

# DEDDINGTON HEALTH CENTRE

## PATIENT SURVEY 2013-14

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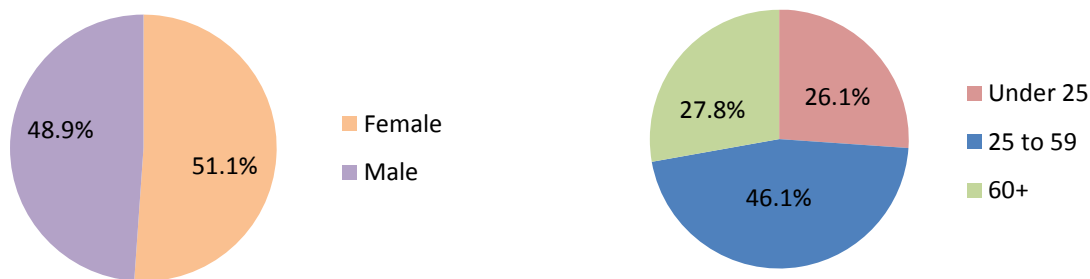
## Practice Profile

Deddington Health Centre is an established health centre set in a rural area providing primary care services to an approximate patient population of 9300.

The practice has six doctors, three male and three female and is open from 8:00am to 6:30pm Monday to Friday. The surgery also offers a dispensing service to eligible patients. There is one GP Registrar, who is a qualified doctor training to be a GP.

The current practice population shows that there are slightly more females than males and the majority age group is those who fall within the 25 to 59 bracket with the Under 25 and 60+ age groups being of similar proportion.

## Current Patient Population Demographic



## The Survey

During December 2013 and January 2014 we advertised our survey using a variety of methods to ensure that we gathered a fair representation of the practice population. We produced notices within the practice, advertised in our practice newsletter and contacted a wide variety of patients via email.

The survey asked a number of questions in particular areas:

- About the Practice
- About the Doctor
- About the Staff
- About Dispensary
- Out of Hours
- Village Deliveries
- General Questions
- Comments

All participants had the option to offer comments on how we could improve our service as part of the survey, all of the comments received are included later in this report.

The total number of completed questionnaires that we received was 250, this equates to 2.7% of the practice population.

## **Survey Results - Summary**

The overall results were very encouraging, just over 85% of patients who responded to the question regarding their overall satisfaction with the Surgery, rated us as Good or Excellent. Our highest scores were in the areas of About the Doctor and About the Staff.

## **Areas of Highest & Lowest Achievement**

The areas of our best performance were:

- Respect shown for your privacy and confidentiality
- The recommendation I would give my friend about this doctor
- The manner in which you were treated by staff
- The opportunity the doctor gave me to express my concerns or fears
- Overall satisfaction with surgery

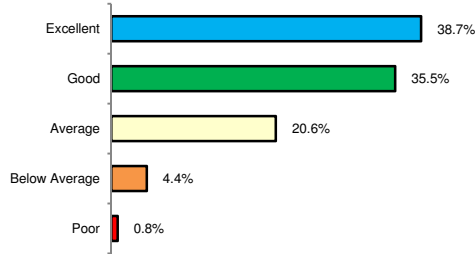
The areas of our worst performance were:

- Length of time waiting in the practice
- Chances of seeing a doctor/nurse of your choice
- Comfort level of waiting room
- Opportunity to see the same doctor about an on-going condition
- Ability to book a Specialist Nursing Clinic
- Chance of seeing a doctor/nurse within 48 hours

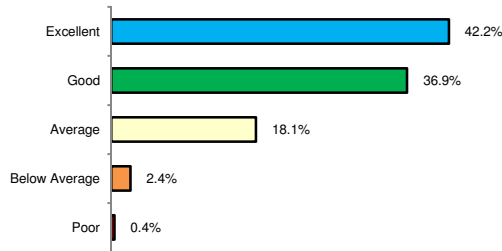
## % Score Charts

Graphical representations of the ratings percentages are shown below. Table 1 & 2 show the actual numbers and percentages in a grid format. For information regarding calculation methods see the section 'Score Calculation Methods'.

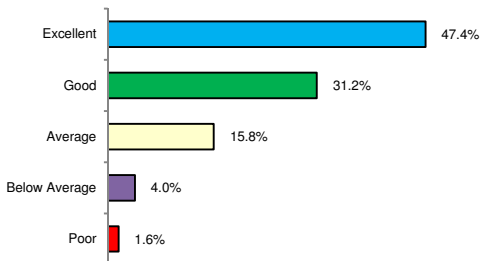
**Q1:** Your level of satisfaction with the practice's opening hours.



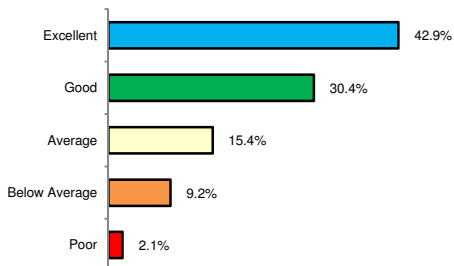
**Q2:** Ease of contacting the practice on the telephone.



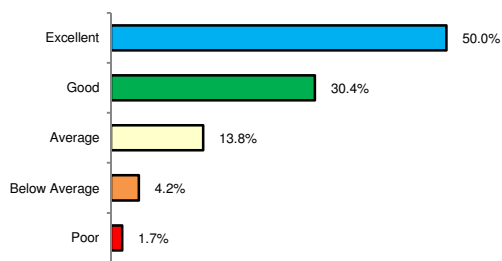
**Q3:** Satisfaction with the day and time arranged for your appointment.



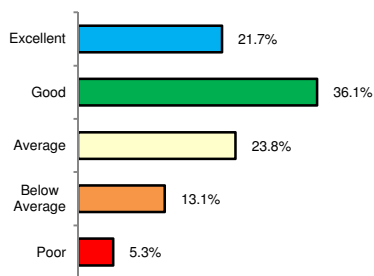
**Q4:** Chance of seeing a doctor/nurse within 24 hours.



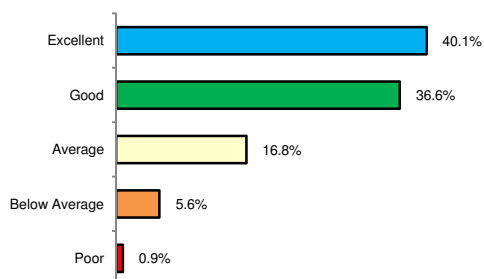
**Q5: The ability to book appointments more than 48 hours in the future.**



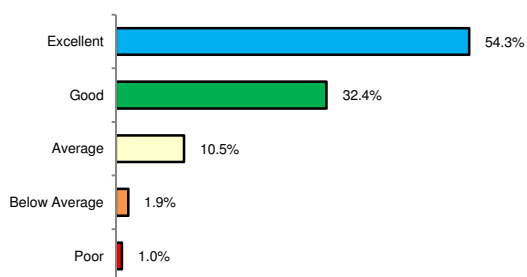
**Q6: Chances of seeing a doctor/nurse of **your** choice.**



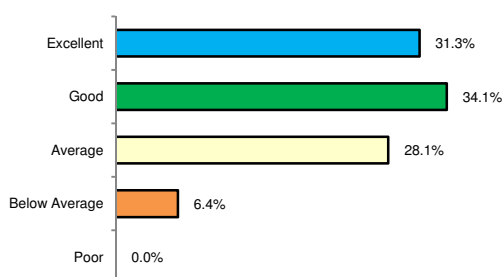
**Q7: Opportunity of speaking to a doctor/nurse on the telephone when necessary.**



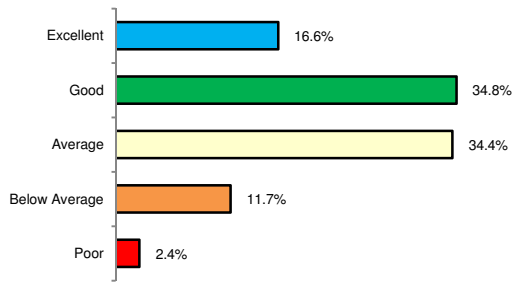
**Q8: Opportunity to email a doctor at the surgery.**



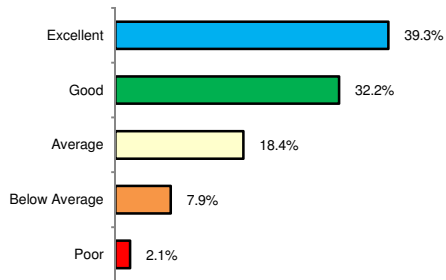
**Q9: Comfort level of waiting room (e.g. chairs, magazines).**



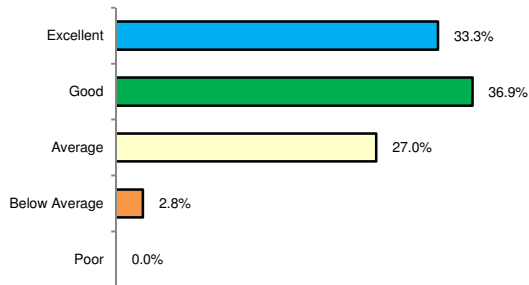
**Q10: Length of time waiting in the practice.**



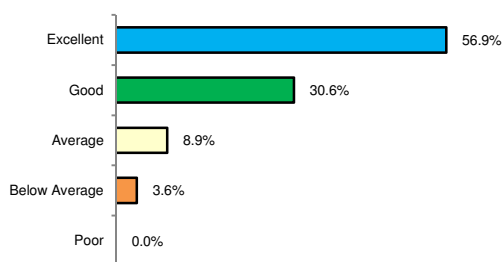
**Q11: Opportunity to see the same doctor about an on-going condition.**



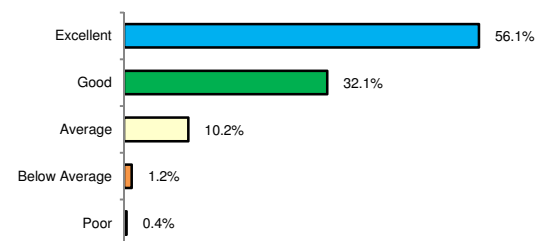
**Q12: Your ability to book a Specialist Nurse Clinic.**



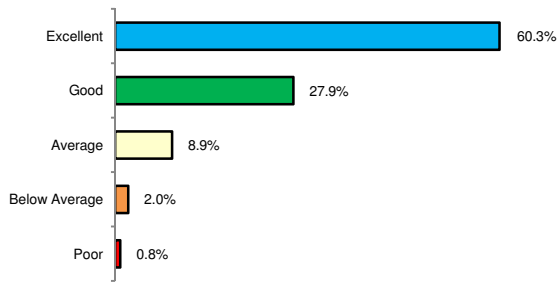
**Q13: My overall satisfaction with my last visit to the doctor was ...**



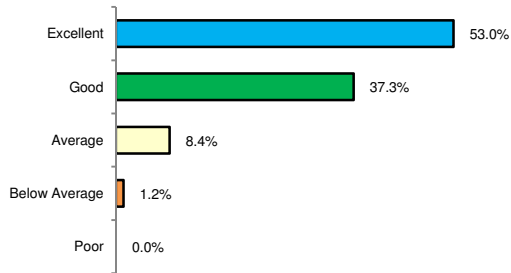
**Q14: The opportunity the doctor gave me to express my concerns or fears was ...**



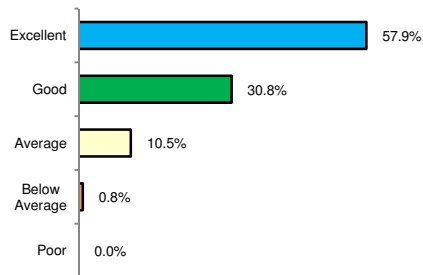
**Q15:** The recommendation I would give my friends about this doctor would be ...



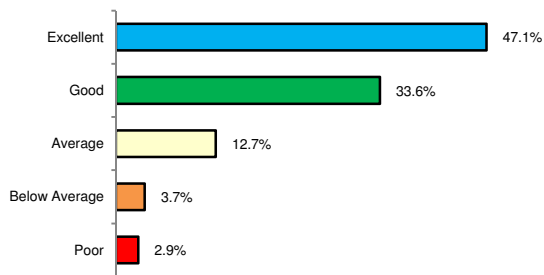
**Q16:** The manner in which you were treated by staff.



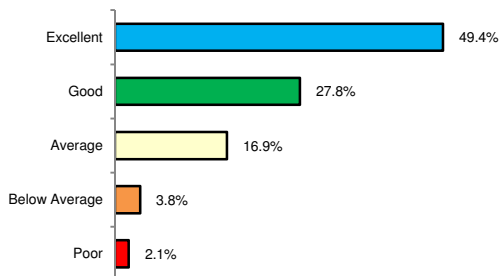
**Q17:** Respect shown for your privacy and confidentiality.



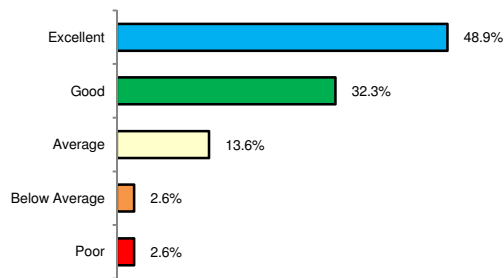
**Q18:** Your level of satisfaction with our Dispensary.



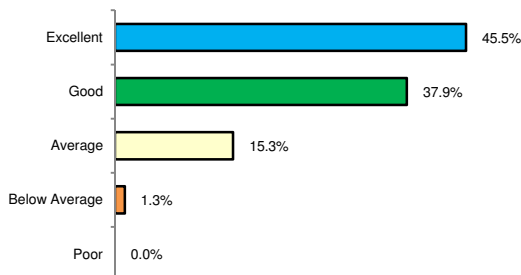
**Q19:** Ease of ordering repeat prescriptions.



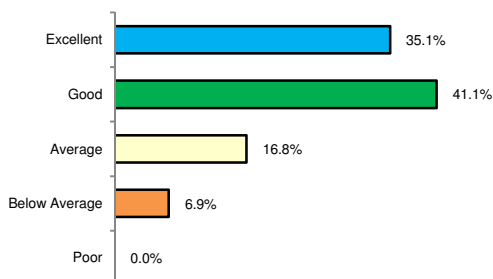
**Q20:** Ease of collecting your prescription (either at the surgery or via village deliveries).



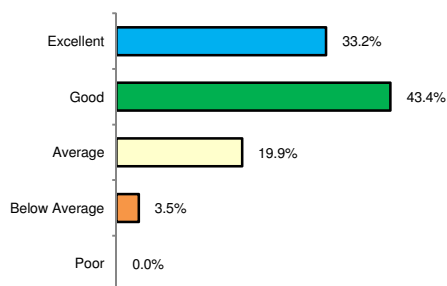
**Q21:** Information provided by the practice about its services (via the newsletter, website, practice leaflet, etc.).



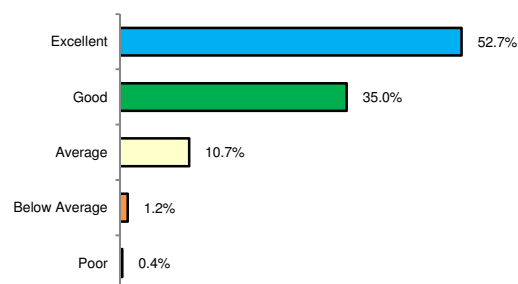
**Q22:** The opportunity for making compliments or complaints to the practice about its service and quality of care.



**Q23:** The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits, etc.).



**Q24:** What is your overall level of satisfaction with the surgery?



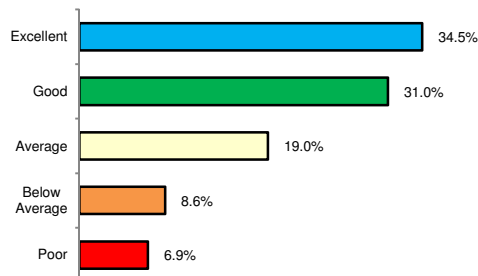


## Out Of Hours

**Q25:** Have you used the Out Of Hours service in the last 12 months?

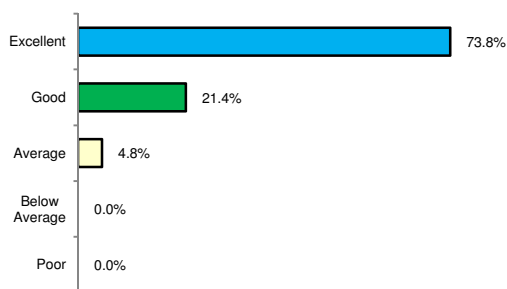
Of the total 250 survey responses, 58 patients stated that they used the Out Of Hours service within the last 12 months and responded with a score for the service.

**Q26:** If so, how would you rate the service?



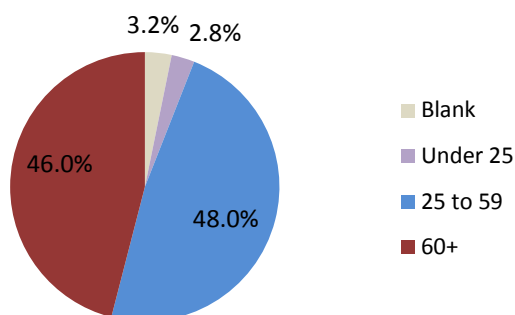
We also asked patients for their feedback on the delivery of medications to village locations. Of the total 250 survey responses, 42 patients scored the 'village delivery of medications' service, 100% of these patients said that they thought the service was safe.

Of these 42 patients, the score for the service was:



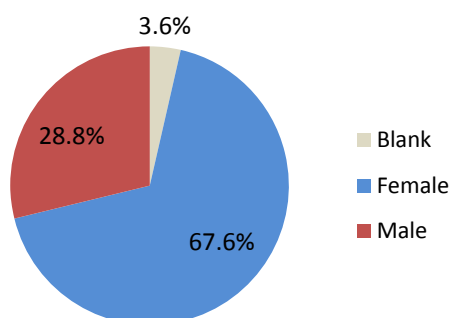
**To help us analyse the survey we asked a further two questions:**

What age group are you in?



Blank	8
Under 25	7
25 to 59	120
60+	115

Are you male or female?



Blank	9
Female	169
Male	72

**Table 1 - Distribution and Frequency of Ratings**

Question	Poor	Below Average	Average	Good	Excellent	Blank
Q1 Opening hours satisfaction	2	11	51	88	96	2
Q2 Telephone access	1	6	45	92	105	1
Q3 Appointment satisfaction	4	10	39	77	117	3
Q4 See practitioner within 48 hours	5	22	37	73	103	10
Q5 Ability to book more than 48 hours ahead	4	10	33	73	120	10
Q6 See practitioner of choice	13	32	58	88	53	6
Q7 Speak to practitioner on phone	2	13	39	85	93	18
Q8 Email a doctor at the surgery	2	4	22	68	114	40
Q9 Comfort of waiting room	0	16	70	85	78	1
Q10 Waiting time	6	29	85	86	41	3
Q11 Same doctor about ongoing condition	5	19	44	77	94	11
Q12 Booking a Specialist Nursing Clinic	0	4	38	52	47	109
Q13 Satisfaction with visit	0	9	22	76	141	2
Q14 Express concerns / fears	1	3	25	79	138	4
Q15 Recommendation	2	5	22	69	149	3
Q16 The manner in which you were treated by staff	0	3	21	93	132	1
Q17 Respect shown	0	2	26	76	143	3
Q18 Satisfaction with Dispensary	7	9	31	82	115	6
Q19 Ease of ordering repeat prescriptions	5	9	40	66	117	13
Q20 Ease of collecting prescription	6	6	32	76	115	15
Q21 Information of services	0	3	36	89	107	15
Q22 Complaints / compliments	0	14	34	83	71	48
Q23 Illness prevention	0	8	45	98	75	24
Q24 Overall satisfaction with Surgery	1	3	26	85	128	7
Q26 OOH rating	4	5	11	18	20	192

**Table 2 - % Scores**

Question	Poor	Below Average	Average	Good	Excellent	Blank	Total Responses (Non-Blanks)
Q1 Opening hours satisfaction	0.8%	4.4%	20.6%	35.5%	38.7%	0.8%	99.2%
Q2 Telephone access	0.4%	2.4%	18.1%	36.9%	42.2%	0.4%	99.6%
Q3 Appointment satisfaction	1.6%	4.0%	15.8%	31.2%	47.4%	1.2%	98.8%
Q4 See practitioner within 48 hours	2.1%	9.2%	15.4%	30.4%	42.9%	4.0%	96.0%
Q5 Ability to book more than 48 hours ahead	1.7%	4.2%	13.8%	30.4%	50.0%	4.0%	96.0%
Q6 See practitioner of choice	5.3%	13.1%	23.8%	36.1%	21.7%	2.4%	97.6%
Q7 Speak to practitioner on phone	0.9%	5.6%	16.8%	36.6%	40.1%	7.2%	92.8%
Q8 Email a doctor at the surgery	1.0%	1.9%	10.5%	32.4%	54.3%	16.0%	84.0%
Q9 Comfort of waiting room	0.0%	6.4%	28.1%	34.1%	31.3%	0.4%	99.6%
Q10 Waiting time	2.4%	11.7%	34.4%	34.8%	16.6%	1.2%	98.8%
Q11 Same doctor about ongoing condition	2.1%	7.9%	18.4%	32.2%	39.3%	4.4%	95.6%
Q12 Booking a Specialist Nursing Clinic	0.0%	2.8%	27.0%	36.9%	33.3%	43.6%	56.4%
Q13 Satisfaction with visit	0.0%	3.6%	8.9%	30.6%	56.9%	0.8%	99.2%
Q14 Express concerns / fears	0.4%	1.2%	10.2%	32.1%	56.1%	1.6%	98.4%
Q15 Recommendation	0.8%	2.0%	8.9%	27.9%	60.3%	1.2%	98.8%
Q16 The manner in which you were treated by staff	0.0%	1.2%	8.4%	37.3%	53.0%	0.4%	99.6%
Q17 Respect shown	0.0%	0.8%	10.5%	30.8%	57.9%	1.2%	98.8%
Q18 Satisfaction with Dispensary	2.9%	3.7%	12.7%	33.6%	47.1%	2.4%	97.6%
Q19 Ease of ordering repeat prescriptions	2.1%	3.8%	16.9%	27.8%	49.4%	5.2%	94.8%
Q20 Ease of collecting prescription	2.6%	2.6%	13.6%	32.3%	48.9%	6.0%	94.0%
Q21 Information of services	0.0%	1.3%	15.3%	37.9%	45.5%	6.0%	94.0%
Q22 Complaints / compliments	0.0%	6.9%	16.8%	41.1%	35.1%	19.2%	80.8%
Q23 Illness prevention	0.0%	3.5%	19.9%	43.4%	33.2%	9.6%	90.4%
Q24 Overall satisfaction with Surgery	0.4%	1.2%	10.7%	35.0%	52.7%	2.8%	97.2%
Q26 OOH rating	6.9%	8.6%	19.0%	31.0%	34.5%	76.8%	23.2%
Q27 Medication deliveries to villages rating	0.0%	0.0%	7.0%	20.9%	72.1%	82.8%	17.2%

**Table 3 – Averages**

<b>Age Group</b>	<b>Under 25</b>	<b>Under 25</b>	<b>25 - 59</b>	<b>25 - 59</b>	<b>60+</b>	<b>60+</b>	<b>OVERALL</b>
<b>Gender</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>AVERAGE</b>
Q1 Opening hours satisfaction	4.00	N/A	4.11	4.07	4.00	4.16	4.07
Q2 Telephone access	3.86	N/A	4.24	4.26	4.03	4.20	4.18
Q3 Appointment satisfaction	4.14	N/A	4.20	4.22	4.08	4.27	4.19
Q4 See practitioner within 48 hours	3.50	N/A	4.13	4.12	3.90	4.04	4.03
Q5 Ability to book more than 48 hours ahead	4.00	N/A	4.24	4.22	4.16	4.34	4.23
Q6 See practitioner of choice	3.57	N/A	3.60	3.38	3.47	3.64	3.56
Q7 Speak to practitioner on phone	3.67	N/A	4.17	3.87	4.03	4.16	4.09
Q8 Email a doctor at the surgery	4.00	N/A	4.45	4.23	4.27	4.47	4.37
Q9 Comfort of waiting room	4.00	N/A	3.86	3.85	3.96	3.93	3.90
Q10 Waiting time	2.71	N/A	3.43	3.56	3.58	3.64	3.51
Q11 Same doctor about ongoing condition	3.67	N/A	4.04	3.89	3.78	4.24	3.99
Q12 Booking a Specialist Nursing Clinic	3.75	N/A	4.07	3.94	3.89	4.08	4.01
Q13 Satisfaction with visit	4.00	N/A	4.42	4.26	4.36	4.61	4.41
Q14 Express concerns / fears	4.00	N/A	4.44	4.41	4.37	4.51	4.42
Q15 Recommendation	4.14	N/A	4.45	4.41	4.43	4.58	4.45
Q16 The manner in which you were treated by staff	4.43	N/A	4.40	4.41	4.41	4.44	4.42
Q17 Respect shown	4.43	N/A	4.41	4.44	4.42	4.57	4.46
Q18 Satisfaction with Dispensary	3.71	N/A	4.22	4.00	4.05	4.42	4.18
Q19 Ease of ordering repeat prescriptions	3.83	N/A	4.28	4.19	3.94	4.32	4.19
Q20 Ease of collecting prescription	4.17	N/A	4.14	4.12	4.25	4.31	4.23
Q21 Information of services	3.57	N/A	4.32	4.04	4.37	4.31	4.28
Q22 Complaints / compliments	3.67	N/A	4.18	3.92	4.04	3.88	4.04
Q23 Illness prevention	3.57	N/A	4.09	4.00	4.02	4.11	4.06
Q24 Overall satisfaction with Surgery	4.14	N/A	4.39	4.38	4.33	4.49	4.38

## Comparison 2012-13 to 2013-14

A patient survey for Deddington Health Centre was also carried out during 2012-13, the questions have remained the same for this year and a comparison can be drawn from these questions.

This year our questionnaire was answered by 250 patients. Last year our questionnaire was answered by 498 patients.

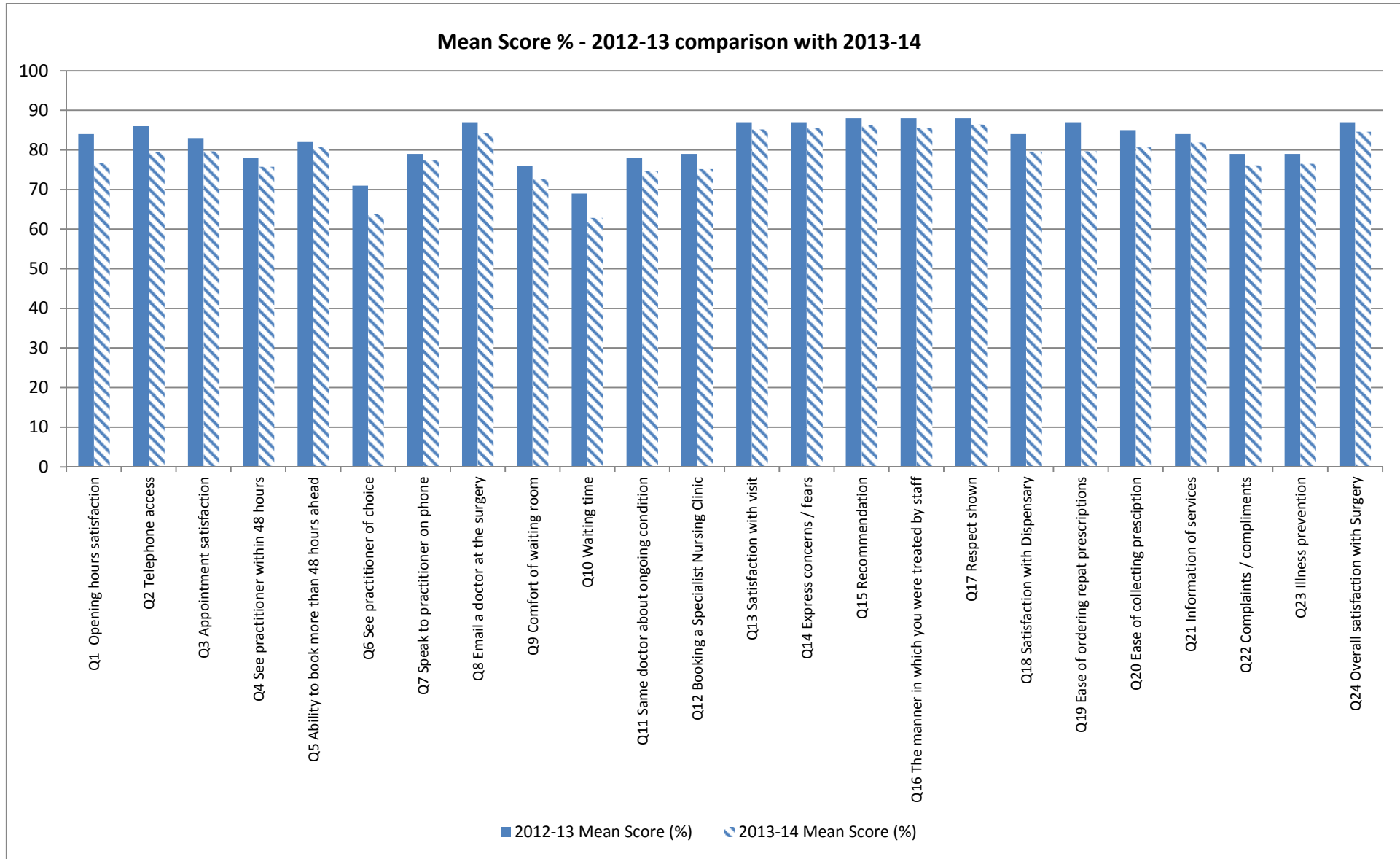
Table 4 shows the mean percentage scores that were calculated during 2012-13 and the same method has been used to calculate the result for 2013-14.

For more information on the calculation of the mean % score see the section 'Table Information and Calculation Methods'.

**Table 4 – Mean % Scores**

Question	2012-13 Mean Score (%)	2013-14 Mean Score (%)	Direction of Change
Q1 Opening hours satisfaction	84	77	↓
Q2 Telephone access	86	80	↓
Q3 Appointment satisfaction	83	80	↓
Q4 See practitioner within 48 hours	78	76	↓
Q5 Ability to book more than 48 hours ahead	82	81	↓
Q6 See practitioner of choice	71	64	↓
Q7 Speak to practitioner on phone	79	77	↓
Q8 Email a doctor at the surgery	87	84	↓
Q9 Comfort of waiting room	76	73	↓
Q10 Waiting time	69	63	↓
Q11 Same doctor about ongoing condition	78	75	↓
Q12 Booking a Specialist Nursing Clinic	79	75	↓
Q13 Satisfaction with visit	87	85	↓
Q14 Express concerns / fears	87	86	↓
Q15 Recommendation	88	86	↓
Q16 The manner in which you were treated by staff	88	86	↓
Q17 Respect shown	88	86	↓
Q18 Satisfaction with Dispensary	84	80	↓
Q19 Ease of ordering repeat prescriptions	87	80	↓
Q20 Ease of collecting prescription	85	81	↓
Q21 Information of services	84	82	↓
Q22 Complaints / compliments	79	76	↓
Q23 Illness prevention	79	77	↓
Q24 Overall satisfaction with Surgery	87	85	↓

**Chart 1 – Mean % Scores**



## Comments

There was a section on page 2 of our questionnaire in which to write comments, 34% of patients who completed the questionnaire also included comments and suggestions. This is a slight increase on last year where the percentage was 28%.

## Comments – PRACTICE

- I have made this point before, there cannot be 'confidentiality' when patients are hard of hearing and reception and dispensary are accessed via the waiting area – it needs redesigning.
- Improvement would be to reduce the number of leaflets etc, there are so many they lose impact.
- I appreciate that this is a busy surgery but my husband notes a difference between Deddington and his former surgery in Bloxham which he found offered a more personal and friendly service.
- No complaints, satisfied with service.
- If it aint broke, don't fix it, stay the same.
- Opening hours need extending, especially at weekends and evenings. This would also help A&E admissions, services should be provided locally by GPs and PNs.
- Parking an issue but otherwise satisfied.
- Been through a bad patch online but is better now. Hard to see how to be better. However car parking can be a problem. Goodness knows how that can be improved – the whole of Deddington is a car parking problem so this is not a criticism. I wonder if local people would be happy to allow the use of their drives? If they have a gate and its open then people can use it, if shut then out of action.
- Notices in waiting room could be displayed better, there are far too many and they look muddled and are difficult to read. They could be channelled – 'volunteer' – 'flu' – 'diabetes'.
- We are very lucky to have such a good doctor's surgery.
- The service the practice provides is 'very good' because back in the 70s when I would ring for an appointment for my children, the ladies on the other end of the phone were very rude!! I would end up in tears and get my husband to ring!! Please, please, don't change much!!
- We are lucky to have this health centre in the village.
- Q4 – you can see A doctor but often it is not the one you want to see. Q6 – problematic if you want to see someone quickly. Q7 – you can speak to A doctor easily but problematic if you want to speak to a particular one. Q8 – your website email facility does not allow for long emails. Q11 – takes AGES to arrange this and it drags on for too long – weeks to accomplish what might be tackled in 3 days.
- Anyone complaining should be made to try an inner city practice – no comparison.
- Need a doctor available on Saturdays.
- Only needed a doctor 2 or 3 times in the past 2 years – both muscular/skeletal. Each time the chance of scan/x-ray/referral was slim/non.
- Don't use email, websites or mobile phones.
- Doctor on a Saturday please.
- More availability for weekend would help.
- Very satisfied, thank you.
- Q15 scored low due to not opening late in the evenings. The surgery needs later opening hours. It is only possible for my daughter (at school until 5pm) to come to the surgery in holidays.
- We are fairly new to the surgery but are really impressed with the appointments and care we have received. The phone is answered promptly; we have always been given appointments at convenient times and seen on time, within reason.
- Excellent practice, friendly staff, good doctors, I personally cannot see anything requiring improvement.
- Q14 – I was asked to double book in future as time is short. Q17 – had problem but this seems to have been sorted by yellow line.
- Q2 – do not like being 'on hold', phone should just be engaged instead.
- Very pleased with the quality of service provided.
- Cut down the waiting times!!
- You all make a positive difference and I am grateful for the care and support I receive.

- More evening/late night appointments once or twice a week.
- To be able to see a doctor at weekends if needed.
- I have moved house often and this is by far the best practice I have attended – I would recommend sharing your methods with other practices and improve standards elsewhere! Thank you.
- Some of the recent appointments have resulted in up to 30 minutes wait to see the doctor.
- Very good direct email address on the website. Need quicker referrals for debilitating illness i.e. bad back etc. As soon as possible, sooner better, sooner back to work.
- I have been a patient for 27 years and have always been happy with any treatment I have received, so for me, no improvement necessary.
- Need more privacy at reception and dispensary.
- Q8 & Q19 – I find the new setup difficult, I happily used the old system to order prescriptions and email doctors. I find the new arrangements excessively complicated.
- Appointments on Saturday would help.
- Would like to book an appointment with my preferred doctor in advance.
- I am well satisfied.
- You can't, it's Oxford Health Authority, they need to join the real world as other authorities do.
- We are lucky to have such a good health centre. In my experience it couldn't really be better apart from occasional long waits.
- An excellent practice.
- Open Saturday mornings to see a nurse or doctor.
- Improve waiting room facilities making it more welcoming; move the children's play area! When you are feeling poorly the last thing you want is noisy children playing with noisy toys.
- Joined practice recently, very happy so far with access, information, quality of care.
- The practice is great.
- We always prefer to see the regular GPs and not the locums.
- The seating is cramped; maybe a different layout would be better for patients who have mobility problems as these seats are often taken by patients waiting for dispensary items.
- Waiting room could do with updating and not being so open. It would be nice to have the reception separate for confidentiality.
- We are 60+ and moved to the area 3 years ago. In comparison to other Oxfordshire surgeries it is excellent. Very kind and friendly and efficient.
- More doctors to provide ease of appointment time as not so busy. The village has a greater population and the practice does not seem to have a budget for more staff (doctors).
- More late opening and doctors available for out of hours.
- Having experienced other surgeries whilst living elsewhere, what a relief it is to get an appointment so quickly. Thank you!
- Change some of the music in reception.
- Very happy with all the elements of the health centre. Better position for BP machine would be helpful.
- More variety of magazines, that's all other than it's difficult to book a non urgent appointment sometimes.
- This practice is let down by the inefficiency of the in-house pharmacy.
- Best surgery I have ever used. Thank you! I am always amazed at how quickly I get an appointment for myself, husband or son.
- Review weekend access for urgent cases (regular practice doctors not locum staff) but other than that I have found the service excellent.
- I have been a patient here for 40 years – always received the car required.
- Need shorter waiting times.
- Cut waiting times for appointments, rotate doctors to give some weekend cover.
- I feel very lucky to live in Deddington and have access to a surgery as good as this one but I don't understand why you have to ring at 1pm for an appointment when you have rung in the morning.
- On the whole an excellent service.
- All great, very helpful with the advice and care my family receives. Thank you. Treated with respect and acknowledged that we have common sense.
- We are very lucky to have you all, much appreciated.



## Comments – DISPENSARY

- I want to be able to order from a list of repeat prescriptions online.
- Dispensary service can be poor and attitude and having correct medication ready on time.
- The old system for repeat prescriptions was better, new system is more difficult so now I order by phone.
- I find it problematic to trot up each month to collect my repeat prescription of adcal and would like to get several months' worth at one time – far more efficient for me. It's a well organised service (it just doesn't work for me vis-a-vis the kafuffle of having to trot up each month, thus I would take the stuff regularly rather than intermittently as I do now).
- My son has a repeat prescription and I can only collect 30 pills at each repeat, this is quite time consuming, I would prefer a 90 pill prescription.
- I am giving a lower overall score due to Dispensary.
- Having to see the pharmacy team re repeats is harder than seeing a doctor and unnecessary for simple medicines.
- Provide an electronic display when prescriptions are ready @ pharmacy.
- Better way of organising the repeat prescriptions as it sometimes takes a long time for staff to find them in the boxes, this causes a queue at the desk.
- I would give a higher overall score if I was scoring the GP practice but due to dispensary the score is not good.
- It would take too long to explain my dissatisfaction with the pharmacy. I have no complaint about the people, they are unfailingly polite and do the best they can in difficult circumstances. The system of ordering and providing drugs means that I end up coming to the surgery to collect drugs for my wife and myself far more often than I feel is necessary – also, being fobbed off to other pharmacies sometimes because your pharmacy is unable to source them is far from ideal.
- The dispensary really lets the practice down. On the last 7 occasions where I have collected prescriptions at least 1 item has been missing. The item has normally been there but missed by the person serving me because it had been in a separate bag. This is really unsatisfactory. I have rung and complained to the person in charge of them but I feel nothing is being done to rectify this!
- Need to check medication issued. Have received wrong inhalers on two occasions. Had to return to surgery where inhalers re-issued. Told to destroy medication as it had left the surgery!!!
- The level of service from the dispensary falls well below what is acceptable. It is embarrassing – due to items often missing I now open the bag at the counter to double check my items are there. Could we have somewhere to check our items instead of having to hold up the queue?

## Comments - STAFF

- We've had some issues as a family regarding complaints of symptoms that were disregarded and later found to be cancerous. Perhaps a review of some symptoms that could help into more serious illness would be beneficial.
- Reception staff are often rude, abrupt and unhelpful. The majority of doctors are very helpful (Dr Ruddock has an abrupt/unhelpful manner though).
- Very good doctors.
- I hardly ever see clinicians wash their hands or use Alcolgel prior to examinations or after.
- Encourage GPs to be moiré confident in engaging with patients in a slightly more authoritative and wholly over-viewing style of the whole person and their carer.
- I would like to say a special thank you to Dr Ruddock who is empathetic and genuine. Thank you.
- Generally an excellent practice with caring doctors, especially Dr McLaughlin who is the best GP I have ever come across.
- Some of the doctors not really convincing, a bit of an attitude.
- Sometimes receptionists are abrupt.

## **Comments – OOH**

- Excellent score for out of hours relates to Paramedics and Horton.

## **Comments – VILLAGE DELIVERIES**

- Please don't stop deliveries of medications to villages – I have never heard anyone complain.
- With regard to Q28 – the answer is generally yes. However on one occasion, an elderly man with possible memory problems took home medicine belonging to me rather than to him. It was easy to subsequently work out what had happened and when I immediately visited him, I was able to deliver his medicine and recover mine.

## Table Information and Calculation Methods

**Information on 'Table 1 - Distribution and Frequency of Ratings'** shows the count of patient ratings from excellent to poor for every question and also the number of 'blank' responses where patients did not respond to the question.

**Calculation of 'Table 2 - % Scores'** shows the percentage of patients that gave each of the ratings for an individual question.

The percentage of blanks is calculated as a proportion of the total returned surveys.

E.G. – using question 1 (39% of patients that answered question 1, gave a rating of Excellent)

Total number of returned surveys:	250
Total number of ratings (non-blank):	248
Number of 'Blanks':	$250 - 248 = 2$
% Responses:	$248 / 250 = 0.992 \times 100 = 99.2\%$
% 'Blank':	$2 / 250 = 0.008 \times 100 = 0.8\%$
Total number of 'Excellent' ratings:	96
% 'Excellent':	$96 / 248 = 0.39 \times 100 = 39.0\%$

**Calculation of 'Table 3 – Averages'** shows the overall average score for each question as well as the average score when broken down by age group and gender.

Each of the ratings was given a numerical score from 1 (poor) to 5 (excellent). This was then multiplied by the number of patients who had given each rating.

*(please note that due to the small number of Under 25 responses the averages may be slightly skewed from the other averages)*

E.G. – using question 1 to calculate the overall average

96 patients scored Q1 as Excellent (5):	$96 \times 5 = 480$
88 patients scored Q1 as Good (4):	$88 \times 4 = 352$
51 patients scored Q1 as Average (3):	$51 \times 3 = 153$
11 patients scored Q1 as Below Average (2):	$11 \times 2 = 22$
2 patients scored Q1 as Poor (1):	$2 \times 1 = 2$
Total score for question 1:	$480 + 352 + 153 + 22 + 2 = 1009$
Total responses to question 1:	248
Average score for question 1:	$1009 / 248 = 4.07$

**Calculation of 'Table 4 – Mean % Scores'** shows the score provided for each question in the survey and is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage and is based on a scoring scale that assigns a value to each of the possible answers ranging from 100 (excellent) to 0 (poor). The assigned value is then multiplied by the number of patients that gave each rating.

*(Please note that this method has been used in addition to the basic average score used in the section above so that a comparison can be made on last years' data using the same scoring method where the questions have been repeated)*

E.G. – using question 1

Total number of ratings (non-blank):	248
Multiply the total number for each rating by the value assigned to that rating:	

	Excellent	Good	Average	Below Average	Poor	Blank
Number of ratings	96	88	51	11	2	2
Value assigned to each rating	100	75	50	25	0	N/A
Result	9600	6600	2550	275	0	

Total for question 1:  $9600 + 6600 + 2550 + 275 + 0 = 19025$

% for question 1:  $19025 / 248 = 77\%$

### Using 'Quartiles' to find the best and worst areas of achievement

To calculate the areas of highest and lowest areas of achievement the overall average scores were analysed (as shown in the last column of 'Table 3 – Averages').

If we were to order the Overall Average column from highest to lowest then we would find:

Upper Quartile – top 25% of data (top quarter of ranked list)

Lower Quartile – lowest 25% of data (bottom quarter of ranked list)

Median – cuts the dataset in half

The results based on Overall Average in 'Table 3 – Averages' show that those questions that scored greater than or equal to 4.38 are our highest achievements and those with a score of 4.03 or lower are our worst achievements.

*(please note that the table is only showing the data to 2 decimal places)*

Quartile Result	Quartile Description
4.03	Lower Quartile of Data Set (Lowest 25% scores)
4.38	Upper Quartile of Data Set (Highest 25% scores)
4.18	Median Value of Data Set