

General Practice Assessment Questionnaire

Report of Team Meeting

17 December 2007

Present: Dr A Ibrahim
Dr J Dempster
Dr S Kefford
Dr A Taylor
Mrs A Jones
Mrs C Giles

The general Practice Assessment Survey was carried out in the surgery during September 2007. The survey had produced some very good results, in many cases reaching above or level with the GPAQ benchmark.

The areas that need some attention as they were slightly below the benchmarks are as follows:

- **Satisfaction with availability of particular doctor**
- **Satisfaction with continuity of care**

Both of these areas had also fallen below the benchmark in the 2 previous years. However in the last 2 years we have also fallen below the benchmark for availability of any doctor and this had improved this year. This is possibly because this was the first year that we have included patients that are seen in the emergency surgery in the survey.

Patients often feel that when registering with a GP they can only see that particular GP each time they attend the surgery and this may cause the feeling that availability of a particular doctor is not always satisfactory and also make patients feel that they are not able to obtain continuity of care. As all of the GP's in the practice are part time, this does reduce the availability of certain doctors over the course of the week. Following last years survey and subsequent meetings, it had been decided that we should make patients aware of this situation and they were advised via the website, the practice leaflet and by the practice nurse when new patients join the practice. However it still appears that patients are finding availability a problem and feel that this affects their continuity of care.

All other areas covered by the survey reached the national benchmarks.

Review of 2006/07 Survey

The results of the survey carried out in 2006 showed that patients were not happy with the availability of any doctor, this has now improved, although as stated above this may be due to the fact that we have included the emergency surgeries in our survey this year.

Priorities set as a result of the survey for 2006 were:

- **Encourage patient education with regard to doctors working part-time hours**
- **Encourage patients to build up a relationship with more than one of the doctors**
- **Update Website**
- **Produce display of survey results in waiting room**
- **Produce a quarterly newsletter**

All of the above priorities have now been met.

The overall opinion was that this had been a successful survey and highlighted the patient's satisfaction with most areas. It is possible that when we start to use Patient Partner in the future following the practice merge, it may make availability appear to be easier to the patients.

It was agreed that at our next meeting we would discuss a date to meet with a selection of patients to discuss the results of the survey.