

Triangle Group Practice

Contact Details

DES Patient Survey Report 2013 -2014

Client

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Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively. Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

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Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

- Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, a score of 80 plus is usually achievable.
- Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.
- Your scores out of 100 for the rated questionnaires enables you to look at the strong and weak areas for each topic area.
- Frequency tables for each question- where you can see exactly how your patients responded to each question.
- Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enables faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

175 replies were received and analysed

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Helpfulness of the receptionists

Counts Analysis % Responses	
Base	200 100.0%
Mean	92.01
How helpful do you find the receptionists at your GP practice	
Very helpful	138 69.0%
Fairly helpful	55 27.5%
Not very helpful	4 2.0%
Not at all helpful	- -
Don't know	3 1.5%

Ease of getting through to the practice on the telephone

Counts Analysis % Responses	
Base	197 100.0%
Mean	68.65
How easy is it to get through to someone aty our GP practice	
Very easy	42 21.3%
Fairly easy	88 44.7%
Not very easy	38 19.3%
Not at all easy	17 8.6%

Ease of getting through to the practice on the telephone

Ease of speaking to a doctor or nurse on the phone

Counts Analysis % Responses	
Base	196 100.0%
Mean	68.75
How easy is it to speak to a doctor or nurse on the phone...	
Very easy	34 17.3%
Fairly easy	28 14.3%
Not very easy	22 11.2%
Not at all easy	12 6.1%

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Ease of speaking to a doctor or nurse on the phone

Seeing a Gp urgently

Counts Analysis % Responses	
Base	191 100.0%
If you need to see a GP urgently, can you normally get se...	
Yes	109 57.1%
No	46 24.1%
Don't know / never needed to	36 18.8%

Seeing a Gp urgently - exluding those who didn't need to

Importance of booking ahead

Counts Analysis % Responses	
Base	155 100.0%
If you need to see a GP urgently, can you normally get se...	
Yes	109 70.3%
No	46 29.7%
Don't know / never needed to	- -

Counts Analysis % Responses	
Base	196 100.0%
How important is it to you to be able to book appointment...	
Important	173 88.3%
Not important	23 11.7%

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Ease of booking ahead

Counts Analysis % Responses	
Base	201 100.0%
Haven't tried	14 7.0%
How easy is it to book ahead in your GP practice?	
Very easy	41 20.4%
Fairly easy	76 37.8%
Not very easy	47 23.4%
Not at all easy	19 9.5%
Don't know	4 2.0%

Ease of booking ahead

Booking appointments in the practice

Counts Analysis % Responses	
Base	242 100.0%
How do you normally book your appointments at your GP pra...	
In person	56 23.1%
By phone	172 71.1%
Online	14 5.8%
Doesn't apply	- -

Preferred method of booking appointments in the practice

Counts Analysis % Responses	
Base	292 100.0%
Which of the following methods would you prefer to use to...	
In person	60 20.5%
By phone	162 55.5%
Online	69 23.6%
Doesn't apply	1 0.3%

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Awareness of online appointment booking

Counts Analysis % Responses	
Base	197 100.0%
Are you aware that appointments can be made online via th...	
Yes	97 49.2%
No	100 50.8%

Usually seen by particular Doctor

Counts Analysis % Responses	
Base	193 100.0%
How quickly do you usually get an appointment?	
Same day or next day	99 51.3%
2-4 days	39 20.2%
5 days or more	29 15.0%
I Don't usually need to be seen quickly	10 5.2%
Don't know , never tried	16 8.3%

Usually seen by ANY Doctor

Counts Analysis % Responses	
Base	191 100.0%
How quickly do you usually get get an appointment?	
Same day or next day	127 66.5%
2-4 days	33 17.3%
5 days or more	18 9.4%
I Don't usually need to be seen quickly	7 3.7%
Don't know , never tried	6 3.1%

Convenience of the opening times

Counts Analysis % Responses	
Base	200 100.0%
Is your GP practice currently open attimes that are conv...	
Yes	177 88.5%
No	17 8.5%
Don't know	6 3.0%

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Awarenesse of the opening times

Counts Analysis % Responses	Base		
		Yes	No
Base	350	182 52.0%	168 48.0%
Before 8am	191	102 53.4%	89 46.6%
After 6.30pm	159	80 50.3%	79 49.7%

Speaking to a particular GP

Counts Analysis % Responses	
Base	150 100.0%
Is there a particular GP you usually prefer to see or speak to.	
Yes	90 60.0%
No	60 40.0%

Speaking to the preferred GP

Counts Analysis % Responses	
Base	145 100.0%
How often do you see or speak to the GP you prefer?	
Always or almost always	31 21.4%
A lot of the time	28 19.3%
Some of the time	52 35.9%
Never or almost never	9 6.2%
Not tried at this GP practice	25 17.2%

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Speaking to the preferred GP

Counts Analysis % Responses	
Base	120 100.0%
Mean	48.33
How often do you see or speak to the GP you prefer?	
Always or almost always	31 25.8%
A lot of the time	28 23.3%
Some of the time	52 43.3%
Never or almost never	9 7.5%
Not tried at this GP practice	- -

GP attributes of care - all visits

Counts Analysis % Responses	Base	Mean						
			Very good	Good	Fair	Poor	Very poor	Does not apply
Base	1316	81.71	592 45.0%	467 35.5%	199 15.1%	17 1.3%	6 0.5%	35 2.7%
Building your confidence and trust	190	81.25	84 44.2%	75 39.5%	25 13.2%	4 2.1%	1 0.5%	1 0.5%
Asking about your symptoms	188	81.39	84 44.7%	69 36.7%	28 14.9%	3 1.6%	1 0.5%	3 1.6%
Giving you enough time	189	80.51	82 43.4%	67 35.4%	35 18.5%	2 1.1%	1 0.5%	2 1.1%
Listening to you	190	82.98	90 47.4%	72 37.9%	24 12.6%	2 1.1%	1 0.5%	1 0.5%
Explaining tests and treatments	188	80.82	81 43.1%	61 32.4%	31 16.5%	3 1.6%	1 0.5%	11 5.9%
Involving you in decisions about your care	184	81.03	78 42.4%	59 32.1%	31 16.8%	2 1.1%	- -	14 7.6%
Treating you with care and concern	187	83.88	93 49.7%	64 34.2%	25 13.4%	1 0.5%	1 0.5%	3 1.6%

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GP seen

Counts Analysis % Responses	
Base	170 100.0%
If you know the name of the GP you last saw ,please write...	
Dr Fahme Hama	51 30.0%
Dr Sarah Bell	37 21.8%
Dr Bina Pai	54 31.8%
Dr Marden Karder	28 16.5%

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Nurses - attributes of care

Counts Analysis % Responses	Base	Mean						
			Very good	Good	Fair	Poor	Very poor	Does not apply
Base	723	90.22	451 62.4%	196 27.1%	31 4.3%	2 0.3%	1 0.1%	42 5.8%
Building your confidence and trust	127	91.60	82 64.6%	34 26.8%	3 2.4%	-	1 0.8%	7 5.5%
Giving you enough time	121	90.00	76 62.8%	34 28.1%	4 3.3%	1 0.8%	-	6 5.0%
Listening to you	121	90.22	77 63.6%	31 25.6%	7 5.8%	-	-	6 5.0%
Explaining tests and treatments	119	89.64	72 60.5%	32 26.9%	7 5.9%	-	-	8 6.7%
Involving you in decisions about your care	116	88.79	67 57.8%	34 29.3%	5 4.3%	1 0.9%	-	9 7.8%
Treating you with care and concern	119	90.93	77 64.7%	31 26.1%	5 4.2%	-	-	6 5.0%

Website - user friendly

Counts Analysis % Responses	
Base	160 100.0%
Do you feel the GP practice website is user friendly?	
Very user friendly	17 10.6%
Fairly user friendly	36 22.5%
Not very user friendly	7 4.4%
Not at all user friendly	6 3.8%
Don't know	23 14.4%
Haven't tried	71 44.4%

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Ordering prescriptions online

Counts Analysis % Responses	
Base	198 100.0%
How easy is it to order repeat prescriptions?	
Very easy	88 44.4%
Fairly easy	45 22.7%
Not very easy	4 2.0%
Not at all easy	2 1.0%
Don't know	9 4.5%
Haven't tried	50 25.3%

Ordering prescriptions online - users of the site

Counts Analysis % Responses	
Base	139 100.0%
Mean	80.22
How easy is it to order repeat prescriptions?	
Very easy	88 63.3%
Fairly easy	45 32.4%
Not very easy	4 2.9%
Not at all easy	2 1.4%

Preferred method of ordering prescriptions

Counts Analysis % Responses	
Base	181 100.0%
By which of the following methods do you prefer to order ...	
In person	89 49.2%
By phone	34 18.8%
Online	22 12.2%
Doesn't apply	36 19.9%

Awareness of ordering prescriptions online

Counts Analysis % Responses	
Base	189 100.0%
Are you aware that you are able to order repeat prescript...	
Yes	60 31.7%
No	94 49.7%
Doesn't apply	35 18.5%

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Providing what you expect

Counts	Analysis %	Responses
	Base	194 100.0%
Overall, how would you describe your experience of your G...		
Excellent	48	24.7%
Very good	80	41.2%
Good	49	25.3%
Fair	17	8.8%

Have you heard of the Lewisham Clinical Commissioning Group?

Counts	Analysis %	Responses
	Base	47 100.0%
Mean		
		19.15
Standard Error		
		5.74
Have you heard of the Lewisham Clinical Commissioning Gr...		
Yes	9	19.1%
No	38	80.9%

Do you know what Lewisham CCG does?

Counts	Analysis %	Responses
	Base	196 100.0%
Mean		
		13.41
Standard Error		
		2.66
Do you know what Lewisham CCG does?		
Yes	22	11.2%
No	142	72.4%
Not sure	32	16.3%

Overall experience of the GP surgery

Counts	Analysis %	Responses
	Base	194 100.0%
Mean		
		68.30
Overall, how would you describe your experience of your G...		
Excellent	48	24.7%
Very good	80	41.2%
Good	49	25.3%
Fair	17	8.8%

...

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Likelyhood of recommending this surgery

Likelyhood of recommending this surgery

Counts Analysis % Responses	
Base	195 100.0%
Don't know	9 4.6%
Would you recommend your GP surgery to someone who has ju...	
Yes, definitely	111 56.9%
Yes, probably	62 31.8%
No, probably not	12 6.2%
No, definitely not	1 0.5%

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General comments about the Triangle Group Practice

Finally, please add any other comments you would like to ...

Have been with the practice since 1986 and I like the care. GPs tend to stay so you can build up a relationship. Reception are also friendly.

needs to be more ssensitive and aware of your situation before you come.

I am very satisfied.

the surgery needs a plan for patients with chronic conditions.

I am very satisfied with the staff and practice.

The practice has good doctors but all too often family memebers have been sent away with a later date to have a check up with someone else.

would just like to say what lovely and wonderful people work here

I havent had any inconveniences - thanks

I often have to chase up appointments for my baby and when we are told that we have been contated we often havent. However, the emergency childrens appointments are really good and one of the reasons that we remain at the surgery.

it has taken four weeks to find an appointment online that I was able to attend. More evening appointmets would be good for those who work.

if you ring in the afternoon for an appointment the following day, you always need to ring back the following morning. However, staff always find you an appointment the second time you call. Would be helpful to know in advance.

My doctor has been very helpful. An issue is calling to cancel appointmnets because the line is always busy.

The maintanance of the surgery is now much better after the upgrade.

Personal experience has varied over the past three years. I am worried that personal information is loudly announced by receptionists talking my phone call or booking my appointment. I am also a carer of an elderly relative and the care for her has been worse in the last few years.

Although the service is good, making appointments is difficult.

The receptionist could be more polite when booking appointments.

The some doctors are excellent whereas others do not listen or give enough time. The problem with the surgery is booking the appointments in advance. To see a doctor on the same day you have to keep phoning. The receptionists can be rude and dismissive and can make you feel a nuisance.

happy with the service

the staff are very helpful

I am disappointed with the appointment system but I am happy with my doctor.

I was disappointed at the way my daughter was treated when she had an injection that she was very nervous about.

the nurse I saw for my daughter's twelve week vaccinations was awful.

I strongly believe that I am receiving the very best care. Thank you.

I moved here recently and I have been very pleased with the surgery.

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General comments about the Triangle Group Practice

Finally, please add any other comments you would like to ...

When waiting to see the doctor or nurse, tea or coffee would be lovely.

Sometimes ten minutes isnt enough time for a full consultation and it is very hard to get through on the phone. I was unaware of an online booking system.

this could be helpful to certain people if when booking an appointment, the receptionist would ask if there was any particular GP the patient would like to be seen by as some people do not know that it is possible to ask to see a GP of their choice

The staff on the front desk are so friendly and helpful. The nurse also helped me. It is so hard sometimes to get through to get appointments.

All staff are 100% good

The nurse speaks too fast for me to understand but she is great! Thanks

Getting appointments is a bit hit and miss.

Pain management should be considered different for each individual

I find it hard to get through on the phone and when I last checked online for appointments, there weren't any there

I would like it to be possible to arrange more convenient times to see the doctor. I am sure that your service can be improved.

the reception staff have been very helpful when I have called.

I think the practice is very good

making appointments is difficult

I have been satisfied with the practice

I am a new patient and I am happy with my new GP. She was very easy to speak to. I think that it would be good to book appointments online in the future.

I have been with the practice for a long time and even though there have been many changes I have remained happy with the service. Thank you.

I never get through on the phone.

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Gender of patients responding

Counts Analysis % Responses	
Base	198 100.0%
Are you ?	
Male	73 36.9%
Female	125 63.1%

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Age of patients responding

Counts Analysis % Responses	
Base	198 100.0%
How old are you?	
16 to 44	96 48.5%
45 to 64	80 40.4%
65 to 74	14 7.1%
75 or over	8 4.0%

Long-standing health condition

Counts Analysis % Responses	
Base	184 100.0%
Do you have a long term health condition or disability?	
Yes	65 35.3%
No	119 64.7%

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Ethnicity of people responding to the survey

Counts Analysis % Responses	
Base	190 100.0%
What is your ethnic group?	
White	112 58.9%
Black or Black British	38 20.0%
Asian or Asian British	15 7.9%
Mixed	10 5.3%
Chinese	2 1.1%
Other ethnic group	13 6.8%