



Island Global Research

# QUEENS ROAD MEDICAL PRACTICE

## GP PATIENT SURVEY

### KEY FINDINGS ONLY

1 November 2018

QUEENS ROAD  
MEDICAL PRACTICE

# 1. SUMMARY

Island Global Research conducted the Guernsey GP Patient Survey in September and October 2018. The survey was completed by 2,444 individuals living in Guernsey who were aged 18 or over and registered at one of the nine GP surgeries on the island. Of this total, 697 individuals were registered with one of the two GP surgeries in the Queens Road Group. 442 individuals completed a paper copy of the survey they received when visiting their surgery. A further 255 individuals completed the online survey that was open to all residents.

## KEY FINDINGS

### ACCESSING THE GP SURGERY

- 97% of Queens Road Group patients said that the surgery is open at times that are convenient.
- 90% of Queens Road Group patients said it is very easy or quite easy to get through to the surgery by telephone during working hours.
- 91% of Queens Road Group patients said they often or always have appointments at times that are convenient to them.
- 93% of Queens Road Group patients said they generally prefer to see a particular GP. 76% of those who prefer a particular GP always or almost always see their preferred GP and a further 17% said they often see their preferred GP.

### ABOUT A RECENT APPOINTMENT

When asked to recall a recent appointment:

- 92% of Queens Road Group patients said they got an appointment when they wanted it. 78% of those who didn't, said they had an appointment at a different time.
- 99% of Queens Road Group patients said they had confidence and trust in the last GP they saw.
- 96% of Queens Road Group patients said they had confidence and trust in the last nurse they saw.

### SATISFACTION WITH THE GP SURGERY

- 98% rated the overall experience of their GP surgery as good or very good, and the results were consistent across the two surgeries in the Queens Road Group.
- When asked "On a scale of 0 to 10, how likely are you to recommend your GP surgery to someone who is new to Guernsey?". The results were overwhelmingly positive, with 65% of patients rating their surgery as 9 or 10 out of 10, and 25% rating the surgery as 7 or 8. Only 10% gave a score of 6 or less. The Net Promoter Score of 54 is very high and shows patients have a high level of satisfaction and loyalty with their surgery.

# 2. METHODOLOGY

Island Global Research conducted the Guernsey GP Patient Survey on behalf of the three Primary Care Groups: Healthcare, Island Health and Queens Road Medical Practice. We understand that this is the third time the Guernsey GP Patient Survey has been undertaken by an independent market research company.

The methodology for questionnaire design, data collection, sampling, analysis and report preparation was standardised across the three Primary Care Group. Bespoke reports have been produced for each Group, which show how the results for the Group compared to the island as a whole, as well as results from each GP surgery in the Group.

This report presents the findings for the **Queens Road Group**.

## QUESTIONNAIRE DESIGN

The GP Patient Survey was designed by Island Global Research. It contained 42 questions for all respondents to complete, as well as some additional follow up questions and a final comments box.

The questionnaire was designed to understand patients' experience of their GP surgery, with questions asking about:

- accessing GP services,
- making an appointment,
- recent GP and nurse appointments,
- satisfaction with the GP surgery, and
- out-of-hours care.

The survey also contains some profiling questions about the respondent, including:

- demographic and household characteristics,
- self-reported health, use of GP services, and how they pay for GP appointments.

The questionnaire was self-administered. Responses were anonymous and respondents were not required to provide any identifiable personal information.

## ABOUT ISLAND GLOBAL RESEARCH

Island Global Research is a market research and consultancy company with experience in both quantitative and qualitative research methods. Island Global Research is part of the BWCI Group, and based in Guernsey.

We conduct surveys on behalf of public and private sector organisations, and primarily work in Guernsey, Jersey and the Isle of Man. Our market research often involves online surveys of residents (via our market research panel and social media channels) and face-to-face data collection of residents and of visitors to the islands. We also have experience of paper-based surveys and business-to-business research.

# DATA COLLECTION AND SAMPLE SIZE

## DATA COLLECTION

Two methods were used for data collection:

- 1. Paper copies of questionnaires** (with freepost envelopes) were distributed to adult patients attending GP surgeries over a three week period: from 10 September until 28 September 2018. Reception staff were asked to hand out the survey on selected days throughout the data collection period. Completed questionnaires could either be returned in a sealed envelope to a box in the waiting room, or posted directly to Island Global Research.
- 2. Online survey** open to anyone 18 years or above, resident in Guernsey, and registered at a GP surgery. The online survey was live from 21 September until 15 October 2018. Members of the IGR Research Panel were invited to complete the survey. In addition, Island Global Research advertised the survey on social media channels and issued a press release.

## SAMPLE SIZE

2,950 paper copies of the questionnaire were distributed to the 9 GP surgeries in Guernsey. The number of questionnaires each surgery was given was determined based on information about the number of registered patients at each surgery and the number of patients that are likely to attend per week.

The table shows the number of questionnaires supplied to the individual surgeries in the Queens Road Group, and the number of completed questionnaires that were returned and included in the data analysis. The table also shows the number of patients completing the online survey and the number in the total sample.

	Number of paper surveys supplied	PAPER SAMPLE (i.e. completed the paper survey)	Response Rate for the Paper Survey	ONLINE SAMPLE (i.e completed the online survey)	TOTAL SAMPLE
QUEENS ROAD SURGERY	500	259	52%	209	468
LONGFRIE SURGERY	300	183	61%	46	229
QUEENS ROAD TOTAL	800	442	55%	255	697
GUERNSEY TOTAL	2,950	1,609	55%	835	2,444

# ANALYSIS AND REPORTING

## ANALYSIS

The analysis uses unweighted data – this is consistent with the approach taken in 2012 and 2015 and allows comparable results to be reported. Please note that when results do not sum to 100% this is due to rounding.

## REPORTING

This report contains selected findings. The full report shows the results for each question over two pages; whether the page contains ‘main’ or ‘supplementary’ results is indicated in the top-right of the page.



The ‘**main**’ page shows the result for the **Queens Road Group compared to Guernsey as a whole**. The ‘main’ page also contains results **for each GP surgery in the Queens Road Group** (except for the out-of-hours section). The ‘main page’ results use the **paper sample** (i.e. the respondents attended a GP surgery during the data collection period and were given a paper copy of the questionnaire). As before, this is ensure results can be compared with those from the 2012 and 2015 surveys.



A ‘**supplementary**’ page reports results for the **paper, online and the total samples** for the **Queens Road Group**. The ‘supplementary page’ also contains results for each GP surgery for the paper, online and total sample (except for the out-of-hours section).

‘Supplementary’



	‘Main’		
	PAPER SAMPLE	ONLINE SAMPLE	TOTAL SAMPLE
QUEENS ROAD	259	209	468
LONGFRIE	183	46*	229
QUEENS ROAD GROUP	442	255	697
GUERNSEY TOTAL	1,609		

\* Very small sample size

# RESPONDENT PROFILE

The GP Patient Survey was completed by a wide section of adults in Guernsey.

The table on the right shows the gender, age and country of birth of the paper sample (P) for Guernsey as a whole, as well as the paper sample, the online sample (O), and the total sample (T) for the Queens Road Group.

This summary information for these demographic characteristics shows that:

- The paper sample for the Queens Road Group is comparable to the paper sample for Guernsey as a whole.
- There are a few differences in the age profile of paper sample and the online sample for the Queens Road Group (with the paper sample containing slightly more over 65s than the online sample), but overall the gender, age and country of birth for the two samples are reasonably similar.

The next few pages present some additional information about the respondents in relation to their health status and costs of health services. The self-reported health status of the paper and online samples are very similar, but there are some differences in health financing, with the paper sample containing more people with health insurance and fewer people who pay for their own appointments.

## GENDER

Male  
Female  
Non-binary  
Prefer not to say

## AGE

18 to 24  
25 to 34  
35 to 44  
45 to 54  
55 to 64  
65 to 74  
75 to 84  
85 or older

Prefer not to say

## COUNTRY OF BIRTH

Bailiwick of Guernsey  
UK/Republic of Ireland / Jersey  
Elsewhere  
Prefer not to say

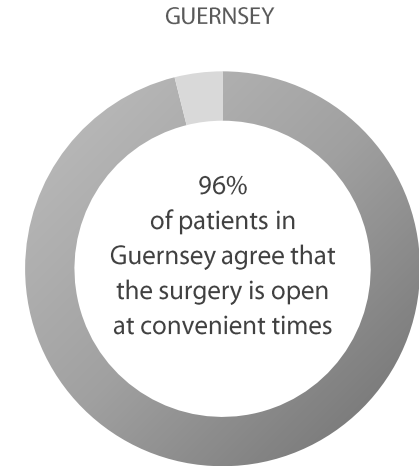
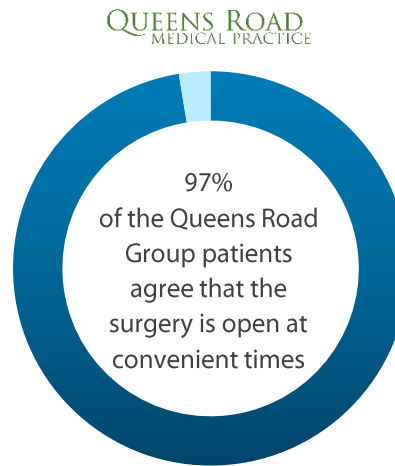
	GUERNSEY	QUEENS ROAD GROUP		
	P	P	O	T
Male	35%	36%	24%	32%
Female	62%	62%	63%	62%
Non-binary	0%	0%	0%	0%
Prefer not to say	3%	2%	13%	6%
18 to 24	5%	5%	2%	4%
25 to 34	9%	7%	9%	8%
35 to 44	11%	11%	14%	12%
45 to 54	16%	15%	23%	18%
55 to 64	18%	17%	22%	18%
65 to 74	23%	24%	15%	21%
75 to 84	13%	17%	4%	12%
85 or older	3%	3%	0%	2%
Prefer not to say	2%	2%	11%	5%
Bailiwick of Guernsey	59%	56%	60%	57%
UK/Republic of Ireland / Jersey	34%	36%	33%	35%
Elsewhere	5%	5%	5%	5%
Prefer not to say	2%	2%	2%	2%

# IS THE SURGERY OPEN AT TIMES THAT ARE CONVENIENT TO YOU?

Respondents were asked whether the surgery at which they received the paper survey was open at times that are convenient for them.

97% of Queens Road Group patients agreed that their surgery was open at times that were convenient. The results for the Queens Road Group are very similar to the island as a whole.

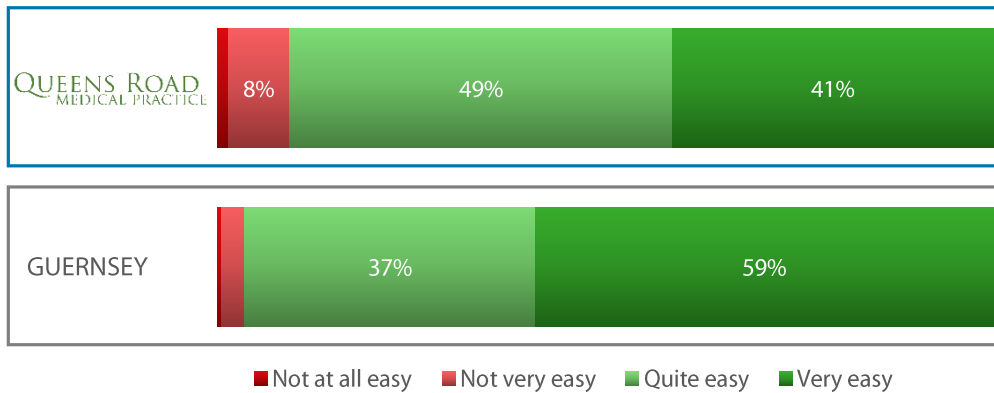
The results were very positive for each surgery.



BY PRACTICE	QUEENS ROAD	LONGFRIE
Surgery is open at convenient times	97%	98%

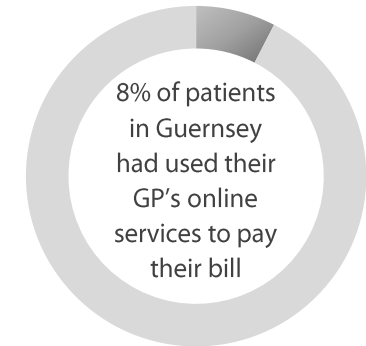
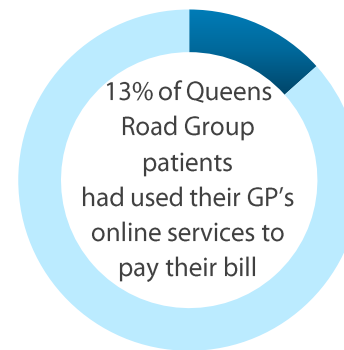
## WHEN YOU TELEPHONE DURING WORKING HOURS, HOW EASY IS IT TO GET THROUGH TO SOMEONE AT THE SURGERY?

90% of Queens Road Group patients said it was “very easy” or “quite easy” to get through to their surgery by telephone. This result is very similar to the island as a whole.



## DO YOU USE ONLINE SERVICES TO PAY YOUR BILL?

Very few patients use the GP’s online services to pay their bill. However, it should be noted that the sample includes individuals with private health care insurance whose bills are often paid directly by the insurance company.



BY PRACTICE	QUEENS ROAD	LONGFRIE
Said very easy to get through on the telephone	34%	52%
Said very easy <u>or</u> quite easy to get through on the telephone	90%	91%
Use online services	16%	10%

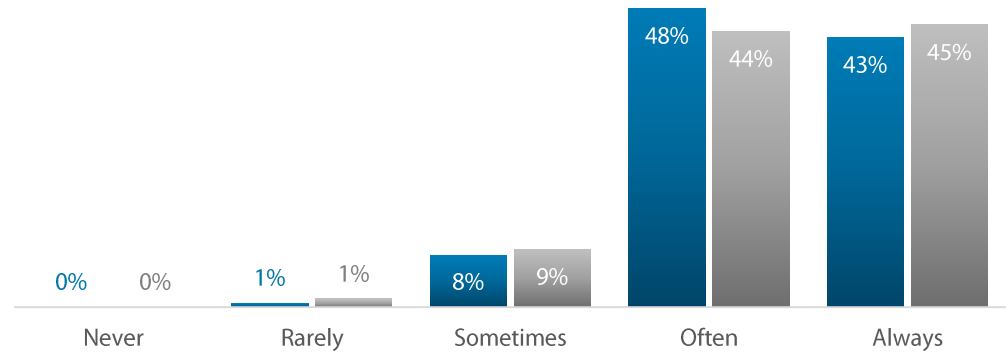


# IN GENERAL, HOW OFTEN ARE YOUR APPOINTMENTS TO SEE A GP OR NURSE AT TIMES THAT ARE CONVENIENT FOR YOU?

The vast majority of respondents indicated that they usually have appointments at times that are convenient to them.

91% of the Queens Road Group patients “often” or “always” have appointments at times that are convenient to them. 1% selected “rarely” and 0% selected “never”.

The results for the Queens Road Group are very similar to the island as a whole. The results are also similar for each surgery in the Group.



BY PRACTICE	QUEENS ROAD	LONGFRIE
Always	38%	51%
Often	51%	43%
Often or Always	89%	94%

# IN GENERAL, DO YOU PREFER TO SEE A PARTICULAR GP? IF YES, HOW OFTEN YOU DO SEE THE GP YOU PREFER?

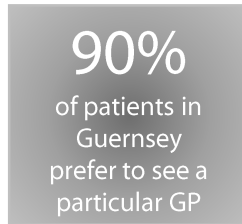
93% of the Queens Road Group prefer to see a particular GP.

Respondents who said they have a preferred GP were asked how often they see their preferred GP. 76% reported they “always or almost always see their preferred GP”, and a further 17% said they “often see their preferred GP”.

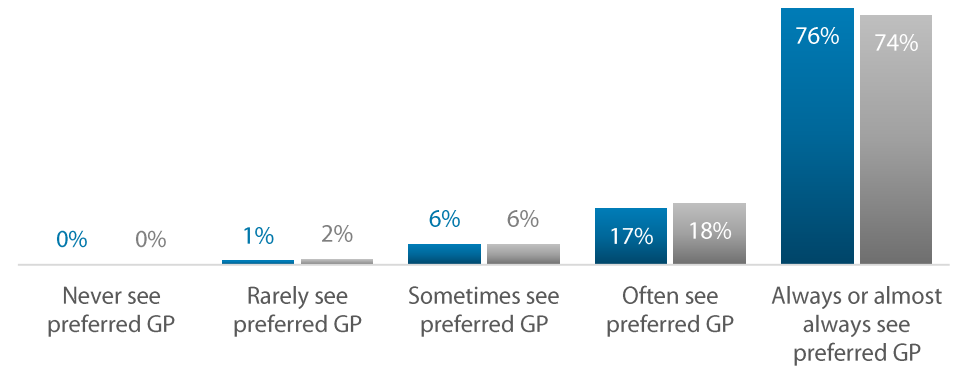
The results for the Queens Road Group are very similar to the island as a whole. There were slight differences by surgery.

QUEENS ROAD  
MEDICAL PRACTICE

GUERNSEY



## OF THOSE THAT HAVE A PREFERRED GP...

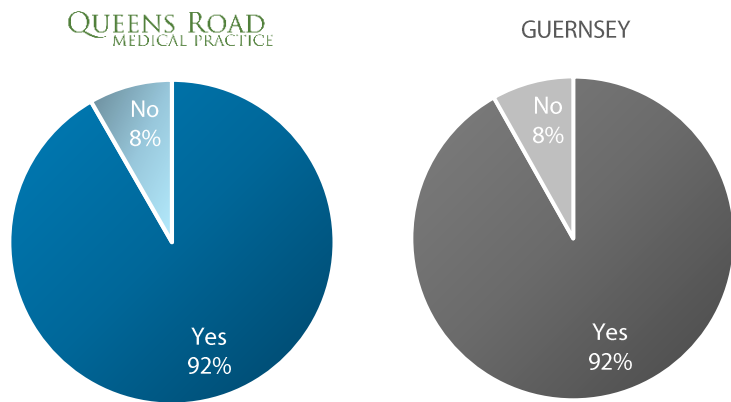


BY PRACTICE	QUEENS ROAD	LONGFRIE
Prefer see a specific GP	94%	93%
<i>If applicable:</i> Always or almost always see preferred GP	75%	78%

# RECALL THE LAST TIME YOU WANTED TO SEE OR SPEAK TO A GP OR NURSE AT THE SURGERY

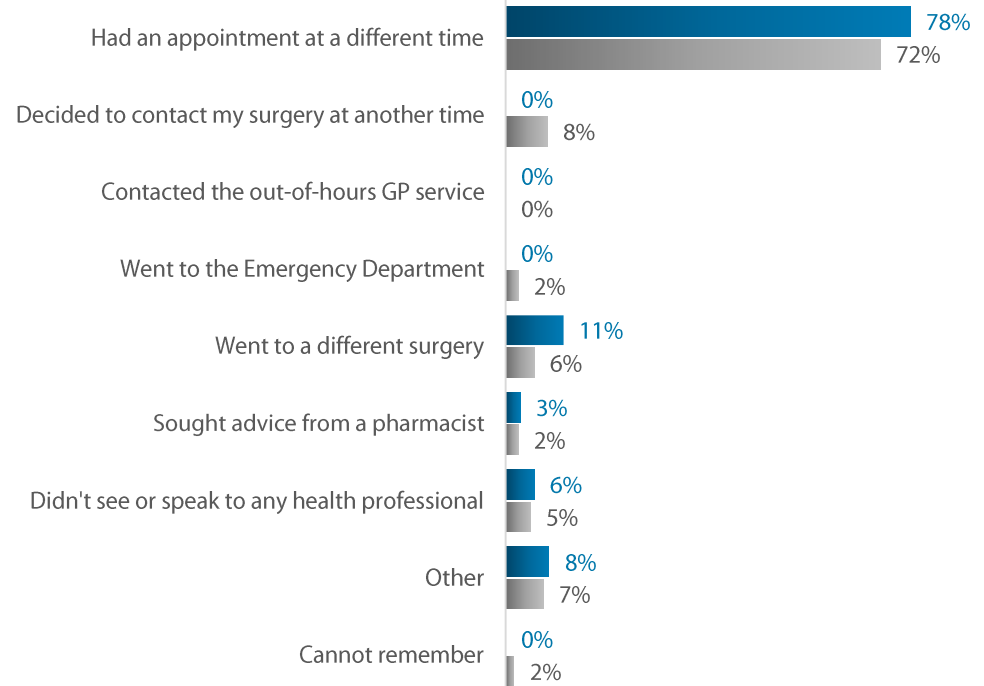
Respondents were asked whether they got an appointment when they wanted it. 92% of Queens Road Group patients said “yes”, and the results for the Queens Road Group are very similar to the results for the island as a whole.

## DID YOU GET AN APPOINTMENT WHEN YOU WANTED IT?



Respondents who said “no” were asked about what they did next. More than two-thirds said they had an appointment at a different time. The next most popular answer was that they went to a different surgery.

## IF NO, WHAT DID YOU DO? SELECT ALL THAT APPLY. (% OF THOSE THAT DID NOT GET AN APPOINTMENT WHEN THEY WANTED)



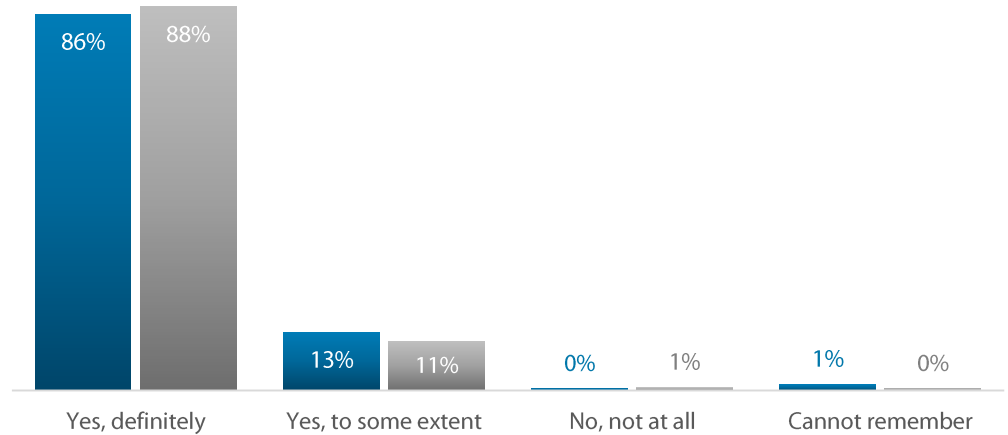
BY PRACTICE	QUEENS ROAD	LONGFRIE
Had an appointment when wanted	91%	92%
Had an appointment at a different time (% of those that did not get an appointment when wanted)	77%	79%

# DID YOU HAVE CONFIDENCE AND TRUST IN THE GP YOU SAW?

Respondents were asked whether they had confidence and trust in the GP they saw at their last appointment.

99% said "yes", with 86% selecting "yes, definitely".

The results for the Queens Road Group are very similar to the results for the island as a whole. The results for each surgery are shown below.



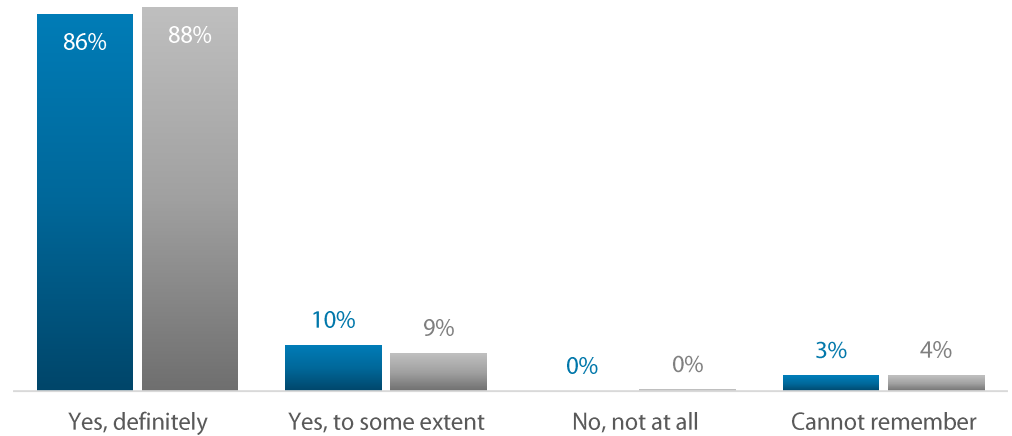
BY PRACTICE	QUEENS ROAD	LONGFRIE
Yes, definitely	82%	91%
Yes, to some extent	17%	7%
No, not at all	0%	1%
Cannot remember	0%	0%

# DID YOU HAVE CONFIDENCE AND TRUST IN THE NURSE YOU SAW?

Respondents were asked whether they had confidence and trust in the nurse they saw at their last appointment.

96% said “yes”, with 86% selecting “yes, definitely”. 3% selected “cannot remember”.

The results for the Queens Road Group are very similar to the results for the island as a whole. The results for each surgery are shown below.



BY PRACTICE	QUEENS ROAD	LONGFRIE
Yes, definitely	86%	87%
Yes, to some extent	11%	10%
No, not at all	0%	0%
Cannot remember	4%	3%

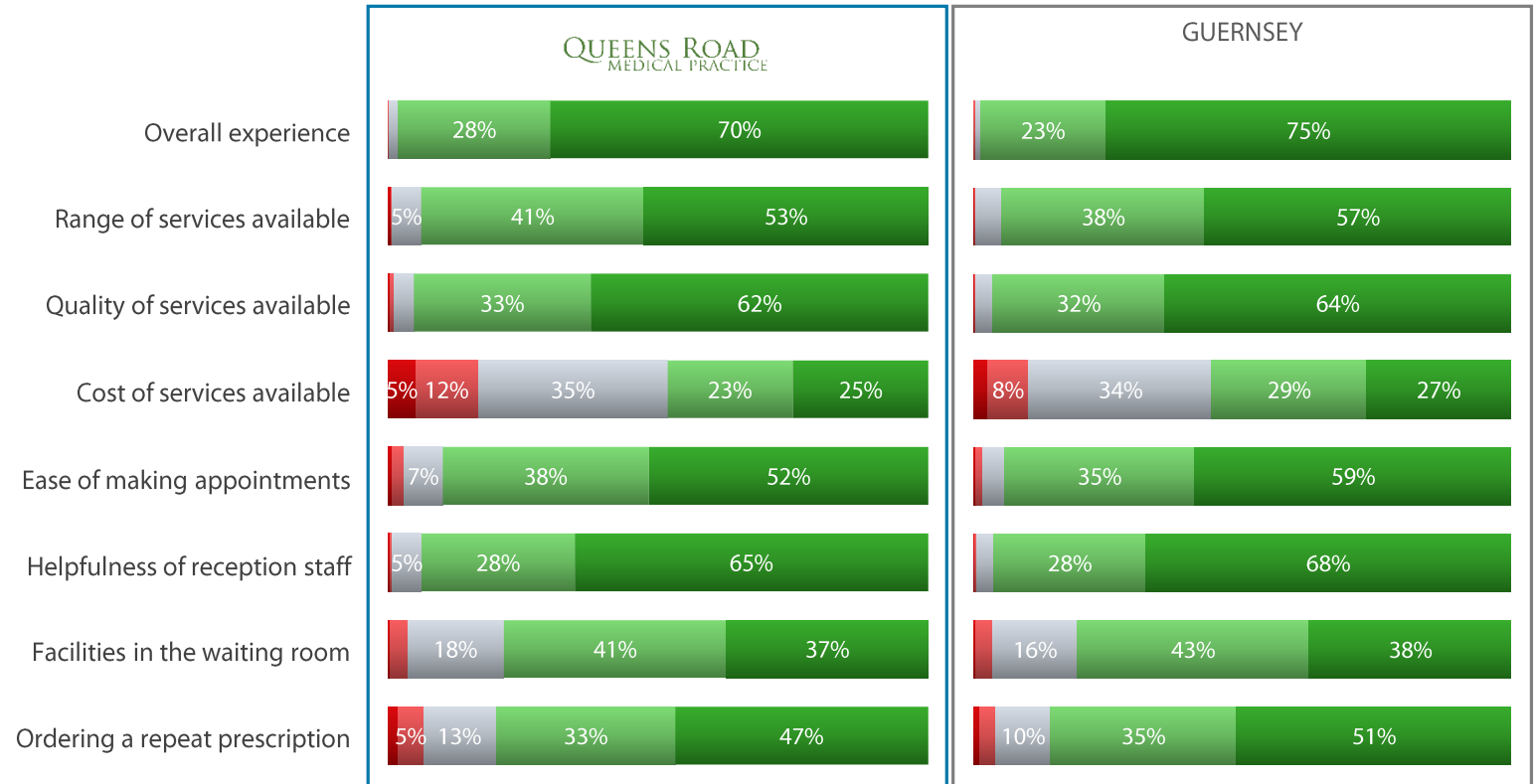
# HOW WOULD YOU RATE THE SURGERY ON THE FOLLOWING ASPECTS?

Respondents were asked how they rate the surgery across eight dimensions.

The majority of patients rated surgeries in the Queens Road Group as "good" or "very good" across all dimensions.

The cost of services available was rated the least favourably, with 58% selecting "good" or "very good", 35% selecting "neutral" and 17% selecting "poor" or very poor"

The results for the Queens Road Group are very similar to the results for the island as a whole.



Very Poor Poor Neutral Good Very Good

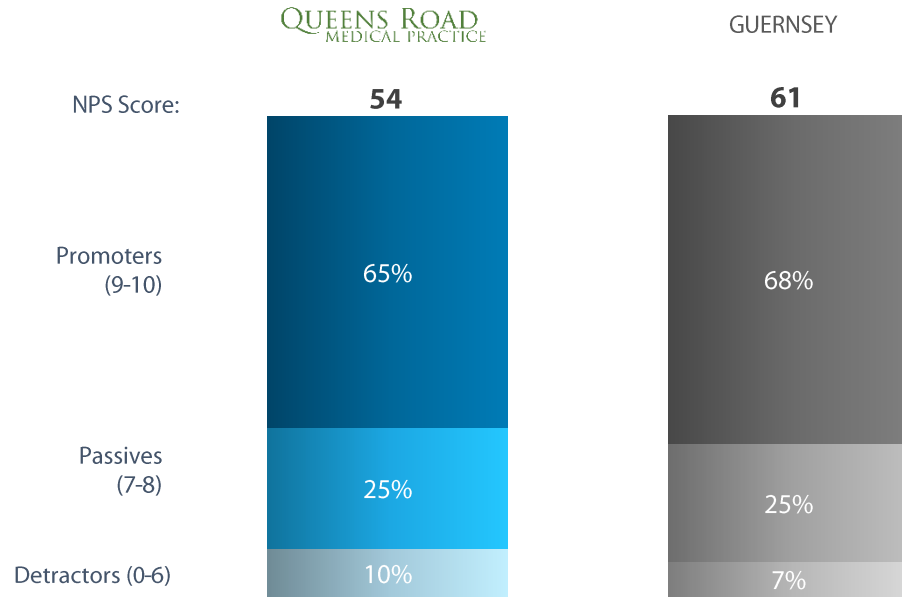
# ON A SCALE OF 0 TO 10, HOW LIKELY ARE YOU TO RECOMMEND THE SURGERY TO SOMEONE WHO IS NEW TO GUERNSEY?

Respondents were asked, "On a scale of 0 to 10, how likely are you to recommend your GP surgery to someone who is new to Guernsey?".

The results were overwhelmingly positive, with 67% of Queens Road patients rating their surgery as 9 or 10 out of 10, and categorised as 'promoters'. Only 10% of Queens Road patients gave a score of 6 or less. The NPS score of 54 is very high and shows a high level of satisfaction and loyalty with their practice.

The results for the Queens Road Group are very similar to the results for the island as a whole.

The results show some variation by surgery: within the Group the Longfrie surgery has the highest score of 62, and Queens Road the lowest at 49.



BY PRACTICE	QUEENS ROAD	LONGFRIE
NPS Score	49	62
Promoters	61%	70%
Passives	26%	23%
Detractors	12%	7%

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