Final Results 2009/10 GP Patient Experience Survey

Dr J M Bell, Kingspark Avenue - Glasgow



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2009/10 GP Patient Experience Survey

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Introduction

This report gives a summary of the final results of the 2009/10 GP Patient Experience Survey for Dr J M Bell, Kingspark Avenue - Glasgow.

The survey was sent to 421 people registered with the surgery, and they were asked to return it only if they had contacted the surgery in the last year.

The survey asked questions about people's experiences during 2009/10 of making an appointment, visiting the GP surgery, seeing staff and being prescribed medicines. A copy of the survey is available at:

http://surveyresults.bettertogetherscotland.com/gp/GP_Survey_FINAL.pdf

178 patients of Dr J M Bell, Kingspark Avenue - Glasgow sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 37% were male and 63% were female;
- 14% were aged 16-34, 24% were aged 35-49, 38% were aged 50-64 and 24% were 65 and over;
- 77% did not have any limiting illness or disability.

The survey was commissioned by Scottish Government for Scotland's Patient Experience Programme "Better Together" and was carried out by Picker Europe. Picker Europe is a charity which provides support for patient experience surveys.

The results of the survey will be used by the GP surgery, Health Board, and the Scottish Government to improve the quality of healthcare in Scotland by focussing us on the areas that people tell us are important to them and where they consider we could do better.

For more information on Better Together, Scotland's Patient Experience Programme please go to www.bettertogetherscotland.com

For information on what the above organisations are doing to make improvements please contact:

Better Together GR, St Andrew's House Regent Road Edinburgh EH1 3DG patientexperience@scotland.gsi.gov.uk

National results for this survey are available in the national report published here: http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey

Results for Dr J M Bell, Kingspark Avenue - Glasgow

Results are shown as the % positive. This means the percentage of people who answered in a positive way. For example, when asked if they could get through on the phone, if people said always or most of the time these have been counted as positive answers.

The bars illustrate the % positive as green, and the % negative as red. For example, if people said they could rarely or never get through on the phone, these have been counted as negative. Where answers are neither positive nor negative, the % is shown in yellow - for example if people answered sometimes to the question about getting through on the phone.

The answers that have been counted as positive and negative for each question can be found on the website at:

http://surveyresults.bettertogetherscotland.com/gp/Percent_Positive_Results_key.pdf.

The national average is the weighted average for patients in Scotland. The weighted national average is calculated by weighting each GP surgery result by the relative surgery size. The weight is calculated as the GP surgery list size (of patients eligible for the survey) as a proportion of the national list size.

To display the number of patients answering positively and negatively for a particular question, please hover the mouse cursor over the bar chart (this is not available on the html version).

Access

Able to get through on the phone	% Positive Surgery 99	Positive Negative	% Positive Scotland
Person answering the phone was polite	e 100		94
and helpful Could see or speak to a doctor or	99		90
nurse within 2 working days Able to book a doctors appointment in	98		78
advance Can usually see preferred doctor	99		84
Time waiting to be seen at GP surgery	98		88
Overall arrangements for getting to see a doctor	e 99		81
Overall arrangements for getting to see a nurse	e 95		87

Reception

The receptionist was polite and helpful	% Positive Surgery 99	Positive	Negative	% Positive Scotland 94
People were not worried that they could be overheard talking to the receptionist	85			63
People did not feel bothered or threatened by other patients	100			97

Doctors

The doctor listens to the patient	% Positive Surgery 100	Positive Negative	% Positive Scotland 94
Patients feel that the doctor has all the information they need to treat them	98		88
The doctor shows consideration for the patient's personal circumstances when treating them			89
The doctor talks in a way that helps the patient to understand their condition and treatment	e 98		92
Patients have confidence in the doctor's ability to treat them	97		90
Patients have enough time with the doctor	98		87

Nurses

The nurse listens to the patient	% Positive Surgery 100	Positive Negative	% Positive Scotland 96
Patients feel that the nurse has all the information they need to treat them	96		91
The nurse shows consideration for the patient's personal circumstances when treating them	98		92
The nurse talks in a way that helps the patient to understand their condition and treatment	98		93
Patients have confidence in the nurse's ability to treat them	s 98		93
Patients have enough time with the nurse	99		95

Medicines

	% Positive Surgery	Positive	Negative	% Positive Scotland
Patients know enough about what their medicines are for	99			96
Patients know enough about how and when to take their medicines	98			99
Patients know enough about side effects of medicines	89			85
Patients know what to do if they have any problems with their medicines	95			91

Overall Experience

•	% Positive Surgery	Positive	Negative	% Positive Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	97			90
Patients are treated with dignity and respect	99			94
Patients' personal values and beliefs are respected	96			89
Rating of overall care provided by GP surgery	100			90

Top Five and Bottom Five Results for Dr J M Bell, Kingspark Avenue - Glasgow

The top 5 questions are those with the highest % positive for the surgery. The bottom 5 are those questions with the highest % negative for the surgery.

TOP FIVE

	% Positive Surgery	Positive	Negative	Positive Scotland
Person answering the phone was polite and helpful	100			94
People did not feel bothered or threatened by other patients	100			97
The nurse listens to the patient	100			96
The doctor listens to the patient	100			94
Rating of overall care provided by GI surgery	P 100			90

BOTTOM FIVE

	% Positive Surgery	Positive Negative	% Positive Scotland
People were not worried that they could be overheard talking to the receptionist	85		63
Patients are involved as much as they want to be in decisions about their care and treatment	97		90
Patients know enough about side effects of medicines	89		85
Able to book a doctors appointment in advance	t 98		78
Time waiting to be seen at GP surgery	98		88

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Further contact details, e-mail addresses and details of previous and forthcoming publications can be found on the Scottish Government Website at www.scotland.gov.uk/statistics

Complaints and suggestions

If you are not satisfied with our service, please write to the Chief Statistician, Mr Rob Wishart, 1N.04, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail rob.wishart@scotland.gsi.gov.uk. We also welcome any comments or suggestions that would help us to improve our standards of service.

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