

Horne Street Surgery
Horne Street
Halifax
West Yorkshire
HX1 5UA

GPAQ-R & Family and Friends Patient Survey

Sunday 19 March 2017



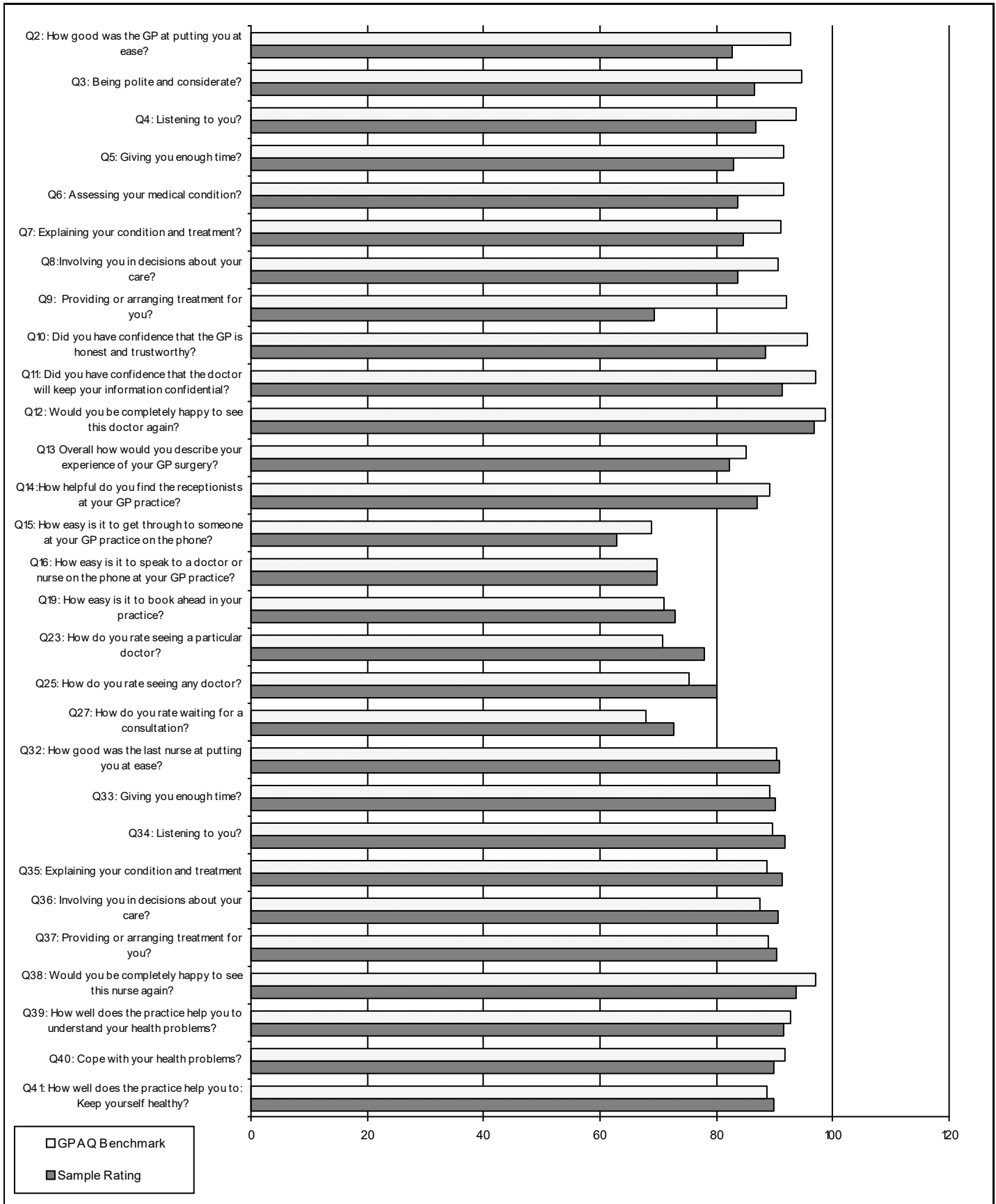
Horne Street Surgery

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?	62	
Q2: How good was the GP at putting you at ease?	83	93
Q3: Being polite and considerate?	87	95
Q4: Listening to you?	87	94
Q5: Giving you enough time?	83	92
Q6: Assessing your medical condition?	84	92
Q7: Explaining your condition and treatment?	85	91
Q8: Involving you in decisions about your care?	84	91
Q9: Providing or arranging treatment for you?	69	92
Q10: Did you have confidence that the GP is honest and trustworthy?	88	96
Q11: Did you have confidence that the doctor will keep your information confidential?	91	97
Q12: Would you be completely happy to see this doctor again?	97	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?	87	89
Q15: How easy is it to get through to someone at your GP practice on the phone?	63	69
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	70	70
Q19: How easy is it to book ahead in your practice?	73	71
Q23: How do you rate seeing a particular doctor?	78	71
Q25: How do you rate seeing any doctor?	80	75
Q27: How do you rate waiting for a consultation?	73	68
Q32: How good was the last nurse at putting you at ease?	91	90
Q33: Giving you enough time?	90	89
Q34: Listening to you?	92	90
Q35: Explaining your condition and treatment	91	89
Q36: Involving you in decisions about your care?	91	88

Q37: Providing or arranging treatment for you?	90	89
Q38: Would you be completely happy to see this nurse again?	94	97
Q39: How well does the practice help you to understand your health problems?	91	93
Q40: Cope with your health problems?	90	92
Q41: How well does the practice help you to: Keep yourself healthy?	90	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	85	38
2	Yes, probably	123	55
3	No, probably not	7	3
4	No, definitely not	8	4
5	Don't know	2	1

Question Total: 225 100

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

		Number of Responses	% of Responses
1	Very good	100	45
2	Good	95	43
3	Satisfactory	20	9
4	Poor	3	1
5	Very poor	2	1
6	Does not apply	0	0

Question Total: 220 100

Q3: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	124	57
2	Good	76	35
3	Satisfactory	17	8
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	0	0

Question Total: 219 100

Q4: Listening to you?

		Number of Responses	% of Responses
1	Very good	125	56
2	Good	82	37
3	Satisfactory	13	6
4	Poor	1	0
5	Very poor	2	1
6	Does not apply	0	0

Question Total: 223 100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	110	50
2	Good	79	36
3	Satisfactory	28	13
4	Poor	3	1
5	Very poor	2	1
6	Does not apply	0	0
Question Total:		222	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	110	50
2	Good	83	38
3	Satisfactory	19	9
4	Poor	3	1
5	Very poor	3	1
6	Does not apply	2	1
Question Total:		220	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	117	53
2	Good	77	35
3	Satisfactory	17	8
4	Poor	4	2
5	Very poor	3	1
6	Does not apply	2	1
Question Total:		220	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	112	51
2	Good	78	36
3	Satisfactory	22	10
4	Poor	1	0
5	Very poor	4	2
6	Does not apply	2	1
Question Total:		219	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	111	51
2	Good	72	33
3	Satisfactory	29	13
4	Poor	1	0
5	Very poor	2	1
6	Does not apply	3	1
Question Total:		218	100

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

		Number of Responses	% of Responses
1	Yes, definitely	170	76
2	Yes, to some extent	47	21
3	No, not at all	2	1
4	Don't know / can't say	4	2
Question Total:		223	100

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

		Number of Responses	% of Responses
1	Yes, definitely	177	82
2	Yes to some extent	35	16
3	No, not at all	1	0
4	Don't know / can't say	2	1
Question Total:		215	100

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

		Number of Responses	% of Responses
1	Yes	153	97
2	No	5	3
Question Total:		158	100

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

		Number of Responses	% of Responses
1	Excellent	88	40
2	Very good	82	37
3	Good	41	19
4	Fair	5	2
5	Poor	0	0
6	Very poor	3	1
Question Total:		219	100

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

		Number of Responses	% of Responses
1	Very helpful	134	67
2	Fairly helpful	56	28
3	Not very helpful	6	3
4	Not at all helpful	3	2
5	Don't know	0	0

Question Total:	199	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	72	36
2	Fairly easy	54	27
3	Not very easy	48	24
4	Not at all easy	23	12
5	Don't know	0	0
6	Haven't tried	1	1

Question Total:	198	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	80	40
2	Fairly easy	67	34
3	Not very easy	32	16
4	Not at all easy	15	8
5	Don't know	1	1
6	Haven't tried	4	2

Question Total:	199	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	124	63
2	No	51	26
3	Don't know / never needed to	21	11

Question Total:	196	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	159	83
2	Not Important	33	17

Question Total:	192	100
-----------------	-----	-----

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

		Number of Responses	% of Responses
1	Very easy	62	32
2	Fairly easy	71	36
3	Not very easy	33	17
4	Not at all easy	18	9
5	Don't know	3	2
6	Haven't tried	8	4
Question Total:		195	100

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

		Number of Responses	% of Responses
1	In person	92	38
2	By phone	138	58
3	Online	8	3
4	Doesn't apply	2	1
Question Total:		240	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	82	33
2	By phone	129	52
3	Online	37	15
4	Doesn't apply	2	1
Question Total:		250	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	146	76
2	2-4 days	22	12
3	5 days or more	10	5
4	I don't usually need to be seen quickly	7	4
5	Don't know never tried	6	3
Question Total:		191	100

Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	80	42
2	Very good	49	26
3	Good	33	17
4	Fair	12	6
5	Poor	10	5
6	Very poor	3	2
7	Doesn't apply	3	2
Question Total:		190	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	157	82
2	2-4 days	17	9
3	5 days or more	11	6
4	I don't usually need to be seen quickly	2	1
5	Don't know never tried	4	2

Question Total:	191	100
-----------------	-----	-----

Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	83	43
2	Very good	58	30
3	Good	27	14
4	Fair	9	5
5	Poor	6	3
6	Very poor	5	3
7	Does not apply	3	2

Question Total:	191	100
-----------------	-----	-----

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

		Number of Responses	% of Responses
1	Less than 5 minutes	43	23
2	5-10 minutes	89	47
3	11-20 minutes	41	22
4	21-30 minutes	5	3
5	More than 30 minutes	3	2
6	There was no set time for my consultation	9	5

Question Total:	190	100
-----------------	-----	-----

Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	55	29
2	Very good	52	28
3	Good	40	21
4	Fair	25	13
5	Poor	9	5
6	Very poor	1	1
7	Does not apply	6	3

Question Total:	188	100
-----------------	-----	-----

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

		Number of Responses	% of Responses
1	Yes	153	83
2	No	19	10
3	Don't know	12	7
Question Total:		184	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	42	33
2	At lunchtime	23	18
3	After 6.30pm	23	18
4	On a Saturday	17	13
5	On a Sunday	12	10
6	None of these	9	7
Question Total:		126	100

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

		Number of Responses	% of Responses
1	Yes	126	70
2	No	52	29
3	There is usually only one doctor in my surgery	1	1
Question Total:		179	100

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

		Number of Responses	% of Responses
1	Always or almost always	64	42
2	A lot of the time	42	27
3	Some of the time	41	27
4	Never or almost never	3	2
5	Not tried at this GP practice	3	2
Question Total:		153	100

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

		Number of Responses	% of Responses
1	Very good	118	67
2	Good	50	28
3	Fair	5	3
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	3	2
Question Total:		177	100

Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	113	64
2	Good	51	29
3	Fair	9	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		176	100

Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	123	70
2	Good	43	24
3	Fair	7	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		176	100

Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	122	69
2	Good	43	24
3	Fair	9	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		177	100

Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	117	66
2	Good	48	27
3	Fair	7	4
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		176	100

Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	115	66
2	Good	47	27
3	Fair	8	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		174	100

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

		Number of Responses	% of Responses
1	Yes	164	94
2	No	11	6
Question Total:		175	100

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

		Number of Responses	% of Responses
1	Very well	153	82
2	Unsure	27	14
3	Not very well	2	1
4	Does not apply	5	3
Question Total:		187	100

Q40: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	139	79
2	Unsure	29	16
3	Not very well	3	2
4	Does not apply	5	3
Question Total:		176	100

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

		Number of Responses	% of Responses
1	Very well	142	80
2	Unsure	27	15
3	Not very well	4	2
4	Does not apply	4	2
Question Total:		177	100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	69	36
2	Female	121	64
Question Total:		190	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	21	11
2	16-44	124	67
3	45-64	36	19
4	65-74	5	3
5	75+	0	0
Question Total:		186	100

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

		Number of Responses	% of Responses
1	Yes	54	32
2	No	106	63
3	Don't know / can't say	8	5
Question Total:		168	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	14	8
2	Black or Black British	1	1
3	Asian or Asian British	157	87
4	Mixed	1	1
5	Chinese	0	0
6	Other ethnic group	7	4
Question Total:		180	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	70	40
2	Unemployed and looking for work	7	4
3	At school or in full-time education	27	15
4	Unable to work due to long term sickness	17	10
5	Looking after your home/family	43	24
6	Retired from paid work	3	2
7	Other	10	6
Question Total:		177	100

This report is based on a total of 226 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

Dr. Niazi listens to what you have to say and is very efficient.

Great service.

Great service.

Helpful staff.

Because the doctors tells you what you need properly.

Because of the excellent service by the reception team and the doctors.

1) Very hard to get through. 2) Appointment system needs improvement.

Because my GP is very reliable.

Taken good care of patients.

Because of the quality of service & if there is a problem it is resolved quickly.

Always efficient.

I think Dr. Niazi is a great doctor. Listens to what you have to say receptionists have been very help too.

Easy to book appointment at 8 am, face to face with reception.

It's OK.

Service is good.

Very helpful and care they provide is very good, they understand the patient needs.

Receive good service from this surgery, everybody is very helpful.

Overall & good level of care is provided, which is what patients want.

Always treated with respect and dignity. Doctors are friendly and welcoming.

Because I am very happy with my doctors.

You have to wait along time on the phone to get an appointment.

Friendly, very helpful.

Appointments available on the day.

Lady at reception is polite and very quick to make appointment.

Staff are friendly.

I can't get to doctor on time have to wait too long.

Because it is a good surgery.

I am extremely satisfied with this practice.

It's close to me, face to face appointment booked same day at 8 am.

Excellent GP's and staff.

I would highly recommend this practice to friends & family.

Lovely reception staff, always smiling and very helpful.

Excellent service, always happy to help.

Friendly staff always very helpful.

Because when ever I wanted to see doctor I have no problem.

Good service, great doctors.

Good doctors & nurses, receptionists helpful too.

All staff have always been wonderful, helpful & empathetic.

Appointment are made quick.

Not had no problems.

Not had no problems.

Always get dealt with efficiently.

Amazing service.

Never able to get an appointment, always told to ring all the time and again promised the appointment but never given one. Wife pregnant no appointment given, no caretaker.

Very helpful, looking after many patients in a good way.

Great care from all members of staff.

Get seen to start away when need the all the staff are good even at the reception.

As feel my family's health care is in right hands. GP knows his stuff and get dealt with right.

Because the GP surgery is best and I will tell my friends and family to come here.

Very good practice & doctors.

They understand & quick respond to your care & listen to you.

Receptionists, doctors are very polite, helpful and understanding. Don't have a problem booking a appointment as I work.

They are caring doctors and nurses.

I have received outstanding service, at a time of real need.

I always get a good service with great service from the receptionists. Doctor Niazi is really good and always listens.

Good helpful desk staff, very understanding and he actual GP's are OK. Lines could get busy but people on phone are very pleasant and kind.

No issues about this.

Service is good and you're very likely getting an appointment on the day.

Because its very rare I do visit this surgery and I'm still confused about my blood reports, in which they told me first that you have (Hepatitis B) and then after one month I was told that no, you don't have active virus. But I'm still not satisfied with

Rubbish 'Same day only' appointment system, doctors bore pay attention and come across very lazy meaning more time is wasted w/o relief.

Appointment availability & helpful receptionist.

I don't like going to the doctors.

Very hard to get appointments.

It is difficult to get an appointment. They have sometimes prescribed wrong medication. For example they gave my mother depression tablets when she was not suffering from it.

Not enough appointments, doctor rushes through the appointments.

Appointment system is terrible, phones are always busy on a morning, takes forever to get through & by that time most appointments & call backs are taken.

Appointments difficult to get, care sometimes a little rushed by certain doctor.

There's no point. They make it so hard to book an appointment when we need it.

All staff at Horne Street are very helpful, try their best to help you with any problems.

It has a very good doctors who listen your condition calmly and treat you fully.

The surgery is fairly good.

Good service.

I find it quite hard to get to see the doctor as don't always have credit on my phone.

Because its so difficult to get an appointment when you're ill.

Good service.

Q13A: Please add any comments about the GP

It is very good.

Sometime they listen carefully.

The Dr's at my surgery are very nice & helpful.

Dr. Niazi is an amazing doctor.

Dr. Niazi good doctor.

Dr. Niazi good doctor.

Amazing service.

Doctors are good and helpful.

This is not based on today's visit it is from previous experience not so long ago.

Our GP is very good and reliable.

Nice caring.

Dr. Niazi is very polite and responsible.

The nurse was very helpful & lovely.

Dr. Niazi is really helpful and great. He is the only doctor I like to see.

Extremely patient listening to my problems.

Satisfactory.

Will miss Dr. Hussain.

Dr. Niazi is approachable and helps Dr. Hussain I have never felt at ease after seeing him.

Very polite and understood everything I was saying.

Worst patient care I have experienced.

GP's fine. It's managing to book an appointment that's the problem.

Very good GP excellent.

Both doctors treat you with respect and fairness.

I find both doctors treat you extremely well.

Friendly and hard working staff.

Good care of work.

GP very good.

Dr. Niazi is always considerate and carers about the patients.

I am happy. I like this surgery. This is my surgery.

Overall, I can say that these are well planned and professional people.

Dr. Hussain can at time be quite abrupt and does not give the time for the problem to be explained fully as he constantly interrupts!

I feel Dr. Naizi deals with the problem properly and explains and listens well.

Great reception i.e. Tracy.

My GP is very understanding/confidential and explains my treatment well to me.

Need to be able to get an appointment when needed.

Dr. Niazi is a outstanding modern doctor, who never seems flustered. He visited me at home and cared about my family, work etc not just my health.

None doing very well.

Good GP.

My GP is very good.

My GP is very good.

Great service.

Great service i.e. Tracy Val.

I think advantage as taken, as many people don't speak the language. Dr. Hussain speak to you like his a Dr in third world country.
