General Practice Assessment Questionnaire

Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

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2013

Report by

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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 patients after they had seen the 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	102	17,145
No practices	1,031		
% female	64.7	60.8	59.2
% over 45*	(Mean age: 50.3)	64.7	54.8
% with long term disability	49.0	54.9	48.0
Ethnicity			
% White	92.2	94.1	80.3
% Asian/Asian British	3.7	2.9	6.6
% Black/Black British	1.8	0.0	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	1.0	2.2
Employment			
% employed	48.4	39.2	44.6
% unemployed	2.5	6.9	3.8
% in full time education	3.4	1.0	3.8
% unable to work/long term sickness	7.2	13.7	6.0
% looking after home / family	9.6	5.9	7.0
% retired	27.5	30.4	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

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   66   or   65%   who answered the question
58   saw the GP/nurse for themselves
7   saw the GP/nurse for their child
1   saw the GP/nurse for another reason or person.

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	0			0			}
16 to 44	9	24	33		33	33.7	41.7	} 45%
45 to 64	14	25			39			{
65 to 74	9	5		65	14	66.3	58.3	54% {
75 or over	4	8			12			{
Total number	36	62	33	65	98	100.0	100.0	100%
%	36.7	63.3						
Missing					4			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

     98 of the   102   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	56	56.6	51.0	53%
No	38	38.4	44.0	45%
Don't know / can't say	5	5.1	5.3	2%
Total	99	100.0	100.0	100%
Missing	3			

99 of the 102 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	96	96.0	84.9	87%
Black or Black	0	0.0	3.4	2%
Asian or Asian	3	3.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	1	1.0	2.3	2%
Total	100	100.0	100.0	97%
Missing	2			

100 of the 102 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)	40	39.6	48.5	58%
Unemployed / looking for work	7	6.9	4.2	6%
At school or in full time education	1	1.0	4.1	4%
Unable to work due to long term sickness	14	13.9	6.6	5%
Looking after your home/family	6	5.9	7.6	6%
Retired from paid work	31	30.7	26.4	21%
Other	2	2.0	2.6	2%
Total	101	100.0	100.0	102%
Missing	1			

101 of the 102 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	87	85.3	76.8	N/A
Good	14	13.7	18.0	
Satisfactory	1	1.0	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	0.3	
Total %		100.0	100.0	
No answering	**102**		**16,425**	

Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	90	88.2	82.0	N/A
Good	11	10.8	14.7	
Satisfactory	1	1.0	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	**102**		**16,402**	

Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	85	83.3	79.5	52%
Good	15	14.7	16.2	36%
Satisfactory	2	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	**102**		**16,419**	

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	82	80.4	73.6	49%
Good	17	16.7	19.7	37%
Satisfactory	3	2.9	5.6	9%
Poor	0	0.0	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	**102**		**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	84	82.4	72.5	N/A
Good	16	15.7	20.1	
Satisfactory	2	2.0	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	1.1	
Total %		100.0	100.0	
No answering	**102**		**16,374**	

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	79.4	70.4	47%
Good	18	17.6	21.3	36%
Satisfactory	3	2.9	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	2.1	5%
Total %		100.0	100.0	101%
No answering	**102**		**16,387**	

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	79	78.2	67.2	41%
Good	18	17.8	21.9	35%
Satisfactory	3	3.0	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	1	1.0	4.0	8%
Total %		100.0	100.0	100%
No answering	**101**		**16,278**	

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	84	83.2	70.8	N/A
Good	10	9.9	18.8	
Satisfactory	3	3.0	4.8	
Poor	1	1.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	3	3.0	5.0	
Total %		100.0	100.0	
No answering	**101**		**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	85.3	76.8	88.2	82.0	83.3	79.5	80.4	73.6
Good	13.7	18.0	10.8	14.7	14.7	16.2	16.7	19.7
Satisfactory	1.0	4.4	1.0	2.8	2.0	3.6	2.9	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.0	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	102	16,425	102	16,402	102	16,419	102	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	82.4	72.5	79.4	70.4	78.2	67.2	83.2	70.8
Good	15.7	20.1	17.6	21.3	17.8	21.9	9.9	18.8
Satisfactory	2.0	5.6	2.9	5.5	3.0	6.3	3.0	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	1.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	0.0	1.1	0.0	2.1	1.0	4.0	3.0	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	102	16,374	102	16,387	101	16,278	101	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	99	98.0	91.2	66%
Yes, to some e	2	2.0	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, car	0	0.0	0.7	3%
Total %		100.0	100.0	100%
No answering	**101**		**16,331**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	98	98.0	93.0
Yes, to some e	1	1.0	5.2
No, not at all	0	0.0	0.3
Don't know, car	1	1.0	1.4
Total %		100.0	100.0
No answering	**100**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	98	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	**98**		**15,491**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	89	87.3	70.5	48%
Fairly	13	12.7	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	**102**		**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	56	55.4	32.5	31%
Fairly easy	42	41.6	44.3	47%
Not very easy	3	3.0	14.9	13%
Not at all easy	0	0.0	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	0	0.0	2.5	4%
Total %		100.0	100.0	100%
No answering	**101**		**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	40	39.2	26.0	8% / 8%
Fairly easy	35	34.3	35.2	15% / 14%
Not very easy	4	3.9	12.1	9% / 7%
Not at all easy	0	0.0	2.8	9% / 5%
Don't know	6	5.9	4.3	12% / 16%
Haven't tried	17	16.7	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**102**		**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	68	67.3	62.0
No	9	8.9	17.7
Don't know/nev	24	23.8	20.2
Total %		100.0	100.0
No answering	**101**		**16,382**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	90	88.2	86.2
Not important	12	11.8	13.8
Total %		100.0	100.0
No answering	**102**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	68	67.3	34.4
Fairly easy	31	30.7	42.2
Not very easy	1	1.0	13.5
Not at all easy	0	0.0	4.0
Don't know	0	0.0	1.8
Haven't tried	1	1.0	4.1
Total %		100.0	100.0
No answering	**101**		**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	34	27.2	33.3	26.5	30%
By phone	82	65.6	80.4	80.1	90%
Online	9	7.2	8.8	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	122.5	110.6	124%
Total Number	125				
From your	**102**	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	29	22.1	28.4	29.0	31%
By phone	84	64.1	82.4	76.2	81%
Online	16	12.2	15.7	21.7	29%
Doesn't apply	2	1.5	2.0	1.2	
Total %		100.0	128.4	128.2	141%
Total Number	131				
From your	**102**	patients *(though some may not have answered this question)*			

For your practice:	% **normally** booking appointments	% would **prefer** to book appointments
In person	33.3	28.4
By phone	80.4	82.4
Online	8.8	15.7
Doesn't apply	0.0	2.0
Total	122.5	128.4

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	48	47.1	30.9
2-4 days	48	47.1	31.0
5 days or more	2	2.0	24.2
Don't usually need to be seen q	2	2.0	6.6
Don't know, never tried	2	2.0	7.3
Total %		100.0	100.0
Total Responses	**102**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	46	45.5	25.8
Very good	42	41.6	28.6
Good	8	7.9	20.4
Satisfactory	4	4.0	14.5
Poor	0	0.0	5.8
Very poor	0	0.0	0.9
Does not apply	1	1.0	3.9
Total %		100.0	100.0
Total Response	**101**		**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	67	66.3	56.7
2-4 days	22	21.8	26.2
5 days or more	0	0.0	7.0
Don't usually need to be seen q	1	1.0	4.3
Don't know, never tried	11	10.9	5.8
Total %		100.0	100.0
Total Responses	**101**		**16,282**

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	53	49.1	31.0
Very good	42	38.9	29.7
Good	5	4.6	19.5
Satisfactory	2	1.9	11.1
Poor	0	0.0	3.5
Very poor	0	0.0	0.7
Does not apply	6	5.6	4.5
Total %		100.0	100.0
Total Response	**108**		**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	19	19.2	22.8	10%
6-10 minutes	57	57.6	39.5	5-15 mins
11-20 minutes	16	16.2	22.2	58%
21-30 minutes	5	5.1	9.0	>15 mins
More than 30 minutes	1	1.0	5.2	24%
No set time	1	1.0	1.3	
Total %		100.0	100.0	
Total Responses	**99**		**15,664**	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	30	30.6	24.1
Very good	31	31.6	26.6
Good	20	20.4	21.6
Satisfactory	14	14.3	19.6
Poor	1	1.0	6.1
Very poor	1	1.0	1.4
Does not apply	1	1.0	0.5
Total %		100.0	100.0
Total Responses	**98**		**15,701**

GPPS National Results:

61% don't normally have to wait too long.

24% have to wait a bit too long.

8% have to wait far too long.

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	90	91.8	86.3	78%
No	4	4.1	9.2	16%
Don't know	4	4.1	4.6	7%
Total %		100.0	100.0	
Total no responses	**98**		**15,538**	101%

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

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

However a total of **40** 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	**40**	**40.8%**	42.5%	**22%**
Before 8am	6	11.1%	16.6%	33%
At lunchtime	12	22.2%	12.0%	13%
After 6.30pm	9	16.7%	22.6%	68%
Saturday	13	24.1%	28.8%	71%
Sunday	5	9.3%	10.2%	32%
None of these	9	16.7%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	**54**		**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	**8**	**8.2%**	13.7%	
Number of these answering Q27	**7**			**22%**
Before 8am	**4**	**20.0%**	16.4%	33%
At lunchtime	**2**	**10.0%**	6.3%	13%
After 6.30pm	**3**	**15.0%**	31.1%	68%
Saturday	**4**	**20.0%**	33.2%	71%
Sunday	**5**	**25.0%**	11.0%	32%
None of these	**2**	**10.0%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**20**		**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	75	75.8	64.6	56%
No	21	21.2	33.7	42%
There is only one doctor in my surgery	3	3.0	1.7	2%
Total	99	100.0	100.0	

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

75	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
79	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	75	75.8			**10,098**	
Always or almost always	47	62.7	50	63.3	45.1	42%
A lot of the time	18	24.0	19	24.1	25.6	23%
Some of the time	7	9.3	9	11.4	19.7	28%
Never or almost never	0	0.0	0	0.0	2.5	6%
Not tried	0	0.0	1	1.3	1.0	1%
Total answering this question	75	96.0	79	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	61	76.3	66.6	N/A
Good	13	16.3	23.0	
Satisfactory	2	2.5	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	4	5.0	4.1	
Total %		100.0	100.0	
Total number	80		12,540	

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	56	70.9	62.7	48%
Good	17	21.5	27.1	33%
Satisfactory	3	3.8	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	3	3.8	3.3	12%
Total %		100.0	100.0	87%
Total number	79		12,380	

Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	58	74.4	64.6	47%
Good	16	20.5	24.7	33%
Satisfactory	2	2.6	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	2.6	3.6	13%
Total %		100.0	100.0	87%
Total number	78		12,345	

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	58	74.4	61.1	46%
Good	14	17.9	24.9	32%
Satisfactory	4	5.1	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	2	2.6	6.0	14%
Total %		100.0	100.0	86%
Total number	78		12,306	

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	53	68.8	54.9	38%
Good	17	22.1	26.2	30%
Satisfactory	5	6.5	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	2	2.6	10.6	21%
Total %		100.0	100.0	100%
Total number	**77**		**12,247**	

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	57	72.2	56.9	N/A
Good	15	19.0	24.2	
Satisfactory	4	5.1	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	3	3.8	12.0	
Total %		100.0	100.0	
Total number	**79**		**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	76	71	74	74	69	72
Good	16	22	21	18	22	19
Satisfactory	3	4	3	5	6	5
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	5	4	3	3	3	4
Total %	100	100	100	100	100	100
Total Number of responses	**80**	**79**	**78**	**78**	**77**	**79**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	71	98.6	97.1
No	1	1.4	2.9
Total %		100.0	100.0
Total Number of responses	**72**		**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	95	95.0	85.0
Unsure	2	2.0	11.0
Not very well	0	0.0	1.5
Does not apply	3	3.0	2.5
Total %		100.0	100.0
Total number	**100**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	95	95.0	82.4
Unsure	1	1.0	11.9
Not very well	1	1.0	2.1
Does not apply	3	3.0	3.6
Total %		100.0	100.0
Total number	**100**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	81	81.8	75.2
Unsure	9	9.1	16.1
Not very well	1	1.0	2.5
Does not apply	8	8.1	6.2
Total %		100.0	100.0
Total number	**99**		**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	70	70.0	45.9	-
Very good	23	23.0	34.6	51%
Good	6	6.0	14.0	38%
Satisfactory	1	1.0	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	**100**		**16,287**	100%

100   of the   102   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	81	80.2	69.0	60%
Yes, probably	17	16.8	25.5	24%
No, probably not	0	0.0	3.2	9%
No, definitley not	1	1.0	0.6	2%
Not sure	Option not in GPAQ but GPPS Benchmark given			4%
Don't know	2	2.0	1.8	2%
Total %		100.0	100.0	
Total number	**101**			100%

101   of the   102   patients who completed the questionnaire answered this question.

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	**102**		**17,145**
GP			
Q1 Putting you at ease?	96.1		92.8
Q2 Being polite and considerate?	96.8		94.6
Q3 Listening to you?	95.3		93.7
Q4 Giving you enough time?	94.4		91.5
Q5 Assessing your medical condition?	95.1		91.5
Q6 Explaining your condition and treatment?	94.1		91.1
Q7 Involving you in decisions about your care?	94.0		90.5
Q8 Providing or arranging treatment for you?	95.2		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?	99.5		97.0
Q11 Would you be completely happy to see this GP again?	100.0		98.8
Nurse			
Q30 Putting you at ease?	94.4		90.3
Q31 Giving you enough time?	92.4		89.2
Q32 Listening to you?	93.4		89.6
Q33 Explaining your condition and treatment?	92.8		88.8
Q34 Involving you in decisions about your care?	91.0		87.6
Q35 Providing or arranging treatment for you?	92.4		88.9
Q36 Would you be completely happy to see this Nurse again?	98.6		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	95.7		89.1
Q13 How easy is it to get through to the practice on the phone?	83.9		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	81.5		69.9
Q17 How easy to book ahead?	88.8		70.9
Q21 How do you rate how quickly you were seen (partic dr)	86.0		70.7
Q23 How do you rate how quickly you were seen (any dr)	88.6		75.0
Q25 How do you rate how long you waited	74.8		67.8
Q37 Understand your health problems	99.0		92.8
Q38 Cope with your health problems	98.5		91.7
Q39 Keep yourself healthy	94.0		88.7
Q40 Overall, how would you describe your experience?	92.4		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.