 7am-8am appointments for people that work*

*Having a Well Man Clinic which I was used to when living in Crowborough*

*They could fresh up the waiting area downstairs*

*More receptionists, often asked to hold on the phone for long periods of time*

*Stop the automatic "please hold" response when calling the surgery*

# Improvements to the surgery - 3

*Upstairs waiting area is not very welcoming and doors to consulting rooms are not completely soundproof*

*Open all Saturday mornings*

*As a just over 60 I would welcome advice on what regular tests I should have e.g. PSA, cholesterol, bowel screening. Also I would like to be able to discuss more than one health issue on a visit rather than have to make a separate appointment*

*Spend more time with GP / doctors. They seem to be in a rush most of the time*

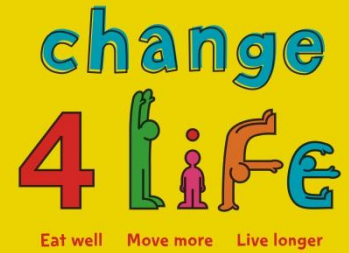
*We have received conflicting advice about the use of antibiotic ear drops for a child. It would be good for the practice to have standard operating procedures and protocols for each major/common health area to ensure consistency of treatment and/or advice given*

# **Optional survey on Healthy Living**

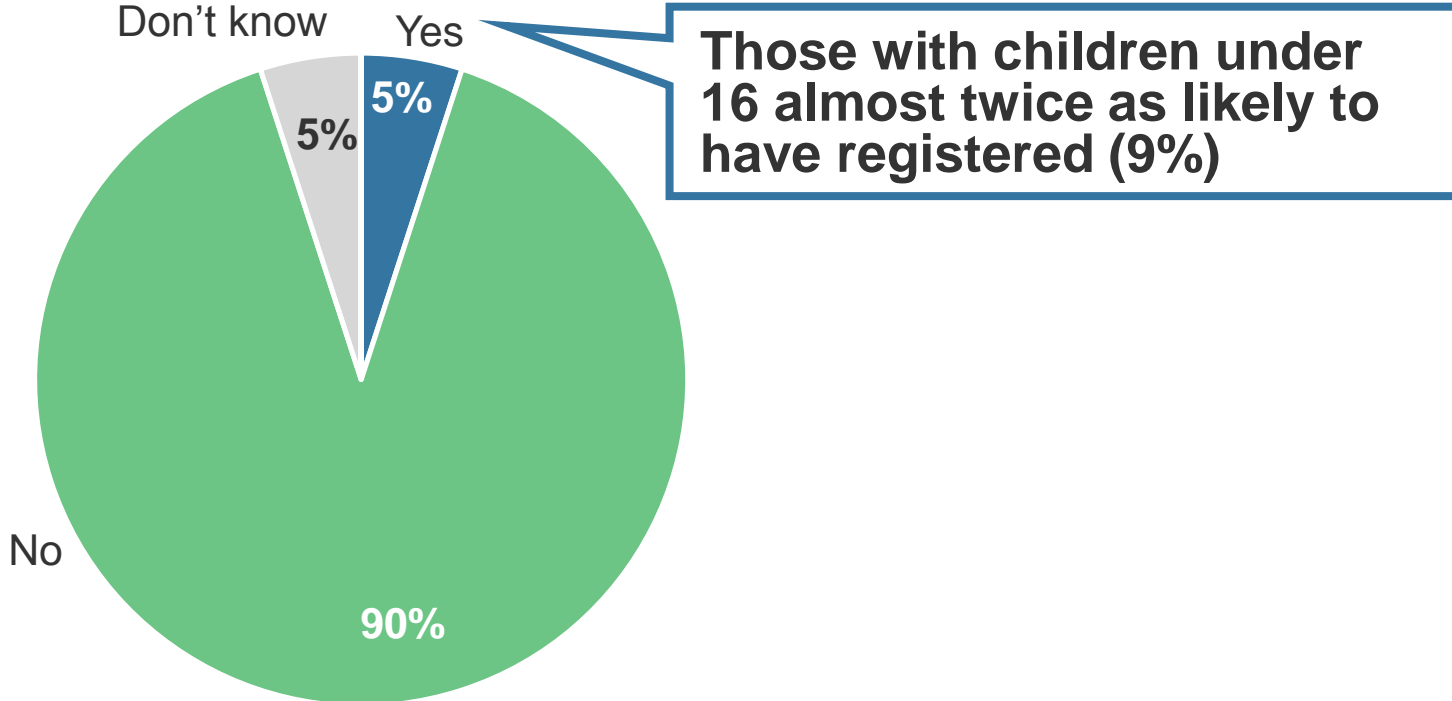
# Key findings

- One in twenty have registered for Change4Life programme
- Just under half eat 3 or more portions of fruit per day (45%) and over half eat 3 or more portions of vegetables per day (56%)
- Around one in eight smoke everyday or on some days (12%)
- Around two-thirds exercise at least 2-3 times a week (64%)
- Virtually all patients say they are aware of the health problems that can result from being overweight or lack of exercise but over half would find it useful to have more information from the surgery on each (60% and 56% respectively)
- Only 9% would like more information on the health problems associated with smoking

# Change4Life

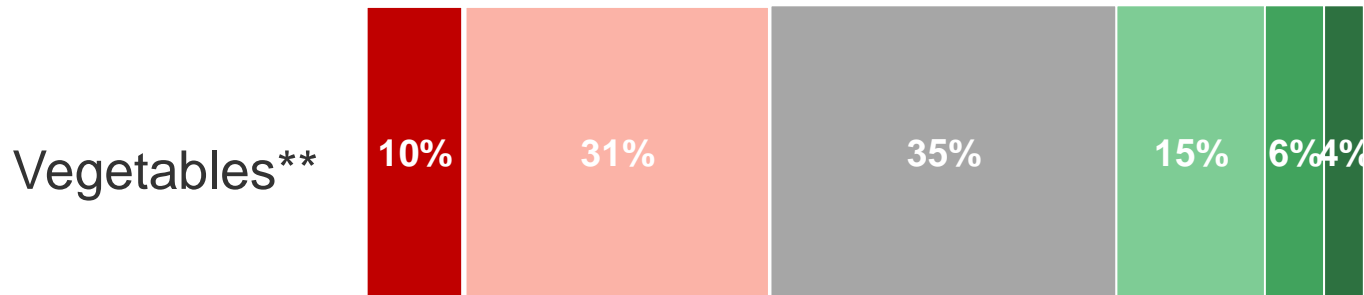
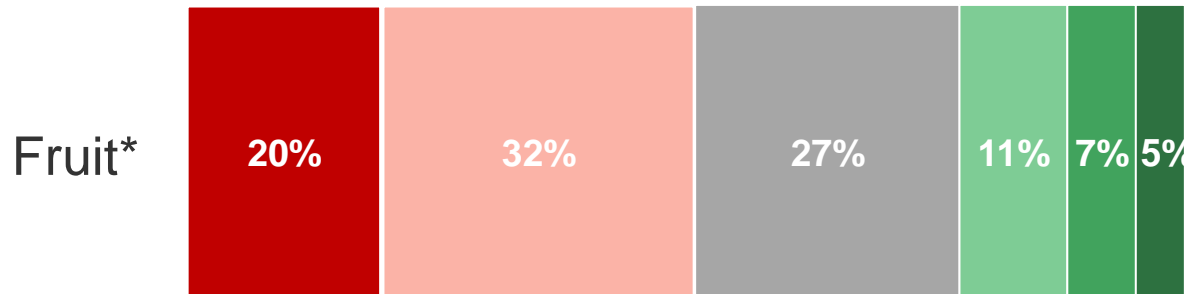
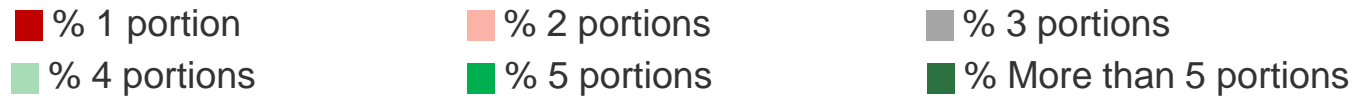


Q. Have you registered for or joined the Change4Life programme? This is a public health programme in England which began in January 2009, run by the Department of Health.



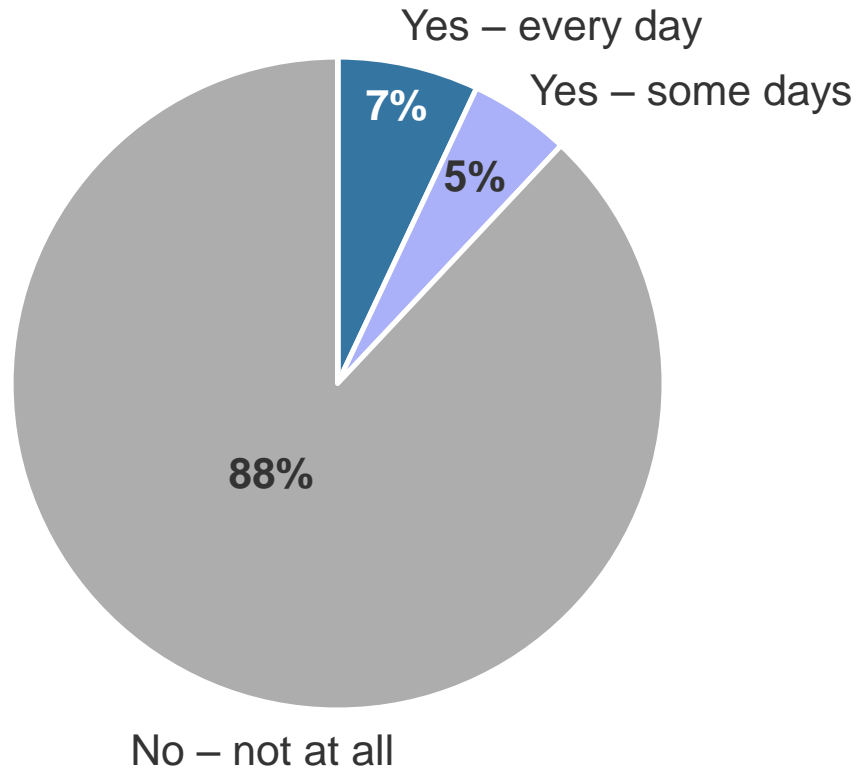
# Healthy eating

Q. On average, how many portions of fruit and vegetables do you eat per day?  
(Examples were given to respondents)



# Smoking

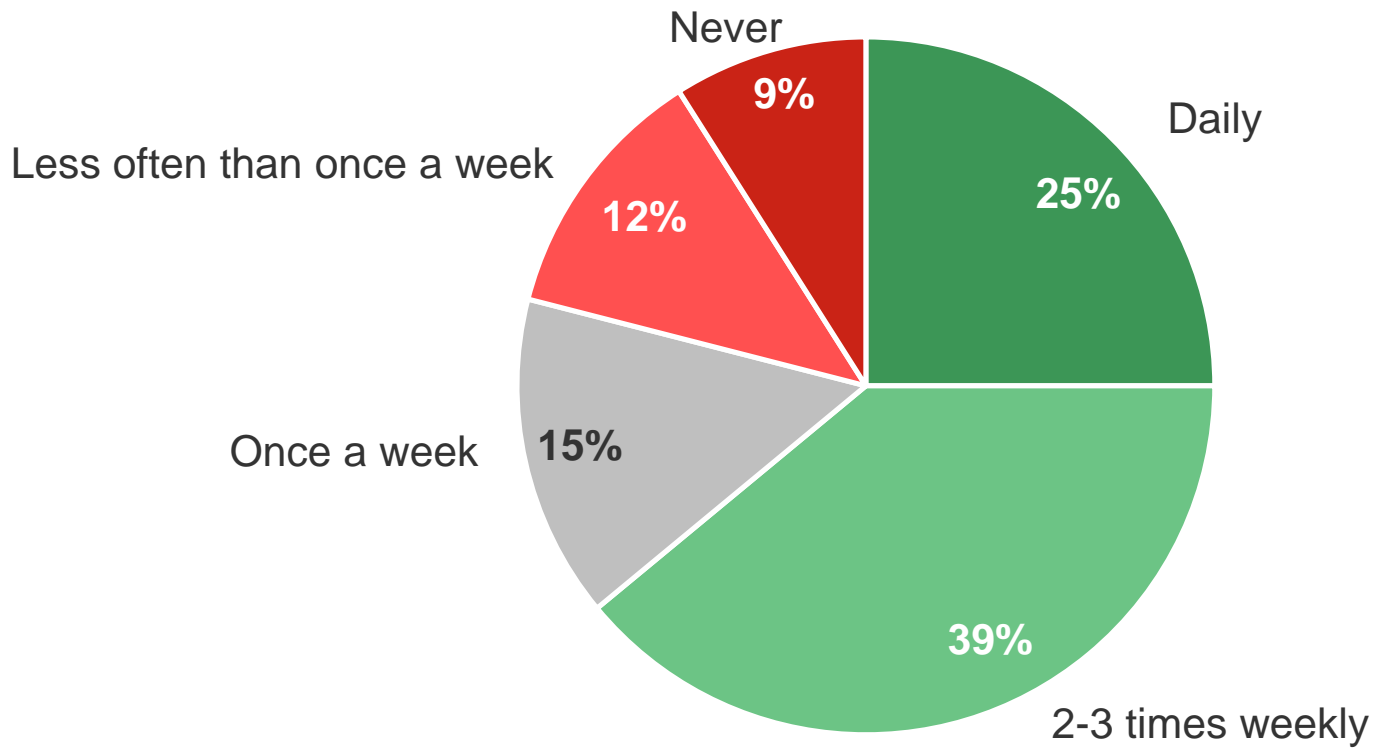
Q. Do you smoke at all, nowadays?





# Participating in exercise

Q. How often do you participate in at least 30 minutes of exercise?

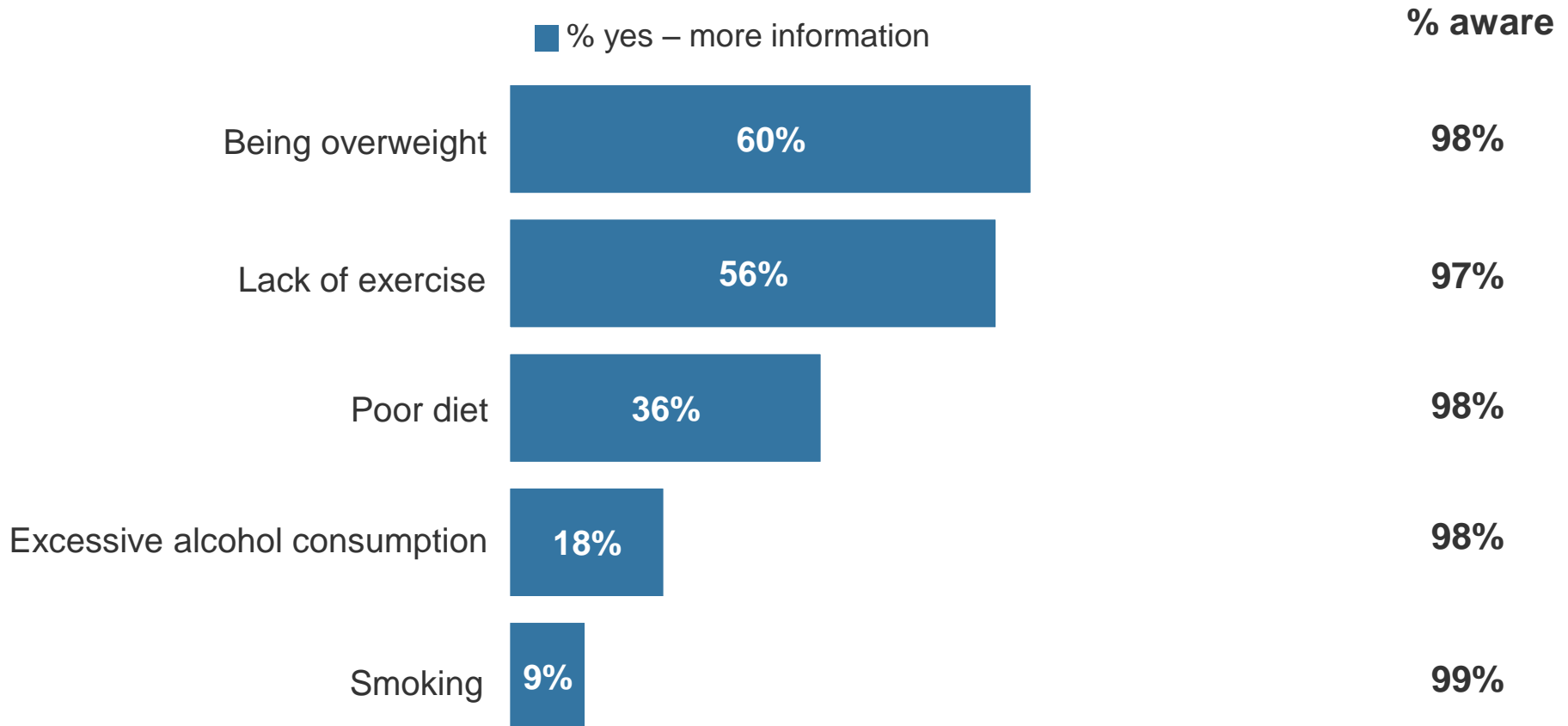


Base: All respondents answering (1,374)

# Awareness of health problems

Q. Are you aware of the health problems which can result from each of the following?

Q. Would find it useful to have more information from Kingswood surgery on each



# Support needed to achieve a healthy lifestyle - 1

*More access to alternative, reliable health sources to free up GPs*

*Regular access to doctors or district nurses for advice*

*A bit of motivational help to go on a change for life course, or something similar to objectify my well being or disease*

*Dietician or nutritionist consultations readily available*

*Asking supermarkets to reduce costs that you need for healthy eating - fruit/fresh veg/fish/chicken too expensive to buy this would help*

*Although less often than 30 mins a week exercise, I walk everywhere, so feel pretty healthy*

*Simply cannot afford fruit and vegetables*

*Self control to cut down on sugar, fats etc*

# Support needed to achieve a healthy lifestyle - 2

*A leaflet on how many calories are in different foods and the maximum calories for different age groups*

*Some kind of weight loss weekly support program*

*Cheaper gym membership - even council run gyms are exorbitant these days. More access to dietary information about what is healthy as it would appear that there is a lot of misconception i.e. fruit juice now supposed to be unhealthy due to sugar levels*

*Have a dietician available in the practice for consultation*

*I am disabled and am unable to get much exercise at all. My weight & lack of being able to do much about it makes me depressed. Support & advice on how to deal with depression would be very helpful*

*Checks on cholesterol and blood glucose levels*

*Just more self discipline to exercise*

*None. I just need more time to exercise!*

# GP Practice Survey



**Survey results**