

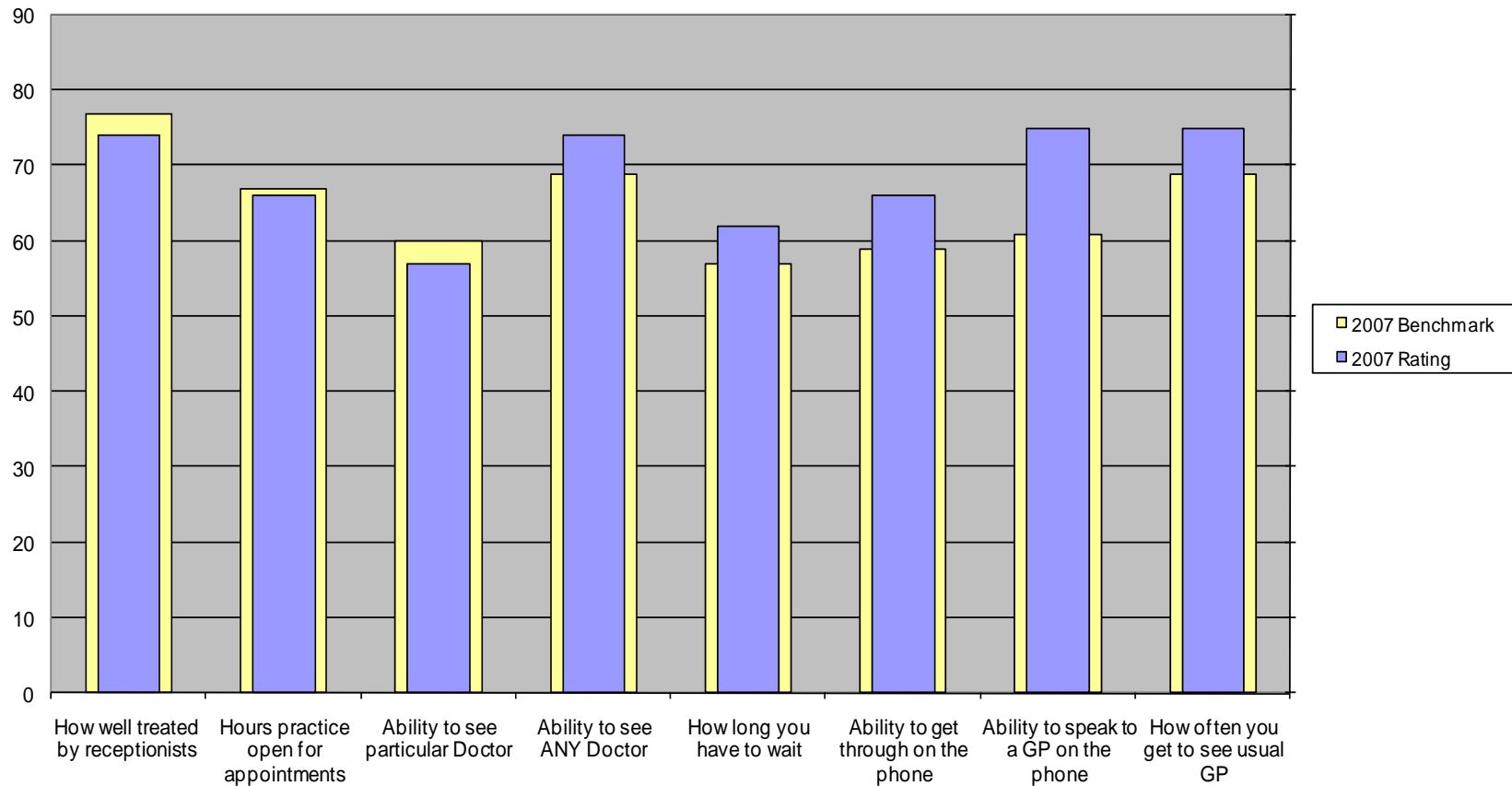
Patient Survey 2007

Results and Conclusions

Background

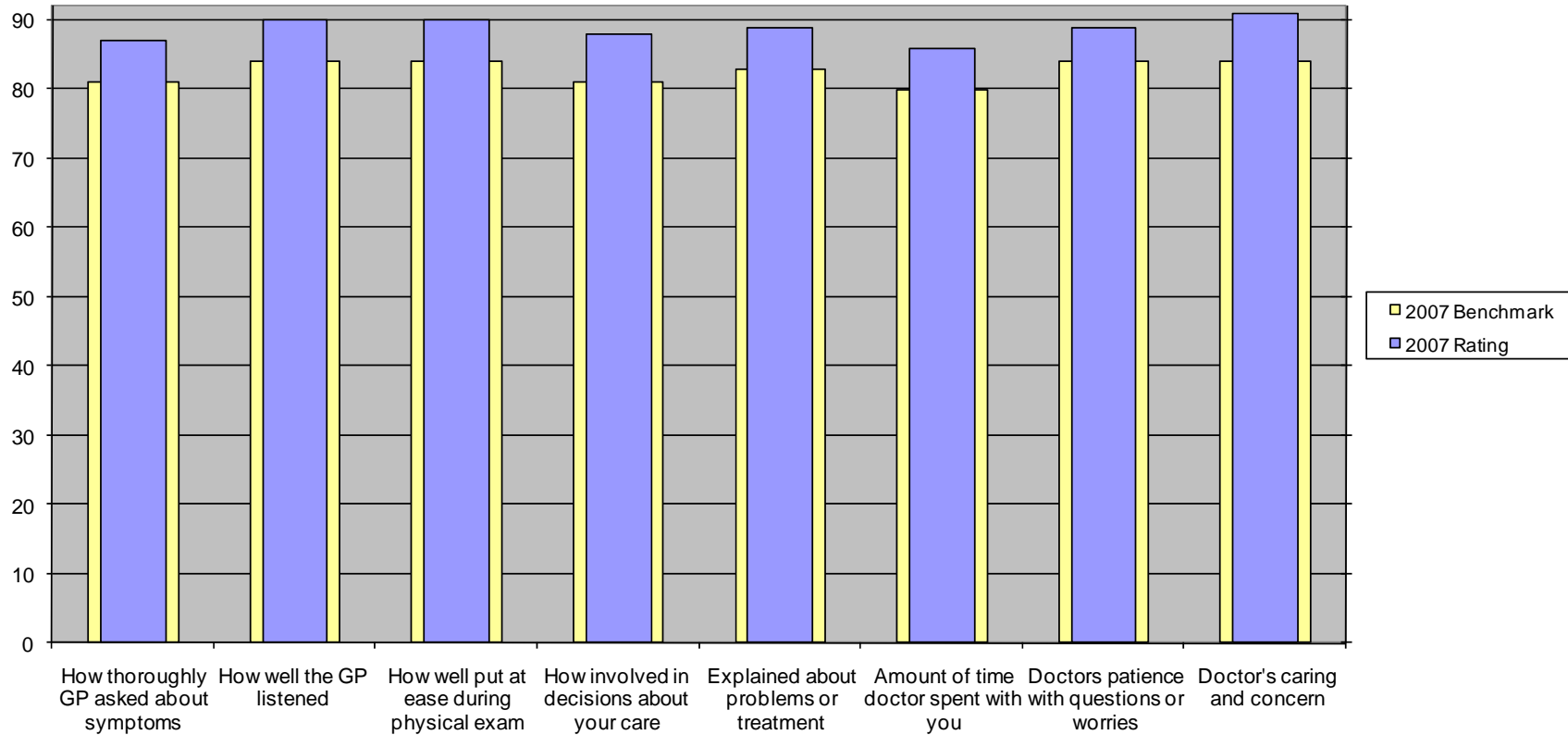
- We have been carrying out a patient questionnaire annually since 2004. This is not a legal requirement, but we do like to see how we are faring
- Approximately 1,000 questionnaires are issued by the practice, and are subsequently completed anonymously by patients
- The results are compiled independently by an external agency called Patient Dynamics
- The practice's results are then placed in the context of national benchmarks, so that we can compare how we are performing with other similar practices
- The national benchmark information is also compiled independently, by the University of Manchester
- We then feed this information back to patients. This year as we have a web site up and running we propose to use this to communicate to patients.
- As well as giving the raw data overleaf, we have also added our comments on the results, which we hope you will find useful.

**GPAQ Survey - Mean Scores Against Benchmark 2007
Access to your GP & Treatment by Reception Staff**



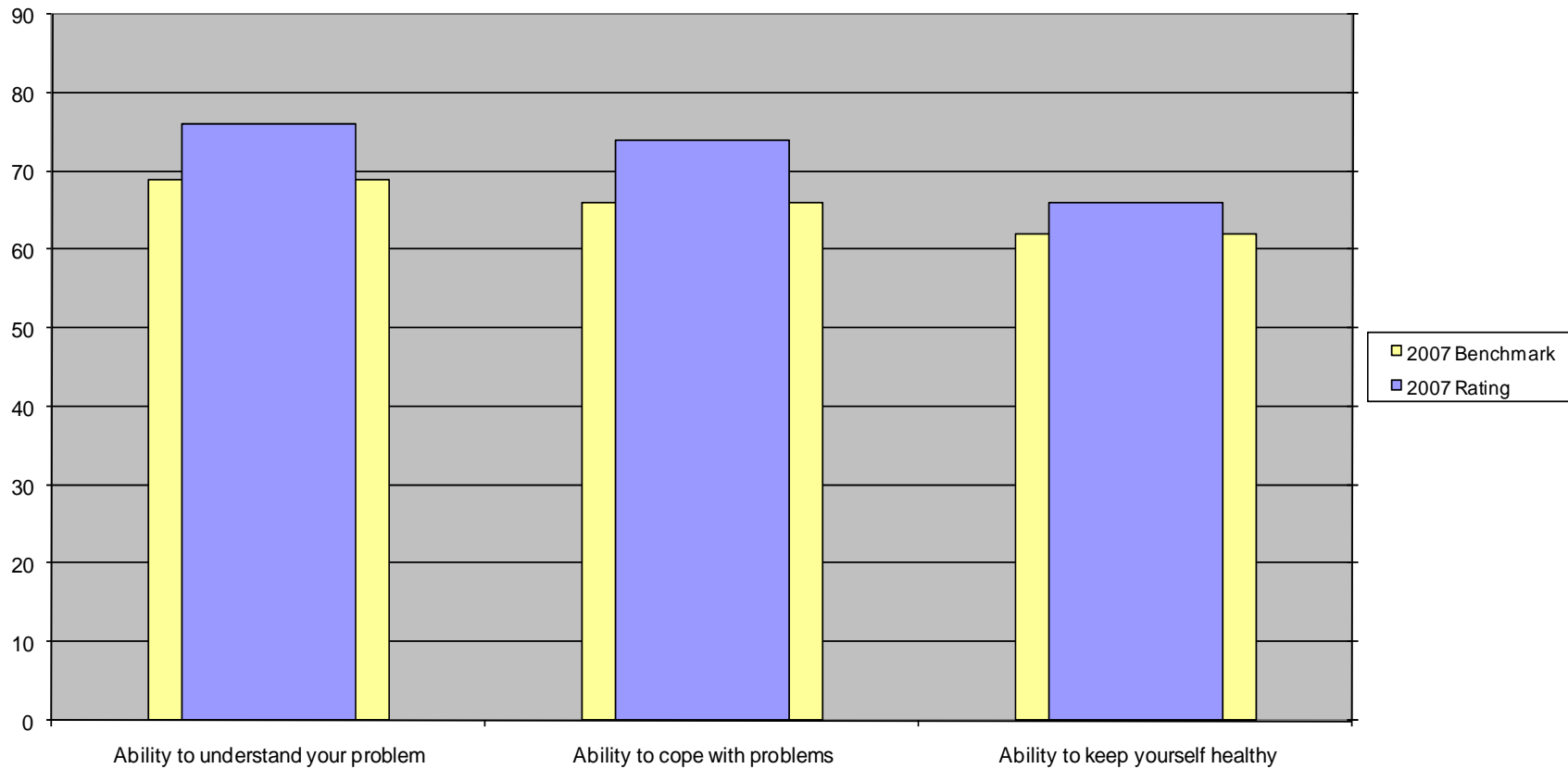
- i) **Reception Staff** - the report was complimentary about the way patients felt they had been treated by reception staff, though falling slightly short of the national benchmark this year. We will continue to work hard to ensure that our staff provide the best possible service.
- ii) **Access to appointments** – patients’ satisfaction levels are high in terms of ability to access GPs, and patients are very happy to be able to see their own GP regularly, though this can mean slight delays compared to seeing any GP.
- iii) **Telephone Access** - we do offer telephone consultations for those patients who feel that a personal consultation is not necessary – patients appear to appreciate this (see Ability to speak to a GP on the phone), and are happy with the ease with which they can get through on the phone

GPAQ Survey - Mean Scores Against Benchmark 2007
The care given by the Doctor



- i) **Appointment length** – Your GP now spends longer with you in the consultation room – nationally an average of 11 minutes compared to 8 minutes 15 years ago. Patients appear to be very appreciative of this.
- ii) **Bedside Manner** –patients appear to be very happy indeed with the way in which their GP listens to you, examines you, explains about your treatment or illness, answers your questions and involves you in your care.

**GPAQ Survey - Mean Scores Against Benchmark 2007
Care Outcomes**



- i) **Understanding your problems** – We believe it is important to see your own family GP whenever possible, to build a relationship with him/her, and that this plays an important part in our ability to understand and communicate with you and thus help you to understand your own problems and health concerns.

Conclusions & Feedback

- We are happy to receive such positive feedback from our patients
- We are not complacent, and understand the need to continuously strive to maintain our high standards
- We are open to suggestions in respect of service improvements
- We would very much welcome your feedback on the results of this survey – please use the online form provided!