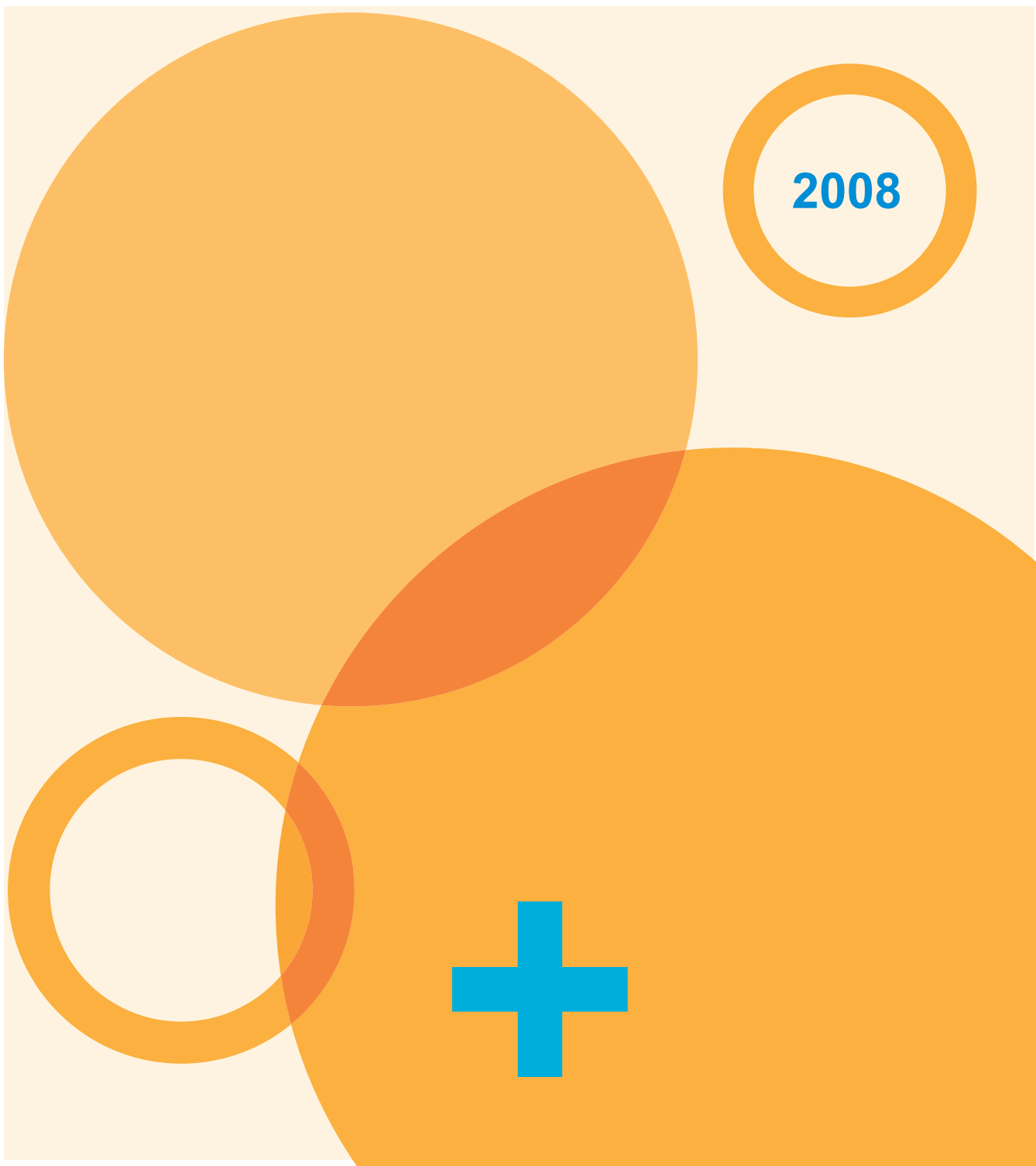


## Listening to patients

West Hertfordshire Primary Care Trust  
Local Health Services Survey Results



# Survey results

This report sets out the results from the 2008 National Patients Local Health Services Survey ordered in exactly the same way as in the core survey questionnaire sent to patients.

## ◆ HOW TO READ THE COLUMNS OF FIGURES

The results are shown firstly in absolute numbers then as percentages. The first pair of columns show the results from 2008 and the second pair of columns show the results from all the Primary Care Trusts surveyed by Quality Health in 2008 (ALL).

The purpose of presenting the figures in this way is to give direct, at-a-glance, comparisons between the Trust and other Primary Care Trusts in the Quality Health database in 2008.

## ◆ CONVENTIONS

The percentages are calculated after excluding those patients who did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The 'Missing' figures show the number of patients who did not reply to that particular question. In some cases, the 'Missing' figure is quite high because it includes patients who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. question A3).

On some questions there are also some figures which are italicised. The percentages on these questions have been recalculated to exclude responses where the question was not applicable to the patient's circumstances. For example, questions such as C12 which asks if the patient was given enough time to discuss their health or medical problem with the doctor, where both those not answering (Missing) and those saying they did not need to discuss anything are excluded from the percentage calculations.

## ◆ CHANGES MADE TO THE DATA

There are a number of questions which are 'routed' (i.e. where patients are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that patients give to these questions and the data is corrected to account for this. For example, if answer 2 in question 1 is ticked and the patient goes on to answer question 2 etc, then any data between question 1 and question 6 (where the patient was directed) will be deleted as the patient should not have answered these questions. Where patients have not answered a lead question but have gone on to answer subsequent questions, then it is assumed that they should have ticked a positive response in the lead question and where this is possible (i.e. there is only one positive response possible), then the data is changed to reflect this.

**MAKING AN APPOINTMENT****Total 2008 Total All****A1 Have you made an appointment with a doctor from your GP practice/health centre in the last 12 months?**

Yes	409	85%	23915	86%
No	70	15%	3998	14%
Missing	4		275	

**A2 The last time you saw a doctor from your GP practice/health centre, how long did you wait for an appointment?**

I was seen without an appointment	8	2%	842	4%
I was seen on the same working day	117	29%	8227	35%
I waited 1 or 2 working days	120	30%	6258	26%
I waited more than 2 working days	89	22%	4665	20%
It was a pre-planned appointment or visit	63	16%	3295	14%
Can't remember	5	1%	379	2%
Missing	81		4522	

**A3 What was the main reason you waited?**

I wanted to see my own choice of doctor	85	40%	4299	39%
I could not get an earlier appointment with any doctor at my GP practice/health centre	90	43%	4645	43%
It was not convenient for me to have an appointment at any earlier time	25	12%	1609	15%
Another reason	10	5%	367	3%
Missing	273		17268	

**A4 How do you feel about the length of time you waited for an appointment with a doctor?**

I was seen as soon as I thought was necessary	296	76%	17635	79%
I should have been seen a bit sooner	74	19%	3515	16%
I should have been seen a lot sooner	22	6%	1241	6%
Missing	91		5797	

**A5 If you want to make a doctor's appointment 3 or more working days in advance does your GP practice/health centre allow you to do that?**

Yes	237	59%	13244	56%
No	79	20%	4803	20%
Don't know/Not sure	88	22%	5518	23%
Missing	79		4623	

**VISITING THE GP PRACTICE/HEALTH CENTRE****Total 2008 Total All****B6 Have you visited your GP practice/health centre in the last 12 months?**

Yes	423	89%	24550	88%
No	53	11%	3269	12%
Missing	7		369	

**B7 When you arrived, how would you rate the courtesy of the receptionist?**

Excellent	114	27%	7078	29%
Very good	154	37%	8524	35%
Good	110	26%	5844	24%
Fair	31	7%	2364	10%
Poor	7	2%	475	2%
Very poor	3	1%	186	1%
Missing	64		3717	

**B8 How long after your appointment time did you have to wait to be seen?**

I did not have an appointment	15	4%	773	3%
Seen on time or early	89	21%	6340	26%
Waited up to 15 minutes	191	45%	11073	45%
Waited 16-30 minutes	96	23%	4409	18%
Waited 31 minutes or longer	25	6%	1399	6%
Can't remember	6	1%	520	2%
Missing	61		3674	

**B9 Did someone tell you how long you would have to wait?**

Yes	37	11%	1741	10%
No but I would have liked to have been told	132	39%	7073	39%
No but I did not mind	158	47%	8890	49%
Not sure/Can't remember	8	2%	473	3%
Missing	148		10011	

<b>SEEING A DOCTOR</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>C10 Have you seen a doctor from your GP practice/health centre in the last 12 months?</b>				
Yes	409	85%	23712	85%
No	72	15%	4150	15%
Missing	2		326	
<b>C11 Did the doctor listen carefully to what you had to say?</b>				
Yes definitely	356	88%	19837	83%
Yes to some extent	46	11%	3633	15%
No	4	1%	325	1%
Missing	77		4393	
<b>C12 Were you given enough time to discuss your health or medical problem with the doctor?</b>				
Yes definitely	311	77%	18155	77%
Yes to some extent	85	21%	4710	20%
No	9	2%	758	3%
I did not need to discuss anything	2	0%	186	1%
Missing	76		4379	
<b>C13 Were you involved as much as you wanted to be in decisions about your care and treatment?</b>				
Yes definitely	298	73%	16858	71%
Yes to some extent	100	25%	5923	25%
No	10	2%	964	4%
Missing	75		4443	
<b>C14 If you had questions to ask the doctor, did you get answers that you could understand?</b>				
Yes definitely	298	76%	17051	76%
Yes to some extent	88	23%	5097	23%
No	5	1%	410	2%
I did not need to ask any questions	16	4%	1041	4%
I did not have an opportunity to ask questions	2	0%	187	1%
Missing	74		4402	
<b>C15 Did the doctor explain the reasons for any treatment or action in a way that you could understand?</b>				
Yes completely	309	79%	17585	77%
Yes to some extent	69	18%	4566	20%
No	11	3%	544	2%
I did not need an explanation	16	4%	770	3%
No treatment or action was needed	4	1%	294	1%
Missing	74		4429	
<b>C16 Did you have confidence and trust in the doctor?</b>				
Yes definitely	312	76%	18462	78%
Yes to some extent	84	21%	4652	20%
No	12	3%	676	3%
Missing	75		4398	

**SEEING A DOCTOR****Total 2008 Total All****C17 Did the doctor treat you with respect and dignity?**

Yes all of the time	381	93%	22175	93%
Yes some of the time	26	6%	1401	6%
No	1	0%	212	1%
Missing	75		4400	

<b>MEDICINES</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>D18 In the last 12 months, have you had any new medicine(s) (including tablets, suppositories, injections) prescribed for you by a doctor or nurse practitioner from your GP practice/health centre?</b>				
Yes	253	53%	14764	53%
No	216	45%	12773	46%
Can't remember	9	2%	352	1%
Missing	5		299	
<b>D19 Were you involved as much as you wanted to be in decisions about the best medicine for you?</b>				
Yes definitely	145	58%	8763	59%
Yes to some extent	83	33%	4457	30%
No	24	10%	1588	11%
Missing	231		13380	
<b>D20 Were you given enough information about the purpose of the medicine?</b>				
Yes enough information	195	80%	11629	80%
Some but I would have liked more	40	16%	2302	16%
I got no information but I wanted some	8	3%	427	3%
I did not want/need any information	8	3%	371	2%
Don't know/Can't say	1	0%	122	1%
Missing	231		13337	
<b>D21 Were you given enough information about any side-effects the medicine might have?</b>				
Yes enough information	123	57%	7190	57%
Some but I would have liked more	51	24%	2591	20%
I got no information but I wanted some	35	16%	2319	18%
I did not want/need any information	36	14%	2124	14%
Don't know/Can't say	7	3%	552	4%
Missing	231		13412	
<b>D22 Were you given enough information about how to use the medicine (e.g. when to take it, how long you should take it for, whether it should be taken with food)?</b>				
Yes enough information	209	86%	12114	85%
Some but I would have liked more	22	9%	1460	10%
I got no information but I wanted some	12	5%	543	4%
I did not want/need any information	9	4%	599	4%
Don't know/Can't say	1	0%	106	1%
Missing	230		13366	
<b>D23 Have you been taking any prescribed medicine(s) for 12 months or longer?</b>				
Yes	252	53%	15443	56%
No	221	47%	12313	44%
Missing	10		432	

**MEDICINES****Total 2008 Total All****D24 In the last 12 months, have you seen anyone at your GP practice/health centre to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?**

Yes	195	77%	11903	77%
No	49	19%	3194	21%
Don't know/Not sure	10	4%	382	2%
Missing	229		12709	



<b>REFERRALS</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>E25 In the last 12 months, has anyone at your GP practice/health centre referred you to a specialist (e.g. a hospital consultant)?</b>				
Yes	181	38%	9876	36%
No	294	62%	17917	64%
Missing	8		395	
<b>E26 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?</b>				
Yes	64	36%	4071	42%
No	106	60%	5373	55%
Don't know / Can't remember	7	4%	338	3%
Missing	306		18406	
<b>E27 When you first saw the person you were referred to, did he/she seem to have all the necessary information about you and your condition or treatment?</b>				
Yes completely	87	53%	5891	62%
Yes to some extent	60	37%	2658	28%
No	16	10%	735	8%
I have not been yet	13	7%	419	4%
Don't know/Can't remember	1	1%	152	2%
Missing	306		18333	
<b>E28 Did you receive copies of letters sent between the specialist and your GP?</b>				
Yes as far as I know I received copies of all letters	46	26%	2493	26%
I received copies of some but not all letters	20	11%	791	8%
No I did not receive copies of any letters	90	52%	5195	54%
I do not know if any letters were sent	18	10%	1085	11%
I asked not to receive copies of letters	1	1%	79	1%
Missing	308		18545	

<b>SEEING ANOTHER PROFESSIONAL</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>F29 Have you seen anyone else from a GP practice/health centre other than a doctor in the last 12 months?</b>				
Yes	243	52%	14688	53%
No	228	48%	13040	47%
Missing	12		460	
<b>F30 The last time you saw someone other than a doctor from a GP practice/health centre, who did you see?</b>				
A practice nurse or nurse practitioner	206	85%	12278	84%
A midwife	9	4%	307	2%
A district nurse	8	3%	570	4%
A health visitor	3	1%	245	2%
Someone else	12	5%	1001	7%
I was not sure who I saw	5	2%	167	1%
Missing	240		13620	
<b>F31 The last time you saw this person, how long did you wait for an appointment?</b>				
I was seen without an appointment	12	9%	1044	13%
I was seen on the same working day	30	23%	1782	23%
I waited 1 working day	8	6%	865	11%
I waited 2 working days	26	20%	1082	14%
I waited more than 2 working days	44	34%	2496	32%
It was a pre-planned appointment or visit	118	48%	6944	47%
Can't remember	9	4%	510	3%
Missing	236		13465	
<b>F32 What was the main reason you waited?</b>				
I wanted to see my own choice of professional	7	9%	328	7%
I could not get an earlier appointment with any other professional at my GP practice/health centre	43	56%	2426	55%
It was not convenient for me to have an appointment at any earlier time	19	25%	1104	25%
Another reason	8	10%	555	13%
Missing	406		23775	
<b>F33 How do you feel about the length of time you waited for an appointment with this person?</b>				
I was seen as soon as I thought was necessary	191	83%	11426	85%
I should have been seen a bit sooner	30	13%	1562	12%
I should have been seen a lot sooner	8	3%	432	3%
Missing	254		14768	

<b>OVERALL</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>G34 Was the main reason you went to your GP practice/health centre dealt with to your satisfaction?</b>				
Yes completely	354	75%	20619	75%
Yes to some extent	101	21%	5804	21%
No	18	4%	930	3%
Missing	10		835	
<b>G35 In your opinion, how clean is the GP practice/health centre?</b>				
Very clean	359	76%	20419	73%
Fairly clean	102	22%	6578	24%
Not very clean	6	1%	290	1%
Not at all clean	0	0%	58	0%
Can't say	5	1%	472	2%
Missing	11		371	
<b>G36 Have you had a problem getting through to your GP practice/health centre on the phone?</b>				
Yes always	72	16%	3497	13%
Yes sometimes	194	42%	11283	42%
No	192	42%	12045	45%
I have not tried to get through on the phone	16	3%	1008	4%
Missing	9		355	
<b>G37 In the last 12 months, have you ever been put off going to your GP practice/health centre because the opening times are inconvenient for you?</b>				
Yes often	40	9%	2117	8%
Yes sometimes	90	19%	4983	18%
No	340	72%	20630	74%
Missing	13		458	

**DENTAL CARE****Total 2008 Total All****H38 Do you visit a dentist regularly (that is at least once every 2 years)?**

Yes as an NHS patient	213	46%	13355	49%
Yes as a non-NHS patient	146	32%	7117	26%
No	101	22%	6738	25%
Don't know	2	0%	159	1%
Missing	21		819	

**H39 Would you like to receive dental care as an NHS patient?**

Yes	193	78%	10545	78%
No	53	22%	3047	22%
Missing	237		14596	

<b>HEALTH PROMOTION</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>J40 In the last 12 months have you had your blood pressure taken by anyone from your GP practice/health centre?</b>				
Yes	290	62%	17909	65%
No	157	33%	8855	32%
Not sure/Can't remember	24	5%	935	3%
Missing	12		489	
<b>J41 In the last 12 months, have you been given advice from your GP practice/health centre on your weight?</b>				
Yes I was told I should try to lose weight	78	17%	4351	16%
Yes I was told I should try to stay the same weight	24	5%	1859	7%
Yes I was told I should try to gain weight	6	1%	315	1%
No but I would have liked some advice	61	13%	3829	14%
No but I did not want any advice	301	64%	16891	62%
Missing	13		943	
<b>J42 In the last 12 months, have you been given advice or help from your GP practice/health centre on eating a healthy diet?</b>				
Yes definitely	41	9%	2548	9%
Yes to some extent	51	11%	2931	11%
No but I would have liked help/advice	68	15%	4050	15%
No but I did not want any help/advice	308	66%	17742	65%
Missing	15		917	
<b>J43 How regularly do you eat the recommended 5 portions of fruit or vegetables a day?</b>				
Everyday	114	24%	6121	22%
Most days but not everyday	218	47%	12671	46%
1-3 days per week	96	21%	5671	21%
Less often than 1 day per week	29	6%	2183	8%
Don't know/Can't say	11	2%	973	4%
Missing	15		569	
<b>J44 In the last 12 months, have you been given advice or help from your GP practice/health centre on getting enough exercise?</b>				
Yes definitely	31	7%	1895	7%
Yes to some extent	52	11%	3108	11%
No but I would have liked help/advice	68	15%	3820	14%
No but I did not want any help/advice	314	68%	18407	68%
Missing	18		958	
<b>J45 In the last 12 months, have you been given advice or help from your GP practice/health centre on giving up smoking?</b>				
I have not smoked in the last 12 months	246	56%	11721	51%
Yes definitely	17	4%	1303	6%
Yes to some extent	12	3%	947	4%
No but I would have liked help/advice	17	4%	795	3%
No but I did not want any help/advice	150	34%	8302	36%
Missing	41		5120	

<b>HEALTH PROMOTION</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>J46 In the last 12 months, have you been asked by someone at your GP practice/health centre about how much alcohol you drink?</b>				
Yes	119	26%	7685	28%
No	312	68%	18061	67%
Don't know/Can't remember	28	6%	1253	5%
Missing	24		1189	
<b>J47 In the last 12 months, have you been given advice or help from you GP practice/health centre on sensible alcohol intake?</b>				
Yes definitely	31	9%	2044	10%
Yes to some extent	28	8%	1613	8%
No but I would have liked help/advice	14	4%	946	5%
No but I did not want any help/advice	276	79%	15024	77%
I do not drink alcohol	108	24%	7334	27%
Missing	26		1227	
<b>J48 How many units of alcohol do you normally drink in a week? (1 unit is roughly equivalent to one small glass of wine, half a pint of beer or one pub measure of spirits)</b>				
I do not drink alcohol	24	7%	1278	6%
Less than 14 units	231	65%	12644	63%
Between 14-21 units	67	19%	3686	18%
Between 22-29 units	16	4%	1190	6%
More than 29 units	9	3%	564	3%
Don't know/Can't say	10	3%	574	3%
Missing	126		8252	
<b>J49 Do you have any of the following long-standing conditions?</b>				
Deafness or severe hearing impairment.	29	6%	2255	8%
Missing	454		25933	
Blindness or partially sighted	11	2%	601	2%
Missing	472		27587	
A long-standing physical condition	83	17%	4887	17%
Missing	400		23301	
A learning disability	3	1%	410	1%
Missing	480		27778	
A mental health condition	17	4%	1023	4%
Missing	466		27165	
A long-standing illness such as cancer HIV diabetes chronic heart disease or epilepsy	59	12%	3668	13%
Missing	424		24520	
No I do not have a long-standing condition	296	61%	16803	60%
Missing	187		11385	

**HEALTH PROMOTION****Total 2008 Total All****J50 Does this condition(s) cause you difficulty with any of the following?**

Everyday activities that people your age can usually do	59	32%	3991	35%
Missing	128		7394	
At work in education or training	26	14%	1326	12%
Missing	161		10059	
Access to buildings streets or vehicles	26	14%	1415	12%
Missing	161		9970	
Reading or writing	10	5%	800	7%
Missing	177		10585	
People's attitudes to you because of your condition	12	6%	899	8%
Missing	175		10486	
Communicating mixing with others or socialising	23	12%	1659	15%
Missing	164		9726	
Any other activity	20	11%	1379	12%
Missing	167		10006	
No difficulty with any of these	74	40%	4104	36%
Missing	113		7281	

**J51 In the last 12 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?**

Yes definitely	44	44%	3178	44%
Yes to some extent	29	29%	2010	28%
No	24	24%	1683	23%
No but I have not needed such support	63	38%	2796	28%
Don't know/Can't say	4	2%	307	3%
Missing	319		18214	

<b>ABOUT YOU</b>	<b>Total</b>	<b>2008</b>	<b>Total</b>	<b>All</b>
<b>K52 Are you male or female?</b>				
Male	194	41%	11501	42%
Female	275	59%	16177	58%
Missing	14		510	
<b>K53 Age:</b>				
16 - 24	26	6%	1576	6%
25 - 34	45	10%	2680	10%
35 - 44	84	18%	4270	16%
45 - 54	80	17%	4898	18%
55 - 64	95	20%	5806	21%
65 - 74	68	15%	4574	17%
75 - 84	56	12%	2881	10%
85 +	12	3%	861	3%
Missing	17		642	
<b>K54 How old were you when you left full-time education?</b>				
16 years or less	184	40%	15395	56%
17 or 18 years	114	25%	5360	20%
19 years or over	152	33%	5750	21%
Still in full-time education	14	3%	849	3%
Missing	19		834	
<b>K55 Overall, how would you rate your health during the past 4 weeks?</b>				
Excellent	82	18%	3463	13%
Very good	126	27%	7652	28%
Good	137	29%	8561	31%
Fair	89	19%	5747	21%
Poor	28	6%	1823	7%
Very poor	6	1%	372	1%
Missing	15		570	
<b>K56 To which of these ethnic groups would you say you belong?</b>				
British	409	88%	24832	91%
Irish	3	1%	316	1%
Any other White background	20	4%	836	3%
White and Black Caribbean	1	0%	58	0%
White and Black African	0	0%	33	0%
White and Asian	3	1%	60	0%
Any other mixed background	3	1%	44	0%
Indian	7	2%	247	1%
Pakistani	2	0%	165	1%
Bangladeshi	1	0%	60	0%
Any other Asian background	4	1%	134	0%
Caribbean	2	0%	143	1%
African	4	1%	244	1%
Any other Black background	0	0%	10	0%
Chinese	2	0%	122	0%
Any other ethnic group	2	0%	76	0%
Missing	20		808	