**General Practice Assessment Questionnaire**

**Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for**


**Rosedean House Surgery**


**Liskeard, PL14 4AQ**



**2013**



**Report by**

*CMI Publishing Ltd*

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**Introduction**

**The Survey**

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

**Survey Development**

GPAQ was introduced in 2004. This version, GPAQ-R (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey.

**This Report**

For each question, a summary of how many patients responded to each answer within each question is given.

**A Note about Numbers /Subtotals**

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

**Benchmarks**

Benchmarks are averages, and as such should be treated with caution and in context.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4, These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

**Taking Action on Results**

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet **"Improving your practice with patient surveys"** which can be downloaded from the GPAQ website: www.gpaq.info

**How the Survey was carried out**

GPAQ-R questionnaires were given out to our patients on the basis of 50 questionnaires per GP.

## Characteristics of the sample

| | Consultation GPAQ V2 Data 2005/6 | Your Practice Survey 2013 | Data from GPAQ V4 collected 2012-2013 |
|---|---|---|---|
| Total: n | 190,038 | 300 | 17,145 |
| No practices | 1,031 | | |
| | | | |
| % female | 64.7 | 67.7 | 59.2 |
| | | | |
| % over 45* | (Mean age: 50.3) | 67.3 | 54.8 |
| | | | |
| % with long term disability | 49.0 | 59.0 | 48.0 |
| **Ethnicity** | | | |
| % White | 92.2 | 94.7 | 80.3 |
| % Asian/Asian British | 3.7 | 0.3 | 6.6 |
| % Black/Black British | 1.8 | 0.0 | 3.2 |
| % Mixed | 1.1 | 0.3 | 1.7 |
| % Chinese | .0.3 | 0.0 | 0.6 |
| % Other ethnic group | 0.9 | 0.7 | 2.2 |
| | | | |
| **Employment** | | | |
| % employed | 48.4 | 37.0 | 44.6 |
| % unemployed | 2.5 | 4.0 | 3.8 |
| % in full time education | 3.4 | 3.3 | 3.8 |
| % unable to work/long term sickness | 7.2 | 7.3 | 6.0 |
| % looking after home / family | 9.6 | 7.7 | 7.0 |
| % retired | 27.5 | 34.7 | 24.3 |
| % other | 1.6 | 2.0 | 2.4 |

*\* for GPAQ V3, GPAQ V4 and GPAQ-R, information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean*

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Most patients don't answer the question as to whether they saw the dctor/nurse today for themselves, their child or for another reason.

Of the      144     or     48%     who answered the question

     132     saw the GP/nurse for themselves
     9     saw the GP/nurse for their child
     2     saw the GP/nurse for another reason or person.

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### Qs 42 and 43 Are you male, female? Under or over 45?

| | Male | Female | Under 45 | 45 and over | Total | % Under & over 45 | % Under & over 45 | GPPS Benchmark |
|---|---|---|---|---|---|---|---|---|
| **Age** | | | | | | | | |
| Under 16 | 0 | 2 | | | 2 | | | } |
| 16 to 44 | 20 | 66 | 88 | | 86 | 31.1 | 41.7 | } 45% |
| 45 to 64 | 26 | 69 | | | 95 | | | { |
| 65 to 74 | 22 | 39 | | 195 | 61 | 68.9 | 58.3 | 54% { |
| 75 or over | 17 | 22 | | | 39 | | | { |
| **Total number** | 85 | 198 | 88 | 195 | 283 | 100.0 | 100.0 | 100% |
| % | 30.0 | 70.0 | | | | | | |
| Missing | | | | | 17 | | | |
| Benchmark % | 36.8 | 63.2 | | | | | | |
| **GPPS Benchmark** | 49% | 51% | | | | | | |

     283 of the      300     patients who completed the questionnaire answered both these questions.

## Q44 Do you have a long standing health condition?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Yes | 177 | 61.9 | 51.0 | 53% |
| No | 94 | 32.9 | 44.0 | 45% |
| Don't know / can't say | 15 | 5.2 | 5.3 | 2% |
| **Total** | 286 | 100.0 | 100.0 | 100% |
| Missing | 14 | | | |

286 of the 300 patients who completed the questionnaire answered this question.
This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

## Q45 What is your ethnic group?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| White | 284 | 98.6 | 84.9 | 87% |
| Black or Black | 0 | 0.0 | 3.4 | 2% |
| Asian or Asian | 1 | 0.3 | 7.0 | 5% |
| Mixed | 1 | 0.3 | 1.8 | 0% |
| Chinese | 0 | 0.0 | 0.6 | 1% |
| Other ethnic gr | 2 | 0.7 | 2.3 | 2% |
| **Total** | 288 | 100.0 | 100.0 | 97% |
| Missing | 12 | | | |

288 of the 300 patients who completed the questionnaire answered this question.

## Q46 Which of the following best describes you?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Employed (full or part time, including self-employed) | 111 | 38.5 | 48.5 | 58% |
| Unemployed / looking for work | 12 | 4.2 | 4.2 | 6% |
| At school or in full time education | 10 | 3.5 | 4.1 | 4% |
| Unable to work due to long term sickness | 22 | 7.6 | 6.6 | 5% |
| Looking after your home/family | 23 | 8.0 | 7.6 | 6% |
| Retired from paid work | 104 | 36.1 | 26.4 | 21% |
| Other | 6 | 2.1 | 2.6 | 2% |
| **Total** | 288 | 100.0 | 100.0 | 102% |
| Missing | 12 | | | |

288 of the 300 patients who completed the questionnaire answered this question.

## Results

**About your Visit to the GP Today:  How good was the GP at:**

### Q1 Putting you at ease?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 260 | 87.5 | 76.8 | N/A |
| Good | 31 | 10.4 | 18.0 | |
| Satisfactory | 5 | 1.7 | 4.4 | |
| Poor | 1 | 0.3 | 0.3 | |
| Very poor | 0 | 0.0 | 0.2 | |
| **Does not apply** | 0 | 0.0 | 0.3 | |
| Total % | | 100.0 | 100.0 | |
| **No answering** | **297** | | **16,425** | |

### Q2 Being polite and considerate?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 265 | 88.9 | 82.0 | N/A |
| Good | 31 | 10.4 | 14.7 | |
| Satisfactory | 2 | 0.7 | 2.8 | |
| Poor | 0 | 0.0 | 0.2 | |
| Very poor | 0 | 0.0 | 0.1 | |
| Does not apply | 0 | 0.0 | 0.1 | |
| Total % | | 100.0 | 100.0 | |
| **No answering** | **298** | | **16,402** | |

### Q3 Listening to you?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 254 | 85.8 | 79.5 | 52% |
| Good | 36 | 12.2 | 16.2 | 36% |
| Satisfactory | 6 | 2.0 | 3.6 | 7% |
| Poor | 0 | 0.0 | 0.4 | 2% |
| Very poor | 0 | 0.0 | 0.1 | 1% |
| Does not apply | 0 | 0.0 | 0.2 | 1% |
| Total % | | 100.0 | 100.0 | 99% |
| **No answering** | **296** | | **16,419** | |

### Q4 Giving you enough time?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 226 | 76.4 | 73.6 | 49% |
| Good | 60 | 20.3 | 19.7 | 37% |
| Satisfactory | 8 | 2.7 | 5.6 | 9% |
| Poor | 2 | 0.7 | 0.7 | 2% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Does not apply | 0 | 0.0 | 0.2 | 2% |
| Total % | | 100.0 | 100.0 | 100% |
| **No answering** | **296** | | **16,413** | |

**About your Visit to the GP Today (continued):  How good was the GP at:**

**Q5 Assessing your medical condition?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 237 | 80.1 | 72.5 | N/A |
| Good | 48 | 16.2 | 20.1 | |
| Satisfactory | 7 | 2.4 | 5.6 | |
| Poor | 1 | 0.3 | 0.6 | |
| Very poor | 0 | 0.0 | 0.2 | |
| Does not apply | 3 | 1.0 | 1.1 | |
| Total % | | 100.0 | 100.0 | |
| **No answering** | **296** | | **16,374** | |

**Q6 Explaining your condition and treatment?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 236 | 80.0 | 70.4 | 47% |
| Good | 45 | 15.3 | 21.3 | 36% |
| Satisfactory | 6 | 2.0 | 5.5 | 10% |
| Poor | 0 | 0.0 | 0.5 | 2% |
| Very poor | 1 | 0.3 | 0.2 | 1% |
| Does not apply | 7 | 2.4 | 2.1 | 5% |
| Total % | | 100.0 | 100.0 | 101% |
| **No answering** | **295** | | **16,387** | |

**Q7 Involving you in decisions about your care?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 214 | 72.8 | 67.2 | 41% |
| Good | 59 | 20.1 | 21.9 | 35% |
| Satisfactory | 6 | 2.0 | 6.3 | 12% |
| Poor | 0 | 0.0 | 0.5 | 3% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Does not apply | 15 | 5.1 | 4.0 | 8% |
| Total % | | 100.0 | 100.0 | 100% |
| **No answering** | **294** | | **16,278** | |

**Q8  Providing or arranging treatment for you?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 219 | 75.8 | 70.8 | N/A |
| Good | 36 | 12.5 | 18.8 | |
| Satisfactory | 7 | 2.4 | 4.8 | |
| Poor | 1 | 0.3 | 0.4 | |
| Very poor | 0 | 0.0 | 0.2 | |
| Does not apply | 26 | 9.0 | 5.0 | |
| Total % | | 100.0 | 100.0 | |
| **No answering** | **289** | | **16,169** | |

**Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice**

| Total % | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark |
|---|---|---|---|---|---|---|---|---|
| | Q1 Putting you at ease? | Q1 Putting you at ease? | Q2 Being polite and considerate? | Q2 Being polite and considerate? | Q3 Listening to you? | Q3 Listening to you? | Q4 Giving you enough time? | Q4 Giving you enough time? |
| Very good | 87.5 | 76.8 | 88.9 | 82.0 | 85.8 | 79.5 | 76.4 | 73.6 |
| Good | 10.4 | 18.0 | 10.4 | 14.7 | 12.2 | 16.2 | 20.3 | 19.7 |
| Satisfactory | 1.7 | 4.4 | 0.7 | 2.8 | 2.0 | 3.6 | 2.7 | 5.6 |
| Poor | 0.3 | 0.3 | 0.0 | 0.2 | 0.0 | 0.4 | 0.7 | 0.7 |
| Very poor | 0.0 | 0.2 | 0.0 | 0.1 | 0.0 | 0.1 | 0.0 | 0.2 |
| Does not apply | 0.0 | 0.3 | 0.0 | 0.1 | 0.0 | 0.2 | 0.0 | 0.2 |
| Total % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| **Total Number of responses** | **297** | **16,425** | **298** | **16,402** | **296** | **16,419** | **296** | **16,413** |

| Total % | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark |
|---|---|---|---|---|---|---|---|---|
| | Q5 Assessing your medical condition? | Q5 Assessing your medical condition? | Q6 Explaining your condition and treatment? | Q6 Explaining your condition and treatment? | Q7 Involving you in decisions about your care? | Q7 Involving you in decisions about your care? | Q8 Providing or arranging treatment for you? | Q8 Providing or arranging treatment for you? |
| Very good | 80.1 | 72.5 | 80.0 | 70.4 | 72.8 | 67.2 | 75.8 | 70.8 |
| Good | 16.2 | 20.1 | 15.3 | 21.3 | 20.1 | 21.9 | 12.5 | 18.8 |
| Satisfactory | 2.4 | 5.6 | 2.0 | 5.5 | 2.0 | 6.3 | 2.4 | 4.8 |
| Poor | 0.3 | 0.6 | 0.0 | 0.5 | 0.0 | 0.5 | 0.3 | 0.4 |
| Very poor | 0.0 | 0.2 | 0.3 | 0.2 | 0.0 | 0.2 | 0.0 | 0.2 |
| Does not apply | 1.0 | 1.1 | 2.4 | 2.1 | 5.1 | 4.0 | 9.0 | 5.0 |
| Total % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| **Total Number of responses** | **296** | **16,374** | **295** | **16,387** | **294** | **16,278** | **289** | **16,169** |

**Q9 Did you have confidence that the GP is honest and trustworthy?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Confidence and Trust in GP |
|---|---|---|---|---|
| Yes, definitely | 288 | 97.6 | 91.2 | 66% |
| Yes, to some e | 6 | 2.0 | 7.6 | 27% |
| No, not at all | 0 | 0.0 | 0.4 | 4% |
| Don't know, car | 1 | 0.3 | 0.7 | 3% |
| Total % |  | 100.0 | 100.0 | 100% |
| **No answering** | **295** |  | **16,331** |  |

**Q10 Did you have confidence that the doctor will keep your information confidential?**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Yes, definitely | 283 | 95.9 | 93.0 |
| Yes, to some e | 6 | 2.0 | 5.2 |
| No, not at all | 1 | 0.3 | 0.3 |
| Don't know, car | 5 | 1.7 | 1.4 |
| Total % |  | 100.0 | 100.0 |
| **No answering** | **295** |  | **16,286** |

**Q11 Would you be completely happy to see this GP again?**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Yes | 293 | 100.0 | 98.8 |
| No | 0 | 0.0 | 1.2 |
| Total % |  | 100.0 | 100.0 |
| **No answering** | **293** |  | **15,491** |

**Q12 How helpful do you find the receptionists at your practice?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very | 235 | 80.8 | 70.5 | 48% |
| Fairly | 54 | 18.6 | 26.3 | 41% |
| Not Very | 0 | 0.0 | 2.1 | 7% |
| Not at all | 0 | 0.0 | 0.5 | 2% |
| Don't know | 2 | 0.7 | 0.6 | 2% |
| Total % |  | 100.0 | 100.0 | 100% |
| **No answering** | **291** |  | **16,430** |  |

**Q13 How easy is it to get through to the practice on the phone?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very easy | 100 | 34.4 | 32.5 | 31% |
| Fairly easy | 142 | 48.8 | 44.3 | 47% |
| Not very easy | 35 | 12.0 | 14.9 | 13% |
| Not at all easy | 5 | 1.7 | 5.2 | 5% |
| Don't know | 3 | 1.0 | 0.7 | - |
| Haven't tried | 6 | 2.1 | 2.5 | 4% |
| Total % |  | 100.0 | 100.0 | 100% |
| **No answering** | **291** |  | **16,512** |  |

**Q14 How easy is it to speak to a doctor or nurse on the phone?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark GP/Nurse |
|---|---|---|---|---|
| Very easy | 94 | 32.4 | 26.0 | 8% / 8% |
| Fairly easy | 121 | 41.7 | 35.2 | 15% / 14% |
| Not very easy | 32 | 11.0 | 12.1 | 9% / 7% |
| Not at all easy | 3 | 1.0 | 2.8 | 9% / 5% |
| Don't know | 8 | 2.8 | 4.3 | 12% / 16% |
| Haven't tried | 32 | 11.0 | 19.5 | 45% / 50% |
| Total % |  | 100.0 | 100.0 | 100% / 100% |
| **No answering** | **290** |  | **16,437** |  |

**Q15 If you need to see a GP urgently, can you normally get seen same day?**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Yes | 208 | 72.2 | 62.0 |
| No | 19 | 6.6 | 17.7 |
| Don't know/nev | 61 | 21.2 | 20.2 |
| Total % |  | 100.0 | 100.0 |
| **No answering** | **288** |  | **16,382** |

**Q16 How important is it to you to be able to book ahead?**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Important | 259 | 90.6 | 86.2 |
| Not important | 27 | 9.4 | 13.8 |
| Total % |  | 100.0 | 100.0 |
| **No answering** | **286** |  | **16,210** |

**Q17 How easy is it to book ahead?**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Very easy | 141 | 48.8 | 34.4 |
| Fairly easy | 127 | 43.9 | 42.2 |
| Not very easy | 13 | 4.5 | 13.5 |
| Not at all easy | 2 | 0.7 | 4.0 |
| Don't know | 1 | 0.3 | 1.8 |
| Haven't tried | 5 | 1.7 | 4.1 |
| Total % |  | 100.0 | 100.0 |
| **No answering** | **289** |  | **16,102** |

## Q18 How do you normally book appointments?

*(Patients can tick more than one box)*

| | Total No responses | % of total responses | % of patients normally book | GPAQ V4 Benchmark % of patients normally | GPPS Benchmark |
|---|---|---|---|---|---|
| In person | 105 | 28.5 | 35.0 | 26.5 | 30% |
| By phone | 263 | 71.5 | 87.7 | 80.1 | 90% |
| Online | 0 | 0.0 | 0.0 | 3.4 | 3% |
| Doesn't apply | 0 | 0.0 | 0.0 | 0.6 | 1% |
| Total % | | 100.0 | 122.7 | 110.6 | 124% |
| **Total Number** | 368 | | | | |
| **From your** | **300** | patients *(though some may not have answered this question)* | | | |

*Cells highlighted in orange may add up to more than 100% as patients can tick more than one box*

## Q19 How would you prefer to make appointments?

*(Patients can tick more than one box)*

| | Total No responses | % of total responses | % of patients prefer to book | GPAQ V4 Benchmark % of patients prefer | GPPS Benchmark |
|---|---|---|---|---|---|
| In person | 131 | 30.3 | 43.7 | 29.0 | 31% |
| By phone | 242 | 56.0 | 80.7 | 76.2 | 81% |
| Online | 58 | 13.4 | 19.3 | 21.7 | 29% |
| Doesn't apply | 1 | 0.2 | 0.3 | 1.2 | |
| Total % | | 100.0 | 144.0 | 128.2 | 141% |
| **Total Number** | 432 | | | | |
| **From your** | **300** | patients *(though some may not have answered this question)* | | | |

| For your practice: | % normally booking appointments | % would prefer to book appointments |
|---|---|---|
| In person | 35.0 | 43.7 |
| By phone | 87.7 | 80.7 |
| Online | 0.0 | 19.3 |
| Doesn't apply | 0.0 | 0.3 |
| **Total** | 122.7 | 144.0 |

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

*NB Percentages are rounded. Where they are highlighted yet appear identical,*

*please compare the **numbers** in the Total Responses columns of Qs 18 and 19 above*

**Thinking of times when you want to see a particular doctor:**

**Q20 How quickly do you usually get seen?**

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Same day or next day | 27 | 9.4 | 30.9 |
| 2-4 days | 84 | 29.4 | 31.0 |
| 5 days or more | 135 | 47.2 | 24.2 |
| Don't usually need to be seen q | 28 | 9.8 | 6.6 |
| Don't know, never tried | 12 | 4.2 | 7.3 |
| Total % | | 100.0 | 100.0 |
| **Total Responses** | **286** | | **16,283** |

**Q21 How do you rate how quickly you were seen?**

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Excellent | 57 | 20.3 | 25.8 |
| Very good | 90 | 32.0 | 28.6 |
| Good | 71 | 25.3 | 20.4 |
| Satisfactory | 43 | 15.3 | 14.5 |
| Poor | 9 | 3.2 | 5.8 |
| Very poor | 3 | 1.1 | 0.9 |
| Does not apply | 8 | 2.8 | 3.9 |
| Total % | | 100.0 | 100.0 |
| **Total Response** | **281** | | **16,289** |

**Thinking of times when you are willing to see any doctor:**

**Q22 How quickly do you usually get seen?**

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Same day or next day | 180 | 63.4 | 56.7 |
| 2-4 days | 58 | 20.4 | 26.2 |
| 5 days or more | 8 | 2.8 | 7.0 |
| Don't usually need to be seen q | 13 | 4.6 | 4.3 |
| Don't know, never tried | 25 | 8.8 | 5.8 |
| Total % | | 100.0 | 100.0 |
| **Total Responses** | **284** | | **16,282** |

**Q23 How do you rate how quickly you were**

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Excellent | 95 | 35.1 | 31.0 |
| Very good | 90 | 33.2 | 29.7 |
| Good | 46 | 17.0 | 19.5 |
| Satisfactory | 15 | 5.5 | 11.1 |
| Poor | 2 | 0.7 | 3.5 |
| Very poor | 1 | 0.4 | 0.7 |
| Does not apply | 22 | 8.1 | 4.5 |
| Total % | | 100.0 | 100.0 |
| **Total Response** | **271** | | **15,668** |

**Q24 How long did you wait for your most recent consulation to start?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Less than 5 minutes | 81 | 31.2 | 22.8 | 10% |
| 6-10 minutes | 122 | 46.9 | 39.5 | 5-15 mins |
| 11-20 minutes | 52 | 20.0 | 22.2 | 58% |
| 21-30 minutes | 3 | 1.2 | 9.0 | >15 mins |
| More than 30 minutes | 1 | 0.4 | 5.2 | 24% |
| No set time | 1 | 0.4 | 1.3 | |
| Total % | | 100.0 | 100.0 | |
| **Total Responses** | **260** | | **15,664** | |

**Q25 How do you rate how long you waited?**

| | Total Number | % of Total | GPAQ V4 % benchmark | | GPPS National Results: |
|---|---|---|---|---|---|
| Excellent | 75 | 28.7 | 24.1 | | 61% don't normally have to wait too long. |
| Very good | 86 | 33.0 | 26.6 | | 24% have to wait a bit too long. |
| Good | 58 | 22.2 | 21.6 | | 8% have to wait far too long. |
| Satisfactory | 41 | 15.7 | 19.6 | | |
| Poor | 1 | 0.4 | 6.1 | | |
| Very poor | 0 | 0.0 | 1.4 | | |
| Does not apply | 0 | 0.0 | 0.5 | | |
| Total % | | 100.0 | 100.0 | | |
| **Total Responses** | **261** | | **15,701** | | |

## Q26 Is your GP surgery open at convenient times?

| | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Yes | 250 | 90.3 | 86.3 | 78% |
| No | **20** | 7.2 | 9.2 | 16% |
| Don't know | **7** | 2.5 | 4.6 | 7% |
| Total % | | 100.0 | 100.0 | |
| **Total no responses** | **277** | | **15,538** | 101% |

## Q27 Which of the following would make it easier to see or speak to someone?

**26** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of **132** patients who answered Q26, answered Q27;
and some may answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows reponses from all patients answering this question (Q27).  They could tick more than one box:

| | Total No responses | % of responses to Q27 | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| **Number / % of patients responding** | **132** | **47.7%** | 42.5% | **22%** |
| Before 8am | 27 | 14.4% | 16.6% | 33% |
| At lunchtime | 9 | 4.8% | 12.0% | 13% |
| After 6.30pm | 44 | 23.4% | 22.6% | 68% |
| Saturday | 58 | 30.9% | 28.8% | 71% |
| Sunday | 15 | 8.0% | 10.2% | 32% |
| None of these | 35 | 18.6% | 9.8% | 4% |
| Total % | | 100.0% | 100.0% | |
| **Total number responses** | **188** | | **9,367** | |

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27.
They could tick more than one box:

| | Total No responses | % of Q26 No/Don't Know responses to Q27 | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| **Number of patients said No** | **26** | **9.4%** | 13.7% | |
| **Number of these answering Q27** | **26** | | | **22%** |
| Before 8am | **9** | **19.6%** | 16.4% | 33% |
| At lunchtime | **2** | **4.3%** | 6.3% | 13% |
| After 6.30pm | **17** | **37.0%** | 31.1% | 68% |
| Saturday | **15** | **32.6%** | 33.2% | 71% |
| Sunday | **3** | **6.5%** | 11.0% | 32% |
| None of these | **0** | **0.0%** | 2.0% | 4% |
| Total % | | **100.0%** | 100.0% | |
| **Total number responses** | **46** | | **1,388** | |

**Q28 Is there a particular GP you usually prefer to see or speak to?**

| | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Yes | 205 | 74.3 | 64.6 | 56% |
| No | 71 | 25.7 | 33.7 | 42% |
| There is only one doctor in my surgery | 0 | 0.0 | 1.7 | 2% |
| Total | 276 | 100.0 | 100.0 | |

**Q29 How often do you see or speak to the GP you prefer?**

| 205 | Patients answered "Yes" to Q28 so prefer to speak to a particular GP |
|---|---|
| 221 | Patients answered this question. |

| | Responses from those answering "Yes" to Q28 | % of total | Responses from all answering Q29 | % of total | GPAQ V4 % benchmark Responses from those answering "Yes" to Q28 | GPPS Benchmark |
|---|---|---|---|---|---|---|
| **Number said "Yes" to Q28** | 205 | 74.3 | | | **10,098** | |
| Always or almost always | 99 | 48.3 | 111 | 50.2 | 45.1 | 42% |
| A lot of the time | 54 | 26.3 | 63 | 28.5 | 25.6 | 23% |
| Some of the time | 30 | 14.6 | 36 | 16.3 | 19.7 | 28% |
| Never or almost never | 1 | 0.5 | 4 | 1.8 | 2.5 | 6% |
| Not tried | 0 | 0.0 | 7 | 3.2 | 1.0 | 1% |
| **Total answering this question** | 205 | 89.8 | 221 | 100 | **10,098** | |

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

**About your last visit to the practice nurse:  How good was the nurse at:**

**Q30 Putting you at ease?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 171 | 80.7 | 66.6 | N/A |
| Good | 34 | 16.0 | 23.0 | |
| Satisfactory | 6 | 2.8 | 5.2 | |
| Poor | 0 | 0.0 | 0.8 | |
| Very poor | 0 | 0.0 | 0.3 | |
| Does not apply | 1 | 0.5 | 4.1 | |
| Total % | | 100.0 | 100.0 | |
| Total number | 212 | | 12,540 | |

**Q31 Giving you enough time?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 147 | 70.0 | 62.7 | 48% |
| Good | 52 | 24.8 | 27.1 | 33% |
| Satisfactory | 8 | 3.8 | 6.1 | 5% |
| Poor | 0 | 0.0 | 0.6 | 1% |
| Very poor | 0 | 0.0 | 0.2 | 0% |
| Does not apply | 3 | 1.4 | 3.3 | 12% |
| Total % | | 100.0 | 100.0 | 87% |
| Total number | 210 | | 12,380 | |

**Q32 Listening to you?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 150 | 71.4 | 64.6 | 47% |
| Good | 52 | 24.8 | 24.7 | 33% |
| Satisfactory | 4 | 1.9 | 6.1 | 6% |
| Poor | 0 | 0.0 | 0.7 | 1% |
| Very poor | 0 | 0.0 | 0.2 | 0% |
| Does not apply | 4 | 1.9 | 3.6 | 13% |
| Total % | | 100.0 | 100.0 | 87% |
| Total number | 210 | | 12,345 | |

**Q33 Explaining your condition and treatment?**

|  | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 143 | 68.8 | 61.1 | 46% |
| Good | 39 | 18.8 | 24.9 | 32% |
| Satisfactory | 5 | 2.4 | 7.0 | 7% |
| Poor | 2 | 1.0 | 0.8 | 1% |
| Very poor | 0 | 0.0 | 0.3 | 0% |
| Does not apply | 19 | 9.1 | 6.0 | 14% |
| Total % | | 100.0 | 100.0 | 86% |
| Total number | 208 | | 12,306 | |

**Q34 Involving you in decisions about your care?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 127 | 61.4 | 54.9 | 38% |
| Good | 47 | 22.7 | 26.2 | 30% |
| Satisfactory | 6 | 2.9 | 7.2 | 9% |
| Poor | 0 | 0.0 | 0.8 | 1% |
| Very poor | 0 | 0.0 | 0.3 | 1% |
| Does not apply | 27 | 13.0 | 10.6 | 21% |
| Total % | | 100.0 | 100.0 | 100% |
| **Total number** | **207** | | **12,247** | |

**Q35 Providing or arranging treatment for you?**

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Very good | 135 | 65.2 | 56.9 | N/A |
| Good | 41 | 19.8 | 24.2 | |
| Satisfactory | 5 | 2.4 | 6.0 | |
| Poor | 0 | 0.0 | 0.6 | |
| Very poor | 0 | 0.0 | 0.3 | |
| Does not apply | 26 | 12.6 | 12.0 | |
| Total % | | 100.0 | 100.0 | |
| **Total number** | **207** | | **12,212** | |

**Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following**

| Total Patients % | Q30 Putting you at ease? | Q31 Giving you enough time? | Q32 Listening to you? | Q33 Explaining your condition and treatment? | Q34 Involving you in decisions about your care? | Q35 Providing or arranging treatment for you? |
|---|---|---|---|---|---|---|
| Very good | 81 | 70 | 71 | 69 | 61 | 65 |
| Good | 16 | 25 | 25 | 19 | 23 | 20 |
| Satisfactory | 3 | 4 | 2 | 2 | 3 | 2 |
| Poor | 0 | 0 | 0 | 1 | 0 | 0 |
| Very poor | 0 | 0 | 0 | 0 | 0 | 0 |
| Does not apply | 0 | 1 | 2 | 9 | 13 | 13 |
| Total % | 100 | 100 | 100 | 100 | 100 | 100 |
| **Total Number of responses** | **212** | **210** | **210** | **208** | **207** | **207** |

**Q36 Would you be completely happy to see this Nurse again?**

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Yes | 202 | 99.5 | 97.1 |
| No | 1 | 0.5 | 2.9 |
| Total % | | 100.0 | 100.0 |
| **Total Number of responses** | **203** | | **11,676** |

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

**Q37 Understand you health problems**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Very well | 261 | 91.3 | 85.0 |
| Unsure | 16 | 5.6 | 11.0 |
| Not very well | 3 | 1.0 | 1.5 |
| Does not apply | 6 | 2.1 | 2.5 |
| Total % |  | 100.0 | 100.0 |
| **Total number** | **286** |  | **16,226** |

**Q38 Cope with your health problems**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Very well | 245 | 85.7 | 82.4 |
| Unsure | 27 | 9.4 | 11.9 |
| Not very well | 3 | 1.0 | 2.1 |
| Does not apply | 11 | 3.8 | 3.6 |
| Total % |  | 100.0 | 100.0 |
| **Total number** | **286** |  | **16,137** |

**Q39 Keep yourself healthy**

|  | Total Number | % of Total | GPAQ V4 % benchmark |
|---|---|---|---|
| Very well | 228 | 80.9 | 75.2 |
| Unsure | 31 | 11.0 | 16.1 |
| Not very well | 4 | 1.4 | 2.5 |
| Does not apply | 19 | 6.7 | 6.2 |
| Total % |  | 100.0 | 100.0 |
| **Total number** | **282** |  | **16,048** |

**Q40 Overall, how would you describe your experience of your GP surgery?**

| | Total Number responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Excellent | 159 | 55.0 | 45.9 | - |
| Very good | 104 | 36.0 | 34.6 | 51% |
| Good | 18 | 6.2 | 14.0 | 38% |
| Satisfactory | 8 | 2.8 | 4.6 | 7% |
| Poor | 0 | 0.0 | 0.8 | 3% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Total % | | 100.0 | 100.0 | |
| **Total number** | **289** | | **16,287** | 100% |

289 of the 300 patients who completed the questionnaire answered this question.

**Q41 Would you recommend your GP surgery to someone who has just moved to your local area?**

| | Total Number responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---|---|---|---|---|
| Yes, definitely | 247 | 85.8 | 69.0 | 60% |
| Yes, probably | 36 | 12.5 | 25.5 | 24% |
| No, probably not | 2 | 0.7 | 3.2 | 9% |
| No, definitley not | 1 | 0.3 | 0.6 | 2% |
| Not sure | Option not in GPAQ but GPPS Benchmark given | | | 4% |
| Don't know | 2 | 0.7 | 1.8 | 2% |
| Total % | | 100.0 | 100.0 | |
| **Total number** | **288** | | | 100% |

288 of the 300 patients who completed the questionnaire answered this question.

# Benchmarks

|  | Your practice |  | GPAQ-R National benchmark |
| --- | --- | --- | --- |
| **Number of Questionnaires** | **300** |  | **17,145** |
| **GP** |  |  |  |
| Q1 Putting you at ease? | 96.3 |  | 92.8 |
| Q2 Being polite and considerate? | 97.1 |  | 94.6 |
| Q3 Listening to you? | 95.9 |  | 93.7 |
| Q4 Giving you enough time? | 93.1 |  | 91.5 |
| Q5 Assessing your medical condition? | 94.5 |  | 91.5 |
| Q6 Explaining your condition and treatment? | 94.7 |  | 91.1 |
| Q7 Involving you in decisions about your care? | 93.6 |  | 90.5 |
| Q8  Providing or arranging treatment for you? | 95.0 |  | 92.0 |
|  |  |  |  |
| Q9 Confidence that the GP is honest and trustworthy? | 99.0 |  | 95.7 |
| Q10 Confidence that the dr will keep your information confidential? | 98.6 |  | 97.0 |
| Q11 Would you be completely happy to see this GP again? | 100.0 |  | 98.8 |
| **Nurse** |  |  |  |
| Q30 Putting you at ease? | 94.5 |  | 90.3 |
| Q31 Giving you enough time? | 91.8 |  | 89.2 |
| Q32 Listening to you? | 92.7 |  | 89.6 |
| Q33 Explaining your condition and treatment? | 92.7 |  | 88.8 |
| Q34 Involving you in decisions about your care? | 91.8 |  | 87.6 |
| Q35 Providing or arranging treatment for you? | 93.0 |  | 88.9 |
|  |  |  |  |
| Q36 Would you be completely happy to see this Nurse again? | 99.5 |  | 97.1 |
| **Practice** |  |  |  |
| Q12 How helpful do you find the receptionists at your practice? | 93.6 |  | 89.1 |
| Q13 How easy is it to get through to the practice on the phone? | 72.8 |  | 68.8 |
| Q14 How easy is it to speak to a doctor or nurse on the phone? | 73.8 |  | 69.9 |
| Q17 How easy to book ahead? | 81.0 |  | 70.9 |
| Q21 How do you rate how quickly you were seen (partic dr) | 69.8 |  | 70.7 |
| Q23 How do you rate how quickly you were seen (any dr) | 80.7 |  | 75.0 |
| Q25 How do you rate how long you waited | 74.8 |  | 67.8 |
| Q37 Understand your health problems | 96.1 |  | 92.8 |
| Q38 Cope with your health problems | 94.0 |  | 91.7 |
| Q39 Keep yourself healthy | 92.6 |  | 88.7 |
| Q40 Overall, how would you describe your experience? | 88.7 |  | 83.9 |

| | |
| --- | --- |
| *Practice benchmarks 10 points or more **above** the national benchmark are highlighted in* | *yellow* |
| *Practice benchmarks 5 points or more **above** the national benchmark are highlighted in* | *pale yellow* |
| *Practice benchmarks **above** the national benchmark are highlighted in* | *cream* |
| *Practice benchmarks **below** the national benchmark are highlighted in* | *v pale green* |
| *Practice benchmarks 5 points or more **below** the national benchmark are highlighted in* | *pale green* |
| *Practice benchmarks 10 points or more **below** the national benchmark are highlighted in* | *green* |

NB Benchmarks are averages, and as such should be treated with caution and in context.