

Hillview Medical Centre  
Heathside Road  
Woking  
Surrey  
GU22 7QP

# **PatientDynamics GPAQ Report (Combined)**

Monday 03 March 2008

**Hillview Medical Centre**



## 1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q2. How do you rate the way you are treated by receptionists at your practice?	74	77
Q3a. How do you rate the hours that your practice is open for appointments?	61	67
Q4b. How do rate how quickly you get to see this doctor?	44	60
Q5b. How do you rate how quickly you get seen?	63	69
Q7b. How do you rate how long you have to wait?	60	57
Q8a. Ability to get through to the practice on the phone?	47	59
Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?	53	61
Q9b. How do you rate how often you get to see your usual doctor?	63	69
Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?	83	81
Q10b. How well the doctor listened to what you had to say?	85	84
Q10c. How well the doctor put you at ease during your physical examination?	87	84
Q10d. How much the doctor involved you in decisions about your care?	84	81
Q10e. How well the doctor explained your problems or any treatment that you need?	86	83
Q10f. The amount of time your doctor spent with you today?	83	80
Q10g. The doctor's patience with your questions or worries?	87	84
Q10h. The doctor's caring and concern for you?	87	84
Q11a. Able to understand your problem(s) or illness?	74	69
Q11b. Able to cope with your problem(s) or illness?	72	66
Q11c. Able to keep yourself healthy?	69	62
Q12. All things considered, how satisfied are you with your practice?	81	



## 2. Report Questions

<b>Q1. In the past 12 months, how many times have you seen a doctor from your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	None	18	5
2	Once or twice	83	23
3	Three or four times	141	39
4	Five or six times	62	17
5	Seven times or more	57	16
Question Total:		361	100

<b>Q2. How do you rate the way you are treated by receptionists at your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	3	1
3	Fair	27	7
4	Good	108	29
5	Very good	151	42
6	Excellent	76	20
Question Total:		367	100

<b>Q3a. How do you rate the hours that your practice is open for appointments?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	16	4
3	Fair	69	19
4	Good	160	45
5	Very good	91	25
6	Excellent	20	5
Question Total:		359	100

<b>Q3b. What additional hours would you like the practice to be open? (please tick all that apply)</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Early morning	38	9
2	Lunchtimes	12	3
3	Evenings	100	23
4	Weekends	122	28
5	None, I am satisfied	160	37
Question Total:		432	100

<b>Q4a. How quickly do you usually get to see that doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	12	3
2	Next working day	12	3
3	Within 2 working days	56	16
4	Within 3 working days	40	11
5	Within 4 working days	35	10
6	5 or more working days	175	48
7	Does not apply	28	8
Question Total:		358	100

<b>Q4b. How do rate how quickly you get to see this doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	14	4
2	Poor	80	23
3	Fair	117	33
4	Good	74	21
5	Very good	37	11
6	Excellent	7	2
7	Does not apply	21	6
Question Total:		350	100

<b>Q5a. How quickly do you usually get seen?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	103	30
2	Next working day	71	20
3	Within 2 working days	81	23
4	Within 3 working days	37	11
5	Within 4 working days	10	3
6	5 or more working days	22	6
7	Does not apply	24	7
Question Total:		348	100

<b>Q5b. How do you rate how quickly you get seen?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	21	6
3	Fair	69	20
4	Good	108	31
5	Very good	77	22
6	Excellent	48	14
7	Does not apply	21	6
Question Total:		347	100

<b>Q6. If you need to see a GP urgently, can you normally get seen on the same day?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	245	68
2	No	25	7
3	Don't know/never needed to	93	26
Question Total:		363	100

<b>Q7a. How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	5 minutes or less	62	18
2	6-10 minutes	188	52
3	11-20 minutes	102	28
4	21-30 minutes	5	1
5	More than 30 minutes	2	1
Question Total:		359	100

<b>Q7b. How do you rate how long you have to wait?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	16	4
3	Fair	97	27
4	Good	134	38
5	Very good	76	22
6	Excellent	30	9
Question Total:		355	100

<b>Q8a. Ability to get through to the practice on the phone?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	30	8
2	Poor	52	14
3	Fair	111	30
4	Good	101	28
5	Very good	43	12
6	Excellent	15	4
7	Don't know/never tried	11	3
Question Total:		363	100

<b>Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	10	3
2	Poor	15	4
3	Fair	41	11
4	Good	40	11
5	Very good	25	7
6	Excellent	12	3
7	Don't know/never tried	216	60
Question Total:		359	100

<b>Q9a. In general how often do you see your usual doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always	58	16
2	Almost always	115	33
3	A lot of the time	59	17
4	Some of the time	86	25
5	Almost never	26	8
6	Never	3	1
Question Total:		347	100

<b>Q9b. How do you rate how often you get to see your usual doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	8	2
2	Poor	20	6
3	Fair	60	18
4	Good	120	36
5	Very good	73	22
6	Excellent	53	16
Question Total:		334	100

<b>Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	3	1
3	Fair	11	3
4	Good	70	19
5	Very good	124	33
6	Excellent	152	41
7	Does not apply	9	2
Question Total:		369	100

<b>Q10b. How well the doctor listened to what you had to say?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	4	1
3	Fair	5	1
4	Good	66	18
5	Very good	109	29
6	Excellent	183	50
7	Does not apply	3	1
Question Total:		370	100

<b>Q10c. How well the doctor put you at ease during your physical examination?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	1	0
3	Fair	4	1
4	Good	47	13
5	Very good	89	24
6	Excellent	165	45
7	Does not apply	61	17
Question Total:		367	100

<b>Q10d. How much the doctor involved you in decisions about your care?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	1	0
3	Fair	9	2
4	Good	66	18
5	Very good	104	29
6	Excellent	157	43
7	Does not apply	24	7
Question Total:		362	100

<b>Q10e. How well the doctor explained your problems or any treatment that you need?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	2	1
3	Fair	5	1
4	Good	56	15
5	Very good	101	27
6	Excellent	184	50
7	Does not apply	19	5
Question Total:		367	100

<b>Q10f. The amount of time your doctor spent with you today?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	3	1
3	Fair	25	7
4	Good	57	16
5	Very good	116	31
6	Excellent	163	44
7	Does not apply	4	1
Question Total:		368	100

<b>Q10g. The doctor's patience with your questions or worries?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	4	1
3	Fair	7	2
4	Good	56	15
5	Very good	91	25
6	Excellent	199	54
7	Does not apply	11	3
Question Total:		368	100

<b>Q10h. The doctor's caring and concern for you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	2	1
3	Fair	6	2
4	Good	58	16
5	Very good	91	24
6	Excellent	210	56
7	Does not apply	4	1
Question Total:		372	100

<b>Q11a. Able to understand your problem(s) or illness?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Much more than before the visit	184	52
2	A little more than before the visit	77	22
3	The same or less than before the visit	38	11
4	Does not apply	53	15
Question Total:		352	100

<b>Q11b. Able to cope with your problem(s) or illness?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Much more than before the visit	171	50
2	A little more than before the visit	79	23
3	The same or less than before the visit	44	13
4	Does not apply	50	14
Question Total:		344	100

<b>Q11c. Able to keep yourself healthy?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Much more than before the visit	139	41
2	A little more than before the visit	82	24
3	The same or less than before the visit	38	11
4	Does not apply	82	24
Question Total:		341	100

<b>Q12. All things considered, how satisfied are you with your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Completely dissatisfied	5	1
2	Very dissatisfied	9	2
3	Fairly dissatisfied	8	2
4	Neutral	7	2
5	Fairly satisfied	56	15
6	Very satisfied	185	51
7	Completely satisfied	96	26
Question Total:		366	100

<b>Q13. Are you:</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	122	32
2	Female	251	68
Question Total:		373	100

<b>Q14. How old are you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	16-24	16	4
2	25-34	44	12
3	35-44	54	15
4	45-54	65	18
5	55-64	55	15
6	65-74	56	15
7	75 and older	73	20
Question Total:		363	100

<b>Q15. Do you have any long-standing illness, disability or infirmity?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	179	49
2	No	181	51
Question Total:		360	100

<b>Q16. Which ethnic group do you belong to?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	357	96
2	Black or Black British	0	0
3	Asian or Asian British	6	2
4	Mixed	4	1
5	Chinese	1	0
6	Other ethnic group	5	1
Question Total:		373	100

<b>Q17. Is your accomodation:</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Owner-occupied/mortgaged	288	79
2	Rented or other arrangements	75	21
Question Total:		363	100

<b>Q18. Which of the following best describes you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed (full or part time, including self-employed)	159	43
2	Unemployed and looking for work	4	1
3	At school or in full time education	10	3
4	Unable to work due to long term sickness	10	3
5	Looking after your home/family	33	9
6	Retired from paid work	141	38
7	Other	14	4
Question Total:		371	100

This report is based on a total of 379 completed questionnaires

## Report - Open Ended Comments

### Q19a. Is there anything particularly good about your health care?

Electronic system.

Very caring.

doctors seem to be on the ball. I never feel rushed, I like the staff and feel relaxed in the surgery, car parking physio has been at the health centre and near to the hospital. Good referrals

Repeat prescriptions are always ready in 48 hours.

Diabetes nurse is very good.

When I can get to see my doctor he is first class.

A lovely spacious building.

I appreciate being able to see a doctor quickly.

An excellent practice.

My doctor is by far the best in the area.

Doctor is excellent.

They always fit you in on the day if you say it's urgent.

This practice is run to a high standard.

Doctor interested in my condition.

Seeing the same doctor.

I find it very good that you get an emergency appointment on the same day.

Do not have many visits but I am happy about my doctor.

We have all been looked after very well.

I like that there is a group of doctor's who can help.

Children are seen very quickly.

Have always had amazing service from the practice.

A couple of the doctor are very good.

One of the doctors knows what wrong with me.

This practice is excellent.

Satisfied with the care I get.

Quite satisfied with the care I receive.

Good practice very happy.

The centre is nicely laid out.

I have been a patient at the surgery for 20 years and think it is excellent.

That I am able to see my own doctor when needed.

Doctor is excellent that is very much appreciated.

Specialists in certain areas.

Well my doctor saved my life.

I have a very caring and understanding doctor.

My own doctor is very helpful and caring.

I find the doctor a very understanding and excellent person.

The practice is welcoming and my doctor knows my history.

Very helpful and friendly staff.

They are very good at making sure that I have regular check ups.

Good and welcoming.

Always very good.

Prompt attention at all times.

The receptionists have a good manner at the desk.

The thoroughness of my doctor and the staff.

Well satisfied with the doctor.

Understanding and respectful.

Blood pressure.

A good and efficiently run practice.

The doctors are very good.

Very satisfied when most needed.

Location and access.

Would not consider any change.

The standard of care from all the staff is excellent.

My diabetes is managed well by 6th monthly blood checks.

A very caring efficient and caring doctor.

I like and respect all the doctors in this practice.

The doctor is excellent.

I find the doctor very good.

Access to doctor is very good.

They take time with me and my family.

Rapid response to an elevated element in a blood test.

The service I always receive on every appointment

Have seen doctors - have all been good.

Doctor is excellent.

Staff and doctors are very caring.

I am extremely happy with the care and kindness I receive.

Good doctors.

Always seen when needed.

Caring doctors.

It seems to be professionally run.

I have always found my practice care excellent.

I am very happy with the practice.

The practice has always dealt with my problems in a professional manner.

All doctors are extremely kind.

I have seen doctor and find him excellent.

There has been good continuity in doctors.

The care and concern offered by the doctors.

Doctors are very caring.

Would be good to have one evening surgery.

I get good treatment and advice.

This surgery takes months to put in a referral to a specialist - I have had to chase them.

Nurse facilities on site.

Nothing can be done for what I have wrong with me.

Very satisfactory.

Surgery hours quite long for working people.

Satisfied with service.

Treatment received is good.

Always been quick to see my baby when ill.

All good.

The practice is a nice calm place.

Another doctor is available if usual is not available.

All the staff are very helpful.

Doctors are very good.

I have remained with this surgery since first joining in early 1940's.

Friendly efficient service.

Doctor has the gift of making you feel you are the only one that matters.

My doctor is very caring and is very gentle.

I have an understanding doctor and I am very satisfied with my health care.

Nice practice.

Doctor has been amazing.

Wonderful attention from all the staff.

It is very close to my residence.

Being ex army I am fortunate to be extremely fit.

Pace maker fitted.

I find all the doctors in my practice are excellent.

**Q19b. Is there anything that could be improved?**

Weekend surgery.

Double time to assess my bipolar.

The ability to see your own doctor.

Maybe open at 8am.

Difficult to get through in early morning.

Getting an appointment is becoming increasingly difficult.

Difficult to get through to the surgery.

The receptionists who issues prescriptions is very fierce.

Some reception staff do not appear friendly.

Booking for ear appointments.

To see doctor when one is ill not 3/4 days later.

More telephone lines.

Some doctors need to listen more.

My usual surgery is closed some afternoons which seems unnecessary.

Getting through on the phone can be difficult.

Waiting times for appointments.

Getting through on the phone to make appointments.

To reduce the wait to see known doctor.

Better follow up and check ups.

As I am partially sighted I have great difficulty in reading this RED.

Parking.

Don't like having to travel to surgery when I'm only 5 mins from another.

The opportunity to see one's doctor sooner.

Not enough spaces in the car park.

Little more time for older people.

Being able to get through on the phone.

Result period of investigation like blood tests.

Length of time to wait to book non urgent appointments.

Phone is always engaged.

it would be nice to be able to make an appointment by telephone more easily often in the early part of the morning, it is hard to get through to the surgery

Opening hours.

Difficult to get an answer on the phone.

The waiting time in the surgery.

Perhaps not to have to wait 48 hours for prescriptions.

The ability to get an appointment within 24 hours.

Larger prescriptions for long term illnesses.

Getting through to make appointments on the phone easier.

Phone access.

Slightly longer time with the doctor.

On line appointment booking.

Phone access for appointments can take 40 mins.

Telephone answering time.

Weekend availability of a doctor from one's own surgery.

Just the phone service.

Would be nice to be able to see our own named doctor.

Less waiting time to see a doctor.

Appointments being made by phone.

More understanding when phoning in.

Better appointment system.

Only difficulty sometimes is seeing same doctor.

Access on the phone.

Sometimes I feel the practice could be more sensitive to mental health issues.

More parking.

Waiting time to see doctor of choice.

Phone access is poor.

The practice could be open for a short while on Saturday morning.

You should be able to ring at any time of the day for an appointment.

Think when calling surgery they should have a automated service.

Getting through to the surgery to make an appointment in the morning.

The amount of time you have to wait on the phone.

Blood tests at the surgery.

It is very difficult to get through on the phone in the mornings.

I don't feel that the practice monitors patients.

It is very difficult to get through on the phone.

Getting through on the phone to make an appointment.

3 weeks to get appointment with chosen doctor.

Call waiting.

More flexible hours for working people.

In the car park the hedge needs cutting down.

The main improvement for me would be extended opening hours.

Ability to book an appointment with my doctor to fit in which my own work commitments.

Better ability to get through on the phone.

Maybe one doctor to see you for a long term illness.

Getting an earlier appointment.

Weekends and evening appointments.

It is difficult to get through on the phone for a non urgent appointment.

Would prefer to call out a practice doctor.

Maybe just the hours of opening.

**Q19c. Any other comments?**

A very good all round surgery.

Ask people not to use mobile phones.

Hard to tell as there is no cure for my condition.

out of hours cover is approaching this putting patients at risk

Getting an appointment is increasingly difficult.

No I think everything that has to be said reflects in my answers.

Really nice doctor.

with regards to question 2. the receptionists are pleasant and efficient except for one member of the team who can be abrupt and dismissive towards patients which can be intimidating

Considering the pressure all the staff are under they are very good.

We have been here for over 35 years.

Ability to phone surgery - it is always engaged.

Satisfied.

I would like to see my own doctor.

Length of time getting through on the phone.

Sometimes it is difficult to get passed the receptionist.

Excellent doctors and staff.

It is important for me to be able to book routine appointments 2-3 weeks in advance.

Thank you.

The doctor is the best doctor I have ever seen.

Excellent update regarding medications.

