

Victoria Road Surgery
50 Victoria Road
Worthing
West Sussex
BN11 1XE

PatientDynamics GPAQ Report (Combined)

Sunday 28 January 2018

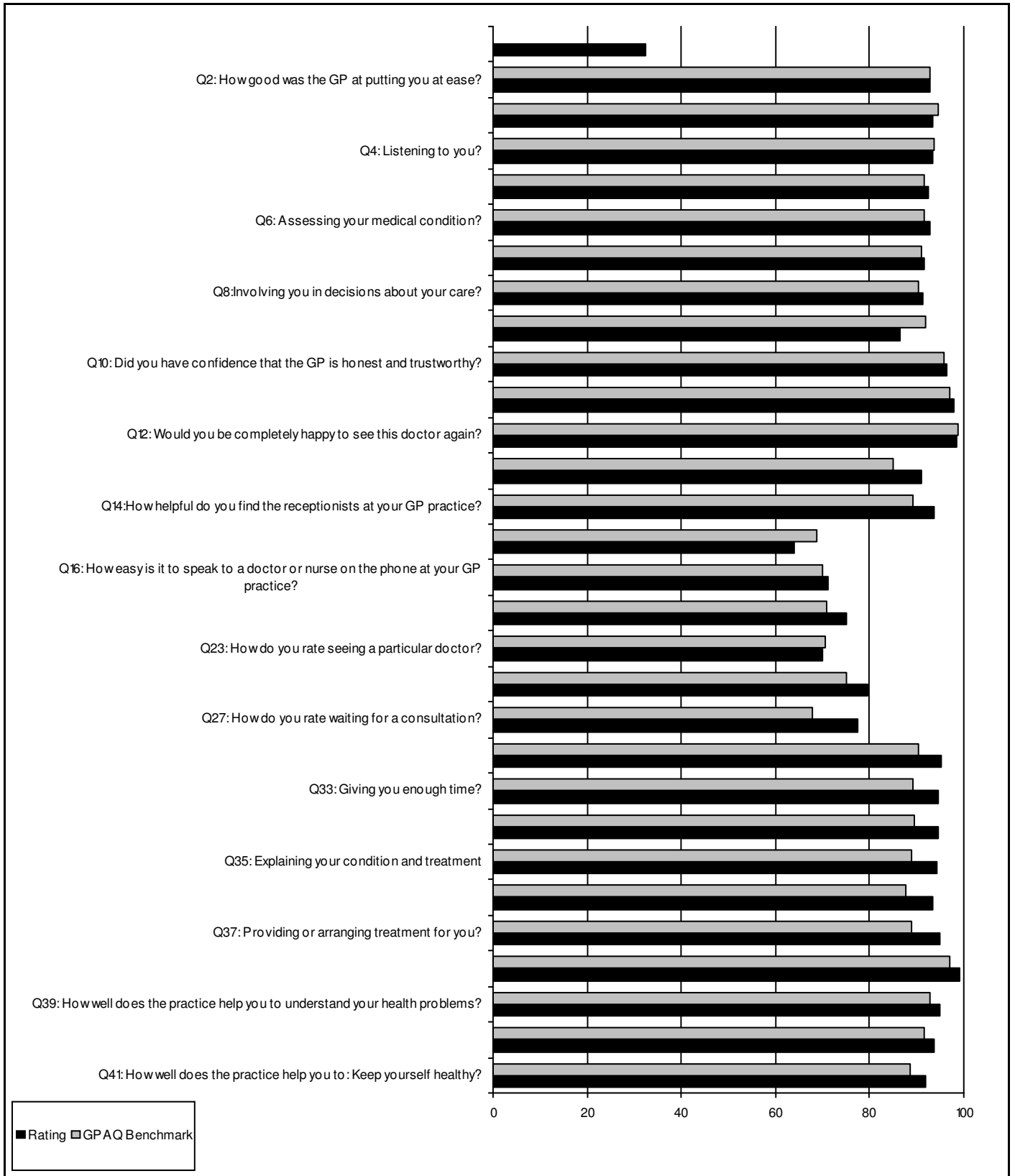
Victoria Road Surgery

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?	32	
Q2: How good was the GP at putting you at ease?	93	93
Q3: Being polite and considerate?	94	95
Q4: Listening to you?	93	94
Q5: Giving you enough time?	92	92
Q6: Assessing your medical condition?	93	92
Q7: Explaining your condition and treatment?	92	91
Q8: Involving you in decisions about your care?	91	91
Q9: Providing or arranging treatment for you?	87	92
Q10: Did you have confidence that the GP is honest and trustworthy?	96	96
Q11: Did you have confidence that the doctor will keep your information confidential?	98	97
Q12: Would you be completely happy to see this doctor again?	98	99
Q13 Overall how would you describe your experience of your GP surgery?	91	85
Q14: How helpful do you find the receptionists at your GP practice?	94	89
Q15: How easy is it to get through to someone at your GP practice on the phone?	64	69
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	71	70
Q19: How easy is it to book ahead in your practice?	75	71
Q23: How do you rate seeing a particular doctor?	70	71
Q25: How do you rate seeing any doctor?	80	75
Q27: How do you rate waiting for a consultation?	77	68
Q32: How good was the last nurse at putting you at ease?	95	90
Q33: Giving you enough time?	94	89
Q34: Listening to you?	95	90
Q35: Explaining your condition and treatment	94	89
Q36: Involving you in decisions about your care?	93	88
Q37: Providing or arranging treatment for you?	95	89
Q38: Would you be completely happy to see this nurse again?	99	97

Q39: How well does the practice help you to understand your health problems?	95	93
Q40: Cope with your health problems?	94	92
Q41: How well does the practice help you to: Keep yourself healthy?	92	89

Chart showing report ratings against benchmark



2. Report Questions

Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

		Number of Responses	% of Responses
1	Yes, definitely	196	67
2	Yes, probably	85	29
3	No, probably not	6	2
4	No, definitely not	3	1
5	Don't know	2	1
Question Total:		292	100

Q2: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	219	73
2	Good	69	23
3	Satisfactory	7	2
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	3	1
Question Total:		299	100

Q3: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	229	76
2	Good	60	20
3	Satisfactory	7	2
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	3	1
Question Total:		300	100

Q4: Listening to you?

		Number of Responses	% of Responses
1	Very good	229	77
2	Good	58	19
3	Satisfactory	6	2
4	Poor	3	1
5	Very poor	0	0
6	Does not apply	3	1
Question Total:		299	100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	218	73
2	Good	64	22
3	Satisfactory	8	3
4	Poor	3	1
5	Very poor	0	0
6	Does not apply	4	1
Question Total:		297	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	219	73
2	Good	63	21
3	Satisfactory	7	2
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	8	3
Question Total:		299	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	200	67
2	Good	77	26
3	Satisfactory	8	3
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	11	4
Question Total:		297	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	193	66
2	Good	77	26
3	Satisfactory	8	3
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	14	5
Question Total:		294	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	212	71
2	Good	61	20
3	Satisfactory	7	2
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	16	5
Question Total:		298	100

Q10: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	276	93
2	Yes, to some extent	21	7
3	No, not at all	0	0
4	Don't know / can't say	0	0
Question Total:		297	100

Q11: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	276	95
2	Yes to some extent	13	4
3	No, not at all	0	0
4	Don't know / can't say	3	1

Question Total:

292	100
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Q12: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	241	98
2	No	4	2

Question Total:

245	100
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Q13 Overall how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	188	64
2	Very good	86	29
3	Good	15	5
4	Fair	5	2
5	Poor	1	0
6	Very poor	0	0

Question Total:

295	100
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Q14: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	231	81
2	Fairly helpful	51	18
3	Not very helpful	2	1
4	Not at all helpful	0	0
5	Don't know	0	0

Question Total:

284	100
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Q15: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	72	25
2	Fairly easy	121	43
3	Not very easy	61	22
4	Not at all easy	16	6
5	Don't know	2	1
6	Haven't tried	11	4

Question Total:

283	100
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Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	73	26
2	Fairly easy	105	37
3	Not very easy	33	12
4	Not at all easy	5	2
5	Don't know	13	5
6	Haven't tried	54	19

Question Total:

283	100
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Q17: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	187	67
2	No	34	12
3	Don't know / never needed to	58	21

Question Total:

279	100
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Q18: How important is it to you to be able to book appointments ahead of time in your practice?

		Number of Responses	% of Responses
1	Important	234	86
2	Not Important	37	14

Question Total:

271	100
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Q19: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	86	31
2	Fairly easy	105	38
3	Not very easy	48	18
4	Not at all easy	10	4
5	Don't know	6	2
6	Haven't tried	19	7

Question Total:

274	100
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Q20: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	89	26
2	By phone	211	60
3	Online	49	14
4	Doesn't apply	0	0

Question Total:

349	100
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Q21: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	85	23
2	By phone	188	50
3	Online	100	27
4	Doesn't apply	4	1

Question Total:

377	100
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Q22: Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	97	35
2	2-4 days	45	16
3	5 days or more	79	29
4	I don't usually need to be seen quickly	35	13
5	Don't know never tried	18	7

Question Total:	274	100
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Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	73	27
2	Very good	64	24
3	Good	47	17
4	Fair	34	13
5	Poor	20	7
6	Very poor	5	2
7	Doesn't apply	27	10

Question Total:	270	100
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Q24: Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	162	61
2	2-4 days	47	18
3	5 days or more	29	11
4	I don't usually need to be seen quickly	13	5
5	Don't know never tried	13	5

Question Total:	264	100
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Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	102	39
2	Very good	76	29
3	Good	36	14
4	Fair	18	7
5	Poor	10	4
6	Very poor	1	0
7	Does not apply	17	7

Question Total:	260	100
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Q26: How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	92	34
2	5-10 minutes	113	42
3	11-20 minutes	47	17
4	21-30 minutes	12	4
5	More than 30 minutes	5	2
6	There was no set time for my consultation	1	0

Question Total:	270	100
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Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	95	35
2	Very good	85	31
3	Good	57	21
4	Fair	26	10
5	Poor	6	2
6	Very poor	1	0
7	Does not apply	3	1
Question Total:		273	100

Q28: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	246	93
2	No	12	5
3	Don't know	7	3
Question Total:		265	100

Q29: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	28	18
2	At lunchtime	17	11
3	After 6.30pm	34	22
4	On a Saturday	36	23
5	On a Sunday	16	10
6	None of these	24	15
Question Total:		155	100

Q30: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	142	55
2	No	110	43
3	There is usually only one doctor in my surgery	4	2
Question Total:		256	100

Q31: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	53	28
2	A lot of the time	54	28
3	Some of the time	60	32
4	Never or almost never	13	7
5	Not tried at this GP practice	10	5
Question Total:		190	100

Q32: How good was the last nurse at putting you at ease?

		Number of Responses	% of Responses
1	Very good	181	77
2	Good	41	17
3	Fair	0	0
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	12	5

Question Total:

235	100
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Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	177	76
2	Good	41	18
3	Fair	4	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	5

Question Total:

234	100
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Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	179	76
2	Good	38	16
3	Fair	5	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	5

Question Total:

234	100
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Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	169	73
2	Good	34	15
3	Fair	7	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	22	9

Question Total:

232	100
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Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	153	66
2	Good	40	17
3	Fair	5	2
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	33	14

Question Total:

232	100
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Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	162	70
2	Good	33	14
3	Fair	1	0
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	32	14
Question Total:		230	100

Q38: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	217	99
2	No	2	1
Question Total:		219	100

Q39: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	238	88
2	Unsure	21	8
3	Not very well	3	1
4	Does not apply	7	3
Question Total:		269	100

Q40: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	229	85
2	Unsure	22	8
3	Not very well	5	2
4	Does not apply	13	5
Question Total:		269	100

Q41: How well does the practice help you to: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	212	80
2	Unsure	34	13
3	Not very well	3	1
4	Does not apply	17	6
Question Total:		266	100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	85	31
2	Female	192	69
Question Total:		277	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	6	2
2	16-44	96	35
3	45-64	80	29
4	65-74	48	17
5	75+	47	17
Question Total:		277	100

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

		Number of Responses	% of Responses
1	Yes	166	61
2	No	78	29
3	Don't know / can't say	29	11
Question Total:		273	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	264	95
2	Black or Black British	3	1
3	Asian or Asian British	3	1
4	Mixed	4	1
5	Chinese	0	0
6	Other ethnic group	3	1
Question Total:		277	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	125	45
2	Unemployed and looking for work	10	4
3	At school or in full-time education	6	2
4	Unable to work due to long term sickness	18	7
5	Looking after your home/family	21	8
6	Retired from paid work	89	32
7	Other	7	3
Question Total:		276	100

This report is based on a total of 300 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

Helpful friendly practice

Good staff, great doctors, easy to get appointment

Doctors are open and give time

Everyone friendly and welcoming

Much better than my previous doctor

Practice very efficient, staff friendly

The good care received

Doctors and nurses caring and understanding

Staff lovely and helpful, always get appointment

Friendly staff and doctors easy to talk to

Always had a good service from this practice

In the process of moving my family to the surgery

Friendly, efficient service, can get appointment

Always friendly and informative

Recommended the surgery to my brother

At this surgery, an appointment is always possible

Always been extremely helpful, polite and friendly

Speed and ease

All staff very polite

Always polite, considerate and caring

Very happy with service received

Very polite, helpful and considerate

Always had a professional and pleasant experience

Never had a bad experience

One of the best surgeries in Worthing. Consistent

Approachable and professional

The surgery has two good GPs

Very friendly and helpful

Dr Butler acted swiftly to refer me. Excellent

They are all helpful and caring. Clean surgery

Very good GP

Everyone is always so helpful and knowledgeable

New patient, but so far very impressed

Dr Butler saved my life, transferred to hospital

On time, easy to get prescription online, friendly

I always have my issues resolved

Nice staff, good doctors

A lovely caring surgery

Doctor makes me feel at ease

Staff very attentive and kind

Very friendly, easy to make appointment

This surgery is amazing

Very helpful, prompt service. Kind, caring doctors

Good surgery, always helpful

Dr Bulter very kind and efficient

Nearly always had good care

I find them very kind

Very understanding

Because they're really good

Good service and quality of care

Good friendly service

Doctors and nurses are always helpful

Service levels are good

Very helpful

Excellent care 99% of the time

Usually a good service

They are the best

Helpful and polite staff

Dr is very patient and understanding

I've been treated with respect

Thorough examination

Helpful and understanding drs and staff

Excellent care from doctors

Very good and efficient

Surgery can be hit and miss. Reception staff rude

I have no complaints so far

Drs are friendly and patient

Good service at reception

All staff seem to be helpful

Reception staff outstanding, no issue with doctors

My treatment has allowed me to enjoy later years

They are the best

Doctor has always given me the best care

Truly amazing GP

Take time to listen to you and care

They are good

Dr Woolley has helped me over the years

Great surgery, very friendly and helpful

This doctor is caring

Always had excellent care

The doctor was thorough

Friendly staff, very helpful, always listen

Can normally get an appointment within a few days

Dr Woolley best at surgery

Always get an appointment, friendly reception

Very supported by Dr Woolley

First GP to diagnose my PCOS properly

Dr Woolley excellent GP

Long wait today

Quality of care and support

I have always felt like they really listen

Everyone is very kind and professional

Lovely, friendly people

I think we cannot get better elsewhere

Excellent service over 40 years at the surgery

Excellent care

Never had a problem

Very friendly and helpful when you get appointment

Polite/helpful staff. Doctors are attentive

Good at patient care

All doctors have been really good to me

Sometimes difficult to get an appointment

Prompt, friendly surgery. Helpful staff

Overall care and attention is good

Very helpful with all problems

Overall positive experience

Received good care

I got the help I wanted

Generally speaking, been very well treated

Although things have improved, I had misdiagnosis

We always have good care

I was seen quickly

Always been treated well and have faith in staff

The surgery is very good, always get appointments

Very good at explaining the issues

I had no problems getting appointments on the day

They are so busy so difficult to get appointment

Coming here a long time, very good with children

Not ever had a problem getting appointment

Choice of two surgeries

Very good service

Care and consideration to your needs.

Thorough

Level of care can be hit and miss

Very helpful, follow up results given promptly

Very kind and helpful

Explains everything

He really knows his stuff in respect of asthma

Always able to get appointment and time is prompt

Nice staff. Always got appointment when needed

The response to patients needs not satisfactory

Very helpful, doctors are very good

Good surgery. Easy to get appointment.

Had extremely good service for over 20 years

Good service, kind, helpful and efficient staff

Willing to see patients, thorough and polite

It's not something my friends really ask

Generally good access and service

They are always helpful and in your corner

Really like this surgery, near to home

Always very helpful

Q13A: Please add any comments about the GP

Jolly good

Excellent

Very easy to talk to

Reassuring and engaging

Very good within time restraints of appointments

I have complete trust in this doctor

Couldn't wish for a better doctor

Very understanding and attentive

Visit was to nurse today, very good experience

Feel consultation was rushed but seen promptly

Very caring

Very helpful and informative

GP was good, thanks.

I left happy and feel well taken care of

Do have to wait a long time to see my doctor

Easy to talk to and helps you relax

I would recommend this doctor

Time of day depends on how long you wait

Very friendly and professional

Dr is patient and caring

Always cheerful and welcoming

Very Kind and compassionate

Very understanding

Never dread an appt with this doctor

Seen Dr Haque many times- fantastic doctor

Dr Haque is very able and remembers my history

Very good doctor

Would be better if didn't have to wait so long

The best doctor, takes time to listen

Always helpful

Always calm so puts me at ease

Always taken time to listen, feel reassured

Excellent surgery, would like to book ahead though

Compassionate and helpful

Its like visiting a friend

Excellent

Dr Butler listened to me, very empathetic.

All good

Really pleased for explanation and help

Very good with poorly 3 year old, put him at ease

I have seen many GP's at surgery, all good

100%, perfect GP

Dr Butler always listens, then discusses or explain

She was one of the best doctors I have ever seen

The GP's at this surgery are the best in the area

Only one doctor I would not recommend

I will be sad to see Dr Butler leave the surgery

Exceptional doctor

Listened very well, gave me insightful information

Amazing here, cannot fault them

Kind and reassuring

Dr Woolley is excellent and good with my children

Always easy to talk to. Listens, you feel relaxed

Fantastic doctor

Was listened to

Excellent GP

Great doctor but can't get an appointment

Difficult to get an appointment with her

Generally good

Very good, so have to wait for appointment

Very happy, but appointments should run to time

You could not find a better GP

Would like to see the same GP, all good

Very caring and had regular contact

Very understanding

Kind and reassuring

Like the doctor

I refuse to see Dr Price

Nice man

Very good, helpful and professional

I have confidence he is assessing best options

Sometimes hard to get appointments

Dr Sandhu listened and was sympathetic

So very kind and helpful

Usually anxious, but Dr Woolley puts me at ease
