



General Practice Assessment Questionnaire

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

Quay Lane Surgery

St. Germans, Cornwall, PL12 5LH

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 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	150	17,145
No practices	1,031		
% female	64.7	60.7	59.2
% over 45*	(Mean age: 50.3)	70.7	54.8
% with long term disability	49.0	52.0	48.0
Ethnicity			
% White	92.2	92.7	80.3
% Asian/Asian British	3.7	0.0	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	0.0	2.2
Employment			
% employed	48.4	42.7	44.6
% unemployed	2.5	0.7	3.8
% in full time education	3.4	2.7	3.8
% unable to work/long term sickness	7.2	6.7	6.0
% looking after home / family	9.6	4.7	7.0
% retired	27.5	30.0	24.3
% other	1.6	5.3	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

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	1	0			1			} 45%
16 to 44	10	25	36		35	25.4	41.7	
45 to 64	22	33			55			{ 54%
65 to 74	12	20		106	32	74.6	58.3	
75 or over	6	13			19			{
Total number	51	91	36	106	142	100.0	100.0	100%
%	35.9	64.1						
Missing					8			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

142 of the 150 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	78	54.9	51.0	53%
No	56	39.4	44.0	45%
Don't know / can't say	8	5.6	5.3	2%
Total	142	100.0	100.0	100%
Missing	8			

142 of the 150 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	139	100.0	84.9	87%
Black or Black	0	0.0	3.4	2%
Asian or Asian	0	0.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
Total	139	100.0	100.0	97%
Missing	11			

139 of the 150 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)	64	46.0	48.5	58%
Unemployed / looking for work	1	0.7	4.2	6%
At school or in full time education	4	2.9	4.1	4%
Unable to work due to long term sickness	10	7.2	6.6	5%
Looking after your home/family	7	5.0	7.6	6%
Retired from paid work	45	32.4	26.4	21%
Other	8	5.8	2.6	2%
Total	139	100.0	100.0	102%
Missing	11			

139 of the 150 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	GPSS Benchmark
Very good	131	87.9	76.8	N/A
Good	14	9.4	18.0	
Satisfactory	3	2.0	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	1	0.7	0.3	
Total %		100.0	100.0	
No answering	149		16,425	

Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	138	92.6	82.0	N/A
Good	10	6.7	14.7	
Satisfactory	1	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	149		16,402	

Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	129	86.6	79.5	52%
Good	19	12.8	16.2	36%
Satisfactory	1	0.7	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	149		16,419	

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	126	85.1	73.6	49%
Good	19	12.8	19.7	37%
Satisfactory	3	2.0	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	148		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	124	83.2	72.5	N/A
Good	19	12.8	20.1	
Satisfactory	5	3.4	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	1	0.7	1.1	
Total %		100.0	100.0	
No answering	149		16,374	

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	124	82.7	70.4	47%
Good	17	11.3	21.3	36%
Satisfactory	6	4.0	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	1	0.7	0.2	1%
Does not apply	2	1.3	2.1	5%
Total %		100.0	100.0	101%
No answering	150		16,387	

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	117	78.0	67.2	41%
Good	19	12.7	21.9	35%
Satisfactory	1	0.7	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	13	8.7	4.0	8%
Total %		100.0	100.0	100%
No answering	150		16,278	

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	121	81.2	70.8	N/A
Good	14	9.4	18.8	
Satisfactory	2	1.3	4.8	
Poor	1	0.7	0.4	
Very poor	0	0.0	0.2	
Does not apply	11	7.4	5.0	
Total %		100.0	100.0	
No answering	149		16,169	

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

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	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	87.9	76.8	92.6	82.0	86.6	79.5	85.1	73.6
Good	9.4	18.0	6.7	14.7	12.8	16.2	12.8	19.7
Satisfactory	2.0	4.4	0.7	2.8	0.7	3.6	2.0	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	0.7	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	149	16,425	149	16,402	149	16,419	148	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	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	83.2	72.5	82.7	70.4	78.0	67.2	81.2	70.8
Good	12.8	20.1	11.3	21.3	12.7	21.9	9.4	18.8
Satisfactory	3.4	5.6	4.0	5.5	0.7	6.3	1.3	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	0.7	0.4
Very poor	0.0	0.2	0.7	0.2	0.0	0.2	0.0	0.2
Does not apply	0.7	1.1	1.3	2.1	8.7	4.0	7.4	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	149	16,374	150	16,387	150	16,278	149	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	145	96.7	91.2	66%
Yes, to some extent	4	2.7	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	1	0.7	0.7	3%
Total %		100.0	100.0	100%
No answering	150		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	143	95.3	93.0
Yes, to some extent	5	3.3	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	2	1.3	1.4
Total %		100.0	100.0
No answering	150		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	149	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	149		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	127	88.8	70.5	48%
Fairly	16	11.2	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	143		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	95	66.4	32.5	31%
Fairly easy	43	30.1	44.3	47%
Not very easy	3	2.1	14.9	13%
Not at all easy	0	0.0	5.2	5%
Don't know	1	0.7	0.7	-
Haven't tried	1	0.7	2.5	4%
Total %		100.0	100.0	100%
No answering	143		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	52	36.6	26.0	8% / 8%
Fairly easy	48	33.8	35.2	15% / 14%
Not very easy	3	2.1	12.1	9% / 7%
Not at all easy	0	0.0	2.8	9% / 5%
Don't know	7	4.9	4.3	12% / 16%
Haven't tried	32	22.5	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	142		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	122	85.9	62.0
No	3	2.1	17.7
Don't know/nev	17	12.0	20.2
Total %		100.0	100.0
No answering	142		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	117	83.6	86.2
Not important	23	16.4	13.8
Total %		100.0	100.0
No answering	140		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	73	51.4	34.4
Fairly easy	51	35.9	42.2
Not very easy	8	5.6	13.5
Not at all easy	2	1.4	4.0
Don't know	2	1.4	1.8
Haven't tried	6	4.2	4.1
Total %		100.0	100.0
No answering	142		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	28	17.0	18.7	26.5	30%
By phone	135	81.8	90.0	80.1	90%
Online	2	1.2	1.3	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	110.0	110.6	124%
Total Number	165				
From your	150	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	37	18.9	24.7	29.0	31%
By phone	131	66.8	87.3	76.2	81%
Online	27	13.8	18.0	21.7	29%
Doesn't apply	1	0.5	0.7	1.2	
Total %		100.0	130.7	128.2	141%
Total Number	196				
From your	150	patients (though some may not have answered this question)			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	18.7	24.7
By phone	90.0	87.3
Online	1.3	18.0
Doesn't apply	0.0	0.7
Total	110.0	130.7

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	99	69.2	30.9
2-4 days	26	18.2	31.0
5 days or more	1	0.7	24.2
Don't usually need to be seen q	8	5.6	6.6
Don't know, never tried	9	6.3	7.3
Total %		100.0	100.0
Total Responses	143		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	88	61.5	25.8
Very good	38	26.6	28.6
Good	12	8.4	20.4
Satisfactory	4	2.8	14.5
Poor	0	0.0	5.8
Very poor	0	0.0	0.9
Does not apply	1	0.7	3.9
Total %		100.0	100.0
Total Response	143		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	125	87.4	56.7
2-4 days	5	3.5	26.2
5 days or more	0	0.0	7.0
Don't usually need to be seen q	5	3.5	4.3
Don't know, never tried	8	5.6	5.8
Total %		100.0	100.0
Total Responses	143		16,282

Q23 How do you rate how quickly you were

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	95	62.5	31.0
Very good	38	25.0	29.7
Good	9	5.9	19.5
Satisfactory	3	2.0	11.1
Poor	1	0.7	3.5
Very poor	0	0.0	0.7
Does not apply	6	3.9	4.5
Total %		100.0	100.0
Total Response	152		15,668

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	45	33.1	22.8	10%
6-10 minutes	53	39.0	39.5	5-15 mins
11-20 minutes	20	14.7	22.2	58%
21-30 minutes	10	7.4	9.0	>15 mins
More than 30 minutes	8	5.9	5.2	
No set time	0	0.0	1.3	
Total %		100.0	100.0	
Total Responses	136		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	57	41.3	24.1
Very good	35	25.4	26.6
Good	21	15.2	21.6
Satisfactory	23	16.7	19.6
Poor	1	0.7	6.1
Very poor	1	0.7	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	138		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	123	87.9	86.3	78%
No	11	7.9	9.2	16%
Don't know	6	4.3	4.6	7%
Total %		100.0	100.0	
Total no responses	140		15,538	101%

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

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

However a total of 64 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 responses 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	64	45.7%	42.5%	22%
Before 8am	4	4.7%	16.6%	33%
At lunchtime	6	7.1%	12.0%	13%
After 6.30pm	18	21.2%	22.6%	68%
Saturday	23	27.1%	28.8%	71%
Sunday	8	9.4%	10.2%	32%
None of these	26	30.6%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	85		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	17	12.1%	13.7%	
Number of these answering Q27	16			22%
Before 8am	3	8.6%	16.4%	33%
At lunchtime	2	5.7%	6.3%	13%
After 6.30pm	11	31.4%	31.1%	68%
Saturday	11	31.4%	33.2%	71%
Sunday	7	20.0%	11.0%	32%
None of these	1	2.9%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	35		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	92	67.6	64.6	56%
No	44	32.4	33.7	42%
surgery	0	0.0	1.7	2%
Total	136	100.0	100.0	

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

92	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
108	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	92	67.6			10,098	
Always or almost always	63	68.5	71	65.7	45.1	42%
A lot of the time	18	19.6	23	21.3	25.6	23%
Some of the time	4	4.3	5	4.6	19.7	28%
Never or almost never	1	1.1	1	0.9	2.5	6%
Not tried	3	3.3	8	7.4	1.0	1%
Total answering this question	92	96.7	108	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	89	80.9	66.6	N/A
Good	10	9.1	23.0	
Satisfactory	3	2.7	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	8	7.3	4.1	
Total %		100.0	100.0	
Total number	110		12,540	

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	87	82.1	62.7	48%
Good	13	12.3	27.1	33%
Satisfactory	2	1.9	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	4	3.8	3.3	12%
Total %		100.0	100.0	87%
Total number	106		12,380	

Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	76.4	64.6	47%
Good	13	12.3	24.7	33%
Satisfactory	4	3.8	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	8	7.5	3.6	13%
Total %		100.0	100.0	87%
Total number	106		12,345	

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	76	71.7	61.1	46%
Good	16	15.1	24.9	32%
Satisfactory	5	4.7	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	9	8.5	6.0	14%
Total %		100.0	100.0	86%
Total number	106		12,306	

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	65	61.3	54.9	38%
Good	17	16.0	26.2	30%
Satisfactory	1	0.9	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	23	21.7	10.6	21%
Total %		100.0	100.0	100%
Total number	106		12,247	

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	64.2	56.9	N/A
Good	15	14.2	24.2	
Satisfactory	1	0.9	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	22	20.8	12.0	
Total %		100.0	100.0	
Total number	106		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	82	76	72	61	64
Good	9	12	12	15	16	14
Satisfactory	3	2	4	5	1	1
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	7	4	8	8	22	21
Total %	100	100	100	100	100	100
Total Number of responses	110	106	106	106	106	106

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	102	99.0	97.1
No	1	1.0	2.9
Total %		100.0	100.0
Total Number of responses	103		11,676

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

Q37 Understand your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	129	90.8	85.0
Unsure	5	3.5	11.0
Not very well	3	2.1	1.5
Does not apply	5	3.5	2.5
Total %		100.0	100.0
Total number	142		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	123	86.6	82.4
Unsure	11	7.7	11.9
Not very well	2	1.4	2.1
Does not apply	6	4.2	3.6
Total %		100.0	100.0
Total number	142		16,137

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	112	80.0	75.2
Unsure	13	9.3	16.1
Not very well	2	1.4	2.5
Does not apply	13	9.3	6.2
Total %		100.0	100.0
Total number	140		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	108	76.6	45.9	-
Very good	26	18.4	34.6	51%
Good	4	2.8	14.0	38%
Satisfactory	2	1.4	4.6	7%
Poor	1	0.7	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	141		16,287	100%

141 of the 150 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	134	95.0	69.0	60%
Yes, probably	5	3.5	25.5	24%
No, probably not	1	0.7	3.2	9%
No, definitely not	0	0.0	0.6	2%
Not sure	Option not in GPAQ but GPPS Benchmark given			4%
Don't know	1	0.7	1.8	2%
Total %		100.0	100.0	
Total number	141			100%

141 of the 150 patients who completed the questionnaire answered this question.

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	150		17,145
GP			
Q1 Putting you at ease?	96.6		92.8
Q2 Being polite and considerate?	98.0		94.6
Q3 Listening to you?	96.5		93.7
Q4 Giving you enough time?	95.8		91.5
Q5 Assessing your medical condition?	95.1		91.5
Q6 Explaining your condition and treatment?	94.4		91.1
Q7 Involving you in decisions about your care?	96.2		90.5
Q8 Providing or arranging treatment for you?	96.2		92.0
Nurse			
Q30 Putting you at ease?	96.1		90.3
Q31 Giving you enough time?	95.8		89.2
Q32 Listening to you?	94.6		89.6
Q33 Explaining your condition and treatment?	93.3		88.8
Q34 Involving you in decisions about your care?	94.3		87.6
Q35 Providing or arranging treatment for you?	94.9		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	96.2		89.1
Q13 How easy is it to get through to the practice on the phone?	88.2		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	82.2		69.9
Q17 How easy to book ahead?	81.6		70.9
Q21 How do you rate how quickly you were seen (partic dr)	89.6		70.7
Q23 How do you rate how quickly you were seen (any dr)	90.5		75.0
Q25 How do you rate how long you waited	77.5		67.8
Q37 Understand your health problems	96.0		92.8
Q38 Cope with your health problems	94.5		91.7
Q39 Keep yourself healthy	93.3		88.7
Q40 Overall, how would you describe your experience?	93.8		83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in

Practice benchmarks 5 points or more **above** the national benchmark are highlighted in

Practice benchmarks **above** the national benchmark are highlighted in

Practice benchmarks **below** the national benchmark are highlighted in

Practice benchmarks 5 points or more **below** the national benchmark are highlighted in

Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

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