

ASHFIELD SURGERY

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	87	77
Q3a. Satisfaction with opening hours	81	67
Q4b. Satisfaction with availability of particular doctor	78	60
Q5b. Satisfaction with availability of any doctor	74	69
Q7b. Satisfaction with waiting times at practice	74	57
Q8a. Satisfaction with phoning through to practice	78	59
Q8b. Satisfaction with phoning through to doctor for advice	80	61
Q9b. Satisfaction with continuity of care	76	69
Q10a. Satisfaction with doctor's questioning	77	81
Q10b. Satisfaction with how well doctor listens	83	84
Q10c. Satisfaction with how well doctor puts patient at ease	78	84
Q10d. Satisfaction with how much doctor involves patient	80	81
Q10e. Satisfaction with doctor's explanations	81	83
Q10f. Satisfaction with time doctor spends	81	80
Q10g. Satisfaction with doctor's patience	82	84
Q10h. Satisfaction with doctor's caring and concern	85	84
Q11a. Ability to understand problem after visiting doctor	72	69
Q11b. Ability to cope with problem after visiting doctor	69	66
Q11c. Ability to keep healthy after visiting doctor	62	62

PENDEFORD SURGERY

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	81	77
Q3a. Satisfaction with opening hours	63	67
Q4b. Satisfaction with availability of particular doctor	61	60
Q5b. Satisfaction with availability of any doctor	63	69
Q7b. Satisfaction with waiting times at practice	62	57
Q8a. Satisfaction with phoning through to practice	55	59
Q8b. Satisfaction with phoning through to doctor for advice	59	61
Q9b. Satisfaction with continuity of care	66	69
Q10a. Satisfaction with doctor's questioning	74	81
Q10b. Satisfaction with how well doctor listens	74	84
Q10c. Satisfaction with how well doctor puts patient at ease	75	84
Q10d. Satisfaction with how much doctor involves patient	73	81
Q10e. Satisfaction with doctor's explanations	75	83
Q10f. Satisfaction with time doctor spends	74	80
Q10g. Satisfaction with doctor's patience	76	84
Q10h. Satisfaction with doctor's caring and concern	75	84
Q11a. Ability to understand problem after visiting doctor	59	69
Q11b. Ability to cope with problem after visiting doctor	55	66
Q11c. Ability to keep healthy after visiting doctor	63	62

Pendeford

Q3b. Additional hours requested	Number of responses
Mornings	4
Lunchtime	4
Evenings	15
Weekends	18
None	10

Ashfield

Q3b. Additional hours requested	Number of responses
Mornings	2
Lunchtime	3
Evenings	4
Weekends	2
None	19

Summary

Although we have been open on weekends for many years' patients still are requesting weekend appointments – 18 requests from Pendeford 2 requests from Ashfield. We advertise it on notice boards, have advertised it on prescriptions, advertised it on the website. Another way would be to send out a message on the text service. Saturday surgery is at Ashfield because of the health centre being closed perhaps we could enquire if we can alternate it between Ashfield and Pendeford. This has to be done through the Estates and security for the opening of the building. Requests have been made for early morning, late evening and lunchtime appointments.

Pendeford results have been a lot lower than Ashfield results which are surprising because the same two GPs run both clinics.

From the comments that have been received and documented, there are no suggestions to improve the services only to keep up the good work.