



THE GP PATIENT SURVEY



Key results 2009/10 Q1-Q3 for
REDGATE MEDICAL CENTRE (L85051)

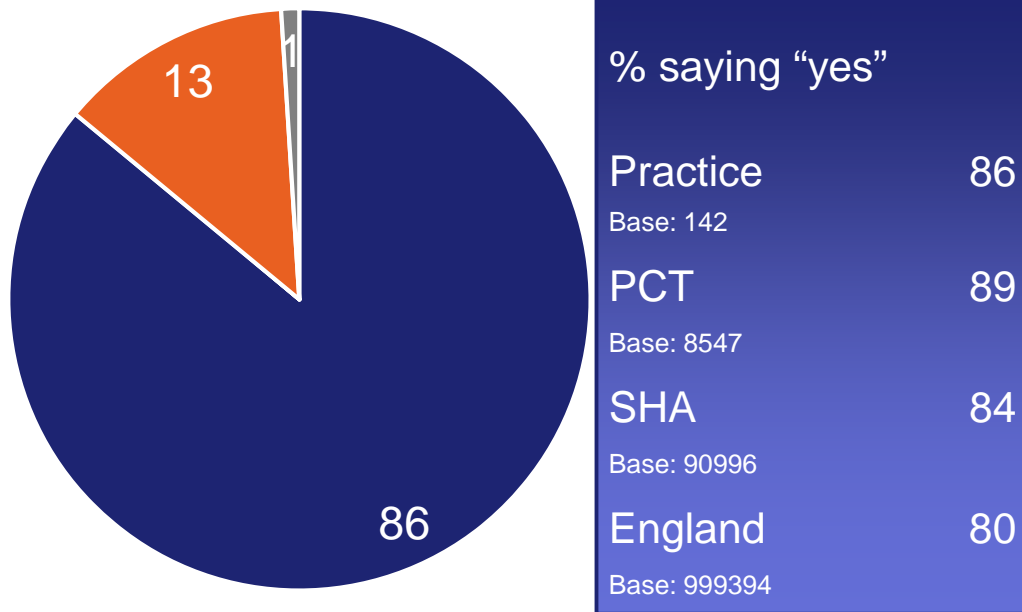
Technical Details of the GP Patient Survey 2009/10 Q1-Q3

- 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.
- This document outlines answers to a number of key questions from the survey. The survey data in this report is based on findings from Q1-Q3 of the 2009/10 survey combined.
- Q1 questionnaires were sent to 1,390,232 patients in April 2009, with reminders sent to non-responding patients in May and June. Q2 questionnaires were sent to 1,389,788 patients in July 2009, with reminders in August and September. Q3 questionnaires were sent to 1,392,756 patients in October 2009, with reminders in November and December.
- The overall response rate to the survey is 40%, based on 1,648,340 completed responses from Q1-Q3 combined.
- Now that the survey happens quarterly, the results presented here are based on a sample of patients that is smaller than the annual survey published in July 2009. The number of responses will increase over the survey year to c.2 million patients. The indicators of performance given here will become more statistically robust as the number of responses increases.
- 649 questionnaires were sent to adult patients registered with this practice code L85051, and 230 were returned completed, in Q1-Q3 combined. The overall response rate for this practice is 35%. 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, 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 and booking ahead

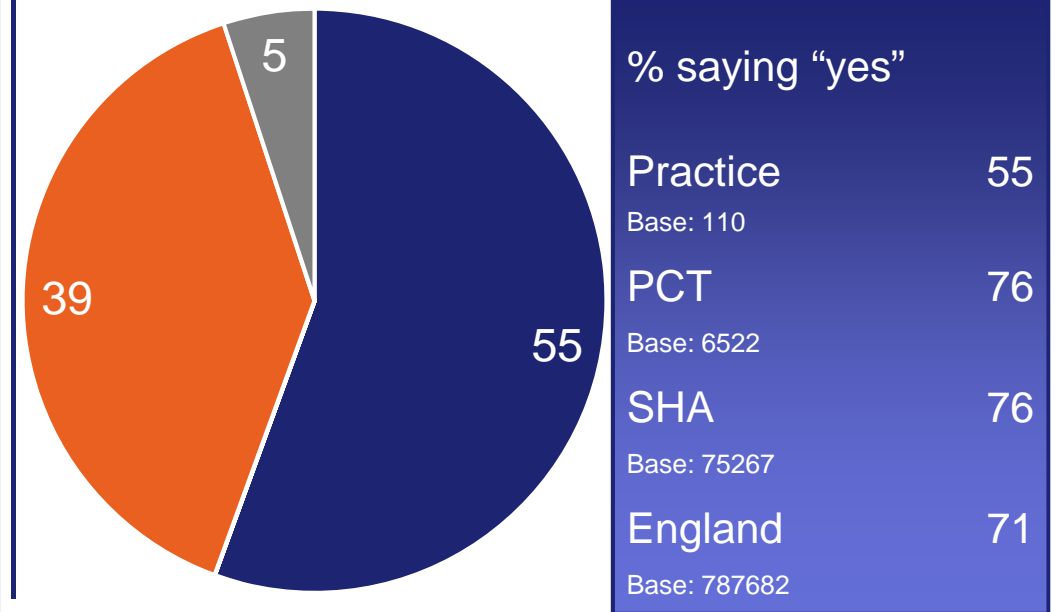
Able to see doctor on the same day or next 2 days the surgery was open

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



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

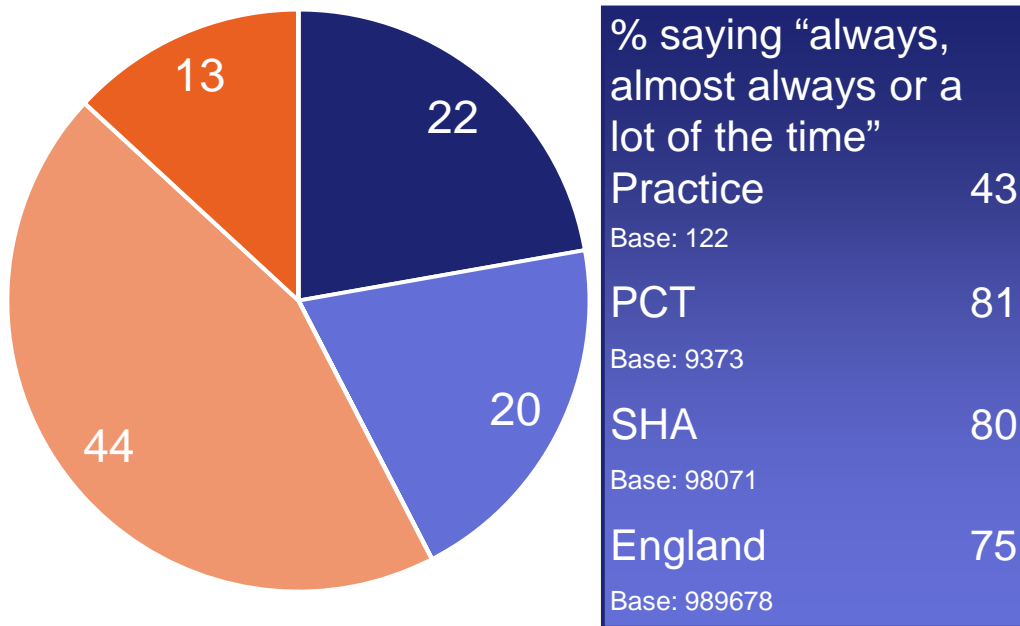
- % Yes
- % No
- % Can't remember



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

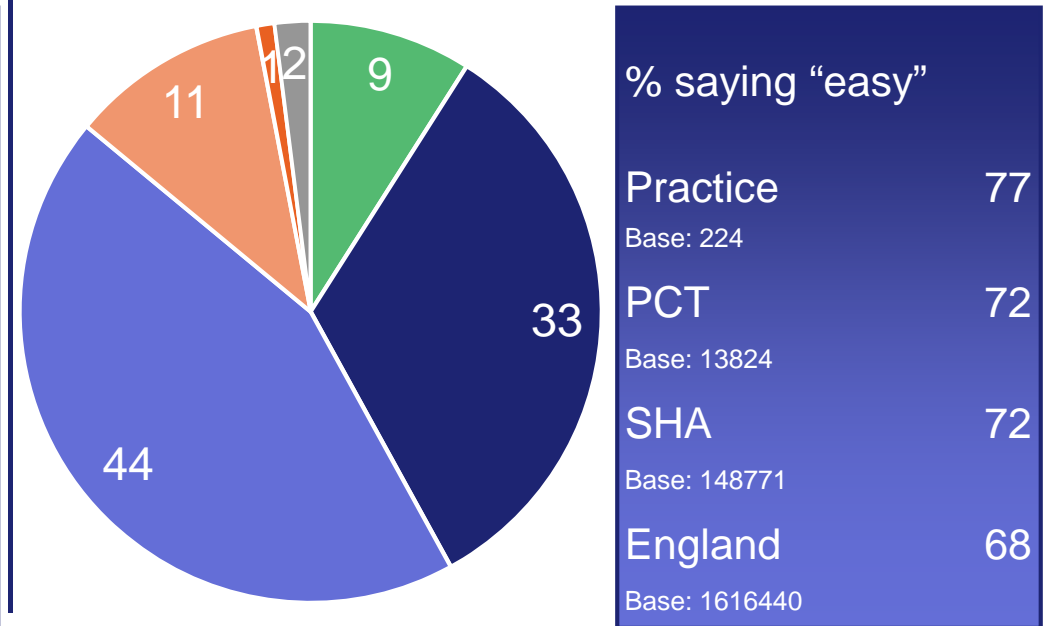
Frequency of seeing preferred doctor

- % 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

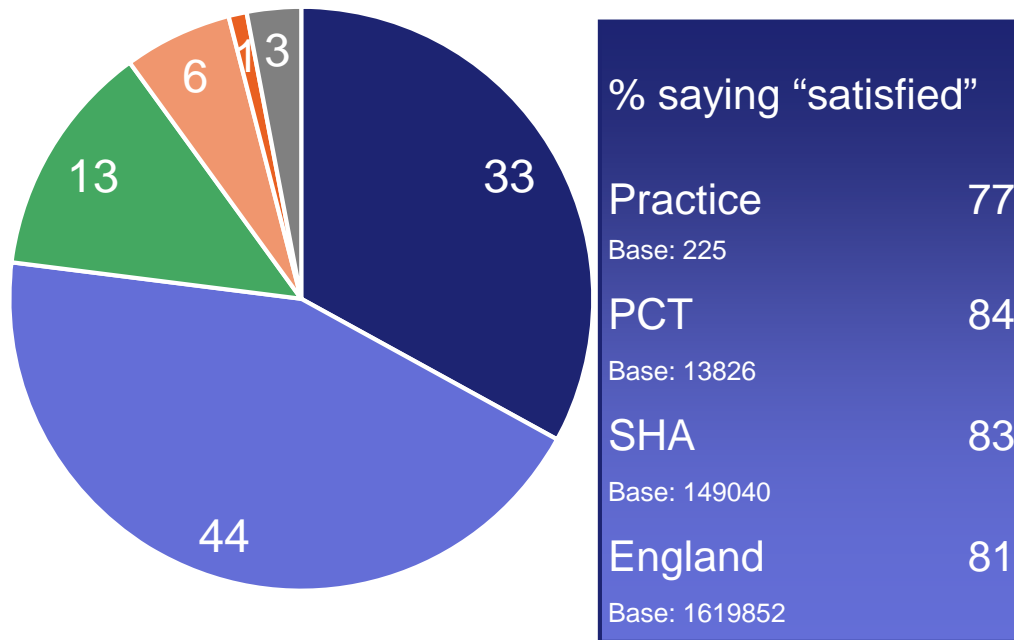
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Satisfaction with opening hours and overall care

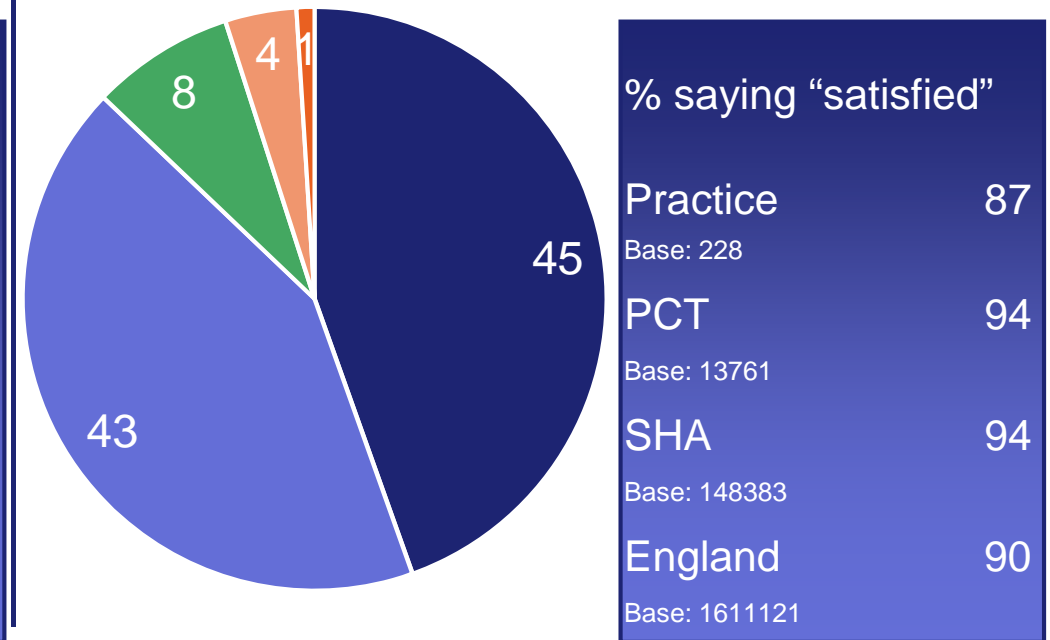
Satisfaction with surgery opening hours

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



Satisfaction with overall care received at the surgery

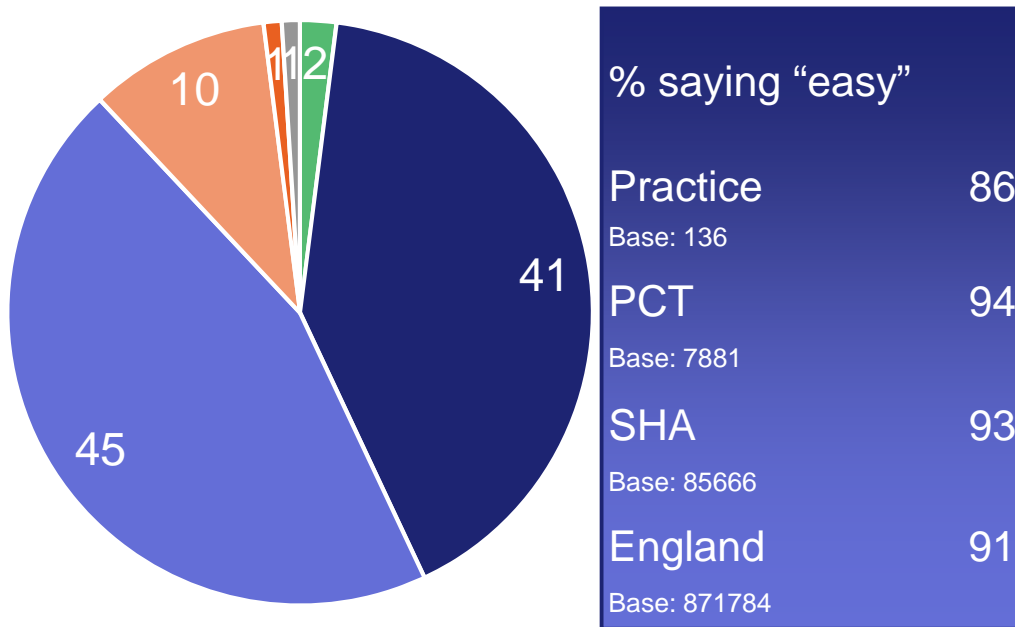
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



Ease of getting an appointment with a practice nurse and whether discussed how best to deal with long-standing health problem with doctor or nurse

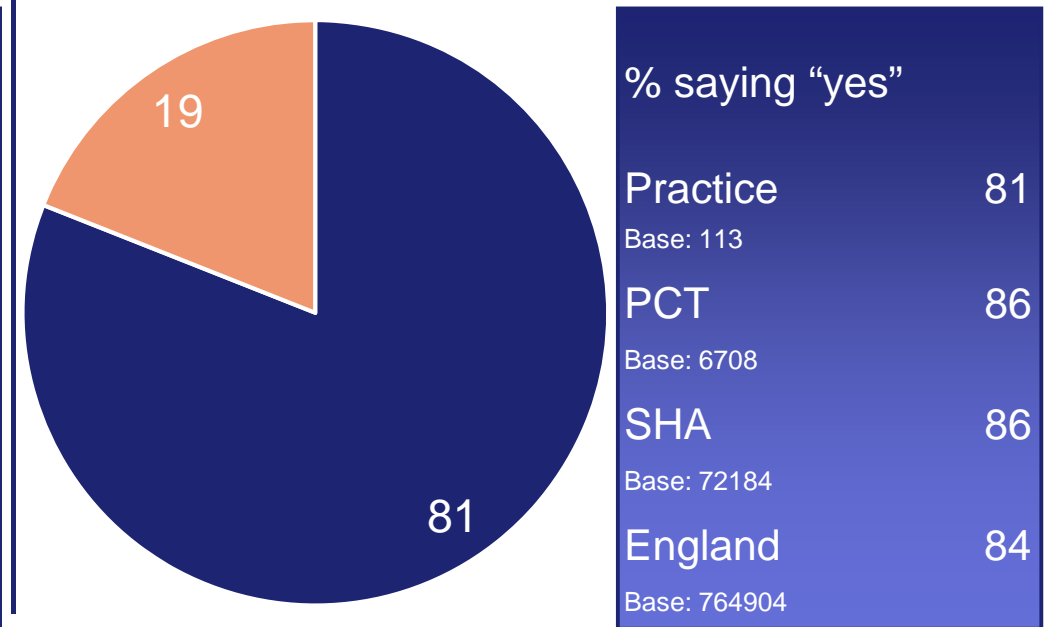
Ease of getting an appointment with a practice nurse

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



Had discussions with a doctor or nurse about how best to deal with long-standing health problem

- % Yes
- % No



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

My practice nurse was good at asking about my symptoms



Base: 213

My practice nurse was good at listening to me



Base: 215

I found it easy to get through on the phone



Base: 224

PCT average (%)	Practice-PCT Difference (%)	National average (%)
72 Base: 13002	+8	73 Base: 1498102
81 Base: 13061	+6	79 Base: 1507011
72 Base: 13824	+5	68 Base: 1616440

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

I see my preferred doctor always, almost always or a lot of the time

43

Base: 122

I would recommend my surgery to someone who has just moved to the area

64

Base: 76

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

55

Base: 110

PCT average (%)	Practice-PCT Difference (%)	National average (%)
81 Base: 9373	-39	75 Base: 989678
89 Base: 4381	-25	84 Base: 522379
76 Base: 6522	-21	71 Base: 787682

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