

Survey of patients 2005
Primary care trust



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The primary care trust survey of patients 2005 was designed, developed and coordinated by the NHS survey advice centre at



About the Healthcare Commission

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. We are committed to making a real difference to the delivery of healthcare, and to promoting continuous improvement for the benefit of patients and the public. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and took over some responsibilities from other commissions. It:

- replaces the Commission for Health Improvement (CHI), which ceased to exist on March 31st 2004
- takes over responsibility for the independent healthcare previously carried out by the National Care Standards Commission, which also ceased to exist on March 31st 2004
- carries out the elements of the Audit Commission's work relating to the efficiency, effectiveness and economy of healthcare

We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare with others.

We have created an entirely new approach to assessing and reporting on the performance of healthcare organisations. Our annual health check will look at a much broader range of issues in our assessments, enabling us to focus on what really matters.

Contents

Executive summary	4
About the national patient survey programme	6
Introduction	7
Our approach	8
Key findings	11
Contact with a general practice	12
Making an appointment	12
Visiting the general practice or local healthcare centre	13
Seeing a doctor	14
Seeing another healthcare professional	14
Communication	15
Medication	15
Referral	16
Overall	16
Health promotion	16
Dental services	17
Conclusion	18

Executive summary

Primary care trusts (PCTs) are responsible for ensuring that healthcare services are provided to people within their local communities. Since 2003, the Healthcare Commission (and its predecessor, the Commission for Health Improvement) has asked patients about their experiences of these services. This report provides the key findings from the survey conducted between January and March 2005. Where appropriate, these findings are compared with those from 2003 and 2004.

Almost 117,000 people responded to the 2005 survey. Eighty-nine per cent of these respondents had visited their general practice or local healthcare centre within the last 12 months.

Key findings

Overall, three quarters (76%) of respondents said that they were seen as soon as they thought necessary. The percentage of people seen on the day that they contacted their general practice or local healthcare centre has increased steadily, from 27% in 2003 to 38% in 2005, while the proportion waiting more than two days for an appointment has fallen from 35% to 25% over the same period.

Nearly three quarters (74%) of people reported that they were seen within the Government's target waiting times of 48 hours for a GP. This compares with about two thirds of people (65%) in 2003. However, delayed appointments were more likely to be caused by fewer appointment slots rather than by people wanting to choose which healthcare professional they see. In 2005, of those people who waited more than two working days, 38% delayed their appointment so that they could see their doctor of choice compared with 41% in 2004. People were asked if their general practice allowed them to make a doctor's appointment three or more working days in advance. Seventy per cent of respondents said yes.

Six per cent of respondents said that they were deterred from going to their general practice or local healthcare centre because of inconvenient opening hours and 15% said they were sometimes deterred from going. More than half said that they sometimes (44%) or always (13%) experienced problems contacting their general practice or local healthcare centre by telephone. This was up by 8% since 2003.

Almost a quarter of respondents (24%) reported they were seen on time by their GP. Forty-seven per cent said that they waited up to 15 minutes after their appointment time, 21% said that they waited 16-30 minutes, and 8% said that they waited longer than 30 minutes.

When asked about the conduct of receptionists in their general practice or local healthcare centre, 86% of respondents rated the courtesy of the receptionist as excellent, very good or good. Seventy-two per cent rated their general practice or local healthcare centre as very clean, 27% said it was fairly clean and only 1% of respondents said it was not very clean.

The majority of people (92%) seen within the last 12 months said that their doctor always treated them with dignity and respect. Seventy-six per cent of respondents said that they definitely had confidence and trust in their doctor, and 3% that they had no confidence or trust in their doctor. Of those who saw another healthcare professional, 95% said that they were always treated with dignity and respect and 85% that they had trust and confidence in the person they saw.

Eighty-two per cent of people reported that their doctor listened carefully to them – this figure has not changed since 2004. People's perceptions of whether they had enough time to discuss their health or medical problems with their doctor also remained unchanged. Three quarters of respondents said that they received an answer they could definitely understand when they asked their doctor a question.

Fifty-nine per cent of respondents felt that they were definitely involved in decisions about their medication. This was consistent with results from the 2004 survey. The proportion who said that they were not involved in these decisions decreased from 15% in 2003 to 12% in 2004 and 2005. A higher percentage (78%) of people said that their medication had been reviewed by their GP or another health professional and most (86%) said that they were given enough information about how to use their medication. However, 21% of respondents said that they wanted more information about potential side effects and 18% said that they had not received any information.

Of the 36% of respondents who had been referred to a specialist in the past twelve months, 26% were given a choice about which hospital they were referred to, 17% said that they would have liked a choice, and 57% were not given a choice but said they did not mind. From the end of 2005, patients who need planned hospital care will be offered a choice of four or more hospitals when they are referred by their GP.

For the first time, we asked people if they had been sent copies of letters between the hospital and their GP about their treatment. The majority (70%) of respondents said that they were not sent copies of any letters between the hospital and their GP (this excludes those who did not know if any letters had been sent).

Among respondents aged 65 and older, 84% took up the offer of an influenza vaccination (flu jab). Only 2% said that they were not offered one. In 2005, 22% of smokers said that they were definitely given advice or help from their general practice or local healthcare centre on how to stop smoking. Overall, the proportion of respondents who were given advice or support increased to 40% from 35% in 2004. A further 19% would have liked help or advice but said that they didn't receive it.

Fifty-seven per cent of respondents were registered with their dentist as NHS patients, 23% per cent were registered as non-NHS patients, and the remaining 20% were not registered with a dentist. Of those not registered as an NHS patient, 69% said that they would like to be.

About the national patient survey programme

Understanding what people think about the care and treatment they receive is crucial to improving the quality of care being delivered by healthcare organisations. One way of doing this is by asking people who have recently used the healthcare service to tell us about their experiences.

The national patient survey programme, which was taken over by the Healthcare Commission in April 2004, is one of the largest patient survey programmes in the world. It provides a unique opportunity to monitor experiences of healthcare and is an important part of the Healthcare Commission's new annual health check.

The national patient survey programme aims to:

- provide feedback from patients to healthcare organisations which can be used locally for quality improvement
- gather information about the experiences of people using services to inform performance assessments and Healthcare Commission inspections and reviews at a local level

- assess the performance of healthcare providers and monitor the experiences of patients at a national level
- allow healthcare organisations to compare their results so that best practice can be shared

The Healthcare Commission has already surveyed patients on topics as diverse as hospital inpatient services, services for children and young people, emergency and ambulance services, and mental health and outpatient services. The programme continues to develop new approaches, different topics and improved partnership working to ensure that we capture a wider range of views from people who use the NHS and independent healthcare services.

More information about the national patient survey programme is available on the Healthcare Commission's website at www.healthcarecommission.org.uk, along with copies of our previous survey reports and individual trust benchmark reports.

Introduction

For most people, healthcare is mainly provided in their local community by primary care staff, such as GPs, practice nurses, district nurses, midwives and dentists. Primary care trusts (PCTs) are responsible for ensuring that people have access to these, and other, healthcare services within their local communities. There were 303 PCTs in England at the time of the survey.

Since 2003, the Healthcare Commission (and its predecessor organisation, CHI) has carried out annual surveys of people who have recently used their local healthcare services. The surveys provide useful insight on the performance of healthcare services in local communities and patients' access to care and treatment.

This report summarises the key findings from the primary care trust survey of patients carried out in 2005 and makes comparisons with results of the 2003 and 2004 surveys when appropriate¹.

Detailed reports for each PCT can be found on the Healthcare Commission website at www.healthcarecommission.org.uk/PatientSurveyPCT2005.

Understanding differences

When comparing the results of different surveys there can be a degree of uncertainty around the results. Differences may be real or may have occurred by chance, reflecting who responded to the questionnaire. Statistically, it is highly unlikely that any differences mentioned in this report have occurred by chance. They represent a real change between the two surveys. Where there has been no real change, differences or comparisons are not shown.

Our approach

All PCTs in England took part in the national survey. Each one was asked to survey 850 randomly selected people who were registered with local general practices. Surveys were carried out between January and March 2005.

Postal questionnaires were sent to 257,505 people and up to two reminder letters were sent to people who had not responded. Completed questionnaires were received from 116,939 people, representing an overall response rate of 47%². The response rate for each trust varied from 23% to 61%.

When completing the survey, respondents were asked to think about their most recent contact with their local healthcare service, either for themselves or for a child in their care. The final section of the questionnaire invited respondents to comment on things about their local healthcare services that they felt were particularly good, and things that could be improved. The quotes in this report are drawn from these comments.

Nationally, of the people that were surveyed:

- 89% had visited their general practice or local healthcare centre in the previous 12 months
- 58% were women
- 20% were aged 16-35 years, 26% were aged 36-50 years, 29% were aged 51-65 years, 20% were aged 66-80 years, and 5% were 81 years or older

¹ All differences noted in this report are significant at the 1% level ($p < 0.01$).

² Overall response rate allows for undelivered questionnaires, deaths and those people who were ineligible to receive a questionnaire, such as patients under 16 years of age.

Introduction

- 95% were white, 3% were Asian or Asian British, 1% were of mixed race, 1% were black or black British and 1% were from Chinese or other ethnic groups
- 59% left full time education aged 16 or under, 19% left aged 17-18 years and 18% left aged 19 or over – the remaining 3% were still in full time education
- 39% of people said that their overall health was excellent or good, 52% said it was good or fair, and 10% said their overall health was poor or very poor

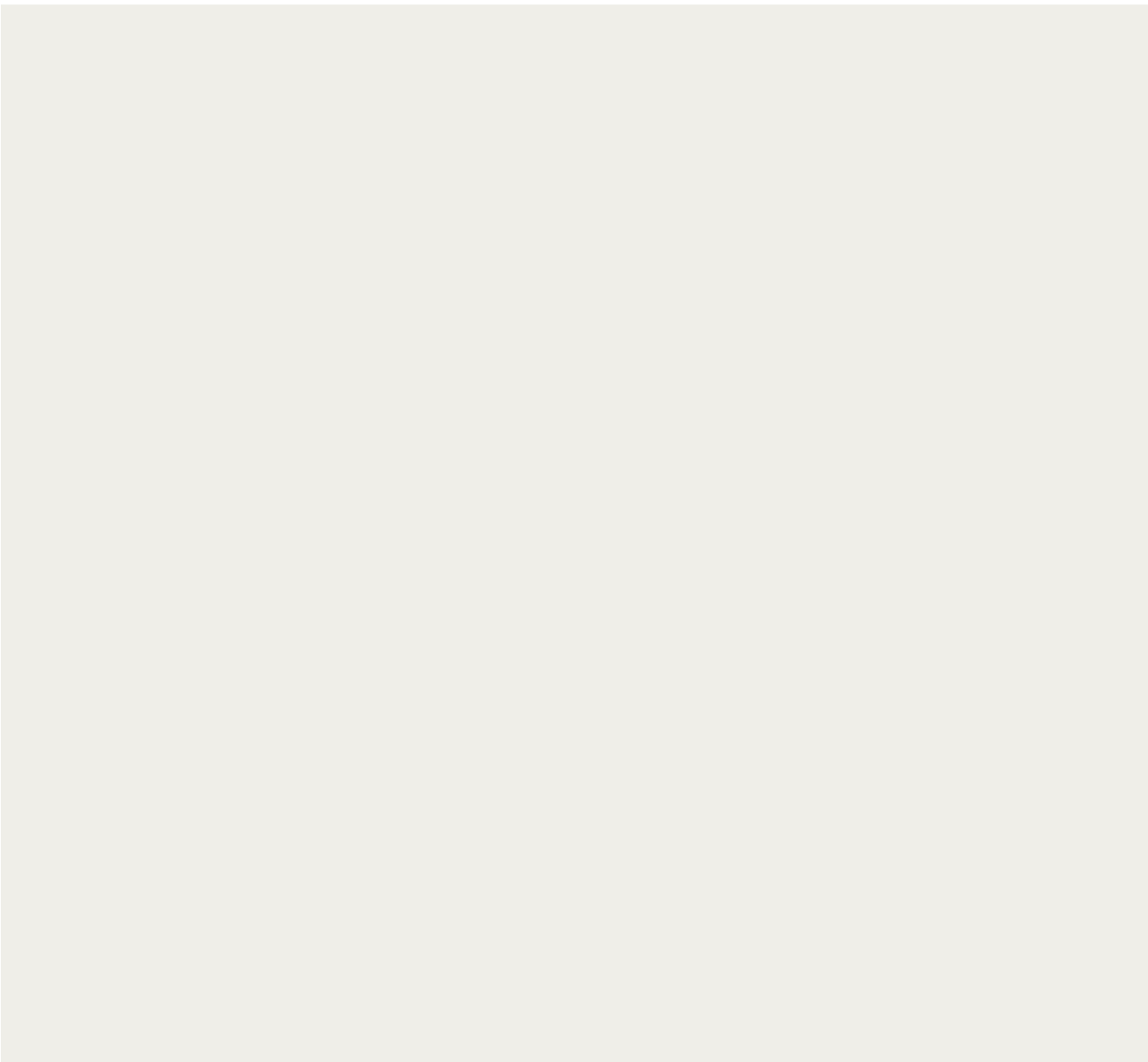
Further information

Further detail about how the survey was carried out is available on the NHS surveys advice centre website at www.nhssurveys.org. An appendix to this report is also available on the Healthcare Commission website. The appendix contains key results tables, demographic information, and comparative analysis.

Acknowledgement

The Healthcare Commission would like to thank the patients, users of services and carers who responded to this survey, as well as the primary care trusts in England that participated. We would also like to thank Jason Boyd, Daniel Wood and Rachel Reeves of Picker Institute Europe for their contribution.

Key findings



Contact with a general practice

Almost half of respondents said that they sometimes (44%) experienced problems contacting their general practice or local healthcare centre by telephone. Thirteen per cent said that they always experienced problems, an increase from 8% in 2003. Forty-three per cent of respondents said that they had no problem getting through by phone, compared with 51% in 2003.

“Although the doctor has to speak to you over the telephone before you are offered an appointment, I think this works very well indeed. Sometimes the doctor can give you advice over the phone, and an appointment is not necessary. I do not feel that the doctor puts me off attending surgery, I just think it makes the service more efficient.”

“The doctor’s surgery only accepts bookings for appointments 24 hours before. For example, if a Wednesday appointment is required you must phone or go into the surgery on Tuesday. Yet the telephone is constantly engaged from 9am and it is becoming much, much harder to book an appointment.”

Fifteen per cent of people said that they were sometimes deterred from going to their general practice because opening times were inconvenient. A small proportion (6%) said that they were often deterred from going. In 2004, 22% reported that inconvenient opening hours sometimes, or often, deterred them from going. In 2003, this figure was 20%.

“Evening opening times being more available would be a great help to people who are working, as the majority of appointments available are during working hours and you have to take time off work to keep an appointment.”

“I think that the new walk-in centre is a very good idea. It’s convenient and the opening times are excellent.”

Making an appointment

It is important that people are able to get an appointment at a general practice or local healthcare centre quickly. The Government has set targets to help improve the length of time people have to wait for an appointment. This includes the expectation that people should be able to consult a GP within 48 hours³.

In 2005, 85% of respondents made an appointment to see a doctor. This figure was the same in 2004.

Around three quarters (74%) of people said they were seen within two working days of contacting their general practice or local healthcare centre for an appointment. This excludes those with pre-booked appointments. The remainder said that they were not seen within the target time.

Responses indicated that delayed appointments were now more likely to be caused by fewer appointment slots rather than by people wanting to choose who they see. In 2004, 41% of people said that they had delayed their appointment so they could see the doctor of their choice, and 44% said it was because they were unable to get an earlier appointment. But, in 2005, the proportion of respondents who delayed their appointment so that they could see a doctor of their choice had dropped to 38%, while the proportion who reported that they were unable to get an earlier appointment rose to 47%. Fifteen per cent said that there were other reasons why they were not seen within the target time, including 11% who said the earlier appointment was inconvenient.

³ The survey only asks respondents about their most recent appointment.

“The appointment system at my local surgery leaves a lot to be desired. There are appointments set aside that can be pre-booked for people who work, but these are very difficult to get. Perhaps more appointments that can be pre-booked are needed to satisfy the needs of those of us who work.”

The percentage of respondents seen on the same day that they contacted their general practice or local healthcare centre has increased steadily, from 27% in 2003 to 38% in 2005. This has led to decrease in the proportion of people waiting more than two working days for an appointment from 35% in 2003 to 25% in 2005.

Since 2003, the percentage of respondents being seen without an appointment also fell from 14% to 7%.

“It is possible to get an appointment the same day, as long as you don't mind which doctor you see.”

“I've never had any problems. I've an excellent doctor, who does home visits if needs be. The surgery is run on a no appointment system, which is brilliant when you've young children. You can take them to see the doctor when they are poorly not three days later!”

Approximately three quarters (76%) of people said that they were seen as soon as they thought necessary. The proportion of people who felt that they should have been seen a bit sooner was 18% in 2005, while 7% felt they should have been seen a lot sooner.

For the first time, we also asked respondents if their general practice allowed them to make a doctor's appointment three or more working days in advance. Seventy per cent of respondents said yes.

Visiting the general practice or local healthcare centre

Almost a quarter (24%) of all respondents reported that they were seen on time. Almost half (47%) reported having to wait up to 15 minutes after their appointment time, 21% said they waited 16-30 minutes, and 8% said they waited 31 minutes or more. These figures have remained stable over the last three years.

Of the respondents who were not seen on time, only 8% were told how long they would have to wait to be seen, although 43% said that they would have liked to have been told. These figures were identical in 2004.

When asked about the conduct of receptionists in their general practice or local healthcare centre, 86% of people rated the courtesy of the receptionist as excellent, very good or good. A further 11% rated the courtesy of the receptionist as fair, and only 3% gave a rating of poor or very poor. These figures have not changed since 2003.

“The receptionists are very nice and know everyone by name and are very helpful.”

Seventy-two per cent of respondents rated their local general practice or local healthcare centre as very clean, 27% said it was fairly clean, and only 1% said that it was not very clean. The proportion of people who gave a rating of very clean had decreased slightly from 74% in 2003 to 73% in 2004. The cleanliness ratings given by people that visited their general practice or local healthcare centre in the previous 12 months were very similar to the results for all respondents. However, the proportion of people who rated their general practice or local healthcare centre as fairly clean increased from 25% in 2003 and 2004 to 27% in 2005. There was no change in the proportion of people who gave a rating of not very clean (1%) or not at all clean (less than 1%) from 2003 to 2005.

Seeing a doctor

Ninety-two per cent of respondents who saw a doctor within the last 12 months said that they were always treated with respect and dignity, 7% said that they were only treated in this way some of the time and 1% said that they were not treated in this way at all. These figures have not changed since 2004.

“I cannot fault our local healthcare centre. All the staff treat my husband and myself with respect and dignity and kindness. They are always professional in their treatment of us.”

“My GP is excellent, always explains, involves me in decisions and treats me with respect.”

More than three quarters (76%) of these people reported that they definitely had confidence and trust in their doctor, 21% said that they had confidence and trust to some extent, and 3% reported that they had no confidence and trust in their doctor.

The percentage of people who felt that they definitely had sufficient involvement in decisions about their care and treatment remained at 69% (as in 2004) compared with 73% in 2003. Twenty-six per cent said that they were only involved in decisions to some extent and 5% said that they had no involvement in decisions about their care or treatment.

“My GP’s attitude is caring and respectful, patient and understanding. They involve people in the decision making about your health.”

“I would like to be more involved in discussions made about my health. I want to be given other alternatives instead of being told to take one particular medicine.”

Seeing another healthcare professional

The percentage of people being seen by a healthcare professional other than their doctor increased from 49% in 2004 to 51% in 2005. Eighty per cent of people reported that their most recent contact with a healthcare professional other than a doctor was with a practice nurse or nurse practitioner. Two per cent of people said that their most recent contact was with a midwife, 4% saw a district nurse, and 3% saw a healthcare visitor.

Overall, the majority of people were satisfied that the healthcare professional they saw treated them with respect and dignity. Ninety-five per cent said they were always treated in this way (up from 94% in 2004) and only 1% said that they were not (no change from 2004). The proportion who definitely had confidence and trust in the other healthcare professional they saw increased from 81% in 2004 to 85% in 2005. Only 2% in both 2004 and 2005 said that they did not have confidence and trust in the professional they saw and the proportion who said that they only sometimes had confidence and trust decreased from 17% in 2004 to 13% in 2005.

“The nurses and midwives who work at my general practice are very professional in their jobs. They listen to what you have to say and make decisions based on the best healthcare for you. This fills me with confidence in their decision making. They are always polite and always have the time to listen to you.”

In all cases, the percentage of people who said that they definitely had trust and confidence in other healthcare professionals and were treated with respect and dignity was higher in 2005 when compared with the results of the 2004 survey. For doctors, the figures remained constant (although they were already high).

Communication

Eighty-two per cent of people said that their doctor listened carefully to them. This figure was the same in 2004. People's perceptions of whether they had enough time with the doctor to discuss their health or medical problems also remained unchanged from 2004 to 2005. Only 4% said that they did not have enough time with their doctor, while 22% said they were given enough time to some extent. However, the proportion of people who said that they had enough time with their doctor decreased slightly between 2003 and 2004 (from 76% to 74%). There was no change in 2005.

Just over three quarters (76%) of people who saw a doctor said that the reasons for treatment or action were explained in a way that they could understand. This was up slightly from 2003 and 2004 (75% in both years). Only 3% said that they were not able to understand what their doctor had told them.

Of those who asked the doctor a question, 75% said that they received an answer that they could definitely understand, down slightly on previous surveys (78% in 2003 and 76% in 2004). However, the proportion of respondents who said that they could mostly understand the answers they received increased from 19% in 2003 to 22% in 2005. There has been no change in the proportion of people who said that they were completely unable to understand the answers (2%) and the proportion who said that did not have the opportunity to ask questions (1%).

“Easy to talk with the doctor and ask questions, easy to understand answers, tells you in detail.”

Communication between respondents and other healthcare professionals has also improved. The proportion who said they completely understood the healthcare professional's reasons for treatment rose from 82% in 2004 to 83% in 2005. All other healthcare professionals scored higher than GPs in terms of the percentage of people who completely understood the explanation they were given. Among the different types of healthcare professionals, practice nurses rated highest for communication (85%), followed by district nurses (82%), midwives (81%) and health visitors (78%).

Medication

In 2005, 54% of respondents were prescribed a new medication by their doctor or nurse practitioner, up from 53% in 2004 and 46% in 2003. Fifty-nine per cent said that they were definitely involved in decisions about their medication. This was consistent with results from 2004. The proportion of respondents who said that they were not involved in these decisions fell from 15% in 2003 to 12% in 2004 and 2005.

Of respondents who were prescribed new medication, 80% said that they were given enough information about the purpose of their medication. Seventeen per cent said that they had received some information, and 3% said that they received no information at all. These figures are largely consistent with previous years.

“The doctors are all understanding and they spend a few extra minutes with patients, if you are really sick. They are sympathetic and listen to you and they always explain why they are giving you a particular medicine and what side effects, if any, they might cause.”

The amount of information given to respondents about the potential side effects of their medication remained relatively poor, with 18% reporting that they received no information, and a further 21% reporting that they received some information but wanted more. These findings have not changed since 2004.

“The doctor had no interest in discussing alternative forms of treatment, despite the medication I was prescribed having side effects and not being an ideal solution.”

Most (86%) respondents said that they received enough information about how to use their medication, although 11% would have liked more and 4% said that they received no information at all.

Key findings

The proportion of respondents taking medication for longer than 12 months has increased by 1% each year since 2003 (52%, 53% and 54% respectively). However, more respondents said that their medication had been reviewed – 78% in 2005 compared with 76% in 2004 and 75% in 2003.

Referral

In 2005, 36% of people were referred to a specialist. Of this group, 26% were given a choice of which hospital they were referred to, 17% would have liked a choice but said that they were not offered one (compared with 16% in 2004), and 57% were not given a choice but did not mind (compared with 58% in 2004). From the end of 2005, people who need planned hospital care will be offered the choice of four or more hospitals when they are referred by their GP.

Sixty-two per cent of these people reported that the specialist they were referred to seemed to have all the necessary information about them. A further 30% reported that the specialist had only some of the necessary information, while 9% reported that they had none of it.

For the first time, we asked people if they received copies of the letters sent between the hospital and their family doctor. As far as they were aware, only 22% received copies of all the letters and 8% received copies of some of the letters. However, the majority (70%) of people said that they were not sent copies of any letters between the hospital and their GP. These figures exclude those who did not know if any letters had been sent.

“Recent experience with my son, who has learning disabilities, has shown me that letters written by other professionals to the GP are not read or acted upon.”

Overall

This year, we asked respondents whether their main reason for visiting their general practice or local healthcare centre was dealt with to their satisfaction. Seventy-three per cent said that they were completely satisfied, almost a quarter (24%) said that their main reason was addressed to some extent, and 3% were not satisfied.

“My local healthcare centre is excellent. The particular doctor was outstanding, patient and informative, and always available to talk to on the phone or at the surgery. This also applies to the nurses and midwives. They have given 100% and I am extremely satisfied with the care I have received from them.”

“My local general practice is the student medical practice. It has taken me a while to find a GP I feel comfortable with and trust. There is a high demand on this practice and the service is inconsistent. I have not had poor service but it varies and I know many who are dissatisfied with it.”

Health promotion

We asked respondents whether they received advice or treatment in relation to public health issues, such as influenza (flu) or stopping smoking.

The Government target in 2003/2004 was that 70% of the target population would have the flu jab (influenza vaccination)⁴. Among the respondents who were aged 65 years and older, 84% said they were offered a flu jab and took it (compared with 83% in 2004) and 14% were offered one but did not take it (no change from 2004). Two per cent of people aged 65 years and older said that they were not offered the vaccination, compared with 3% in 2004.

4 Department of Health (July 2003) Summary of flu immunisation policy.

In 2005, 22% of people who smoked said that they were definitely given advice or help from their general practice or local healthcare centre and a further 18% were given advice or help to some extent. Overall, the proportion of people given advice or support increased to 40%, compared with 35% in 2004. A further 19% would have liked advice or support but did not receive it and 42% were not given any but did not want it. This last group has decreased from 46% to 42% since 2004.

“The local anti-smoking counsellor is very good at her job, helping me to successfully stop smoking after 30 years of smoking.”

Dental services

Fifty-seven per cent of people were registered with an NHS dentist, 23% were registered as a non-NHS patient, and the remaining 20% were not registered with a dentist.

“I do think I should be entitled to a NHS dentist and not have to go private after paying NI throughout my working life.”

Of those not registered with an NHS dentist, 69% said that they would like to be (compared with 67% in 2004) and 31% said they did not want to be (compared with 33% in 2004).

In the last 12 months, 83% of people who registered as an NHS patient had visited their dentist. Seventy per cent said that they were definitely involved in decisions about their dental care as much as they wanted to be (compared with 75% in 2003 and 69% in 2004) and 24% said that they were involved to some extent.

The percentage of people who said that they were completely able to understand their dentist’s explanation for treatment or action increased from 77% in 2004 to 78% in 2005. Only 3% said that were not able to understand their dentist’s explanation (no change from 2004).

“My current dentist is the best you could wish for – always pleasant, helpful, and very good at her job. She is a credit to the profession.”

“I recently visited the hygienist at the dentist. She was very informative and helpful, didn't seem to be in a rush to get you out.”

Three quarters of people said that they had complete confidence and trust in their dentist. There was a significant increase in the proportion of people who said that they had no confidence or trust in their dentist (3% in 2004 compared with 4% in 2005).

Views on whether dental staff had done everything they could to help control pain have remained constant since 2003 – 77% of people said that dental staff did everything they could to help control their pain and 19% said that they only did so to some extent.

“Dentist understanding fears of the dentist and is completely reassuring. He deserves a medal.”

Conclusion

Most people who responded to the survey had visited their general practice or local healthcare centre in the previous 12 months, and almost all of them had seen their GP. Just over half saw another healthcare professional during this time and a third were referred to a specialist.

The most common healthcare professional seen, other than a GP, was a practice nurse or nurse practitioner. A higher percentage of people said that they had confidence and trust in practice nurses and nurse practitioners than all other healthcare professionals. Comparatively higher percentages of people also considered that this staff group always treated them with respect and dignity and always explained things to them in a way that they could understand.

The percentage of people who said that they completely understood answers given by GPs in response to questions about their care decreased slightly. Since 2003, there has also been a decrease in the percentage of people who said that they were definitely involved in decisions about their care.

A larger percentage of people said that they found it difficult to contact general practices or local healthcare centres, especially by telephone, and around a fifth still said that opening hours of general practices or local healthcare centres were a problem.

Around three quarters of people said that they were seen within two working days of contacting a general practice or local healthcare centre. When there were delays, respondents said that the main reason was because they were unable to get an earlier appointment. In some cases, respondents chose to wait longer for an appointment with a particular doctor.

A higher proportion of people said that they were being seen on the same day. However, the proportion of people being seen without an appointment fell over the same period. Thirty per cent of people said that they were not able to book an appointment three or more working days in advance.

Three quarters of people said they were not seen on time, but only 8% were told how long they would have to wait.

The percentage of people who received help or advice from their local healthcare centre about stopping smoking increased, and the proportion of people aged 65 years and over who were offered, and accepted, a flu jab was well above the 70% Government target.

Overall, almost three quarters of people who had attended local healthcare centres said that their main reason for going had been dealt with to their satisfaction. However, nearly a quarter of all respondents said that their visit had not fully resolved their main problem, and 4% said the visit had not resolved their main problem at all.

આ માહિતી વિનંતી કરવાથી અન્ય રૂપે અને ભાષાઓમાં મળી શકે છે.
મહેરબાની કરી ટેલિફોન નંબર 0845 601 3012 પર ફોન કરો.

GUJARATI

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ਫ਼ਿਰਪਾ ਕਰਕੇ ਟੈਲਿਫ਼ੋਨ ਨੰਬਰ 0845 601 3012 ਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

यह जानकारी बिनती करने पर अन्य रूप में और भाषाओं में मिल सकती है।
कृपया टैलिफोन नम्बर 0845 601 3012 पर फोन करें।

HINDI

Akhbaartan waxaa lagu helaa iyadoo
siyaabo iyo luqado kale ku qoran haddii la
codsado. Fadlan soo wac lambarka telefoon
ee ah 0845 601 3012.

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