

**Private and Confidential**

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**GP Led Health Service  
Report**

Version 2, January 2010

Carfax Health Enterprise

August 2011



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30 August 2011

Dear Ms Hughes

Please find enclosed your GP Led Health Service questionnaire report outlining the feedback obtained from patients using your service.

This report details results obtained from 85 patients in August 2011. This is the twenty-first survey you have undertaken since December 2009.

The results have been illustrated in tables and charts with associated benchmarks where applicable. To ease interpretation of the report, feedback from the free text questions has been grouped together at the end of the report.

Please note that for surveys of this type, in order to generate meaningful results, a minimum of 24 returned patient questionnaires is required. Therefore, if 24 or more questionnaires were returned you will receive a full report including a summary comparison table with any previous report data. If less than this number was returned then you will receive an abbreviated report. In the event that 5 or less patient questionnaires were returned, no report will be issued.

I hope these results provide you with useful and informative feedback. In order for us to improve our services, we would be grateful if you could complete the attached feedback form.

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](mailto:reports@cfep.co.uk) if you require further information about your report. Please note, a request for printed bound copy or replacement results will attract a fee of £15+ VAT.

Yours sincerely



Helen Powell  
Data Manager

## Report Contents

Question 1	
Number and percentage of responses by question	1
Questions 2 and 3	
Distribution and frequency of ratings (table 1)	1
Mean percentage scores and benchmarks (table 2)	1
Questions 4, 5 and 6	
Number and percentage of responses by question	2
Question 7 - 13 and 16	
Distribution and frequency of ratings (table 3)	3
Mean percentage scores and benchmarks (table 4)	3
Question 17	
Number and percentage of responses by question	4
Responses broken down by appointment type (Q1)	
Q17 responses broken down by appointment type (table 5)	4
Q16 scores broken down by appointment type (table 6)	4
Questions 18 and 19	
Number and percentage of responses by question	5
Scores from previous surveys	
Comparison of mean percentage scores from previous survey(s) (table 7)	6
Patient comments	
From the free text component of the questionnaire	7

## Supporting documents

Score Explanation

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Explanation of quartiles

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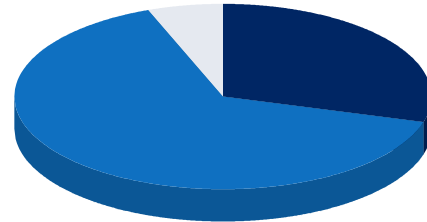
Sample questionnaire

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## Question 1

Q1 How did you get your appointment today?

■ I rang first and made an appointment	25	29.4%
■ I walked in without an appointment	55	64.7%
■ Blank	5	5.9%
Total:	85	100.0%



Number and percentage of responses by question. Pie chart illustrates percentage response distribution

## Questions 2 and 3

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q2 Telephone access	41	2	6	16	14	6
Q3 Way the reception staff treated you	5	1	7	13	30	29

Blank responses are not included in the analysis (see score explanation)

Table 2: Mean percentage scores and benchmarks

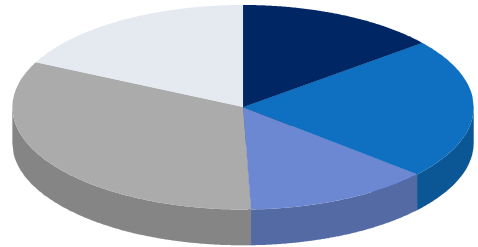
	Your mean score (%)	Benchmark mean (%)	Benchmark quartiles (%)				
			Min	Lower Quartile	Median	Upper quartile	Max
Q2 Telephone access	59	79	68	68	73	80	88
Q3 Way the reception staff treated you	75	83	76	76	77	79	87

See score explanation for percentage score calculation and quartile information  
- no data currently available

## Questions 4,5 & 6

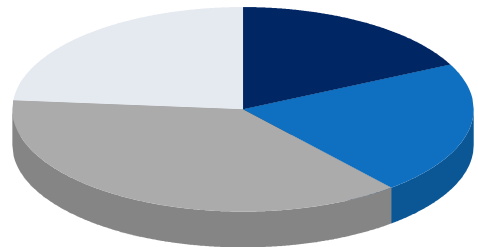
Q4 If you walked in and asked to be seen urgently, how long were you told you would have to wait?

30 minutes or less	12	14.1%
More than 30 minutes	19	22.4%
Not told	11	12.9%
Not applicable	28	32.9%
Blank	15	17.6%
<b>Total:</b>	<b>85</b>	<b>100.0%</b>



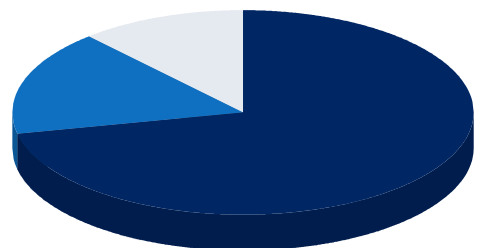
Q5 If your appointment was booked in advance, was it

On time	15	17.6%
Less than 30 minutes late	18	21.2%
More than 30 minutes late	0	0.0%
Not applicable	32	37.6%
Blank	20	23.5%
<b>Total:</b>	<b>85</b>	<b>100.0%</b>



Q6 During your time in the practice today, did you see a

Nurse	61	71.8%
GP	14	16.5%
Both	0	0.0%
Blank	10	11.8%
<b>Total:</b>	<b>85</b>	<b>100.0%</b>



Number and percentage of responses by question. Pie charts illustrates percentage response distribution

## Questions 7 - 13 and 16

Table 3: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q7 Asking about symptoms	18	0	5	18	20	24
Q8 Ability to listen	16	0	4	17	24	24
Q9 Putting patient at ease	16	0	5	21	19	24
Q10 Patient involvement in decisions	21	0	6	18	19	21
Q11 Explanations	18	1	5	16	23	22
Q12 Time given for consultation	19	1	8	15	18	24
Q13 Concern for patient	17	0	6	15	20	27

Q16 Overall satisfaction with the service	15	2	9	18	20	21
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Blank responses are not included in the analysis (see score explanation)

Table 4: Mean percentage scores and benchmarks

	Your mean score (%)	Benchmark mean (%)	Benchmark quartiles (%)				
			Min	Lower quartile	Median	Upper quartile	Max
Q7 Asking about symptoms	74	77	70	70	72	76	83
Q8 Ability to listen	75	78	64	64	66	68	84
Q9 Putting patient at ease	72	83	78	78	80	82	87
Q10 Patient involvement in decisions	71	78	73	73	73	75	81
Q11 Explanations	72	80	69	69	71	74	85
Q12 Time given for consultation	71	74	56	56	58	65	81
Q13 Concern for patient	75	78	69	69	69	69	85

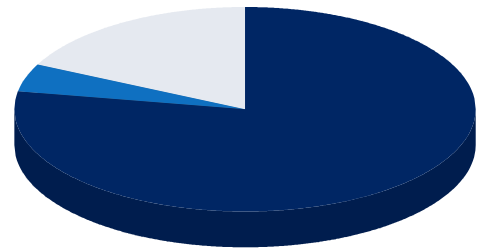
Q16 Overall satisfaction with the service	68	-	-	-	-	-	-
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See score explanation for percentage score calculation and quartile information  
- no data currently available

## Question 17

Q17 Would you use this service again?

■ Yes 66 77.6%  
 ■ No 4 4.7%  
 ■ blank 15 17.6%  
 Total: 85 100.0%



Number and percentage of responses by question. Pie chart illustrates percentage response distribution

## Responses broken down by appointment type (Q1)

Table 5 : Q17 responses broken down by appointment type

Q17 Would you use this service again?	Yes	No	Blank
All patients	66	4	15
I rang first and made an appointment	23	0	2
I walked in without an appointment	42	3	10
Blank	1	1	3

Table 6 : Q16 scores broken down by appointment type

Q16 Your overall satisfaction with the service provided	Your mean score (%)	Benchmark mean (%)	Benchmark quartiles (%)				
			Min	Lower quartile	Median	Upper quartile	Max
All patients	68	-	-	-	-	-	-
I rang first and made an appointment	65	-	-	-	-	-	-
I walked in without an appointment	69	-	-	-	-	-	-
Blank	58	-	-	-	-	-	-

See score explanation for percentage score calculation and quartile information  
 - no data currently available

## Questions 18 and 19

Q18 Which of the following best describes you

	Number	Percentage
Employed	42	49%
Looking after home/family	7	8%
Unemployed	8	9%
Retired	6	7%
Full-time Education	4	5%
Long term sickness	4	5%
Other	2	2%
Blank	12	14%
Total	85	100%

Number and percentage of responses by question.

The specified 'other' categories are listed in the patient free text comments section.

Q19 How did you first hear about the 8am to 8pm service at this practice?

	Number	Percentage
Word of mouth	22	26%
Local media	2	2%
Local hospital or MIU	3	4%
Another GP Practice	15	18%
Cinema	0	0%
Leaflet	1	1%
Yellow pages	1	1%
Internet	4	5%
NHS direct	8	9%
Pharmacy	0	0%
Dental practice	2	2%
Other	15	18%
Blank	12	14%
Total	85	100%

Number and percentage of responses by question.

The specified 'other' categories are listed in the patient free text comments section.

## Scores from previous survey(s)

Table 7: Comparison of mean percentage scores from previous surveys

	27/07/11	27/06/11	26/05/11	28/04/11
Q2 Telephone access	59	58	54	54
Q3 Way the reception staff treated you	75	73	73	76
Q7 Asking about symptoms	74	67	65	72
Q8 Ability to listen	75	68	67	76
Q9 Putting patient at ease	72	70	65	73
Q10 Patient involvement in decisions	71	67	65	72
Q11 Explanations	72	70	68	76
Q12 Time given for consultation	71	68	64	71
Q13 Concern for patient	75	70	65	75
Q16 Overall satisfaction with the service	68	63	63	70

- insufficient number of responses to generate scores

No data available for Q16 prior to mid January 2010, when this question was added to the original survey

## Patient free text comments: Questions 14 and 15

Comments broken down according to Q1 (if the patient rang first and made an appointment or if the patient walked in without an appointment).

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

### Q14 Please comment about things you like about this practice

#### I rang first and made an appointment

- My doctor.
- I have repeatedly received a good service from my GP. The information and support I have been offered has been invaluable.
- Seen quickly in my experience. Nurse on this occasion was very thorough/helpful. Clean. Relatively easy to book an appointment.
- The opening times.
- Reception is very good and helpful most of the time.
- Everything is well organised and systematically arranged.
- Better seating? Magazines to read? Radio?
- I come to this surgery very often and find the service and everything to be the best.
- The receptionist greeted me well which was nice first thing in the morning when feeling unwell. GP answered all my queries and dealt with my case appropriately and with urgency.
- The surgery is open convenient hours, staff are very helpful and the doctors and nurses do their best for you.
- The people are very friendly and a few facilities.
- Very easy to get appointment.
- Appointments are usually on time so I can get on with my day. Nurses and doctors are usually available at short notice (within 3 days). Staff are understanding and nice.

#### I walked in without an appointment

- The staff were very polite.
- Very pleasant nurses and staff.
- The fact you can drop in.
- To walk in and be seen.
- Ability to walk in without an appointment.
- The fact I can come in without an appointment.
- Not my usual surgery but kind and thoughtful.
- Quick, relaxed - nice clean toilets.
- Being able to be seen more or less straight away.
- Can be seen without waiting long (walk-in), other services like pharmacy, dentist etc are close and it's easy to get here.
- Availability.
- The staff are friendly.
- Gives good service.

## Patient free text comments: Questions 14 and 15

Comments broken down according to Q1 (if the patient rang first and made an appointment or if the patient walked in without an appointment).

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

### Q14 Please comment about things you like about this practice

- Please try to see children as fast as possible as they get bored waiting and sometimes disturb other patients.
- Friendliness of the nurse/doctor but the reception needs to improve.
- Well aired, roomy and kind staff.
- Friendly staff, clean waiting room/toilets.
- Confidential and non-judgemental approach. Improved waiting times.
- It is open 365 days a year.
- The service was good!
- I was too tired from 35 hours travel and decided to attend the walk in service instead. This situation could have improved as my priority was to see my family after living abroad.
- Very good.
- Efficient.

### Blank

- Local, 8-8 and weekend service. Nice television.
- Very good.
- I have been coming here for some time. Everyone is helpful.

### Q15 Please comment on how the practice could improve its service

#### I rang first and made an appointment

- I think it's excellent.
- No problems experienced as yet.
- Go back to phoning the practice as it used to be.
- Increase of staff in walk-in centre. Sometimes waiting time is up to 3 hours.
- Better out-of-hours phone service. Better reception staff. Separate urgent appointments. Paint the walls.
- Make more appointment times and make it so you don't have to talk to nurse before calling for a needed appointment. I do understand why this is though.
- Giving a quick service for the needy people, especially small children and older people.
- Nurses not smiling.
- Once I was not offered alternatives to antibiotics for a small urine infection. I'd like to see more advice on antibiotics and how to avoid them when possible as they often have as much side effects as the infection they heal.

#### I walked in without an appointment

- I have not yet been seen by anyone to have a blood test after waiting over an hour.
- The waiting room could be set out better.

## Patient free text comments: Questions 14 and 15

Comments broken down according to Q1 (if the patient rang first and made an appointment or if the patient walked in without an appointment).

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

### Q15 Please comment on how the practice could improve its service

- It's cold in here all the time.
- Faster turnaround. Free parking.
- I have been before and I am always impressed!
- Maybe the flat screen could show news channel intermittently. More comfortable chairs/choice of chair types.
- I'm happy as it is.
- Time and a refund on the parking.
- Doctors and nurses to see more patients per hour.
- Need new carpet, painting with colour co-ordinations, new doors and nice pictures on the walls. Make it easy for patients to comment or complain. Have some flowers and air fresheners if possible. Make it friendly/homely.
- More comfortable seats.
- Patient should be heard and advised carefully.
- It smells a bit and chairs are very squeaky.
- Easier to book appointments. Family planning/sexual health clinic was booked 3-4 months in advance so had to go to walk-in clinic and wait 2 hours or so just to get a repeat prescription.
- Time waiting for appointment.
- This is a very busy and popular practice. Would be good if the number of nurses could be increased to reduce the waiting time for drop in patients.
- To be seen quicker.
- Better waiting times for walk in patients.
- Show a waiting list on the TV so you know how long you have to wait/time remaining.
- Drinks facility. Stale smell.
- Quicker waiting time? When I rang to make an appointment a few days ago, I was asked to come in that day to fill out a form to join. The staff member was very persistent that I needed to come in and do it before my appointment even though I told them I was driving back from the airport.
- More nurses etc - blood tests.

### Blank

- Booking-in machine faulty today. Reception says system is down - fix it! Booking-in machine says 'downstairs' - I think you mean 'on this floor' - where is downstairs? Do you mean not upstairs? Be clear. TV screen in waiting area has the word 'ect' - do you mean 'etc'? Improve spelling.
- You are doing a special job and always helping people. Thanks.

## Patient free text comments: Questions 18 and 19

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

### Q18.1 Other specified responses 'Which of the following best describes you'

- Strokes and hereditary illness

### Q19.1 Other specified responses 'How did you first hear about the 8am to 8pm service at this practice?'

- Friends
- Previous visits
- I became aware of this through the practice itself
- Work
- Family member is a nurse
- Nearest place
- At the health centre
- Just walked in
- Do not know
- Didn't know up until now
- Previously employed by NHS so was aware

## Supporting documents : Score Explanation

Each individual score for the evaluation questions in the GP Led survey is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations.

All questions follow a five point rating scale ranging from 0% to 100%.

	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	0	25	50	75	100	n/a

The following example uses data from your question 2

Number of Patients Surveyed:85

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q2 Telephone access	2	6	16	14	6	41

$$(2 \times 0) + (6 \times 25) + (16 \times 50) + (14 \times 75) + (6 \times 100)$$

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85 - 41

=59% mean percentage score

## Explanation of Quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents  $\frac{1}{4}$  of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25%.

	Your mean score (%)
Q2 Telephone access	59

National means and quartiles (%)					
National mean	Minimum	Lower quartile	Median	Upper quartile	Maximum
79	68	68	73	80	88

## ■ Patient Questionnaire GP Led Health Service



Thank you for taking a few minutes to complete this questionnaire. This GP practice offers people appointments from 8am to 8pm, 7 days a week, whether they are registered with us or not. We want to know how the service was for you.

Your feedback is very important to us and will highlight things we could do better and will help us to improve our service further. Your feedback is kept strictly confidential and the staff will not be able to identify you from your responses. Please answer all the questions that apply to you and then either hand the questionnaire back in to reception or post it in the FREEPOST envelope provided.

Please mark the boxes like this  with a ball point pen. If you change your mind just cross out your old response and make your new choice.

1	How did you get your appointment today?							
	I rang first and made an appointment	<input type="checkbox"/>	I walked in without an appointment	<input type="checkbox"/>				
Please rate		Poor	Fair	Good	Very good	Excellent		
2	If you telephoned the practice, how easy was it to get through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3	The way the reception staff treated you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	If you walked in and asked to be seen urgently, how long were you told you would have to wait?							
	30 minutes or less	<input type="checkbox"/>	More than 30 minutes	<input type="checkbox"/>	Not told	<input type="checkbox"/>	Not applicable	<input type="checkbox"/>
5	If your appointment was booked in advance, was it...							
	On time	<input type="checkbox"/>	Less than 30 minutes late	<input type="checkbox"/>	More than 30 minutes late	<input type="checkbox"/>	Not applicable	<input type="checkbox"/>
6	During your time in the practice today, did you see a:							
	Nurse	<input type="checkbox"/>	GP	<input type="checkbox"/>	Both	<input type="checkbox"/>		

**SAMPLE ONLY  
NOT TO BE COPIED**

Following your consultation today, please rate the following

		Poor	Fair	Good	Very good	Excellent
7	How thoroughly the doctor/nurse asked about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	The ability of the doctor/nurse to really listen to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	The extent to which the doctor/nurse put you at ease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	The extent to which the doctor/nurse involved you in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	How well the doctor/nurse explained things to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	The amount of time given to you for this consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	The doctor/nurse's concern for you as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



14	Please comment about the things you like about this practice
SAMPLE ONLY NOT TO BE COPIED	

15	Please comment on how the practice could improve its service

Please rate	Poor	Fair	Good	Very good	Excellent
16 Your overall satisfaction with the service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17	Would you use this service again?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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18	Which of the following best describes you (please tick one box)			
Employed (full or part time, including self-employed)	<input type="checkbox"/>	Looking after your home / family	<input type="checkbox"/>	
Unemployed	<input type="checkbox"/>	Retired	<input type="checkbox"/>	
In full time education	<input type="checkbox"/>	Unable to work due to a long term condition	<input type="checkbox"/>	
Other*	<input type="checkbox"/>	*Please specify		

19	How did you first hear about the 8am to 8pm service at this practice?			
Word of mouth	<input type="checkbox"/>	Local newspapers / television / radio	<input type="checkbox"/>	
The local hospital or Minor Injuries Unit	<input type="checkbox"/>	Another GP practice	<input type="checkbox"/>	
Cinema advertising	<input type="checkbox"/>	Leaflet through my door	<input type="checkbox"/>	
Yellow pages	<input type="checkbox"/>	The internet	<input type="checkbox"/>	
NHS direct	<input type="checkbox"/>	Pharmacy	<input type="checkbox"/>	
Dental practice	<input type="checkbox"/>	Other*	<input type="checkbox"/>	
*Please specify...				

**Thank you for taking time to complete this questionnaire**  
**Once completed, please return this survey to reception in the envelope provided**

Alternatively collect a FREEPOST envelope from reception and post this directly back to CFEP-UK Surveys

# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1(b). Please comment on what you feel were the positive aspects of the survey.					
1(c). Please comment on any aspects of the survey which you feel could be improved:					

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2(b). Please comment below on your response in 2(a)				

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?.	<input type="checkbox"/>	<input type="checkbox"/>
3(b). Please comment below on your response in 3(a)		

**Thank you for your feedback**  
**Please return this form to: CFEP, Innovation Centre, University of Exeter, PO Box 51, Exeter EX4 4WT**

<input type="checkbox"/> Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
<input type="checkbox"/> We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.