



# THE GP PATIENT SURVEY



Key results July 2009 – June 2010 for  
CLARENDON LODGE (M84017)

# Technical Details of the GP Patient Survey July 2009-June 2010

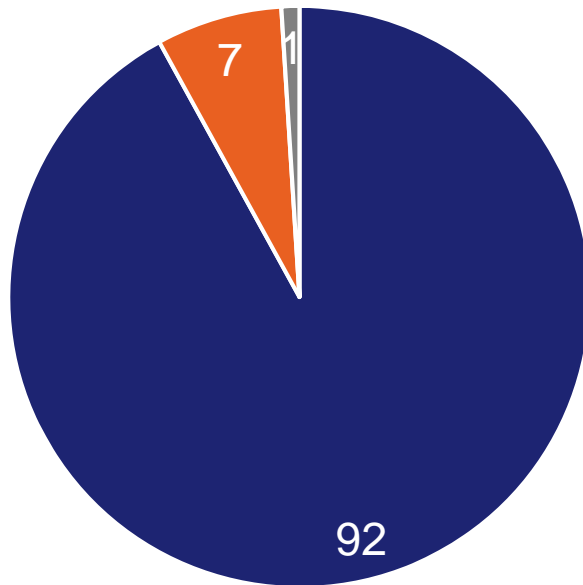
- Ipsos MORI administers the GP Patient Survey on behalf of the Department of Health (DH). Every quarter, a different sample of adult patients registered with a GP will receive a questionnaire, with reminder mailings being sent in the two months following each quarterly mailing. Patients are able to complete the survey on paper, online or by phone, including in 13 other languages and British Sign Language.
- This document shows this practice's results for a number of key questions from the survey. The results in this report are based on data collected between July 2009 and June 2010 (i.e. quarters 2-4 of the 2009/10 survey and quarter 1 of the 2010/11 survey combined), and is compared with results from previous years where possible. Pages 3-10 also provide PCT, SHA and national comparisons.
- The current overall response rate to the survey is 38%, based on 2,124,586 completed surveys.
- 316 questionnaires were sent to adult patients registered with this practice (M84017), and 147 were returned completed. The response rate for this practice is 47%. The number of patients who were sent questionnaires was determined individually for each practice (further details on this can be found in the survey technical report).
- Computer rounding means that combined percentage scores are not always the sum of the individual percentage scores, e.g. the total percentage 'satisfied' will be calculated from the actual number of patients answering 'very satisfied' and 'fairly satisfied', and not the sum of the two percentage results.
- Where results do not sum to 100, this is due to multiple responses or computer rounding. An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.

# 48 hour booking

Able to see doctor on the same day or next 2 days the surgery was open

Latest practice results

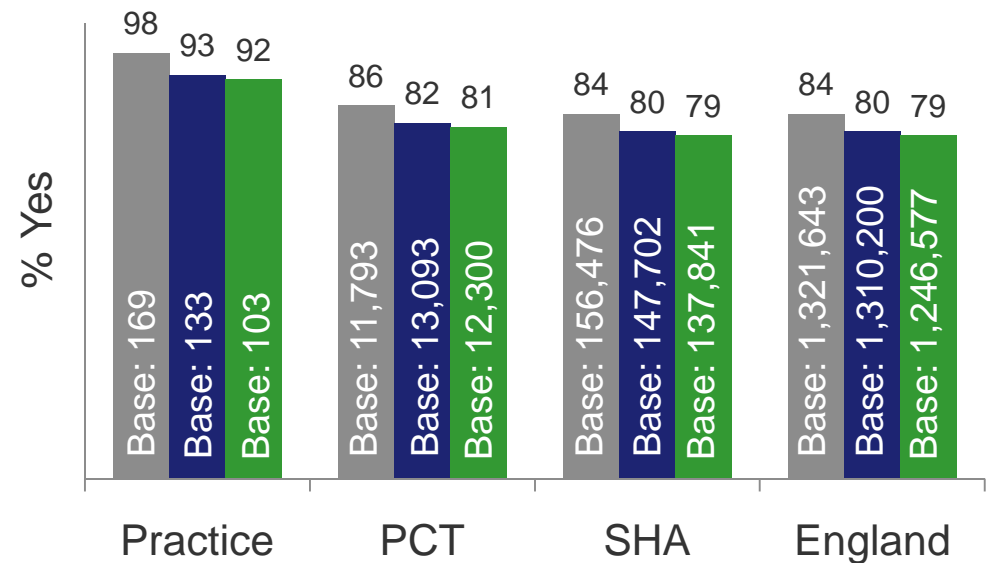
- % Yes
- % No
- % Can't remember



Total base: 103 patients

Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)

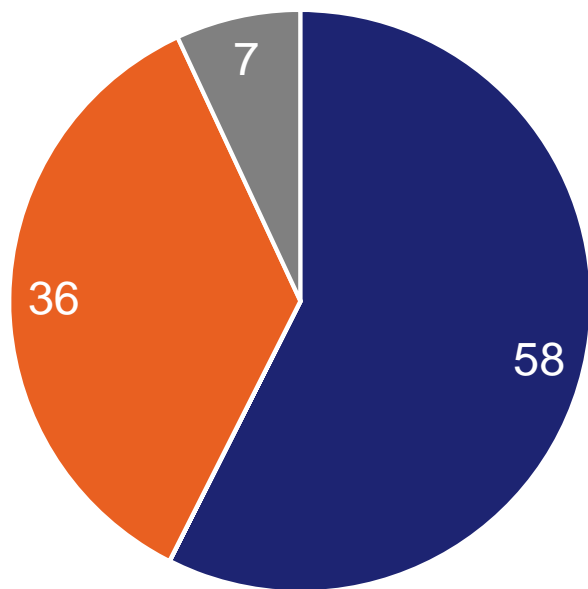


# Booking ahead

## Able to get an appointment with a doctor more than 2 days in advance

### Latest practice results

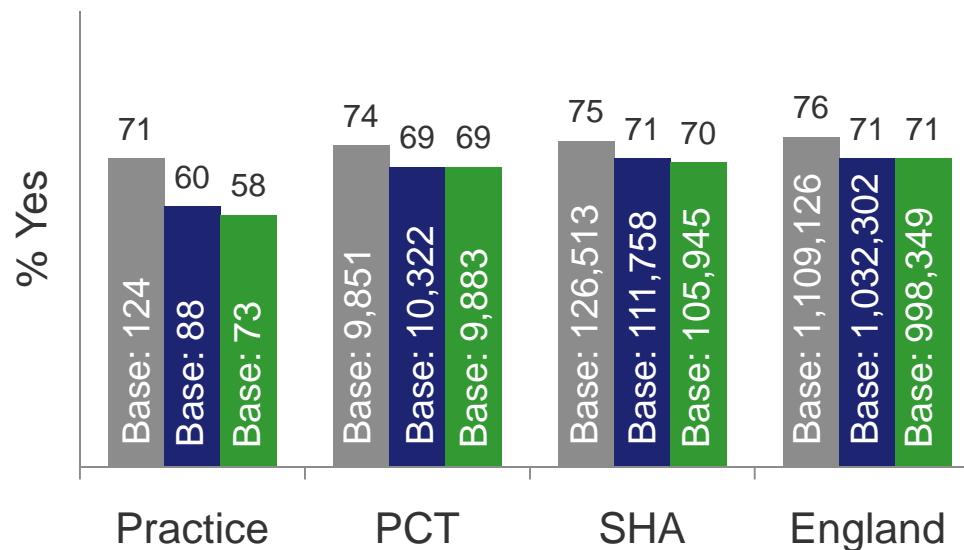
- % Yes
- % No
- % Can't remember



Total base: 73 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)

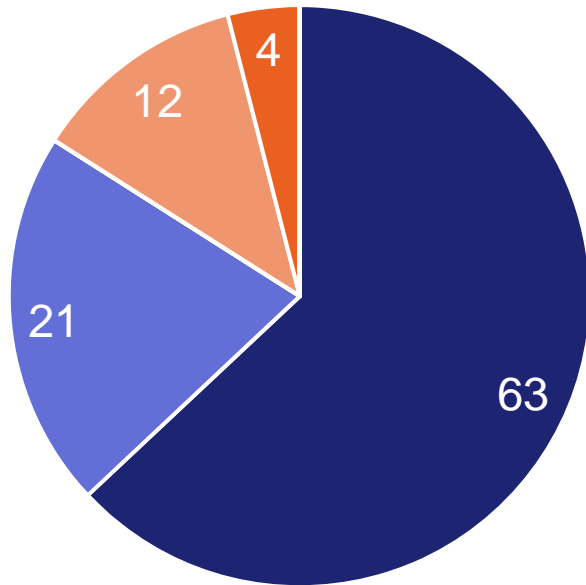


# Seeing a preferred doctor

## Frequency of seeing preferred doctor

### Latest practice results

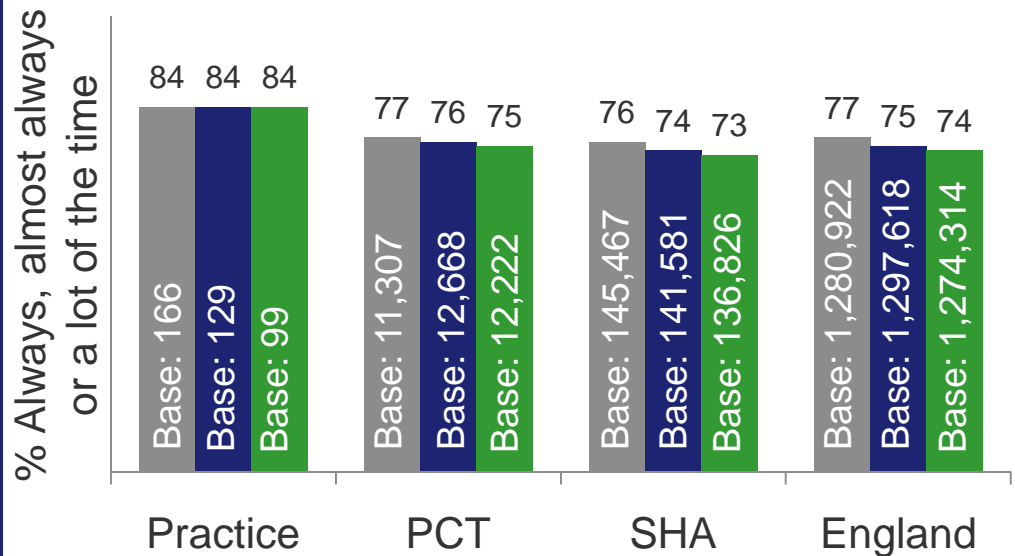
- % Always or almost always
- % A lot of the time
- % Some of the time
- % Never or almost never
- % Not tried



Total base: 99 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)

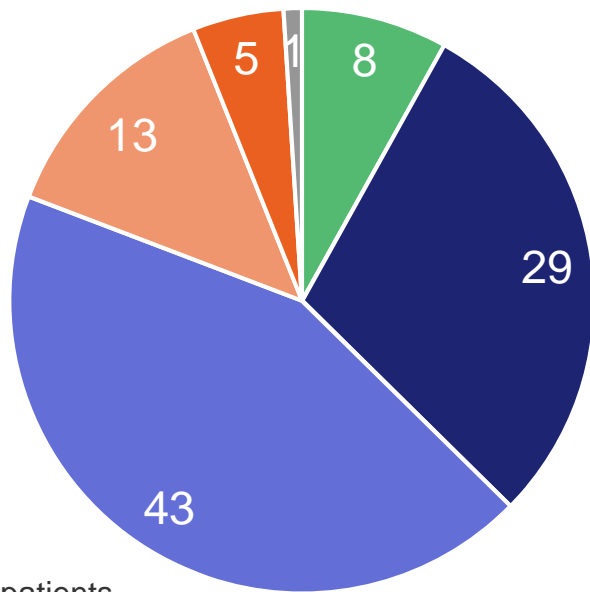


# Ease of getting through on the phone

## Ease of getting through to the surgery on the phone

### Latest practice results

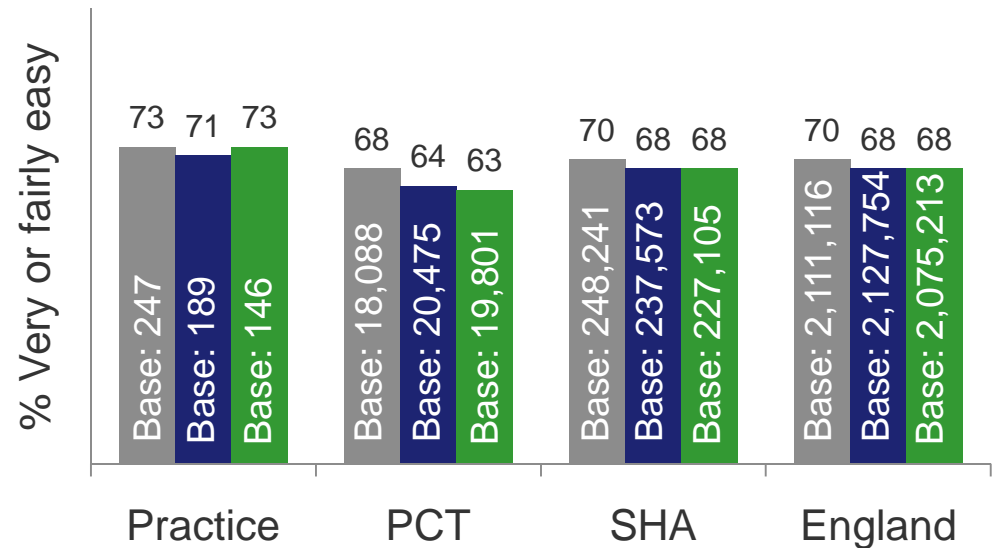
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Total base: 146 patients

### Tracking practice performance over time and compared to PCT, SHA and England

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- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)

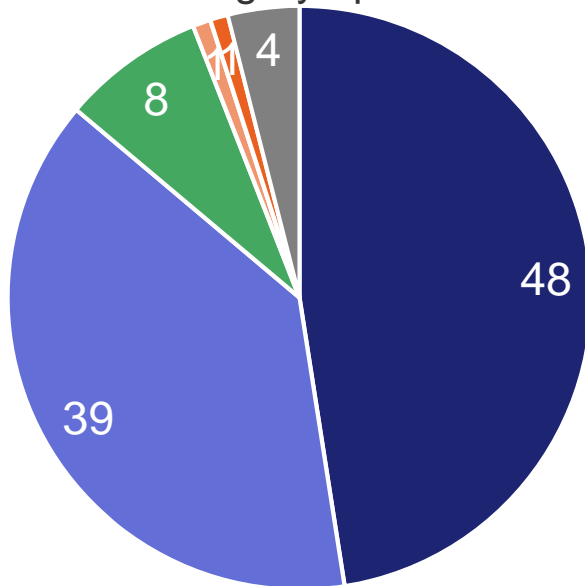


# Satisfaction with opening hours

## Satisfaction with surgery opening hours

### Latest practice results

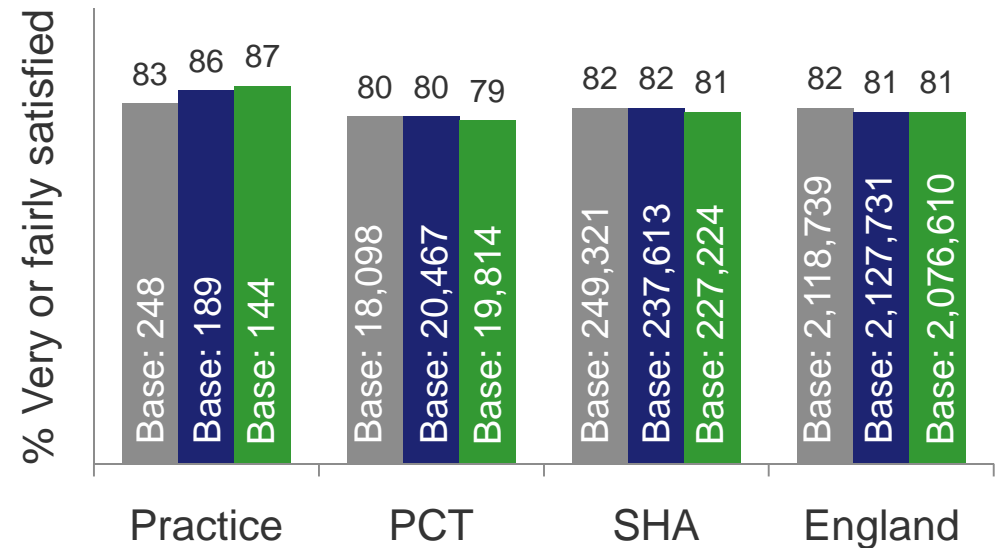
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied
- % Not sure when surgery open



Total base: 144 patients

### Tracking practice performance over time and compared to PCT, SHA and England

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- Apr 09-Mar 10 (total base: 2,169,718)
- Jul 09-Jun 10 (total base: 2,124,586)

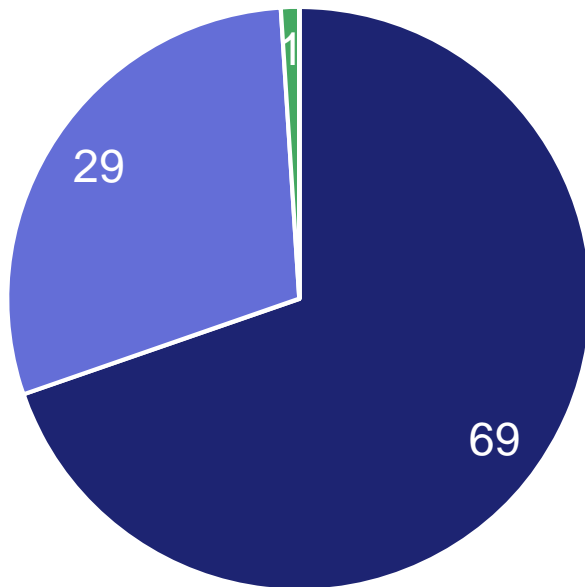


# Satisfaction with overall care

## Satisfaction with overall care received at surgery

### Latest practice results

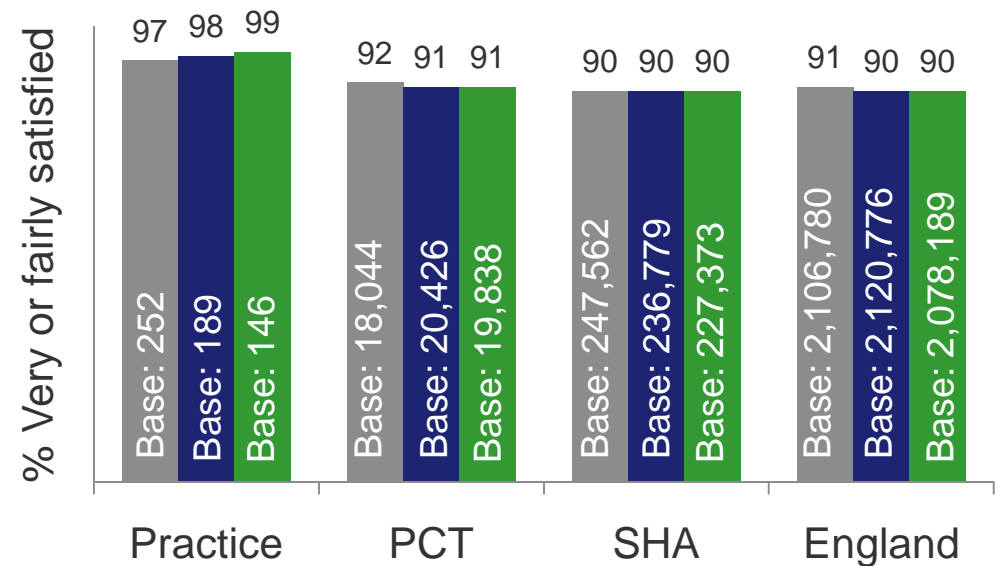
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



Total base: 146 patients

### Tracking practice performance over time and compared to PCT, SHA and England

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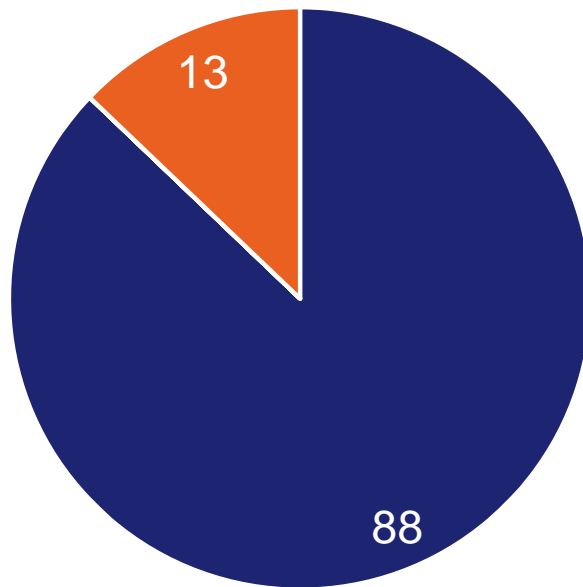


# Discussing health problem with a doctor or nurse

## Had discussions in past 12 months with a doctor or nurse about how best to deal with health problem

Latest practice results

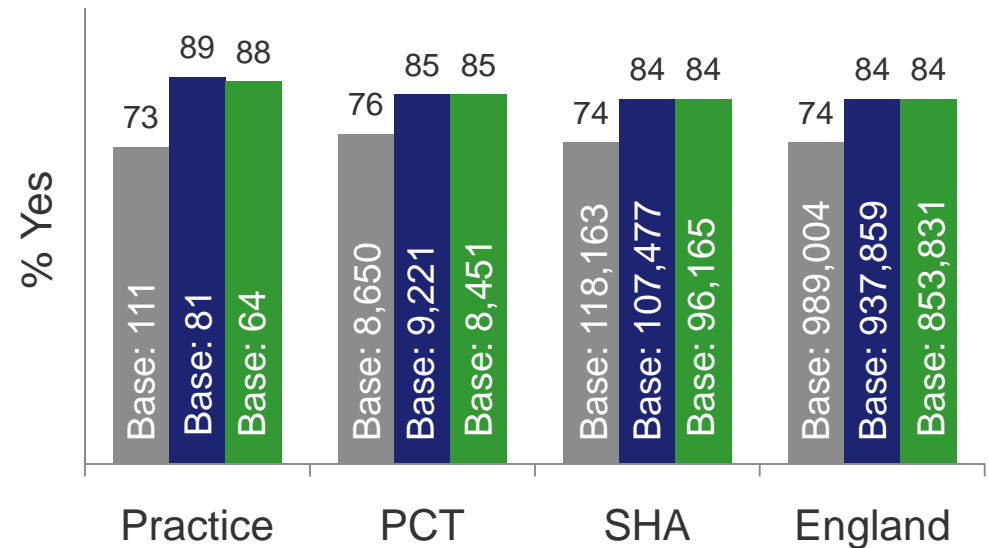
- % Yes
- % No



Total base: 64 patients

Tracking practice performance over time and compared to PCT, SHA and England

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- Jul 09-Jun 10 (total base: 2,124,586)

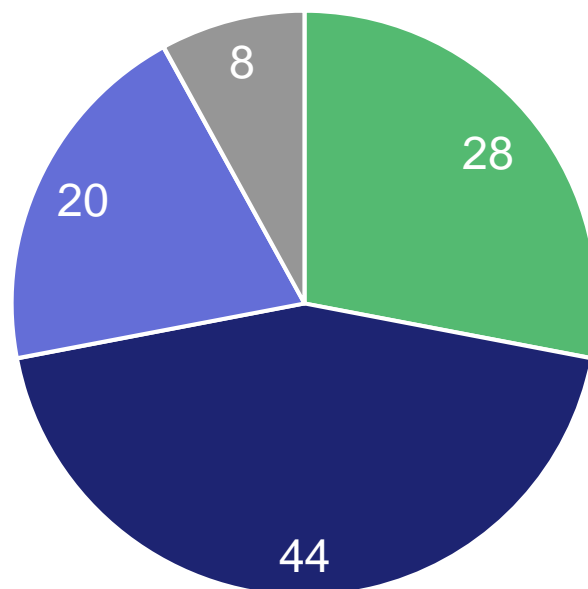


# Ease of getting an appointment with a practice nurse

## Ease of getting an appointment with a practice nurse

### Latest practice results

- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



### % saying "easy"

Practice	64
Base: 25	
PCT	74
Base: 4321	
SHA	72
Base: 52036	
England	70
Base: 489631	

Total base: 25 patients

Please note that in July 2009-March 2010, only patients who said they had seen a practice nurse in the past six months were asked how easy it was to get an appointment. However, in April-June 2010, all patients were asked about ease of getting an appointment with a nurse. The results presented here are based on data from April-June 2010 only and are therefore not comparable with previous results for this question.

# This practice's highest performing areas compared with PCT average

Please note: If your practice has performed uniformly lower than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

I found it easy to speak to a doctor on the phone

43

Base: 143

My doctor was good at involving me in decisions about my care

88

Base: 142

My doctor was good at taking my problems seriously

96

Base: 142

PCT average (%)	Practice-PCT Difference (%)	National average (%)
24 Base: 19008	+18	25 Base: 1977336
72 Base: 19138	+16	72 Base: 1991415
84 Base: 19427	+13	83 Base: 2024222

# This practice's lowest performing areas compared with PCT average

Please note: If your practice has performed uniformly higher than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

My practice nurse was good at involving me in decisions about my care



Base: 131

I was able to book ahead for an appointment with a doctor



Base: 73

My practice nurse was good at asking about my symptoms



Base: 135

PCT average (%)	Practice-PCT Difference (%)	National average (%)
64 Base: 18485	-12	63 Base: 1907386
69 Base: 9883	-12	71 Base: 998349
73 Base: 18698	-11	72 Base: 1929736

If you have any questions about the survey or the results, please contact your PCT or visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk). Full practice results can be found at [www.gp-patient.co.uk/results](http://www.gp-patient.co.uk/results).