

# Builth and Llanwrtyd Wells Medical Practice

## Patient Survey 2007

No. Questionnaires Completed: 250

# Survey Principles

- Same as last year
  - GPAQ using computer/manual input
  - Note NEW BENCHMARKS
- Data analyses to compare results with last year
- Discussion amongst partners/staff
- Consultation with patient representatives (CHC)

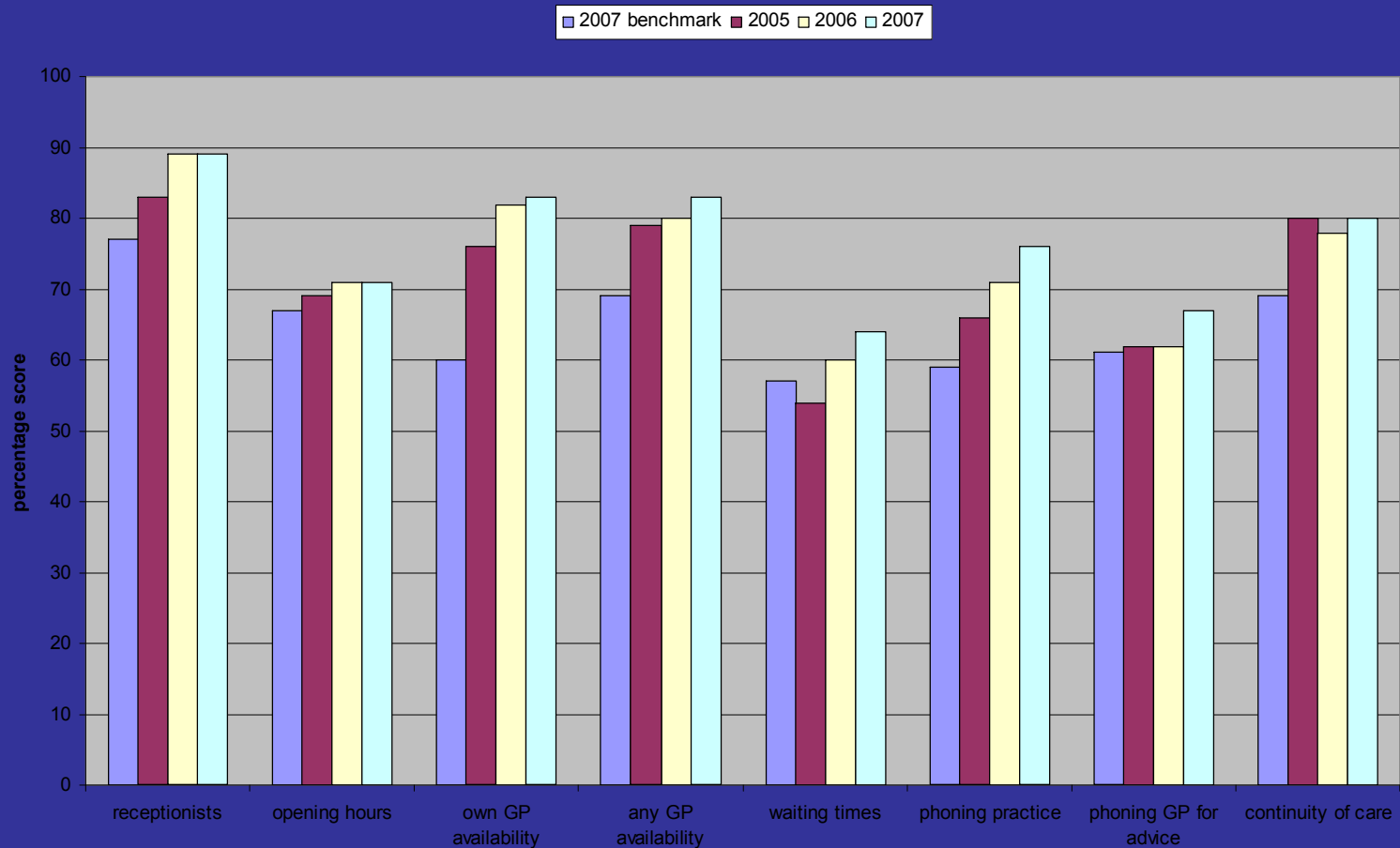
# Format

- Evaluation questions
  - Patient judgement of quality of care
- Report questions
  - Specific experiences or request for information
- Comments
  - Grouped analysis of individual comments
- Complaints review

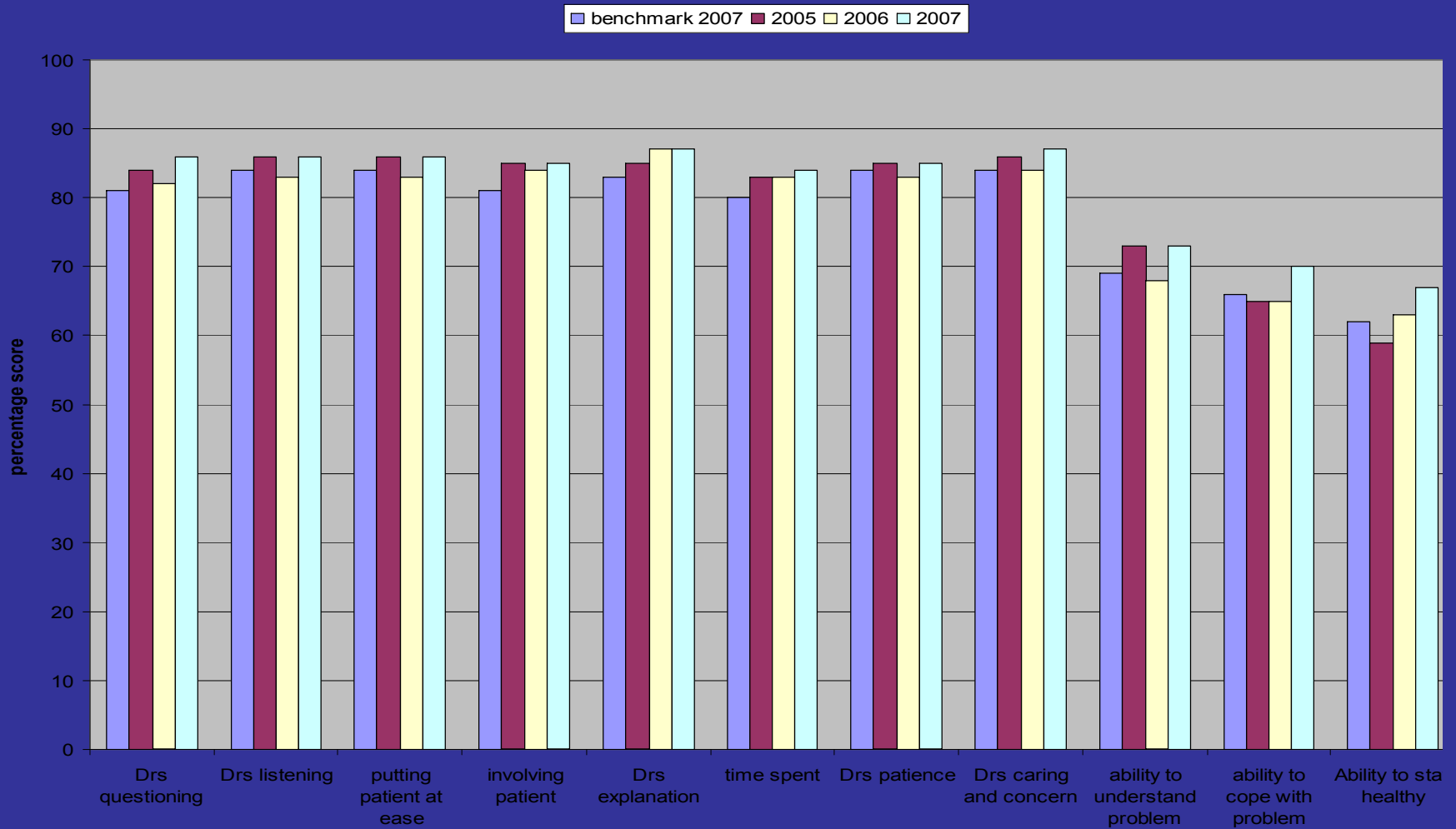
# Demographics

- 63% female (63%)
  - Mean age 51 yrs (54)
  - 99% white (97%)
  - 78% owner occupiers (69%)
  - 52% employed, 29% retired (42%, 38%)
  - 50% long term illness/disability (55%)
- (2006 figures for comparison)

# Evaluation : Admin and access



# Evaluation : Consultation skills



# Specific report questions

- Waiting times
  - $\leq 10$  mins: 16% (15%)
  - $\leq 20$  mins: 33% (26%)
  - $> 30$  mins : 28% (51%)
- Continuity for seeing same doctor
  - Always/almost always : 88% (84%)
  - Never/almost never : 0.2% (1.6%)

(2006 figures for comparison)

# Comments - favourable

- 66 positive comments (73)
  - No appointments/ease of access : 9 (18)
  - Quality of care/service/kindness : 38 (23)
  - General positive comments : 19 (32)

2006 figures for comparison

# Comments - unfavourable

- 42 negative comments (surgery) (34)
  - later/earlier/sat. am opening : 14 (13)
  - Waiting times : 11 (2)
  - Appointments preferred 1 (3)
  - Other/Quality : 16 (16)
- 18 negative comments(other services)(16)
  - OOH services : 13 (6)
  - Running down of hospital : 2 (6)
  - Others : 3 (4)

2006 figures for comparison