

## **TOFT ROAD SURGERY – GPAQ SURVEY 2011/12 Summary findings**

- 1.1 Over 75% of respondents had visited the surgery more than twice in the previous 12 months.
- 2.1 90% of respondents thought the receptionists Good, Very Good or Excellent. Matching the GPAQ national benchmark
- 3a.1 The satisfaction with opening hours has been gradually improving so that now 90% of respondents thought surgery times were either Good, Very Good or Excellent. (This may be due to the addition of early morning and late evening surgeries). The surgery now scores better than the GPAQ national benchmark.
- 3b.1 Over 75% of respondents are now satisfied with the surgery opening hours. With only 10% requesting the addition of weekend surgeries.
- 4a.1 The ability to make an appointment with a particular doctor, whilst continuing to improve is still behind the GPAQ benchmark. With more than 50% still waiting more than 3 working days.
- 4b.1 50% of respondents thought that this waiting time was Very Poor, Poor or Fair.
- 5a.1 Over 65% of respondents were able to see any Doctor within 24 hours. The ability to see any Doctor continues to be inline with the GPAQ benchmark. With over 75% considering this Good, Very Good or Excellent.
- 6.1 For those that sought an urgent appointment 85% were able to get one the same day.
- 7a.1 The time spent waiting in the waiting room continues to be a problem although it has improved in the past 12 months. 20% of respondents had to wait more than 20 minutes.
- 8a. When phoning through to the practice over 65% thought the service was Good, Very Good or Excellent. The score has consistently exceeded the GPAQ benchmark in recent years.
- 8b. Again when phoning through to speak to a Doctor 75% thought the service was Good, Very Good or Excellent, exceeding the GPAQ benchmark.
- 9a. Over 65% of respondents were able to make an appointment with their usual Doctor a lot of the time or more often.

- 9a. Regarding "continuity of care" over 75% of respondents thought the service was Good, Very Good or Excellent, however this score is marginally under the GPAQ benchmark.
- 10. In general the patient's relationship with and service from the Doctor is above the GPAQ benchmark scoring well on satisfaction with "Doctor's questioning", Doctor's listening", Putting at ease", "Involving patient", "Explaining treatment", "Time spent", "Patience, caring and concern".
- 11. Over 70% had seen a practice nurse within the past 12 months
- 12. The practice nurses score on par with the GPAQ benchmark
- 12a. Over 90% thought that the nurse listening to what you say was Good, Very Good or Excellent
- 12b. Again over 90% thought the quality of care provided by the nurses was Good, Very Good or Excellent
- 12c. Over 90% thought the explanations of problems and treatment provided by nurses was Good, Very Good or Excellent.