

Horne Street Surgery
Horne Street
Halifax
West Yorkshire
HX1 5UA

GPAQ-R & Family and Friends Patient Survey

Tuesday 15 March 2016

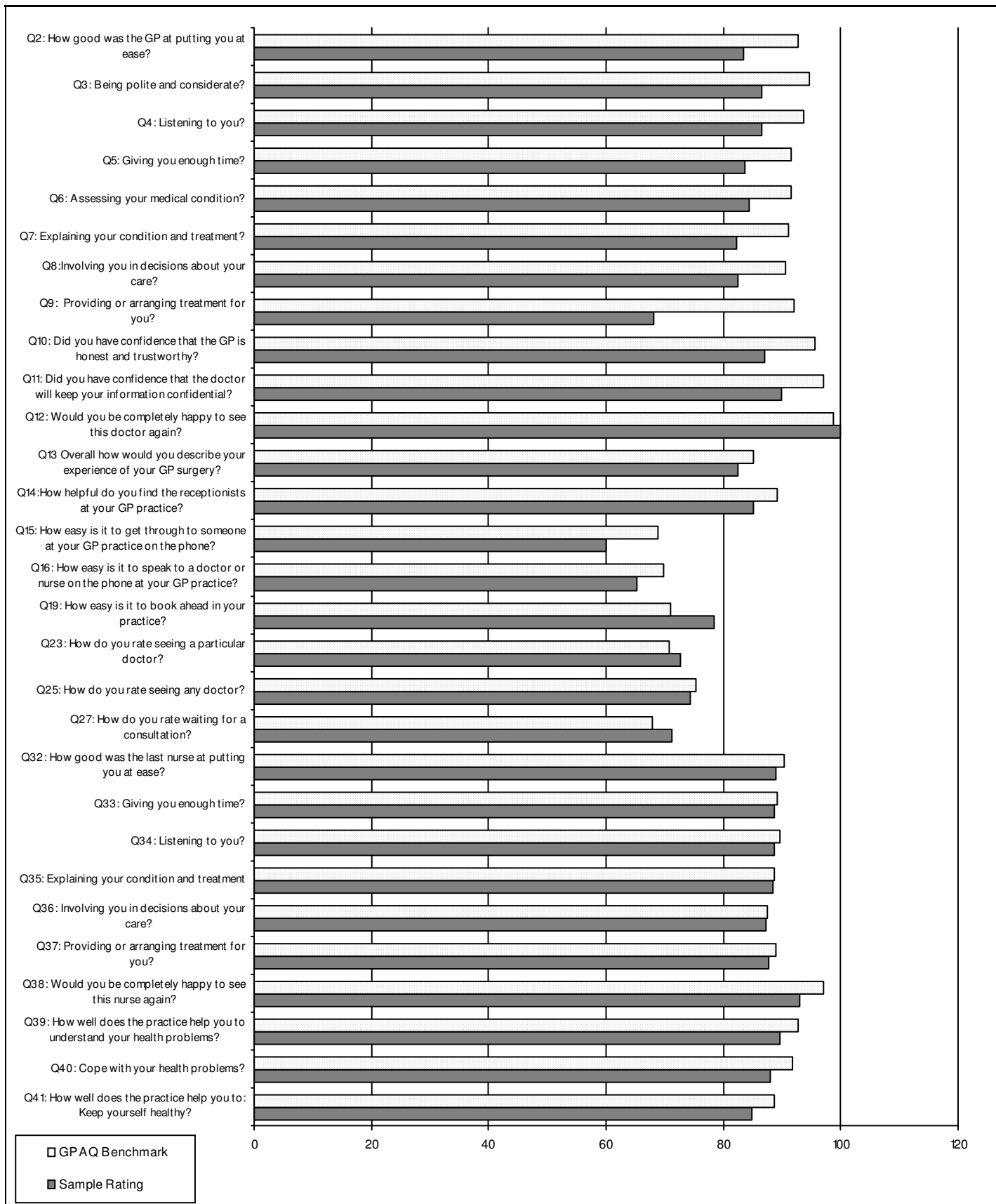
Horne Street Surgery

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?	54	
Q2: How good was the GP at putting you at ease?	84	93
Q3: Being polite and considerate?	87	95
Q4: Listening to you?	87	94
Q5: Giving you enough time?	84	92
Q6: Assessing your medical condition?	84	92
Q7: Explaining your condition and treatment?	82	91
Q8: Involving you in decisions about your care?	82	91
Q9: Providing or arranging treatment for you?	68	92
Q10: Did you have confidence that the GP is honest and trustworthy?	87	96
Q11: Did you have confidence that the doctor will keep your information confidential?	90	97
Q12: Would you be completely happy to see this doctor again?	100	99
Q13 Overall how would you describe your experience of your GP surgery?	82	85
Q14: How helpful do you find the receptionists at your GP practice?	85	89
Q15: How easy is it to get through to someone at your GP practice on the phone?	60	69
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	65	70
Q19: How easy is it to book ahead in your practice?	78	71
Q23: How do you rate seeing a particular doctor?	73	71
Q25: How do you rate seeing any doctor?	74	75
Q27: How do you rate waiting for a consultation?	71	68
Q32: How good was the last nurse at putting you at ease?	89	90
Q33: Giving you enough time?	89	89
Q34: Listening to you?	89	90

Q35: Explaining your condition and treatment	88	89
Q36: Involving you in decisions about your care?	87	88
Q37: Providing or arranging treatment for you?	88	89
Q38: Would you be completely happy to see this nurse again?	93	97
Q39: How well does the practice help you to understand your health problems?	90	93
Q40: Cope with your health problems?	88	92
Q41: How well does the practice help you to: Keep yourself healthy?	85	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	91	45
2	Yes, probably	85	42
3	No, probably not	19	9
4	No, definitely not	2	1
5	Don't know	4	2
Question Total:		201	100

Q2: How good was the GP at putting you at ease?		Number of Responses	% of Responses
1	Very good	88	44
2	Good	94	47
3	Satisfactory	16	8
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	1	0
Question Total:		201	100

Q3: Being polite and considerate?		Number of Responses	% of Responses
1	Very good	106	53
2	Good	82	41
3	Satisfactory	11	5
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	1	0
Question Total:		201	100

Q4: Listening to you?		Number of Responses	% of Responses
1	Very good	115	57
2	Good	69	34
3	Satisfactory	15	7
4	Poor	2	1
5	Very poor	1	0
6	Does not apply	1	0
Question Total:		203	100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	101	50
2	Good	75	37
3	Satisfactory	19	9
4	Poor	3	1
5	Very poor	2	1
6	Does not apply	1	0
Question Total:		201	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	99	49
2	Good	81	40
3	Satisfactory	14	7
4	Poor	4	2
5	Very poor	1	0
6	Does not apply	2	1
Question Total:		201	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	93	46
2	Good	78	39
3	Satisfactory	26	13
4	Poor	3	1
5	Very poor	1	0
6	Does not apply	1	0
Question Total:		202	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	91	46
2	Good	75	38
3	Satisfactory	26	13
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	4	2
Question Total:		199	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	89	44
2	Good	82	41
3	Satisfactory	20	10
4	Poor	4	2
5	Very poor	1	0
6	Does not apply	5	2
Question Total:		201	100

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

		Number of Responses	% of Responses
1	Yes, definitely	150	75
2	Yes, to some extent	48	24
3	No, not at all	2	1
4	Don't know / can't say	1	0
Question Total:		201	100

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

		Number of Responses	% of Responses
1	Yes, definitely	156	80
2	Yes to some extent	37	19
3	No, not at all	1	1
4	Don't know / can't say	1	1
Question Total:		195	100

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

		Number of Responses	% of Responses
1	Yes	149	100
2	No	0	0
Question Total:		149	100

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

		Number of Responses	% of Responses
1	Excellent	94	48
2	Very good	51	26
3	Good	36	18
4	Fair	14	7
5	Poor	2	1
6	Very poor	0	0
Question Total:		197	100

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

		Number of Responses	% of Responses
1	Very helpful	120	61
2	Fairly helpful	69	35
3	Not very helpful	7	4
4	Not at all helpful	2	1
5	Don't know	0	0

Question Total:

198	100
-----	-----

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	58	29
2	Fairly easy	72	37
3	Not very easy	36	18
4	Not at all easy	31	16
5	Don't know	0	0
6	Haven't tried	0	0

Question Total:

197	100
-----	-----

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	72	37
2	Fairly easy	63	32
3	Not very easy	32	16
4	Not at all easy	24	12
5	Don't know	1	1
6	Haven't tried	5	3

Question Total:

197	100
-----	-----

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	118	62
2	No	61	32
3	Don't know / never needed to	12	6

Question Total:

191	100
-----	-----

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	160	86
2	Not Important	26	14

Question Total:

186	100
-----	-----

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

		Number of Responses	% of Responses
1	Very easy	74	38
2	Fairly easy	76	39
3	Not very easy	30	16
4	Not at all easy	8	4
5	Don't know	1	1
6	Haven't tried	4	2
Question Total:		193	100

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

		Number of Responses	% of Responses
1	In person	87	38
2	By phone	142	62
3	Online	1	0
4	Doesn't apply	0	0
Question Total:		230	100

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	68	29
2	By phone	131	57
3	Online	29	13
4	Doesn't apply	3	1
Question Total:		231	100

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	105	54
2	2-4 days	55	28
3	5 days or more	24	12
4	I don't usually need to be seen quickly	4	2
5	Don't know never tried	5	3
Question Total:		193	100

Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	60	32
2	Very good	42	23
3	Good	46	25
4	Fair	22	12
5	Poor	7	4
6	Very poor	4	2
7	Doesn't apply	5	3
Question Total:		186	100

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	112	60
2	2-4 days	51	27
3	5 days or more	11	6
4	I don't usually need to be seen quickly	7	4
5	Don't know never tried	7	4
Question Total:		188	100

Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	63	34
2	Very good	54	29
3	Good	33	18
4	Fair	14	7
5	Poor	12	6
6	Very poor	4	2
7	Does not apply	7	4
Question Total:		187	100

Q26:How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	38	21
2	5-10 minutes	89	48
3	11-20 minutes	46	25
4	21-30 minutes	5	3
5	More than 30 minutes	5	3
6	There was no set time for my consultation	2	1
Question Total:		185	100

Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	49	26
2	Very good	59	32
3	Good	39	21
4	Fair	24	13
5	Poor	10	5
6	Very poor	3	2
7	Does not apply	1	1
Question Total:		185	100

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

		Number of Responses	% of Responses
1	Yes	147	83
2	No	21	12
3	Don't know	9	5
Question Total:		177	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	35	25
2	At lunchtime	46	33
3	After 6.30pm	23	16
4	On a Saturday	19	14
5	On a Sunday	10	7
6	None of these	7	5
Question Total:		140	100

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

		Number of Responses	% of Responses
1	Yes	120	68
2	No	50	28
3	There is usually only one doctor in my surgery	6	3
Question Total:		176	100

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

		Number of Responses	% of Responses
1	Always or almost always	78	48
2	A lot of the time	40	25
3	Some of the time	40	25
4	Never or almost never	3	2
5	Not tried at this GP practice	2	1

Question Total:

163	100
-----	-----

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

		Number of Responses	% of Responses
1	Very good	110	63
2	Good	47	27
3	Fair	11	6
4	Poor	1	1
5	Very poor	1	1
6	Does not apply	5	3

Question Total:

175	100
-----	-----

Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	109	62
2	Good	50	28
3	Fair	8	5
4	Poor	4	2
5	Very poor	0	0
6	Does not apply	5	3

Question Total:

176	100
-----	-----

Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	111	63
2	Good	48	27
3	Fair	7	4
4	Poor	5	3
5	Very poor	0	0
6	Does not apply	5	3

Question Total:

176	100
-----	-----

Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	108	62
2	Good	46	26
3	Fair	10	6
4	Poor	4	2
5	Very poor	0	0
6	Does not apply	6	3
Question Total:		174	100

Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	101	58
2	Good	51	29
3	Fair	8	5
4	Poor	6	3
5	Very poor	0	0
6	Does not apply	7	4
Question Total:		173	100

Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	103	59
2	Good	50	29
3	Fair	7	4
4	Poor	6	3
5	Very poor	0	0
6	Does not apply	8	5
Question Total:		174	100

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

		Number of Responses	% of Responses
1	Yes	158	93
2	No	12	7
Question Total:		170	100

Q39: How well does the practice help you to understand your health problems?		Number of Responses	% of Responses
1	Very well	147	81
2	Unsure	23	13
3	Not very well	7	4
4	Does not apply	4	2
Question Total:		181	100

Q40: Cope with your health problems?		Number of Responses	% of Responses
1	Very well	139	79
2	Unsure	23	13
3	Not very well	9	5
4	Does not apply	6	3
Question Total:		177	100

Q41: How well does the practice help you to: Keep yourself healthy?		Number of Responses	% of Responses
1	Very well	130	73
2	Unsure	27	15
3	Not very well	12	7
4	Does not apply	8	5
Question Total:		177	100

Q42: Gender: Are you?		Number of Responses	% of Responses
1	Male	68	37
2	Female	116	63
Question Total:		184	100

Q43: How old are you?		Number of Responses	% of Responses
1	0-16	20	11
2	16-44	124	69
3	45-64	25	14
4	65-74	8	4
5	75+	2	1
Question Total:		179	100

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

		Number of Responses	% of Responses
1	Yes	53	33
2	No	93	58
3	Don't know / can't say	13	8
Question Total:		159	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	19	11
2	Black or Black British	0	0
3	Asian or Asian British	153	85
4	Mixed	2	1
5	Chinese	0	0
6	Other ethnic group	5	3
Question Total:		179	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	55	31
2	Unemployed and looking for work	18	10
3	At school or in full-time education	27	15
4	Unable to work due to long term sickness	9	5
5	Looking after your home/family	45	25
6	Retired from paid work	8	4
7	Other	18	10
Question Total:		180	100

This report is based on a total of 208 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

Because the doctors are very helpful.

All staff and doctors are affordable.

Very good.

Very hard to get an appointment out of school hours for those that work.

Very hard to get appointment to phone hold the phone 50-60.

When you get an appointment the doctors are very good it's difficult to get an appointment as its too busy.

When you ring for a appointment your call doesn't get answered.

While people are trying to make appointments you answer after a long while.

As very helpful and reassuring.

Because if you, want an appointment on the day you have to call in at 8:00 am & sometimes that's not possible, & if you ring you could be on hold for a half on her which is unacceptable.

Because of politeness of staff also very good doctors.

Very comfortable surroundings & lovely staff who are always helpful and friendly. I am very happy with the services and treatment received.

Because sometimes its hard to get hold of a an appointment when really need be.

They don't live around here and probably won't.

Because they are good at their job.

Because they give you excellent treatment, and also give you a cure.

Because whenever an appointment is asked for it is given and treated properly.

Because you get your illness seen to.

Because you usually get seen the same day.

Cause they are very well organised & give the best care & treatment. So I no who I recommend will be looked after.

Don't get appointments, when needed.

Dr's are really good.

Everyone is different. Some people cannot wait weeks for an appointment.

Excellent nurse in VGL & Dr Niazi.

Extremely good service.

Because of the kind loving, caring and respectful staff who are really friendly and helpful.

Love the service.

Always effective and efficient in taking care of my needs.

Always happy to help.

Always welcomed by reception staff friendly & polite.

An staff and doctor are good and polite. However some times the waiting time is a little too long. Also it could be hard at times to get an appointment on the same day.

Appropriate advice and course of treatment whenever needed.

I recommend my GP practice to my friends & family.

Its a good practice, despite all the social problems they have to deal with.

Its always good service at reception and you get to see doctor. Quite quicker.

Just a flu jab.

Like the service.

Very good.

Long waiting time, very difficult to get appointments.

Friendly staff willing to help clean environment.

Lovely staff always happy to help.

Make time and understand your needs even if you don't see them regular they put you first.

Never get into the doctors on time!

No reason.

Sometimes you can't be seen on same day at this surgery.

The appointment system is appointing, however the care provided by the doctor is really good.

The GP checks thoroughly and provides the best care needed.

The receptionists are very polite and helpful and always willing to help out.

The service has been improving.

The staff are extremely friendly & efficient.

They always sort you out an appointment and speak to you nicely.

Live in different area, Huddersfield.

I feel I receive good care & treatment at this surgery. The staff are friendly & very helpful.

Family don't live here.

Friendly staff polite.

I just don't like the way we have to make appointment in the morning other wise I'm very happy. Because in morning to I have to take kids & school and the phone be busy as well.

I always get to see doctor.

Hard to get apps sometime.

Happy with experience of seeing doctors & happy with receptionists - very helpful.

Great doctors, always receive good treatment.

Good.

Good.

Good doctors, helpful staff always willing to help.

Good service.

Good service.

Good service I good doctors.

Good service - good doctors.

Good quality care understanding always have time to listen.

Good I think, doctors and receptionist are nice, they always routine care of patient.

Friends staff, always helpful, and approachable.

Good service.

Q13A: Please add any comments about the GP

Very polite, considerate and empathy towards patients.

I love this surgery and wouldn't charge it for the world. Only if the staff stayed the same Lol.

Everything about this GP is perfect except appointment arranging which need to be made 8:00 pm and sometimes after 45 minutes waiting still we can't have an appointment.

They need more doctors.

No.

Thanks to the GP my health and family life is improving.

Doctors good, its the phone can't get appointments phones are always busy.

The best.

Great and definitely would recommend to others.

Just waiting on the phone line takes a good help an hour.

Both doctors are brilliant.

They are very well experienced & no the best solution to the problem & treatment you receive.

It good over all.

Need more doctors/appointments.

Polite, considerate.

Its so difficult sometimes to get appointments at this surgery.

Need to improve services for people that cannot call at 8 am for appointments etc - need to space apt. times more fairly. Needs to listen more.

Certain doctor listens to you and feel at ease on treatment.

I think the GP is very GP is very good.

Very good keep it up.

Caring & polite Drs.

Friendly, polite, considerate of needs.

Doctors always listen to my health problems & gives me the best advice.

The doctors are very good, just let down by customer service front end./telephone.

Dr. Hussain needs to talk to his patients & not his computer screen!

The GP provides additional support for the right care. They take time and listen to the problem, providing a high standard of care.

No comment.

Dr Niazi excellent doctors, always gives prescription which helps with illness.

Find very hard to get through to the surgery to get appointment that suit your hours.

GP is OK.

Hard to get appointment but otherwise doctors are really good.

I am really happy and satisfied the treatment I get.

My GP has always been polite & considerate.

Explain how & why you have the symptom well explained and how to treat it your self.
