

**Private and Confidential**

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**General Practice Assessment  
Questionnaire Report**

Karis Medical Centre

March 2014





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20 March 2014

Dear Mrs Ralph

Please find enclosed a report outlining your patient feedback from the General Practice Assessment Questionnaire (GPAQ).

Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation have been provided to help you in the interpretation and understanding of your results.

The method of administration used to distribute and collect the patient questionnaires should be taken into consideration when reviewing the feedback in your report. The following factors could render your report less representative and meaningful both in terms of the comments and ratings achieved but also if comparing these to any benchmark data provided:

- If the GMC guidelines on how the GPAQ surveys should be conducted has not been adhered to - these can be viewed using the following link:  
[http://www.gpaq.info/GPAQ\\_Guidelines\\_for\\_Practice\\_Survey.pdf](http://www.gpaq.info/GPAQ_Guidelines_for_Practice_Survey.pdf)
- If the patient providing feedback felt that there was a possibility that their questionnaire could be seen by either the health professional carrying out the survey or by any member of the practice staff, the feedback provided may not truly reflect the views of the individual.

I hope these results give you useful feedback about how patients rated the practice and its service and provide you with some basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=171935>

Details of the background of the survey can be found on the GPAQ website <http://www.gpaq.info>. Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Helen Powell', is written over a light blue horizontal line.

Helen Powell  
Survey and Development Manager

## Your patient feedback

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## Supporting documents

Details of score calculation

Sample questionnaire

# Your patient feedback

March 2014\*

\*Date patient questionnaires were received by CFEP.

About your visit to the GP today

Frequency and distribution of responses

	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Blank
Q1 Putting you at ease	287	87	19	2	1	1	3
Q2 Polite and considerate	304	79	12	0	1	1	3
Q3 Listening to you	296	84	13	1	1	2	3
Q4 Giving you enough time	268	98	26	2	2	1	3
Q5 Assessing your medical condition	263	94	28	2	2	8	3
Q6 Explaining your condition and treatment	251	105	29	1	2	11	1
Q7 Involving you in decisions about your care	235	107	34	1	2	17	4
Q8 Providing or arranging treatment for you	248	101	26	2	3	16	4

	Yes, definitely	Yes, to some extent	No, not at all	Don't know/can't say	Blank
Q9 GP is honest and trustworthy	351	34	5	4	6
Q10 GP will keep information confidential	355	27	4	11	3

	Yes	No	Blank
Q11 Happy to see this GP again	381	4	15

Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q1 Putting you at ease	91	93
Q2 Polite and considerate	93	95
Q3 Listening to you	93	94
Q4 Giving you enough time	90	92
Q5 Assessing your medical condition	89	92
Q6 Explaining your condition and treatment	89	91
Q7 Involving you in decisions about your care	88	91
Q8 Providing or arranging treatment for you	89	92

\*Based on data from 17,145 patient questionnaires (information provided by GPAQ administration, for more information please see [www.gpaq.info](http://www.gpaq.info)). Please see the supporting documents at the end of this report for percentage score calculation.

About receptionists and appointments

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know	Blank
Q12 How helpful do you find the receptionists	215	155	22	3	4	1

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	Blank
Q13 How easy to get through on the phone	91	196	74	23	4	11	1
Q14 How easy to speak to GP or nurse on phone	89	141	64	27	26	50	3

Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q12 How helpful do you find the receptionists	82	89
Q13 How easy to get through on the phone	64	69
Q14 How easy to speak to GP or nurse on phone	64	70

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	Yes	No	Don't know/never needed to	Blank
Q15 Can you normally get seen on the same day	150	151	93	6

	Important	Not important	Blank
Q16 Book appointments in advance	363	32	5

About receptionists and appointments

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	Blank
Q17 How easy is it to book ahead	85	193	69	29	11	12	1

Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q17 How easy is it to book ahead	63	71

\*Based on data from 17,145 patient questionnaires (information provided by GPAQ administration, for more information please see [www.gpaq.info](http://www.gpaq.info)). Please see the supporting documents at the end of this report for percentage score calculation.

Q18 How do you normally book your appointments at your practice

In person	143
By phone	329
Online	5
Doesn't apply	3

Q19 Which of the following methods would you prefer to use to book appointments at your practice

In person	123
By phone	304
Online	130
Doesn't apply	4

Please note the number of responses for this question may not equal the total number of patients providing feedback (see top right of page) as more than one tick box option can be selected for this question or all the options could be left blank.

Thinking of times when you want to see a particular doctor

	Same day or next day	2-4 days	5 days or more	I don't usually need to be	Don't know, never tried	Blank
Q20 How quickly do you get seen - particular doctor	33	86	220	20	26	15

	Excellent	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Blank
Q21 Rate how quickly seen - particular doctor	45	73	101	98	50	16	14	3

Thinking of times you are willing to see any doctor

	Same day or next day	2-4 days	5 days or more	I don't usually need to be	Don't know, never tried	Blank
Q22 How quickly do you get seen - any doctor	105	137	93	19	27	19

	Excellent	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Blank
Q23 Rate how quickly seen - any doctor	51	83	113	93	24	15	20	1

Thinking of your most recent consultation with a doctor or nurse

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	21 - 30 minutes	More than 30 minutes	There was no set time for my consultation	Blank
Q24 Wait for your consultation to start	44	118	109	67	52	4	6

	Excellent	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Blank
Q25 Rate how long you waited	42	66	97	112	52	28	0	3

Please see page 5 of this report for associated scores and benchmark data.

## Mean percentage scores and benchmarks for questions 21, 23 and 25

## Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q21 Rate how quickly seen - particular doctor	56	71
Q23 Rate how quickly seen - any doctor	60	75
Q25 Rate how long you waited	52	68

\*Based on data from 17,145 patient questionnaires (information provided by GPAQ administration, for more information please see [www.gpaq.info](http://www.gpaq.info)). Please see the supporting documents at the end of this report for percentage score calculation.

About opening times

	Yes	No	Don't know	Blank
Q26 Open at times convenient to you	325	42	23	10

Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone

Before 8am	48
At lunchtime	50
After 6.30pm	66
On a Saturday	85
On a Sunday	36
None of these	30

Please note the number of responses for this question may not equal the total number of patients providing feedback (see top right of page) as more than one tick box option can be selected for this question or all the options could be left blank.

About seeing the doctor of your choice

	Yes	No	There is usually only one doctor in my surgery	Blank
Q28 Particular GP you prefer to see or speak to	263	122	4	11

	Always or almost always	A lot of the time	Some of the time	Never or almost never	Not tried at this GP practice	Blank
Q29 How often see/speak to GP you prefer	120	66	91	16	10	97

How good was the last nurse you saw at each of the following?

Frequency and distribution of ratings

	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Blank
Q30 Putting you at ease	188	79	19	1	2	18	93
Q31 Giving you enough time	164	104	19	4	0	16	93
Q32 Listening to you?	184	88	14	7	0	15	92
Q33 Explaining your condition and treatment	172	85	22	3	1	25	92
Q34 Involving you in decisions about your care	157	90	25	6	1	27	94
Q35 Providing or arranging treatment for you	158	87	25	6	0	32	92

	Yes	No	Blank
Q36 Happy to see this nurse again	288	9	103

How good was the last Nurse you saw at each of the following?

Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q30 Putting you at ease	89	90
Q31 Giving you enough time	87	89
Q32 Listening to you?	88	90
Q33 Explaining your condition and treatment	87	89
Q34 Involving you in decisions about your care	85	88
Q35 Providing or arranging treatment for you	86	89

\*Based on data from 17,145 patient questionnaires (information provided by GPAQ administration, for more information please see [www.gpaq.info](http://www.gpaq.info)). Please see the supporting documents at the end of this report for percentage score calculation.

About care from your doctors and nurses, how well does your practice help you with the following?

	Very well	Unsure	Not very well	Does not apply	Blank
Q37 Understand your health problems	342	44	9	5	0
Q38 Cope with your health problems	317	56	14	11	2
Q39 Keep yourself healthy	272	80	21	24	3

	Excellent	Very good	Good	Satisfactory	Poor	Very poor	Blank
Q40 Overall experience of GP surgery	137	144	78	31	3	1	6

	Yes, definitely	Yes, probably	No, probably not	No, definitely not	Don't know	Blank
Q41 Recommend your GP surgery	257	104	27	5	5	2

Mean percentage scores and benchmarks

	Your mean score (%)	National mean %
Q40 Overall experience of GP surgery	79	84

\*Based on data from 17,145 patient questionnaires (information provided by GPAQ administration, for more information please see [www.gpaq.info](http://www.gpaq.info)). Please see the supporting documents at the end of this report for percentage score calculation.

Your patient demographics

Number and percentage of responses by demographic category.

	Number of responses	% of responses
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Q42 Gender

Male	139	35
Female	258	65
Blank	3	1

Q43 Age

Under 16	5	1
16 to 44	207	52
45 to 64	123	31
65 to 74	36	9
75 or over	27	7
Blank	2	1

Q44 Long standing health condition

Yes	204	51
No	164	41
Don't know/can't say	27	7
Blank	5	1

Q45 Ethnic group

White	214	54
Black or Black British	72	18
Asian or Asian British	66	17
Mixed	19	5
Chinese	5	1
Other ethnic group	19	5
Blank	5	1

Q46 Which best describes you

Employed (full or part time, inc. self employed)	189	47
Unemployed / looking for work	39	10
At school or in full time education	16	4
Unable to work due to long term sickness	37	9
Looking after your home/family	26	7
Retired from paid work	66	17
Other	18	5
Blank	9	2

Percentage of responses may not add up to 100% due to rounding.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about the GP

- The waiting time just to see the doctor is disgusting.
- This doctor is very good, kind and most considerate, listening and explaining my condition and treatment.
- He is very friendly and warm and put you at ease when you see him.
- This doctor is a fabulous GP, honest and helpful with a wealth of knowledge.
- This doctor is pleasant, kind gentleman, however I felt that he did not give me or my daughter an alternative to medication.
- This doctor is a very nice man, he will listen to you and ask your opinions and give you good advice. He is the best doctor I've had and I trust him 100%, he has a nice manner when dealing with me and it's a pleasure to have a wonderful doctor like this doctor. He is very valued at this surgery, when you're feeling unwell and down he always manages to bring a smile to your face.
- This doctor is excellent, he always gives good advice and makes you feel at ease.
- This doctor is an excellent doctor and has helped me a lot.
- Very friendly, genuine.
- This doctor is a lovely doctor and I am always happy to see her.
- This GP is very good doctor, he listens to you and always give accurate advice and help.
- The best doctor.
- When I attend my doctor appointments, my doctor listens to what I have to say. Any concerns I have about my health my doctor is quick to help me and get to the cause of any illnesses and treatment I need. I leave my GP practice feeling content and reassured by staff and GP about my problems and illnesses.
- Takes her time.
- This doctor was very patient and answered all my questions with a smile, which really helped me.
- Respect that she never rushes the appointment. And takes time to listen to your issues.
- Very friendly, helpful, easy to talk to.
- This doctor always has the time to listen enabling her to fully understand the reason for the visit.
- She was very nice and gave me some healthy dietary suggestions to help my health.
- This doctor is always empathetic and informative about my health concerns. Answering any of my questions and putting my concerns at ease. I have seen this doctor for a number of years now and always wait for an appointment with her.
- Fantastic doctor.
- I love Karis and have been at the practice including the previous location for 40 years. However the overriding constant issue is appointment availability which is beyond poor and very frustrating. It is making me want to move practice despite my loyalty to Karis.
- I have many GPs before which I was not happy with. This doctor is the only GP I trust and she is so helpful all the time.
- I always prefer to see this doctor. She is the best GP I have ever had.
- This doctor is one of the best GPs at the Karis Medical Centre, that's probably why it's hard to get an appointment with her.
- I usually see this doctor however she has been unavailable the past few visits.
- This doctor is an excellent GP, it's just a shame it takes weeks for an appointment.
- She is the best doctor I've ever had. She is wonderful. In general I'm happy with the GP. Some girls at reception could be friendlier though!
- Always great.
- This doctor is a great doctor. I moved the house and I was scared that this doctor could not treat me anymore but is fine so I am happy patient.
- I'm happy with my GP. But they recommend treatment or medication some time. As I expect I need more attention or medication for me and my kids.
- I am very happy and pleased with the GP.
- Waited over 35 minutes for a booked appointment.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about the GP

- The only thing I wanted to comment about is getting an appointment. Sometimes you have to wait at least a week to be seen. Plus I have never seen my usual doctor. It always a different doctor each time so it's kind of hard to build a relationship with the doctor.
- My GP is good at listening and talking with me about my illnesses. I couldn't ask for a better doctor! Respect is due to my doctor.
- I very happy with my doctor treatment.
- I have seen this GP several times and would seek his advice over others.
- This doctor is a very good doctor. Thanks.
- Can be very rude at times!
- This is the best doctor I have ever had. Period!!
- I would see this doctor again but for particular male issues I would prefer to see a male GP.
- Very considerate.
- I got my problem about 3 years so each my appointments I have to remind him.
- Very polite, patient and helpful.
- In here very good atmosphere. Staff nice and professional, especially doctors are good and honest with job.
- It's been a worrying time for me and my GP has helped me so much.
- He is brilliant and I can't get an appointment with him as he is like gold dust and booked up all the time. Very good also popular with the elderly. Clone him and send him everywhere.
- It been great help seeing doctor.
- He is great with the kids. Put them and myself at ease.
- Always patient, considerate. I have always had complete trust in this GP practice with all the doctors and nurses I have seen.
- Very considerate, polite, professional and a real 'people's person doctor'.
- Fantastic and caring GP with lots of time for patients. Another practitioner is also amazing and I am confident that they and my GP work jointly and that both are aware of any issues.
- I have seen this doctor for many years. I feel very lucky to have such an intelligent and supportive GP.
- This doctor is simply the best. That's the reason I will not move.
- This doctor is a correct to his profession. This doctor is an outstanding doctor.
- Waited 1.5 hours to see doctor today! Receptionist gave wrong appointment time and fail to make doctor aware of my presence!
- This doctor is always willing to spend time listening and providing excellent advice.
- This doctor is a dedicated GP. Excellent GP.
- Our doctors work very hard, so do our nurses. The media and government should stop bashing the NHS.
- Always receive excellent care from every GP at this surgery, thanks.
- No comment, thank you.
- Very good and understanding.
- Very understanding and patient and caring.
- Excellent GP.
- I have been very happy and feel very fortunate to have this doctor as my GP over many years. His kindness, thoughtfulness and care are exemplary - he's very good at listening and explaining my chronic illness - about which he is very knowledgeable and helpful and positive in planning and explaining my treatment. I feel really privileged to have such an excellent GP.
- This doctor has looked after me for 2 - 3 years. He has always been excellent and very devoted to me as a patient. 10/10 for me. He is a great man and a great asset to Karis.
- Very understanding and helpful at all times.
- Excellent as ever.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about the GP

- Very friendly lady.
- I am always consistently happy with my service I receive from this surgery.
- Q11 - This is when I can get an appointment. I see a new doctor almost every time. My GP (if it is him) always looks fed up.
- I absolutely love my GP. She is competent and empathetic. Would recommend her to anyone.
- Very good follow up phoning me at home to see if I'm okay after my operation.
- Very polite young lady. Never feel as though I am being rushed.
- She provides a high standard of care, listens to you.
- The only problem I have is I have to wait too long to see the doctor and never get to see the one am assigned to.
- Kind and caring.
- Excellent.
- Tries very hard to help with very difficult issues. Portrays Christian values.
- Felt confident and involved in decisions about care. Felt respected.
- Excellent.
- This doctor is approachable. I am extremely happy with his service.
- This doctor is a wonderful GP. He cares about his patients and is always willing to listen.
- Thank you, I am happy to come here. Doctor and everyone very nice and helpful.
- The main problem is getting an appointment to see this doctor. He tells me to come back in 2 weeks but when I phone to make an appointment I am advised that the appointment list is not yet open and to call back after a certain date, when I call back I am given an appointment for a couple of weeks later which invariably means I see him 4 weeks after the primary appointment. I assume his list is not open to avoid him having a waiting list and therefore meet his targets!
- We have to visit our GP on a monthly basis and this is our experience every time.
- Very polite, understanding on time with my appointment, deal with me proper.
- Could not ask for better care, compassion and kindness from my GP.
- Very well liked.
- I have always received excellent care from this doctor and also all doctors I have visited in the past.
- The doctor greeted me with a smile and gave me a seat. I felt at home so much that I was free to give her every information she needed/asked for without any fear or hesitation.
- I've always found this doctor to be an exceptionally good doctor and person. I would always trust her to discuss options of treatment with me and take my thoughts and feelings into account.
- Excellent as are all the staff and GPs I have had dealings with at Karis.
- This doctor is an excellent doctor, respected by staff and patients alike.
- This doctor is always very attentive and listens and considers medication appropriately.
- This doctor is so polite and he listens to what I want to say.
- It's very hard to get an appointment with him.
- I would prefer to see my own GP if possible.

## Comments about GP practice

- Main improvements needed is the waiting time.
- The surgery needs to vastly improve the appointment system. Also they need to look more into alternative methods other than medication especially for stress, anxiety etc.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about GP practice

- I believe some of the receptionists may need to go on a customer service course as I find sometimes they can be abrupt and they do not listen. I was told recently I had an appointment booked with a doctor. When I turned up they had no record of me and when I confronted the receptionist who I booked the appointment with, she denied it was her. I asked if the calls were recorded, I was told they are, I told her she may want to listen to it. I managed to get seen by another doctor within 15 minutes. I just found it was unprofessional.
- I have always been a patient here and feel at ease and trust the doctors.
- The receptionist came across quite rude on the phone. I asked if a day was available because I work long hours to get important results. She said no. Then I was willing to wait 4 weeks due to my results being urgent and I can't get time off work, she then gave me the day I wanted. Found it awkward and strange that I had to go through such problems. I have been coming here since I was born, never in all those years had such bad service.
- I am very happy with the GP surgery. My doctor is very good and knows his job.
- 6 of the doctors (including this one) are all very good.
- I am so happy to this GP.
- Overall a good practice, very happy.
- I feel at ease and confident that I can go to my GP practice and request to see a GP, nurse and other health professionals and my needs are always met and get a very good service all round. Thank you.
- Booking an appointment is very hard having to wait nearly two weeks to see a particular doctor.
- Think that the staff on reception are very helpful, especially one.
- All doctors are fantastic in this practice, always listens and never rushes. Thank you.
- Don't go to GP if there is an alternative (e.g. Family Planning Centre) because of opening times. Reluctant to take time off work therefore try to avoid having to go to GP (work 8 - 5 Mon - Fri).
- Very good at getting back to you when you ring in with an urgent problem same day. Very good at trying to address all round health and holistic care. Thumbs up.
- I often feel that getting past some of the receptionists is a difficult task and feel it is unnecessary to describe my symptoms to them when requesting an emergency or same day appointment. I have felt when locum GPs are here I am less satisfied with the service received.
- Today was first time to visit here but I was very pleased with the service given to me, am very happy and would definitely come again.
- Child's immunisation very rushed. Not informed of any possible reactions. Same day appointments, or even same week appointments, impossible. Lack of information from GP. Was told to do my own research on a condition.
- This is my first time and it has been a pleasant experience.
- Receptionists not good at all. Most of the time missing my appointment when I make through phone and never found them helpful.
- Thanks for all the hard work. Keep it up!
- Long waits for appointments.
- Think practice is really good. I've travelled a lot and moved surgeries and this is one of the best. The doctors are excellent and nurses strong. The practice appears really well run. Only niggle, website - it doesn't load properly on mobile devices and I always head there for info on opening hours and telephone number. Could be better but what matters are the medics!
- The doctors and nurses are always great. The receptionists (not all) are not great. They make you feel like you're inconveniencing them, a few never smile or put anyone at ease. There has been some improvement over the years but it's a shame. They give a very negative face to Karis. What PR training do they have? It's not good that you can only book an appointment 3 weeks in advance - it makes things very difficult.
- Overall I am very pleased with the service I receive at the Karis Medical Centre. Both GPs and nurses are very helpful and fully understand the needs of me and my family. I have a severely disabled child and would find it extremely difficult to place my trust in another GP facility. I will say though that operations on the front desk do often fall short of satisfactory. Sometimes more people either on front desk or answering the telephone may help with unnecessary delays.
- Appointments are almost impossible to get unless you are willing to wait several weeks!

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about GP practice

- I'm happy with Karis Medical. Some receptionist are good and some are rude. My doctor refer me to someone else which was great. Last time I came I was really angry. I have waited 2 hours and I don't lie.
- I dread having to phone to make an appointment it is always difficult to get through. When appointments run over, your own appointment can feel rushed to make up time which is not right. Getting to see a GP of choice is too difficult.
- The doctors and staff are friendly polite and very efficient.
- I understand that the surgery operates under certain constraints. Perhaps what would help is a set standard of expectations for patients.
- The GP is ok but sometimes when you try and make an appointment they make you wait for at least 2 weeks. But other than that it is excellent.
- I have never seen my usual doctor. It's always a different doctor unless I have to wait at least a week. So you end up with another doctor.
- Well my GP is very good. He understands me and we talk openly and I don't hold nothing back from my GP because I feel completely at ease when I'm explaining how I feel and my problems (health wise).
- Can rarely get through via phone. Overall I can't really complain. Waiting times can be long but I expect that and put it down to staff shortages.
- Very busy which means long waits!
- Booking appointment to be seen by GP is the main problem. It does take too long to see your own GP.
- Keep up the good work!
- I don't usually see/visit my GP as I am not sickly. However on the rare occasions when I have needed to see a GP I hardly get a same day appointment. I am often told the next appointment is several days (up to 5 days) away. I would like to have an appointment within 2 days of needing one.
- Majority of the receptionists are nice and helpful, the odd one has been rude and unhelpful on a number of occasions when I have visited the surgery.
- Once I waited on the opposite side of the waiting area and didn't hear my name when called by the doctor. The GP was quite busy as well so the passive chatting from everyone in the waiting area didn't help. It would be good to somehow get a louder system for notifying patients that it is their time.
- The appointment system. Because of the opening hours it means coming in from work. It's always best to be seen during the given slot or time as it's easier to make more accurate arrangement at work for example. My appointment was for 10.50. I asked for an hour from work but I am still waiting 45 minutes on to be seen. I was eventually seen at 11.50. The assessment was however very helpful, A+++.
- Nothing much as it's quite busy when we ring for doctors. Always around week or 2 weeks afterwards. Staff good, look after very good.
- Need to look at the waiting time for seeing the doctor (e.g. appointment 11.30, seen doctor at 12.10 - not on). If we miss our appointment time due to traffic, do we lose our appointment time slot? (even if the doctor is running behind).
- You should have a text messaging system to let patients know how late after appointment time they will get seen, as I have never in 28 years been seen on time to the appointment.
- This doctor has been my childhood GP, he is a very good doctor.
- Not always possible to speak or see this doctor or one of the other doctors in a reasonable period. Have to wait over a week, probably due to popularity. Sometimes have to wait over 20 minutes to see these doctors.
- Overall the practice is very good but just so hard to book appointments when needed.
- More knowledge to patients on the way the systems work and changes, and nurses, receptionists remembering that every person needs an explanation as they take dealing with people as a chore sometimes and make the good staff look bad. Do same for all, all the time. Thank you. Remember patients are scared and anxious and need putting at ease straight away.
- It very helpful.
- The doctors and nurses are brilliant. The only problem I have is getting through on the phone to make an appointment - it often takes lots of attempts and or long time. Occasionally the receptionists are quite rude.
- I find the practice is brilliant with children and very efficient. However getting an appointment for an adult is not so easy/quick. Receptionists are polite.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about GP practice

- Like its Christian ethos. Like the giant trees and radio in the waiting room. Wish it was easier to get urgent appointments. Receptionists can be a bit grumpy and can make mistakes (they recently booked my appointment for someone else with a similar name to me!).
- Overall I am happy with my GP except the long waiting periods after booking appointments for specific times. Today my appointment was for 16.36 and even at 17.06 I was still waiting. This means I could have a waiting time of up to 1 hour and if I am 10 minutes late I cannot see a doctor.
- They could possibly have a person to help fast track patients waiting in the queue to see the reception staff. Also perhaps during peak times they could employ an additional staff to deal with phone queries, and perhaps some receptionists could make an effort by giving a friendly smile/welcome to patients rather than speak in an abrupt manner!
- Ability to book appointments on the day you phone rather than being told there are none, getting a call from the doctor then being asked to come in later. Shorter waiting times - had to wait 50 minutes today. Nurses are amazing!
- `
- Care received by the nurses is excellent. Wait times to see a doctor is too long and after you feel rushed during the appointment. Receptionists aren't always that friendly or helpful.
- Good to see the practice now has a local contact number (not 08).
- Always pleasant and respectful staff in the last 35 years of my relationship with this practice. A very stable part of the community practice.
- What drives me crazy is that I can't see my test results online or even have them mailed to me. To have to make an appointment with my GP just to get the numbers is time consuming for both of us. If I am going to be involved in decision making regarding my care, I need the data.
- Sometimes a week long appointment is too long.
- Very good service but could be better if appointment slots were longer.
- Excellent.
- Very good at listening to problem and explains them to me.
- Generally very happy with the practice and in particular this doctor and the nurses I have seen. Biggest problem for me has been trying to get through on the phone and having limited period to phone for blood test results.
- This surgery is excellent.
- Always found the practice very friendly.
- I don't like long time to listen a music during making appointment by phone.
- Yes, it's not always easy to get an appointment, not on the same day anyway.
- I think one of the best surgeries I have come across.
- Happy with them. They are trying their best, they always inform me of my options.
- I have to mention a delightful lady, what a credit to the reception team. I realise she has been there some time. Always pleasant.
- Very good, very happy with surgery. I have always found reception and doctors, nurses etc helpful and polite.
- Everyone is friendly, you get appointments. Helpful.
- Good service and other support, i.e. pastoral. Has been excellent and good links with other local service providers.
- Waiting time is too long.
- Advance bookings would be better if there wasn't a 10 day window, it's awkward when going for tests, then having to book again. Open at lunchtimes, at least the doors, so you can wait.
- I feel very fortunate to have such an excellent GP practice on our doorstep. For me, the Christian faith of many of the GPs and other staff is important and this Christian ethos clearly permeates the whole practice. Thank you all!
- Q12 about receptionists - they are helpful but find when trying to make an appointment, it seems there is always a hitch, e.g. time scale and no appointment dates available.
- Very pleased with care that is given by GP and all the team at the surgery.
- A very busy practice that always has time for its patients.
- Satisfactory.

## Patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

## Comments about GP practice

- I am satisfied with my GP doctors and nurses. If I had put excellent for everything then there would be no room for improvement.
- I do not feel very confident with one of the doctors (not this one). I have spoken to them on the phone on a few occasions and they are not helpful, all through the consultation gives very unusual answers, not reassuring. I would not want to ever see them or would not recommend them to anyone.
- Very good GP practice and friendly.
- One of the doctors is a good man.
- Whilst I find this doctor excellent I wasn't satisfied with one of the other doctors whom I felt was dismissive of my pain and told me I needed a 'sports massage' when I needed a double hip replacement.
- I would not recommend someone else to join this surgery as I feel that it is running over capacity already as it takes so long to get an appointment as it is.
- One receptionist is cold and unfriendly and condescending. GP was very pleasant today and took time to discuss the condition and reassure me.
- Always find everyone polite and courteous and respectful. Like the emphasis on holistic care, e.g. Chaplain service. Like extended opening hours, very useful for those in employment.
- Wish I could see my chosen GP when I want. Sometimes I have complex issues and only want to see this doctor.
- Can't see same doctor twice in a row. Different one each time.
- None, everything seems to be in place.
- Although I prefer to see this doctor, all of the doctors I have seen have been excellent. I have had occasions to see various nurses and they too have been excellent.
- Thank you.
- I accept that my GP gives me and other patients time - that is why he runs over and why patients are kept waiting. Perhaps patients should be offered 30 minute slots to allow for this. Patients want compassion, empathy and time with their GP and this cannot be achieved in 7 minutes so it's important to acknowledge and accept this as part of their practice.
- Have to explain chapter and verse to receptionist before they will accept it is genuine urgent need. I find this unacceptable to explain the details of our symptoms in public and for an untrained medical person to assess whether our needs are urgent or not. Suggest if more online facilities available - set up standard symptom form. There is a big difference in the service experience from three main groups: Doctors - excellent, Nurses - ok, Receptionists - depends who is on the desk.
- Still trying to find good doctor. Chemist isn't too good either.
- I find this surgery very helpful very near to where I am living. I have no problems with it, get my check ups, my tablets when needed for my diabetes so that it.
- Overall the care is excellent and I have found the staff I have seen on the whole are excellent. As with so many practices I know that I shall have to wait to see my own GP and on many occasions his 'book' has not been opened for 2 weeks in advance which means having to keep ringing up (this is an admin problem and does not reflect on the care given). Can we have a variety of background music/chit chat please!
- I am very grateful for the attention and care I've had from the practice over the years. Thank you.
- I would like it if the GP surgery could improve its services when it comes to booking appointments on the phone to avoid patients coming all the way when they could be seen that day. In addition the patient gets promised that she/he will be contacted but nothing happens. I find this not good enough. I feel if doctors are given the right information they would phone the patients.
- Good practice, GPs are brilliant.
- It takes a week or more to see a particular doctor, else no complaint at all!
- Excellent.
- Excellent. It fulfils all my family needs with great care, kindness and professionalism.
- A very busy medical centre but giving I think an excellent service.
- Very happy.

**Patient comments**

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

**Comments about GP practice**

- I always come to this surgery as it is near to where I live and they are very sociable.
- I would like to get quicker appointment.

## Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Non-rated responses (does not apply, blank or spoilt) are not used in the score calculations.

Example from your Q1 Putting you at ease

Total number of patient responses = 400

Questionnaire rating scale	Very good	Good	Satisfactory	Poor	Very poor	Non rated responses
Number of ratings	287	87	19	2	1	4
Value assigned to each rating	100	75	50	25	0	n/a

(number of Very good ratings x 100) +(number of Good ratings x 75) +(number of Satisfactory ratings x 50) +(number of Poor ratings x 25) +(number of Very poor ratings x 0)

$$= \frac{(287 \times 100) +(87 \times 75) +(19 \times 50) +(2 \times 25) +(1 \times 0)}{(400 - 4)}$$

(total number of patient responses - number of Non rated responses)

Your mean percentage score for Q1 = 91%

Percentage scores are calculated similarly for the 4 point response scale questions in this survey (questions 12,13,14 and 17). In the example of Q12 the values assigned to the 4 ratings are: Very helpful=100, Fairly helpful=66.6666, Not very helpful=33.3333 and Not at all helpful=0.

Again, the percentage scores are calculated in the same way for the 6 point response scale questions in this survey (questions 21, 23, 25 and 40). In the example of Q21 the values assigned to the 6 ratings are: Excellent=100, Very good=80, Good=60, Satisfactory=40, Poor=20 and Very poor=0.



# General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

The Doctor / Nurse I saw today was.....for myself<sup>1</sup> / my child<sup>2</sup>/ other<sup>3</sup>

## About Your Visit to the GP Today

How good was the GP at:

**Q1 Putting you at ease?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q2 Being polite and considerate?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q3 Listening to you?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q4 Giving you enough time?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q5 Assessing your medical condition?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

How good was the GP at:

**Q6 Explaining your condition and treatment?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q7 Involving you in decisions about your care?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q8 Providing or arranging treatment for you?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q9 Did you have confidence that the GP is honest and trustworthy?**

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, to some extent
- <sup>3</sup> No, not at all
- <sup>4</sup> Don't know / can't say

**Q10 Did you have confidence that the doctor will keep your information confidential?**

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, to some extent
- <sup>3</sup> No, not at all
- <sup>4</sup> Don't know / can't say

**Q11 Would you be completely happy to see this GP again?**

- <sup>1</sup> Yes
- <sup>2</sup> No

Please add any comments about the GP:

## About Receptionists and Appointments

**Q12** How helpful do you find the receptionists at your GP practice?

- <sup>1</sup> Very helpful
- <sup>2</sup> Fairly helpful
- <sup>3</sup> Not very helpful
- <sup>4</sup> Not at all helpful
- <sup>5</sup> Don't know

**Q13** How easy is it to get through to someone at your GP practice on the phone?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q14** How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q15** If you need to see a GP urgently, can you normally get seen on the same day?

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / never needed to

**Q16** How important is it to you to be able to book appointments ahead of time in your practice?

- <sup>1</sup> Important
- <sup>2</sup> Not important

**Q17** How easy is it to book ahead in your practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q18** How do you normally book your appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

**Q19** Which of the following methods would you prefer to use to book appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

Thinking of times when you want to see a particular doctor:

**Q20** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q21** How do you rate how quickly you were seen?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

Thinking of times when you are willing to see any doctor:

**Q22** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q23** How do you rate how quickly you were seen?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

Thinking of your most recent consultation with a doctor or nurse

**Q24** How long did you wait for your consultation to start?

- <sup>1</sup> Less than 5 minutes
- <sup>2</sup> 5 – 10 minutes
- <sup>3</sup> 11 – 20 minutes
- <sup>4</sup> 21 – 30 minutes
- <sup>5</sup> More than 30 minutes
- <sup>6</sup> There was no set time for my consultation

**Q25** How do you rate how long you waited?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**Q26** Is your GP practice currently open at times that are convenient to you?

- <sup>1</sup> Yes .....Go to Q28
- <sup>2</sup> No
- <sup>3</sup> Don't know

**Q27** Which of the following additional opening hours would make it easier for you to see or speak to someone?  
(please X all boxes that apply)

- <sup>1</sup> Before 8am
- <sup>2</sup> At lunchtime
- <sup>3</sup> After 6.30pm
- <sup>4</sup> On a Saturday
- <sup>5</sup> On a Sunday
- <sup>6</sup> None of these

**Q28** Is there a particular GP you usually prefer to see or speak to?

- <sup>1</sup> Yes
- <sup>2</sup> No ..... Go to Q30
- <sup>3</sup> There is usually only one doctor in my surgery ..... Go to Q30

**Q29** How often do you see or speak to the GP you prefer?

- <sup>1</sup> Always or almost always
- <sup>2</sup> A lot of the time
- <sup>3</sup> Some of the time
- <sup>4</sup> Never or almost never
- <sup>5</sup> Not tried at this GP practice

(If you haven't seen a nurse in the last 6 months please go to Q37)

How good was the Nurse you last saw at:

**Q30** Putting you at ease?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q31** Giving you enough time?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q32** Listening to you?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q33** Explaining your condition and treatment?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q34** Involving you in decisions about your care?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q35** Providing or arranging treatment for you?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q36** Would you be completely happy to see this nurse again?

- <sup>1</sup> Yes
- <sup>2</sup> No

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

**Q37 Understand your health problems?**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q38 Cope with your health problems**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q39 Keep yourself healthy**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q40 Overall, how would you describe your experience of your GP surgery?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor

**Q41 Would you recommend your GP surgery to someone who has just moved to your local area?**

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, probably
- <sup>3</sup> No, probably not
- <sup>4</sup> No, definitely not
- <sup>5</sup> Don't know

It will help us to understand your answers if you could tell us a little about yourself

**Q42 Are you ?**

- <sup>1</sup> Male
- <sup>2</sup> Female

**Q43 How old are you?**

- <sup>1</sup> Under 16
- <sup>2</sup> 16 to 44
- <sup>3</sup> 45 to 64
- <sup>4</sup> 65 to 74
- <sup>5</sup> 75 or over

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

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / can't say

**Q45 What is your ethnic group?**

- <sup>1</sup> White
- <sup>2</sup> Black or Black British
- <sup>3</sup> Asian or Asian British
- <sup>4</sup> Mixed
- <sup>5</sup> Chinese
- <sup>6</sup> Other ethnic group

**Q46 Which of the following best describes you?**

- <sup>1</sup> Employed (full or part time, including self-employed)
- <sup>2</sup> Unemployed / looking for work
- <sup>3</sup> At school or in full time education
- <sup>4</sup> Unable to work due to long term sickness
- <sup>5</sup> Looking after your home/family
- <sup>6</sup> Retired from paid work
- <sup>7</sup> Other

Finally, please add any other comments you would like to make about your GP practice: