

# Results of the GPAQ Survey for Nurses

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Summer 2014

The nurses at the practice want to provide all patients with the highest standard of care. In order to monitor the service provided a survey was carried out during the summer of 2014. 15 results were received from a mixed group of 62% females and 38% males, all were white british, 67% retired, 22% employed 11% other and 13% had a diasability. Results are as follows:-

## Question 1

**In the past 12 months how many times have you seen a nurse from your practice?**

*40% of patients were seen by a nurse at the practice 1-2 times during the year*

*27% of patients were seen 3-4 times*

*33% of patients were seen more than 5 times*

## Question 2

**How did you rate the way you were treated by receptionists when you attended for your nurse appointment?**

*80% of patients surveyed stated that they were treated excellently by the receptionists when attending for a nurse appointment and 20% stated very good.*

## Question 3

**How do you rate the hours that your practice is open for appointments?**

*100% of patients surveyed rated the opening hours of the surgery for nurse appointments as good, very good or excellent.*

**What additional hours would you like the practice to be open?**

*100% of patients surveyed were satisfied with the opening times of the surgery for nurse appointments.*

## Question 4

**Thinking about the times that you went to see a nurse at the practice, how quickly to you usually get to see the nurse?**

*4% of patients were able to be seen the same day*

*41% of patients were able to be seen the next working day*

*34% of patients were able to be seen within 2 working days*

*18% of patients were able to be seen within 3 working days*

*3% of patients were able to be seen within 5 or more working days*

**How do you rate this?**

*62% of patients rated this excellent and 23% very good 15% rated this poor or fair*

## **Question 5**

**How long do you usually have to wait at the practice for your consultations with a nurse to begin?**

*13% of patients waited 5 minutes or less*

*80% of patients waited 6-10 minutes*

*7% of patients waited 11-20 minutes*

**How do you rate this?**

*100% of patients rated this good, very good or excellent.*

## **Question 6**

**Thinking about the times you have phoned the practice, how do you rate the following:**

**Ability to get through on the phone?**

*100% of patients rated this and good, very good or excellent.*

**Ability to speak to a nurse on the phone when you have a question or need advice?**

*67% of patients had never tried to speak to a nurse on the phone and the remaining 23% had found this experience either good or very good.*

## Question 8

**Thinking about your consultation with the nurse today how do you rate the following:**

- a) How thoroughly the nurse asked you about your symptoms and how you were feeling?
- b) How well the nurse listened to what you had to say
- c) How well the nurse put you at ease during your physical examination
- d) How much the nurse involved you in decisions about your care?
- e) How well the nurse explained your problems or any treatment that you needed?
- f) The amount of time the nurse spent with you today?
- g) The patience of the nurse with your questions or worries?
- h) The nurse's caring and concern for you?

*The results from the survey on this question revealed that the majority of patients felt that there consultation with the nurse was either good, very good or excellent, the only area with a concern was the time that the nurse had spent with the patient. This area will be explored further.*

## Question 9

**After seeing the nurse today do you feel**

- a) Able to understand your problems or illness – much more than before, a little more, the same or less or does not apply
- b) Able to cope with your problems or illness – much more than before, a little more, the same or less or does not apply
- c) Able to keep yourself healthy – much more than before, a little more, the same or less or does not apply

*The results from this question revealed that the majority of patients surveyed were only able to cope a little more than before, this is something for us also to explore further.*

## **Action Plan: General Practice Assessment Questionnaire for Nurses 2014**

To meet with practice nurse team and share results by 31.5.2014

To explore the question of the amount of time spent by the nurses during the consultation

To explore the question of patients only being able to cope with their problem a little more than before with a view to expanding the use of patient information leaflets, literature, self help groups etc etc.