



THE GP PATIENT SURVEY



Key results April 2010 – March 2011 for
WEST STREET SURGERY (E81009)

Technical Details of the GP Patient Survey April 2010 – March 2011

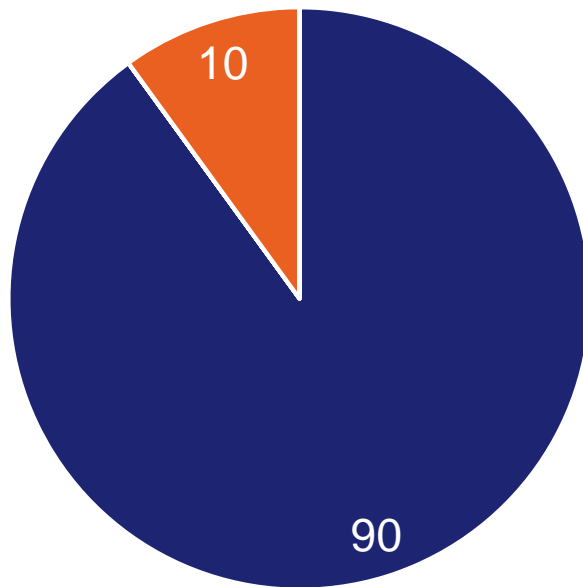
- Ipsos MORI administers the GP Patient Survey on behalf of the Department of Health (DH). Every quarter, a different sample of adult patients registered with a GP will receive a questionnaire, with reminder mailings being sent in the two months following each quarterly mailing. Patients are able to complete the survey on paper, online or by phone, including in 13 other languages and British Sign Language.
- This document shows this practice's results for a number of key questions from the survey. The results in this report are based on data collected between April 2010 and March 2011 (i.e. quarters 1-4 of the 2010/11 survey combined), and is compared with results from previous years where possible. Pages 3-10 also provide PCT and national comparisons.
- The current overall response rate to the survey is 36%, based on 1,994,410 completed surveys.
- 394 questionnaires were sent to adult patients registered with this practice (E81009), and 201 were returned completed. The response rate for this practice is 51%. The number of patients who were sent questionnaires was determined individually for each practice (further details on this can be found in the survey technical report).
- Computer rounding means that combined percentage scores are not always the sum of the individual percentage scores, e.g. the total percentage 'satisfied' will be calculated from the actual number of patients answering 'very satisfied' and 'fairly satisfied', and not the sum of the two percentage results.
- Where results do not sum to 100, this is due to multiple responses or computer rounding. An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.

48 hour booking

Able to see doctor on the same day or next 2 days the surgery was open

Latest practice results

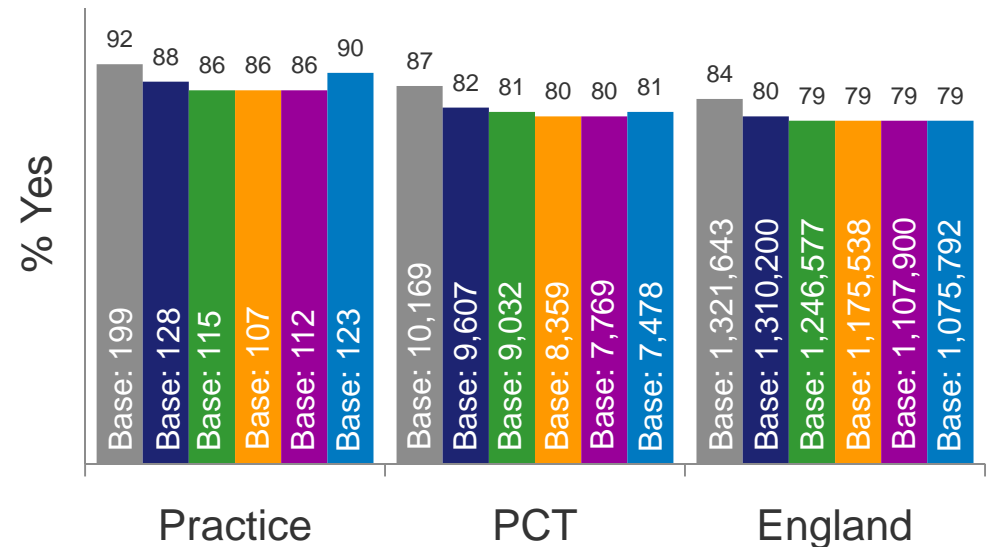
- % Yes
- % No
- % Can't remember



Total base: 123 patients

Tracking practice performance over time and compared to PCT and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)
- Oct 09-Sep 10 (total base: 2,061,773)
- Jan-Dec 10 (total base: 2,000,747)
- Apr 10-Mar 11 (total base: 1,994,410)

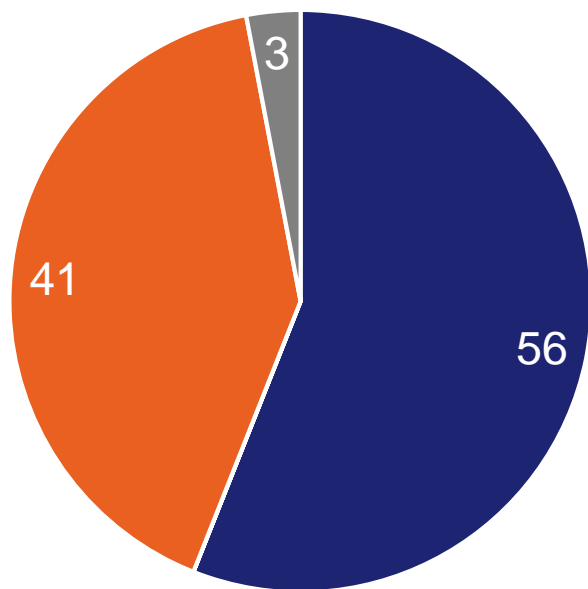


Booking ahead

Able to get an appointment with a doctor more than 2 days in advance

Latest practice results

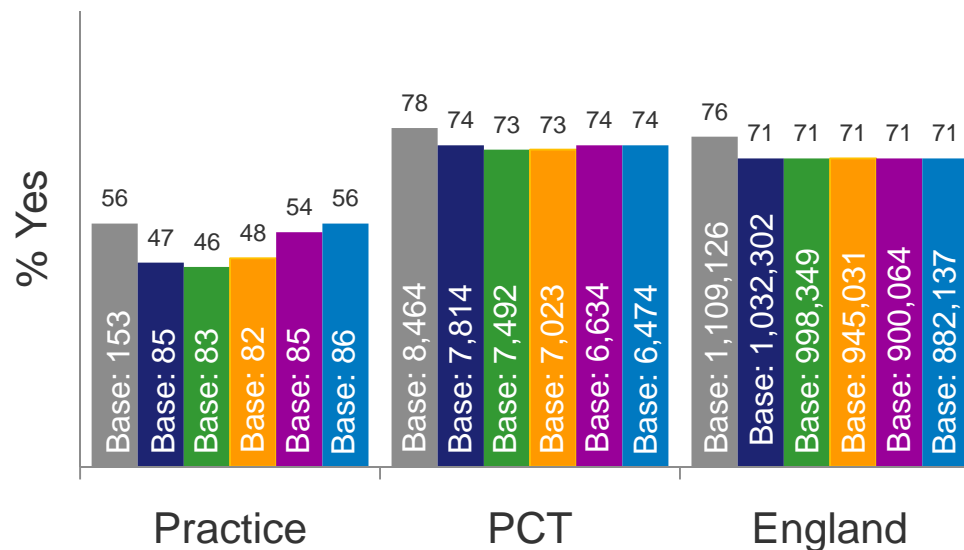
- % Yes
- % No
- % Can't remember



Total base: 86 patients

Tracking practice performance over time and compared to PCT and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)
- Oct 09-Sep 10 (total base: 2,061,773)
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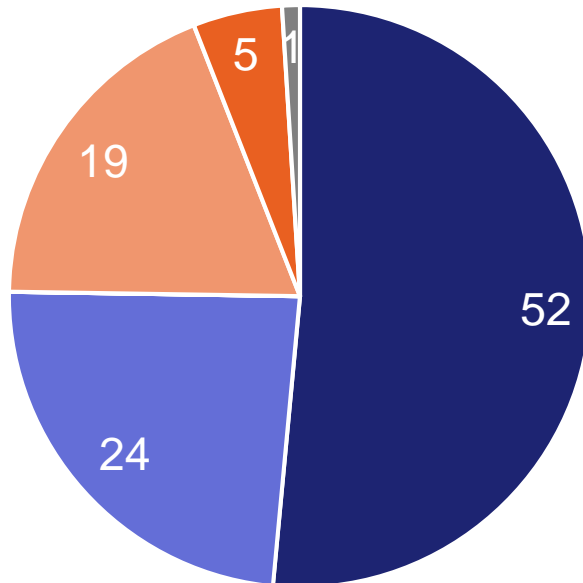


Seeing a preferred doctor

Frequency of seeing preferred doctor

Latest practice results

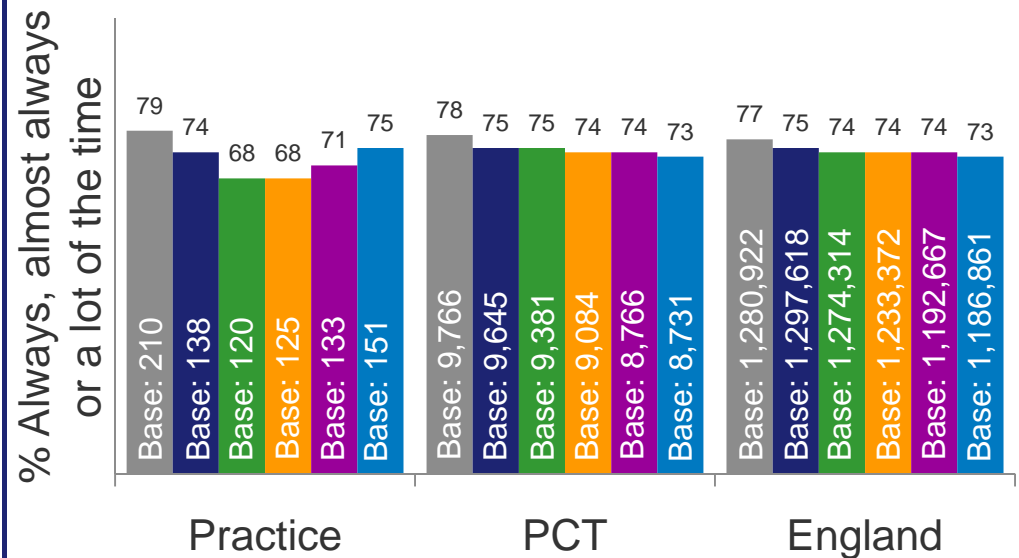
- % Always or almost always
- % A lot of the time
- % Some of the time
- % Never or almost never
- % Not tried



Total base: 151 patients

Tracking practice performance over time and compared to PCT and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)
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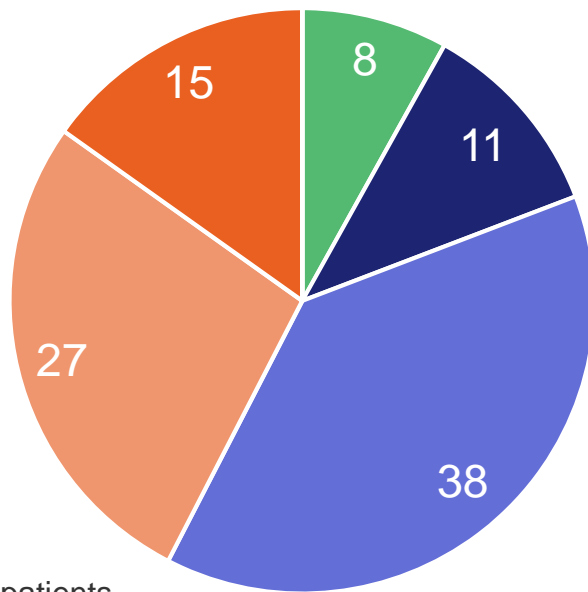


Ease of getting through on the phone

Ease of getting through to the surgery on the phone

Latest practice results

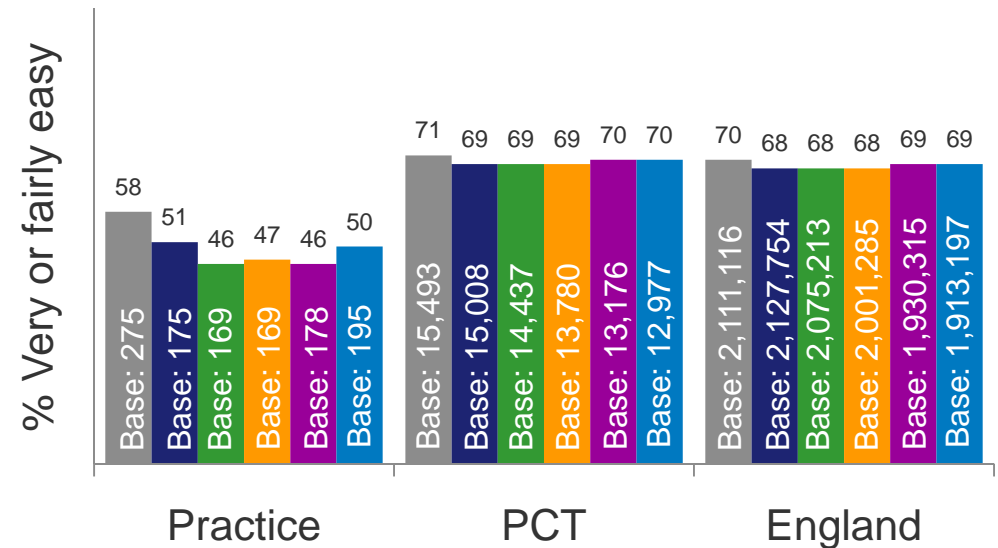
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Total base: 195 patients

Tracking practice performance over time and compared to PCT and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)
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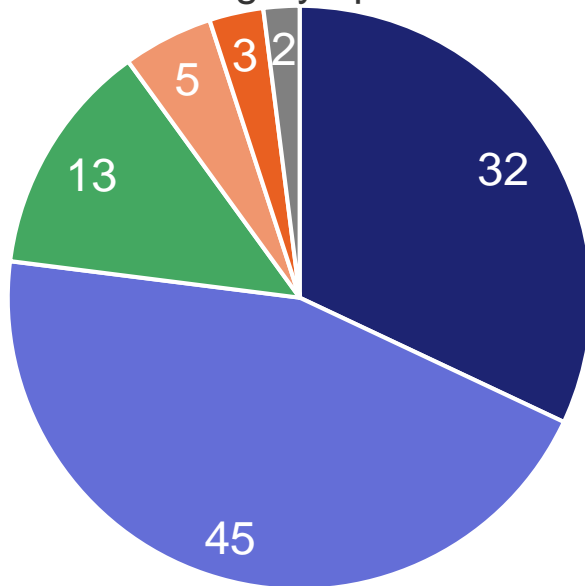


Satisfaction with opening hours

Satisfaction with surgery opening hours

Latest practice results

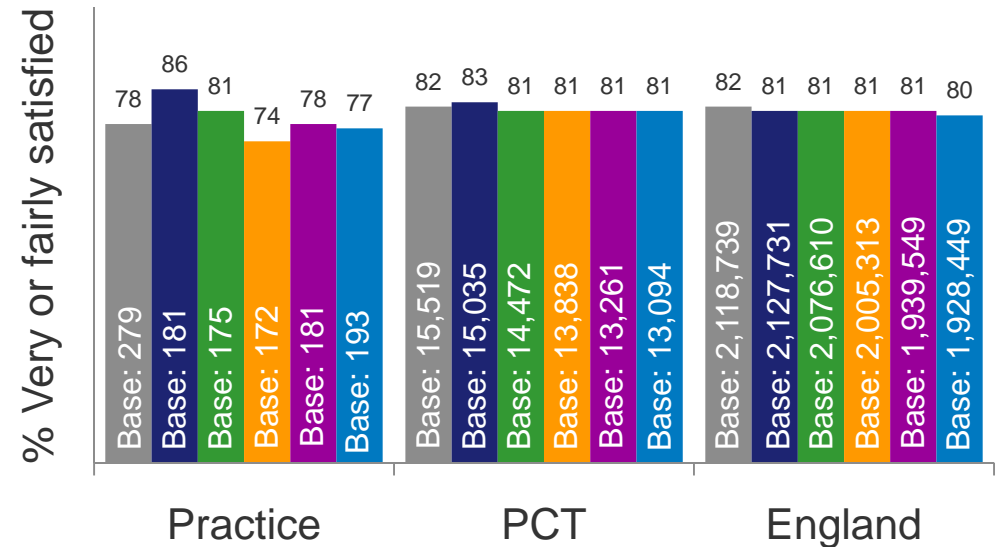
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied
- % Not sure when surgery open



Total base: 193 patients

Tracking practice performance over time and compared to PCT and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)
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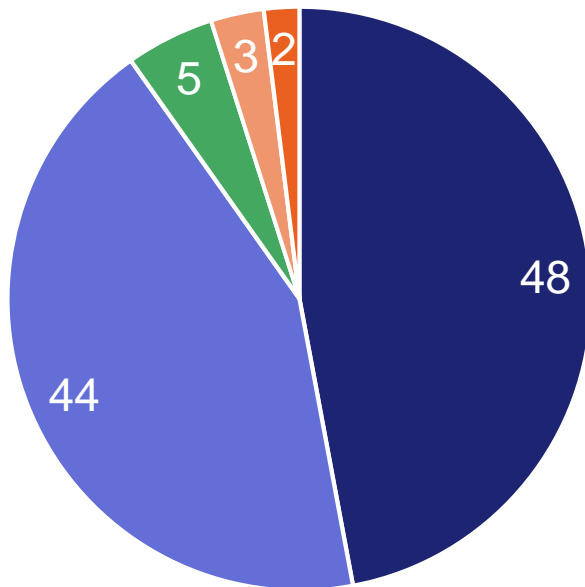


Satisfaction with overall care

Satisfaction with overall care received at surgery

Latest practice results

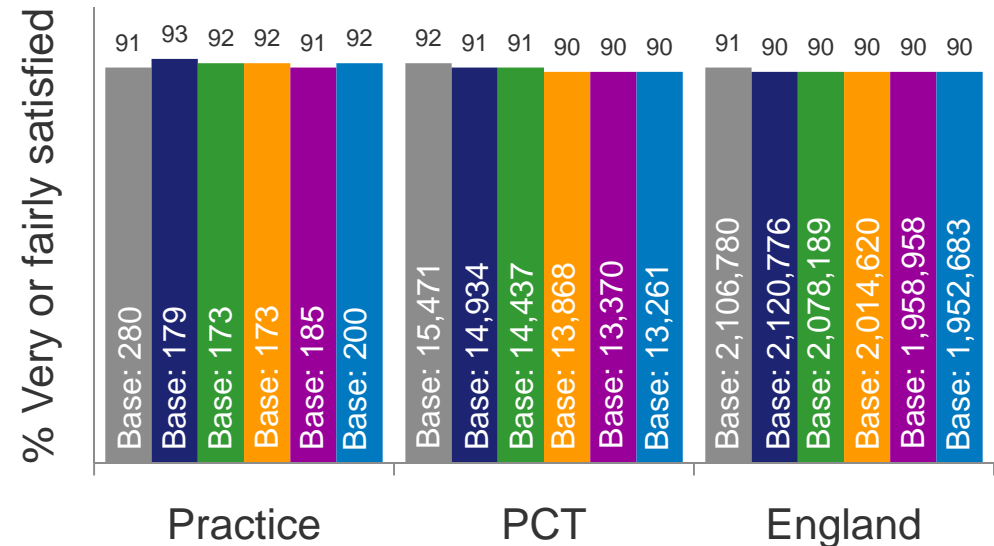
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



Total base: 200 patients

Tracking practice performance over time and compared to PCT and England

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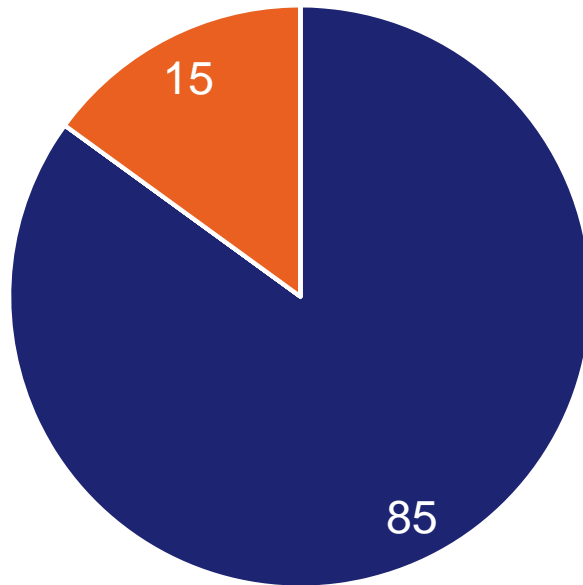


Discussing health problem with a doctor or nurse

Had discussions in past 12 months with a doctor or nurse about how best to deal with health problem

Latest practice results

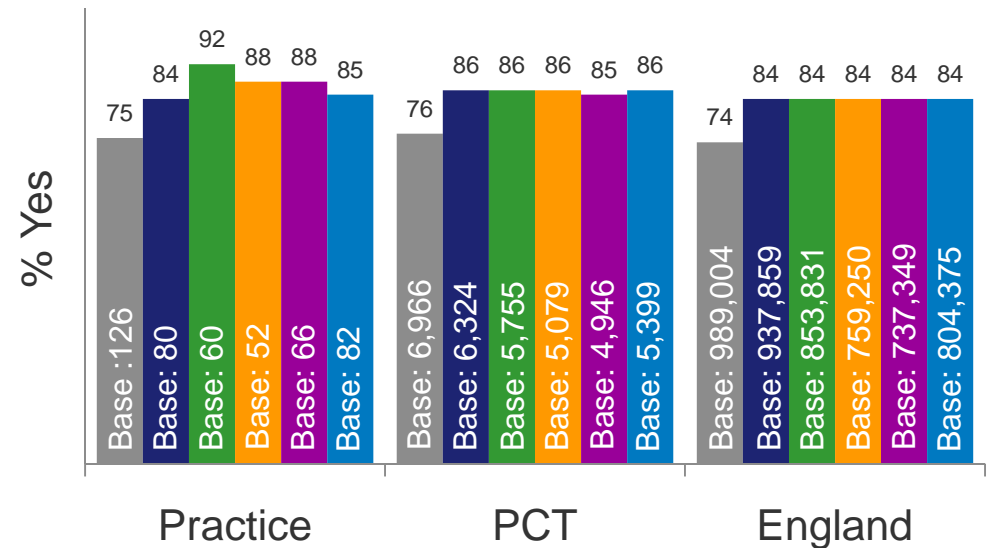
■ % Yes
■ % No



Total base: 82 patients

Tracking practice performance over time and compared to PCT and England

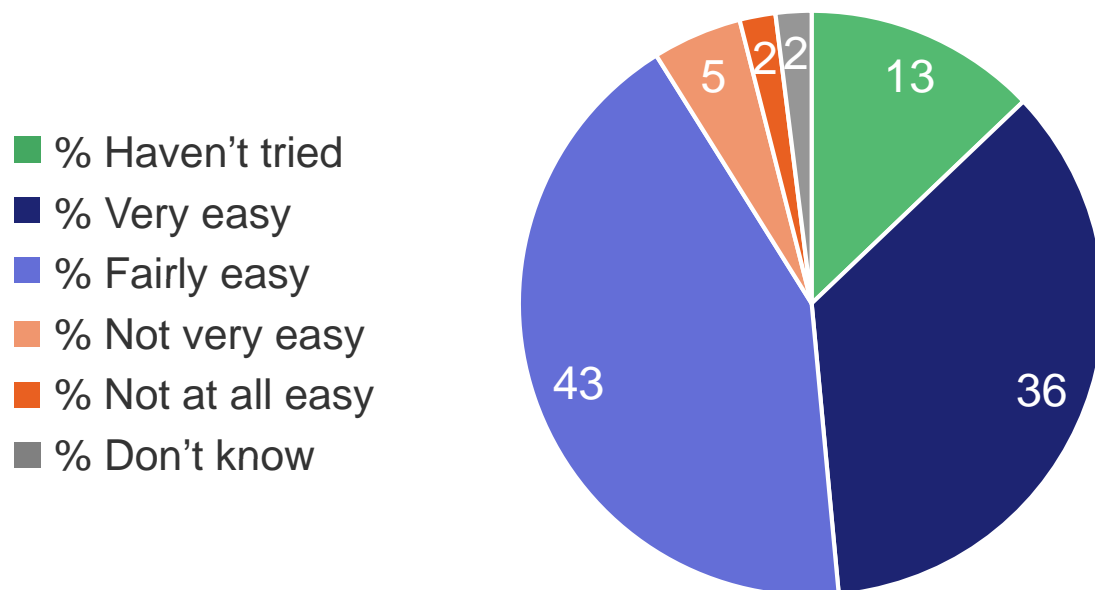
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Ease of getting an appointment with a practice nurse

Ease of getting an appointment with a practice nurse

Latest practice results



% saying "easy"

Practice 79

Base: 198

PCT 76

Base: 13248

England 71

Base: 1952721

Total base: 198 patients

Please note that before April 2010, only patients who said they had seen a practice nurse in the past six months were asked how easy it was to get an appointment. However, from April 2010, all patients were asked about ease of getting an appointment with a nurse. The results presented here are based on data from April 2010 - March 2011 only and are therefore not comparable with previous results for this question.

This practice's highest performing areas compared with PCT average

Please note: If your practice has performed uniformly lower than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

I was able to see a doctor fairly quickly

90

Base: 123

In these discussions, the doctor or nurse gave me a written document about the discussions we'd had about managing my health problem

24

Base: 68

My practice nurse was good at explaining tests and treatments

80

Base: 191

PCT average (%)	Practice-PCT Difference (%)	National average (%)
81 Base: 7478	+10	79 Base: 1075792
16 Base: 4408	+7	19 Base: 642879
73 Base: 12335	+7	71 Base: 1794801

This practice's lowest performing areas compared with PCT average

Please note: If your practice has performed uniformly higher than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

I found it easy to get through on the phone



Base: 195

I was able to book ahead for an appointment with a doctor



Base: 86

I found it easy to speak to a doctor on the phone



Base: 183

PCT average (%)	Practice-PCT Difference (%)	National average (%)
70 Base: 12977	-21	69 Base: 1913197
74 Base: 6474	-18	71 Base: 882137
25 Base: 12138	-15	25 Base: 1755946

If you have any questions about the survey or the results, please contact your PCT or visit www.gp-patient.co.uk. Full practice results can be found at www.gp-patient.co.uk/results.