

Dr H Dathi
The Golborne Medical Centre
16 Golborne Road
London
W10 5PE

GPAQ-R & Family and Friends Patient Survey

Thursday 22 January 2015



Dr H Dathi

Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

		Number of Responses	% of Responses
1	Yes, definitely	49	51
2	Yes, probably	47	48
3	No, probably not	1	1
4	No, definitely not	0	0
5	Don't know	0	0
Question Total:		97	100

Q2: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	69	71
2	Good	21	22
3	Satisfactory	6	6
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		97	100

Q3: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	70	74
2	Good	20	21
3	Satisfactory	4	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		95	100

Q4: Listening to you?

		Number of Responses	% of Responses
1	Very good	68	70
2	Good	25	26
3	Satisfactory	4	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		97	100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	62	63
2	Good	29	29
3	Satisfactory	8	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		99	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	66	68
2	Good	23	24
3	Satisfactory	8	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		97	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	67	68
2	Good	27	27
3	Satisfactory	4	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		99	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	60	62
2	Good	29	30
3	Satisfactory	6	6
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		97	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	62	64
2	Good	31	32
3	Satisfactory	4	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		97	100

Q10: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	84	85
2	Yes, to some extent	14	14
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		99	100

Q11: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	86	89
2	Yes to some extent	10	10
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		97	100

Q12: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	82	99
2	No	1	1
Question Total:		83	100

Q13 Overall how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	54	55
2	Very good	32	32
3	Good	11	11
4	Fair	2	2
5	Poor	0	0
6	Very poor	0	0
Question Total:		99	100

Q14: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	60	61
2	Fairly helpful	35	35
3	Not very helpful	3	3
4	Not at all helpful	0	0
5	Don't know	1	1
Question Total:		99	100

Q15: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	50	51
2	Fairly easy	39	40
3	Not very easy	5	5
4	Not at all easy	1	1
5	Don't know	0	0
6	Haven't tried	3	3
Question Total:		98	100

Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Yes	37	38
2	No	28	29
3	Don't know / never needed to	13	13
4	Answer 4	6	6
5	Answer 5	3	3
6	Answer 6	11	11
Question Total:		98	100

Q17: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	53	56
2	No	27	28
3	Don't know / never needed to	15	16
Question Total:		95	100

Q18: How important is it to you to be able to book appointments ahead of time in your practice?

		Number of Responses	% of Responses
1	Important	93	95
2	Not Important	5	5
Question Total:		98	100

Q19: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	150	100
2	Fairly easy	0	0
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	0	0
6	Haven't tried	0	0
Question Total:		150	100

Q20: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	46	37
2	By phone	77	62
3	Online	0	0
4	Doesn't apply	1	1
Question Total:		124	100

Q21: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	38	30
2	By phone	75	59
3	Online	15	12
4	Doesn't apply	0	0
Question Total:		128	100

Q22: Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	21	22
2	2-4 days	23	24
3	5 days or more	40	43
4	I don't usually need to be seen quickly	7	7
5	Don't know never tried	3	3
Question Total:		94	100

Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	24	26
2	Very good	17	18
3	Good	25	27
4	Fair	13	14
5	Poor	9	10
6	Very poor	2	2
7	Doesn't apply	3	3
Question Total:		93	100

Q24: Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	49	52
2	2-4 days	22	23
3	5 days or more	18	19
4	I don't usually need to be seen quickly	3	3
5	Don't know never tried	2	2
Question Total:		94	100

Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	33	35
2	Very good	22	23
3	Good	21	22
4	Fair	11	12
5	Poor	4	4
6	Very poor	1	1
7	Does not apply	3	3
Question Total:		95	100

Q26: How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	7	8
2	5-10 minutes	52	56
3	11-20 minutes	21	23
4	21-30 minutes	5	5
5	More than 30 minutes	5	5
6	There was no set time for my consultation	3	3
Question Total:		93	100

Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	27	29
2	Very good	32	34
3	Good	19	20
4	Fair	11	12
5	Poor	2	2
6	Very poor	1	1
7	Does not apply	1	1
Question Total:		93	100

Q28: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	84	88
2	No	8	8
3	Don't know	4	4
Question Total:		96	100

Q29: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	18	28
2	At lunchtime	10	15
3	After 6.30pm	13	20
4	On a Saturday	18	28
5	On a Sunday	4	6
6	None of these	2	3
Question Total:		65	100

Q30: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	75	81
2	No	17	18
3	There is usually only one doctor in my surgery	1	1
Question Total:		93	100

Q31: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	23	28
2	A lot of the time	24	30
3	Some of the time	29	36
4	Never or almost never	4	5
5	Not tried at this GP practice	1	1
Question Total:		81	100

Q32: How good was the last nurse at putting you at ease?

		Number of Responses	% of Responses
1	Very good	50	54
2	Good	37	40
3	Fair	4	4
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		93	100

Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	52	55
2	Good	36	38
3	Fair	5	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		94	100

Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	58	62
2	Good	29	31
3	Fair	7	7
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		94	100

Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	52	55
2	Good	35	37
3	Fair	5	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		94	100

Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	47	51
2	Good	33	35
3	Fair	11	12
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		93	100

Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	49	53
2	Good	33	36
3	Fair	7	8
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		92	100

Q38: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	88	97
2	No	3	3
Question Total:		91	100

Q39: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	88	90
2	Unsure	7	7
3	Not very well	3	3
4	Does not apply	0	0
Question Total:		98	100

Q40: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	80	84
2	Unsure	11	12
3	Not very well	2	2
4	Does not apply	2	2
Question Total:		95	100

Q41: How well does the practice help you to: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	80	82
2	Unsure	11	11
3	Not very well	3	3
4	Does not apply	3	3
Question Total:		97	100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	41	42
2	Female	57	58
Question Total:		98	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	0	0
2	16-44	37	40
3	45-64	33	35
4	65-74	13	14
5	75+	10	11
Question Total:		93	100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	53	56
2	No	31	33
3	Don't know / can't say	10	11
Question Total:		94	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	31	33
2	Black or Black British	24	26
3	Asian or Asian British	13	14
4	Mixed	8	9
5	Chinese	0	0
6	Other ethnic group	18	19
Question Total:		94	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	46	48
2	Unemployed and looking for work	4	4
3	At school or in full-time education	3	3
4	Unable to work due to long term sickness	13	14
5	Looking after your home/family	9	9
6	Retired from paid work	13	14
7	Other	7	7
Question Total:		95	100

This report is based on a total of 99 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

Everybody is helpful and efficient.

They need more doctors to care with the amount of patients.

High quality of medical care.

Been my GP for almost a decade, they've been good to me.

Yes I've recommend my GP to my friends and family already.

Never had any problems.

They are helpful when ever you need to see a GP urgently. Also if you need advice they very good in giving it.

Been with the practice since 89. always satisfied in seeing any GP. Reception staff at times lack courtesy and customer facing skills.

Excellent service.

Because it is important to get yourself checked if you become ill so the Dr can know your systems and find your treatment.

I am very happy to my G.P. Doctor the nurse and the staff.

Being with surgery for 30 years +.

The staff are friendly and helpful. The wait to see the doctor is not too long.

Because I don't know if they would want to talk about it openly.

Because I have been at this surgery with Dr Dathi since I was a child.

Because it is a good service. Good Doctor.

Because it is important to get yourself checked if you become ill so the Dr can know your systems and find your treatment.

Because the service is extremely good.

The Drs. always treat you with consideration and listen to you. Dr Armed.

The general practice is very good.

The service is very good.

The staff are friendly and helpful. The wait to see the doctor is not too long.

They treat me well.

I been treated good. And I find it helpful.

Very considerate & helpful staff.

Because it is a good service. Good Doctor.

I cannot fault the GP, however the receptionists need training on customer service & communication. They are not very efficient.

Dr Dahiti is caring, listening and emphasizing with patients, clear medical advice provided.

Dr Dathi is a fantastic Doctor (and a very nice man)! Due to the number of patients, it is not always possible to see Dr Dathi. The other Dr's are good, but are not as knowledgeable about my medical history.

Because I have been at this surgery with Dr Dathi since I was a child.

I have been patient of this surgery for over 4 yrs. I have been happy with their care.

Treat ok.

I would say so because everybody working here is very attentive, polite, solving, every problem quickly.

My doctor is the best and his team.

They need more doctors to care with the amount of patients.

He is reasonable.

They treat me well.

Because I don't know if they would want to talk about it openly.

Very professional.

The general practice is very good.

Because the service is extremely good.

The service is very good.

Helpful, good appointment system experienced GP & staff.

The Drs. always treat you with consideration and listen to you. Dr Armed.

I would recommend this GP and the surgery as I find the GP one of the best GP's I've had. Professional & very helpful, supportive.

Because, I have a good treatment here.

Been with the surgery from a child.

Because they are kind.

I would say so because everybody working here is very attentive, polite, solving, every problem quickly.

They are helpful when ever you need to see a GP urgently. Also if you need advice they very good in giving it.

My doctor is the best and his team.

I would recommend this GP and the surgery as I find the GP one of the best GP's I've had. Professional & very helpful, supportive.

I have been patient of this surgery for over 4 yrs. I have been happy with their care.

I cannot fault the GP, however the receptionists need training on customer service & communication. They are not very efficient.

I been treated good. And I find it helpful.

I am very happy to my G.P. Doctor the nurse and the staff.

High quality of medical care.

Helpful, good appointment system experienced GP & staff.

He is reasonable.

Excellent service.

Everybody is helpful and efficient.

Very considerate & helpful staff.

Never had any problems.

Been my GP for almost a decade, they've been good to me.

Treat ok.

Very professional.

Yes I've recommend my GP to my friends and family already.

Been with the practice since 89. always satisfied in seeing any GP. Reception staff at times lack courtesy and customer facing skills.

Because they are kind.

Being with surgery for 30 years +.

Dr Dahiti is caring, listening and emphasizing with patients, clear medical advice provided.

Dr Dathi is a fantastic Doctor (and a very nice man)! Due to the number of patients, it is not always possible to see Dr Dathi. The other Dr's are good, but are not as knowledgeable about my medical history.

Been with the surgery from a child.

Because, I have a good treatment here.

Q13A: Please add any comments about the GP

I have a good professional relationship with all GP with in the practice.

I refuse to change my G.P or see another G.P at this surgery.

Keep the good work, thank you so much.

Very understanding.

Very experienced listens helpful.

This is all based on Dr Razak she is a credit to this surgery.

Very good Doctor, kind and caring.

The only problem is you have to wait to see your doctor, otherwise very good.

Excellent visit - got all the information required. Thank you.

No comments, re the GP - but on this form there is nothing about disabilities, perhaps that should be inducted.

Knowledgeable, highly professional & empathic.

I think all GP should be as No 1 throughout.

My GP is the best because I know him from, 1999 till today.

I'm happy about my GP.

Dr Razak was very helpful.

Yes is ok.

My GP is very good but you have to wait a long time to get an appointment.

My GP is very good.

Dr. Armed and Dr Dathi, always try to help and listen to their patients.

The GP is always good in every time we need.

Is very important to feel confident. And as an anxious person, my GP deals with it very well.

Good service, but nothing that extends the satisfactory needs.
