



THE GP PATIENT SURVEY



Key results 2008/09 for
HENDFORD LODGE MEDICAL CENTRE,
YEOVIL (L85022)

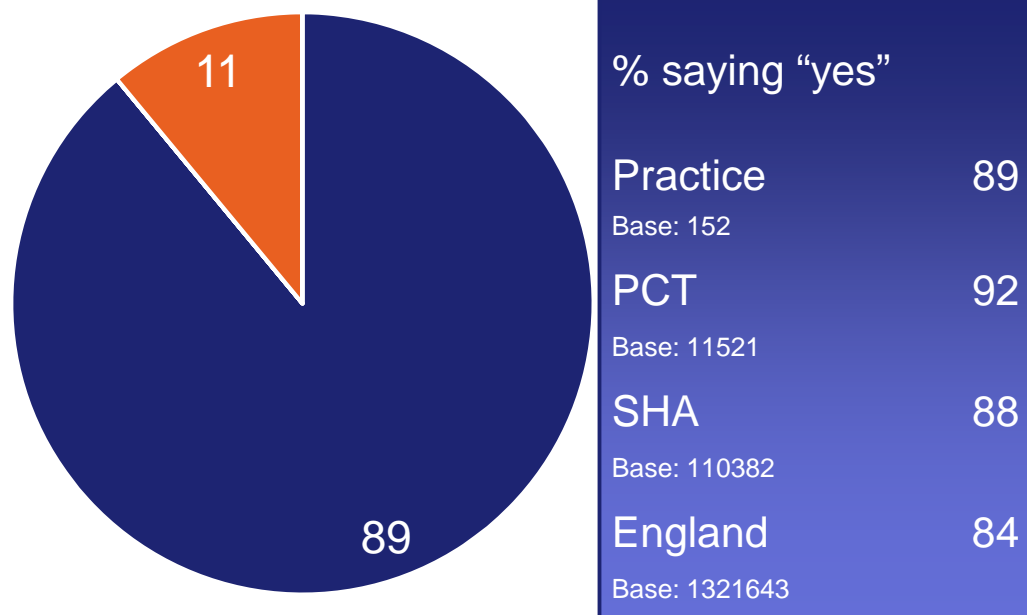
Technical Details of the GP Patient Survey 2008/09

- Ipsos MORI administered the GPPS on behalf of the Department of Health (DH).
- Questionnaires were sent to 5,660,217 adult patients registered with GP practices in England w/c 5 January 2009. Reminders were sent to non-responding patients in February and March.
- Questionnaires received by 9 April 2009 are included in the survey results, with duplicates excluded. The overall response rate to the survey is 38%, based on 2,163,456 completed responses.
- Patients were able to complete the survey on paper, online and over the phone, including in 13 other languages.
- 585 questionnaires were sent to adult patients registered with this practice code L85022, and 237 were returned completed. The unadjusted response rate is therefore 41%. The number of patients in a practice who were sent questionnaires was determined individually for each practice.
- Computer rounding means that combined percentage scores are not always the sum of the individual percentage scores. For example, 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.
- This document outlines answers to a number of key questions from the survey. Full practice results can be found at www.gp-patient.co.uk/results.

48 hour booking and booking ahead

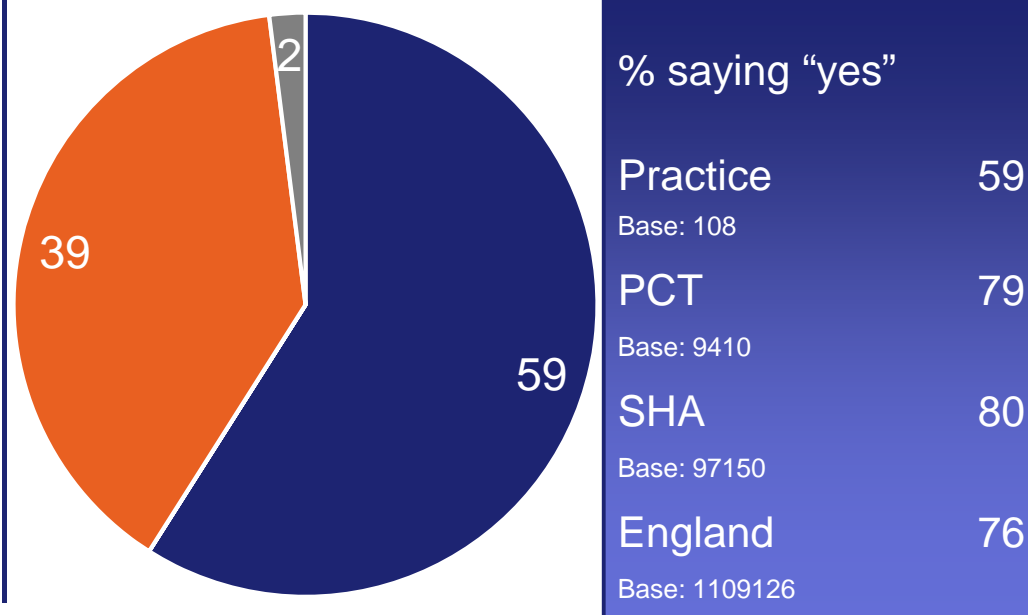
Able to see doctor on the same day or next 2 days the surgery was open

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



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

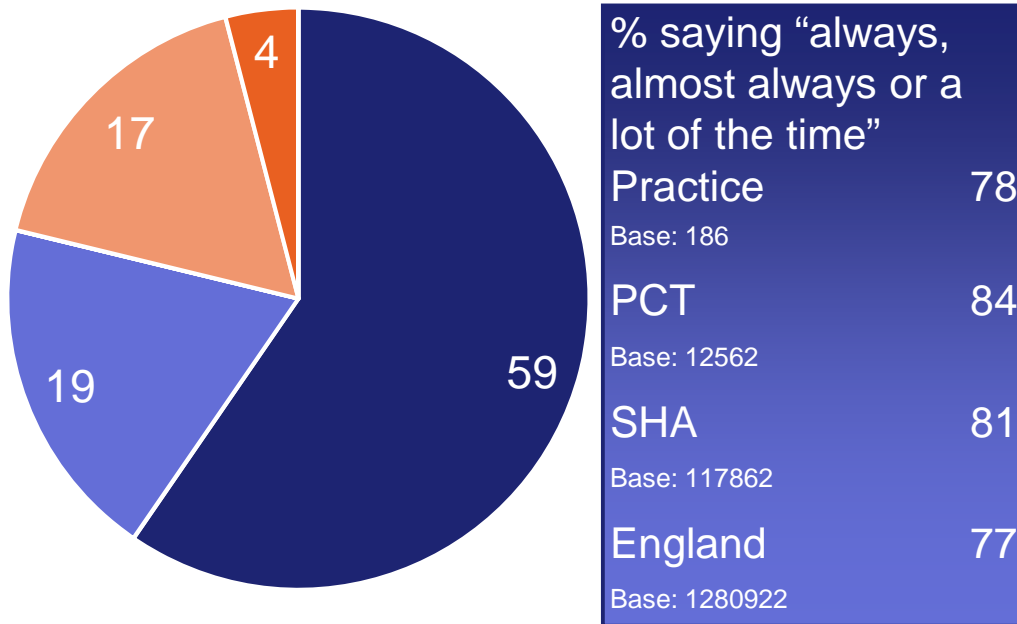
- % Yes
- % No
- % Can't remember



Seeing a preferred doctor and ease of getting through on the phone

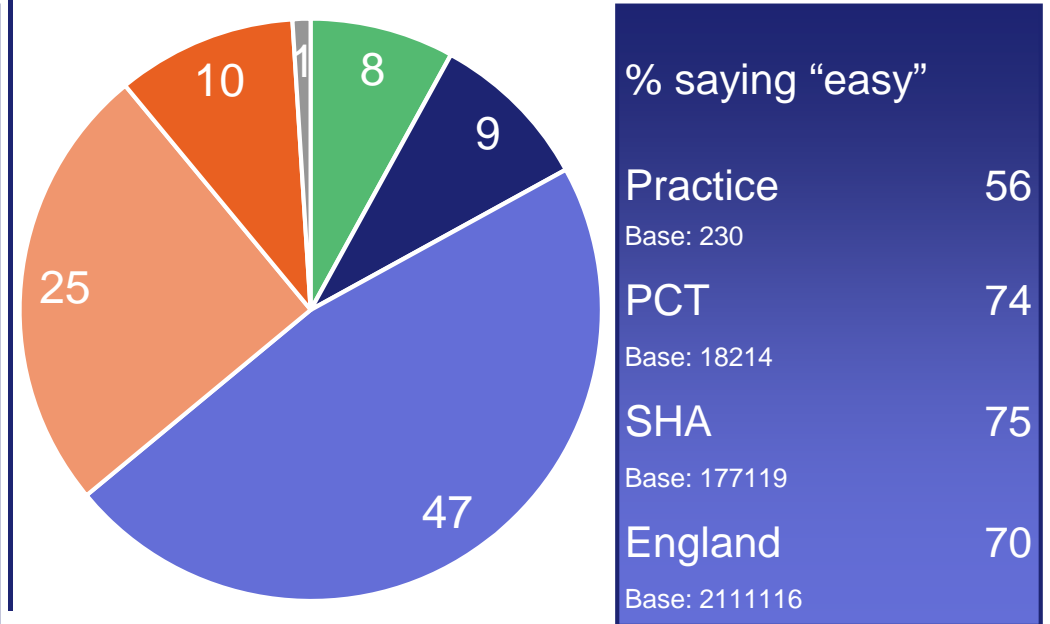
Frequency of seeing preferred doctor

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



Ease of getting through to the surgery on the phone

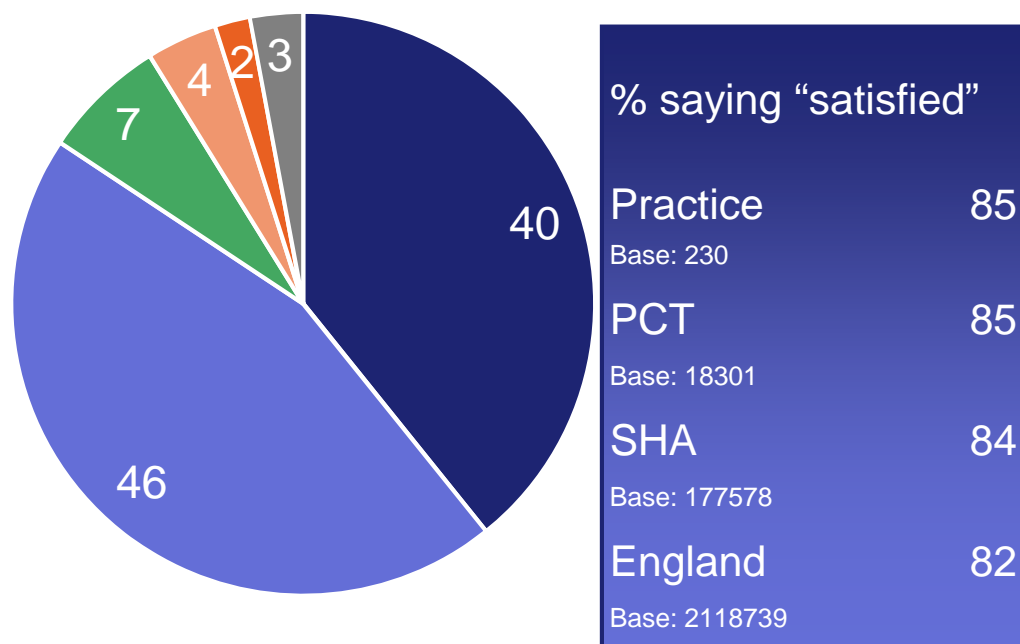
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Satisfaction with opening hours and overall care

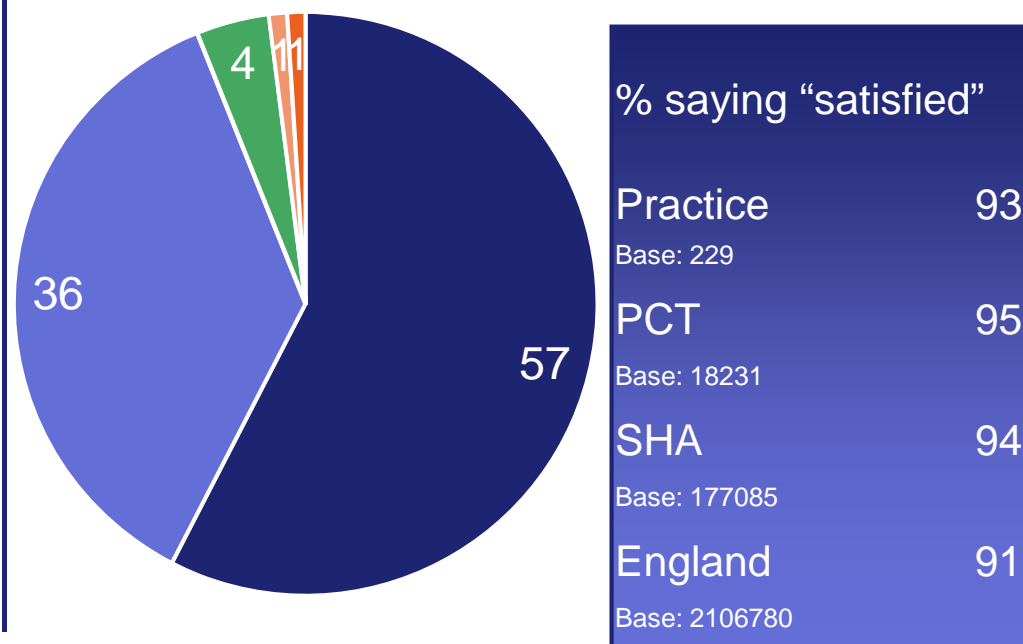
Satisfaction with surgery opening hours

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



Satisfaction with overall care received at the surgery

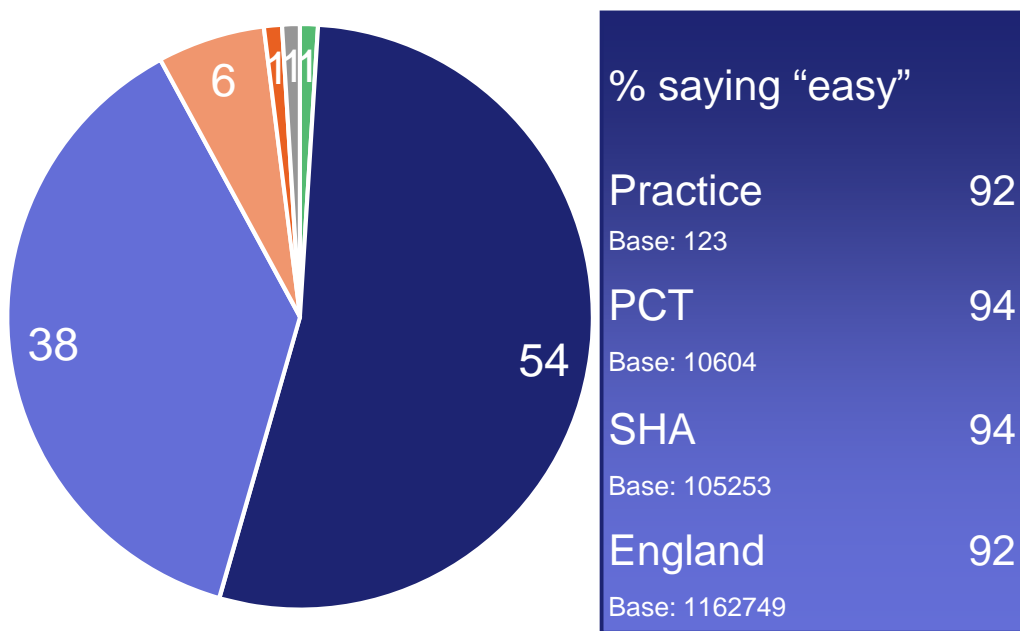
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



Ease of getting an appointment with a practice nurse and whether discussed managing a long-standing health problem with a doctor or nurse

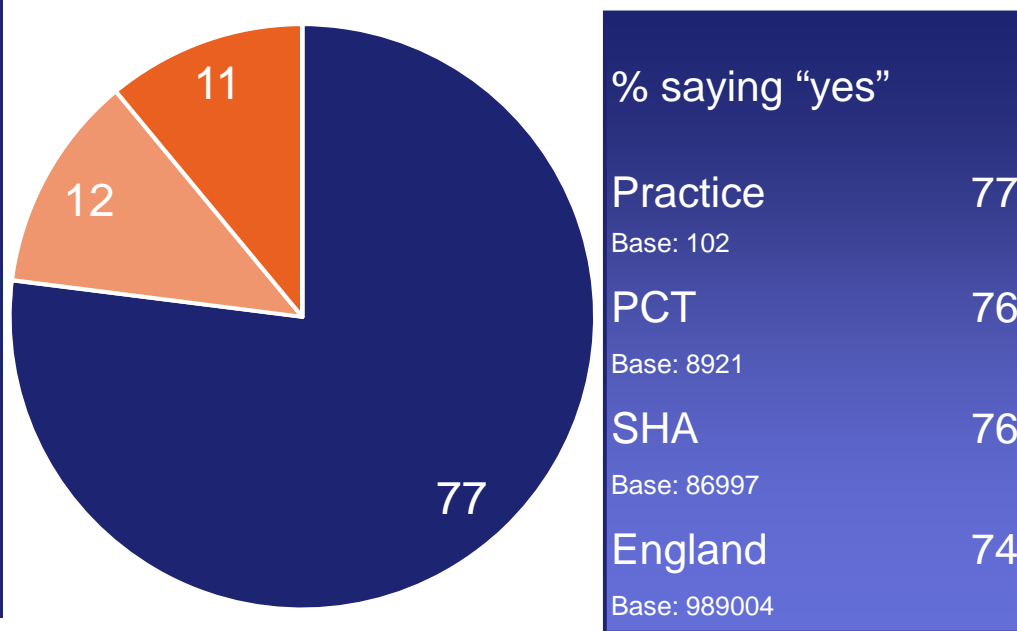
Ease of getting an appointment with a practice nurse

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



Had a discussion with a doctor or nurse about managing a long-standing health problem

- % Yes
- % No, I didn't want a discussion
- % No, I would have liked a discussion
- % Can't remember



Where your practice has performed well

% of patients saying this

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

53

Base: 223

I don't normally have to wait too long

80

Base: 228

I found it easy to get test results on the phone

42

Base: 219

PCT average (%)	Practice-PCT Difference (%)	National average (%)
40 Base: 17706	+14	25 Base: 2032740
75 Base: 17944	+5	68 Base: 2074513
40 Base: 17622	+2	36 Base: 2026817

Areas for improvement

% of patients saying this

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



Base: 108

I found it easy to get through on the phone



Base: 230

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



Base: 114

PCT average (%)	Practice-PCT Difference (%)	National average (%)
79 Base: 9410	-20	76 Base: 1109126
74 Base: 18214	-19	70 Base: 2111116
73 Base: 10174	-12	74 Base: 1110332

If you have any questions about the survey or the results, please contact your PCT or visit www.gp-patient.co.uk