

## GENERAL PRACTICE ASSESSMENT QUESTIONNAIRE

Thank you to everyone who completed the postal questionnaire.

375 were sent out and 146 returned – 39%.

70 males and 76 females, 28 were up to age of 44 years and 118 were 45 years and above – average age 60.

The results we received were all well above the GPAQ benchmark.

	Sunday	Benchmark
Satisfaction with receptionists	87	75
Satisfaction with opening hours	75	67
Satisfaction with availability of doctor	85	58
Satisfaction with waiting times at practice	83	56
Satisfaction with phoning through to practice	83	59
Satisfaction with phoning through to doctor for advice	80	59
Satisfaction with doctor's performance	84	81
Satisfaction with nurse's performance	79	77

These benchmark figures are based on data from 232,908 respondents to both the postal and post-consultation versions of GPAQ (combined) collected during the 2004/2005-contract year.

We will take into account your various comments.

15% of you felt it would be good to have the choice of a different doctor. We are looking into the possibility of arranging this. Health authorities in Kirkwall have to be involved so it will be sometime before we can tell what can be done.

Because the children at Kirkwall school can't access the doctor during the week, from 1<sup>st</sup> October, during term time, Dr Hardus will be available by appointment between 11am and noon on a Saturday for Kirkwall school pupils. This time is not just another Surgery but this time is meant for the schoolchildren or other residents away during the week. There will be no other staff present. Please phone between 10.30 and 11.00 on the Saturday or make an appointment on another day.

As you have maybe noticed, work in Flebister House has started. So hopefully the place will be more updated soon.

A full report of the survey is available from the surgery and can also be read on the website.

Vivienne Wilson, Practice Manager

08/08/2006