# Final Results 2009/10 GP Patient Experience Survey

Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie



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#### Introduction

This report gives a summary of the final results of the 2009/10 GP Patient Experience Survey for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie.

The survey was sent to 378 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

169 patients of Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie sent in feedback on their experiences at the surgery. Of the patients that answered questions about themselves:

- 42% were male and 58% were female:
- 15% were aged 16-34, 22% were aged 35-49, 28% were aged 50-64 and 34% were 65 and over:
- 66% 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 C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie

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 98	Positive	Negative	% Positive Scotland 88
Person answering the phone was polite and helpful	e 100			94
Could see or speak to a doctor or nurse within 2 working days	100			90
Able to book a doctors appointment in advance	100			78
Can usually see preferred doctor	98			84
Time waiting to be seen at GP surgery	91			88
Overall arrangements for getting to see a doctor	97			81
Overall arrangements for getting to see a nurse	96			87

# Reception

The receptionist was polite and helpful	% Positive Surgery 100	Positive	Negative	% Positive Scotland 94
People were not worried that they could be overheard talking to the	89			63
receptionist People did not feel bothered or threatened by other patients	99			97

# **Doctors**

The doctor listens to the patient	% Positive Surgery 99	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	96			90
Patients have enough time with the doctor	98			87

# **Nurses**

The nurse listens to the patient	% Positive Surgery 98	Positive	Negative	% Positive Scotland 96
Patients feel that the nurse has all the information they need to treat them	95			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	96			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	Negativ	% Positive Scotland
Patients know enough about what their medicines are for	99			96
Patients know enough about how and when to take their medicines	99			99
Patients know enough about side effects of medicines	96			85
Patients know what to do if they have any problems with their medicines	98			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	95		90
Patients are treated with dignity and respect	99		94
Patients' personal values and beliefs are respected	99		89
Rating of overall care provided by GP surgery	99		90

# Top Five and Bottom Five Results for Dr C R Palmer & Partner, The Surgery, Ecclefechan - Lockerbie

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
Able to book a doctors appointment in advance	100			78
Could see or speak to a doctor or nurse within 2 working days	100			90
Person answering the phone was polite and helpful	100			94
The receptionist was polite and helpful	100			94
The doctor listens to the patient	99			94

# **BOTTOM FIVE**

	% Positive Surgery	Positive Negative	% Positive Scotland
Time waiting to be seen at GP surgery	91		88
Patients are involved as much as they want to be in decisions about their care and treatment	95		90
People were not worried that they could be overheard talking to the receptionist	89		63
Can usually see preferred doctor	98		84
Overall arrangements for getting to see a nurse	96		87

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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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