



General Practice Assessment Questionnaire

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

**The Grove Medical Centre**

**Egham, TW20 9QJ**

**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 V3, has been revised (2011) to encompass 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

We now have benchmarks from 27,000 questionnaires collected for GPAQ V3, these are highlighted in yellow. For the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey, for which the numbers collected are much greater.

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

## 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](http://www.gpaq.info)

## Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice Survey 2013	Benchmarks from GPAQ V3 Data collected in 2012
<b>Total: n</b>	<b>190,038</b>	<b>113</b>	<b>27,032</b>
No practices	1,031	1	
% female	64.7	50.4	60.4
% with long term disability	49.0	55.8	48.1
<b>Ethnicity</b>			
% White	92.2	73.5	82.4
% Asian/Asian British	3.7	7.1	5.8
% Black/Black British	1.8	8.0	4.4
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	11.5	0.4
% Other ethnic group	0.9	0.0	1.5
<b>Employment</b>			
% employed	48.4	43.4	46.4
% unemployed	2.5	0.9	4.8
% in full time education	3.4	0.0	2.7
% unable to work/long term sickness	7.2	1.8	5.3
% looking after home / family	9.6	11.5	7.5
% retired	27.5	42.5	27.3
% other	1.6	0.0	2.0

### Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	Benchmark % Under & over 45	GPPS Benchmark
<b>Age</b>								
Under 16	3	0			3			
16 to 44	8	17	28		25	25	39	46%
45 to 64	17	27			44			
65 to 74	0	0		85	0	75	61	54%
75 or over	28	13			41			
<b>Total</b>	<b>56</b>	<b>57</b>	<b>28</b>	<b>85</b>	<b>113</b>	100	100	100%
%	50	50						
Missing					0			
Benchmark %	37	63						
<b>GPPS Benchmark</b>	49%	51%						

113 of the 113 patients who completed the questionnaire answered both these questions.

### Q38 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	63	56	52	43%
No	50	44	43	55%
Don't know / can't say	0	0	5	2%
<b>Total</b>	<b>113</b>	100	100	100%
Missing	0			

113 of the 113 patients who completed the questionnaire answered this question.

**Q39 What is your ethnic group?**

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	83	73	86	88%
Black or Black	9	8	5	2%
Asian or Asian	8	7	6	5%
Mixed	0	0	2	0%
Chinese	13	12	0	1%
Other ethnic gr	0	0	2	2%
<b>Total</b>	<b>113</b>	100	100	98%
Missing	0			

113 of the 113 patients who completed the questionnaire answered this question.

**Q40 Which of the following best describes you?**

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	49	43	48	58%
Unemployed / looking for work	1	1	5	5%
At school or in full time education	0	0	3	4%
Unable to work due to long term sickness	2	2	6	5%
Looking after your home/family	13	12	8	6%
Retired from paid work	48	42	28	20%
Other	0	0	2	2%
<b>Total</b>	<b>113</b>	100	100	100%
Missing	0			

113 of the 113 patients who completed the questionnaire answered this question.

## Results

### Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	44	39	75	51%
Fairly helpful	56	50	23	41%
Not Very	13	12	2	6%
Not at all	0	0	0	2%
Don't know	0	0	0	
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>	<b>100%</b>

### Q2 How easy is it to get through to someone at your practice on the phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	25	22	35	29%
Fairly easy	74	65	44	38%
Not very easy	14	12	14	14%
Not at all easy	0	0	5	8%
Don't know	0	0	1	1%
Haven't tried	0	0	2	11%
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>	<b>100%</b>

### Q3 How easy to speak to doctor or nurse on phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	14	12	24	8% / 8%
Fairly easy	67	59	33	15% / 14%
Not very easy	14	12	11	9% / 7%
Not at all easy	18	16	3	9% / 5%
Don't know	0	0	6	12% / 16%
Haven't tried	0	0	23	45% / 50%
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>	<b>100% / 100%</b>

### Q4 If you need to see a GP urgently, can you normally get seen on the same day?

	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	94	83	67
No	19	17	15
Don't know/never needed to	0	0	18
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q5 How important is it to you to be able to book appointments ahead of time in your practice?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Important	98	87	86
Not important	15	13	14
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q6 How easy is it to book ahead in your practice?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	38	34	34
Fairly easy	62	55	40
Not very easy	13	12	14
Not at all easy	0	0	5
Don't know	0	0	2
Haven't tried	0	0	5
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q7 How do you normally book your appointments to see a doctor or nurse at your practice?**

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % Benchmark	GPPS Benchmark
In person	65	34	58	30	26%
By phone	61	32	54	70	91%
Online	67	35	59	8	2%
Doesn't apply	0	0	0	19	1%
<b>Total Responses</b>	<b>193</b>	<b>100</b>	<b>171</b>	<b>127</b>	
<b>% of patients</b>	<b>171</b>				

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

**Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?**

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % Benchmark	GPPS Benchmark
In person	62	37	55	32	31%
By phone	48	29	42	68	84%
Online	56	34	50	22	30%
Doesn't apply	0	0	0	19	
<b>Total</b>	<b>166</b>	<b>100</b>	<b>147</b>	<b>140</b>	
<b>% of patients</b>	<b>147</b>				

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	58	55
By phone	54	42
Online	59	50
Doesn't apply	0	0
<b>Total</b>	<b>171</b>	<b>147</b>

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

**Q9 How quickly do you usually get seen?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	17	16	34
2-4 days	92	84	32
5 days or more	0	0	21
Don't usually need to be seen quickly	0	0	6
Don't know, never tried	0	0	7
<b>Total</b>	<b>109</b>	<b>100</b>	<b>100</b>

**Q10 How do you rate how quickly you can see a particular doctor?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	22	20	24
Very good	50	45	25
Good	40	36	17
Fair	0	0	16
Poor	0	0	9
Very poor	0	0	2
Does not a	0	0	7
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>

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

**Q11 How quickly do you usually get seen?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	93	83	62
2-4 days	19	17	24
5 days or more	0	0	5
Don't usually need to be seen quickly	0	0	4
Don't know, never tried	0	0	5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>

**Q12 How do you rate how quickly you can see any doctor?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	74	66	36
Very good	20	18	29
Good	0	0	17
Fair	18	16	9
Poor	0	0	3
Very poor	0	0	1
Does not a	0	0	5
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>

**Q13 How long did you wait for your consultation to start?**

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	25	22	20	10%
6-10 minutes	87	78	40	} 71%
11-20 minutes	0	0	24	
21-30 minutes	0	0	9	} 6%
More than 30 minutes	0	0	6	
No set time	0	0	1	2%
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>	

**Q14 How do you rate waiting times?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	52	46	23
Very good	7	6	27
Good	35	31	22
Fair	18	16	18
Poor	0	0	6
Very poor	0	0	2
Does not apply	0	0	1
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>

GPPS National Results:
62% don't normally have to wait too long.
24% have to wait a bit too long.
7% have to wait far too long.



**Q15 Is your GP practice currently open at times that are convenient to you?**

	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	71	63	86
No	40	36	10
Don't know	1	1	4
<b>Total</b>	<b>112</b>	<b>100</b>	<b>100</b>

**Q16 Which of the following opening hours would make it easier to see or speak to someone?**

41 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question  
However a total of 38 patients who answered Q15, answered Q16;  
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
<b>Number of patients responding</b>	<b>38</b>	34	39	
Before 8am	17	27	17	13%
At lunchtime	0	0	14	6%
After 6.30pm	21	33	22	28%
Saturday	12	19	28	47%
Sunday	14	22	9	5%
None of these	0	0	11	
<b>Total responses</b>	<b>64</b>	100	100	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.  
They could tick more than one box:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
<b>Number of patients said No or Don't know</b>	<b>41</b>	36	14	
<b>Number of these answering Q16</b>	<b>37</b>			
Before 8am	16	25	16	13%
At lunchtime	0	0	13	6%
After 6.30pm	21	33	28	28%
Saturday	12	19	30	47%
Sunday	14	22	11	5%
None of these	0	0	2	
<b>Total responses</b>	<b>63</b>	100	100	

**Q17 Is there a particular GP you usually prefer to see or speak to?**

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	89	79	67	61%
No	23	20	32	38%
There is only one doctor in my surgery	1	1	1	2%
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>	

**Q18 How often do you see or speak to the GP you prefer?**

89 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
109 Patients answered this question.

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	<b>89</b>	<b>79</b>	<b>67</b>	
Always or almost always	31	28	42	48%
A lot of the time	69	63	27	22%
Some of the time	9	8	24	24%
Never or almost never	0	0	5	6%
Not tried	0	0	4	1%
<b>Total answering this question</b>	<b>109</b>	<b>100</b>	<b>100</b>	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank; and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

### Qs19 to 23 How good was the last GP you saw at each of the following?

Only patients who have seen a GP in the last 6 months should have answered this question.

Your practice results, columns headed purple  
Benchmarks based on 27,000 GPQ V3 results, columns in yellow  
GPPS Benchmarks, columns in green

Qs 19 & 20	Q19 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q20 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	51	63		51%	50
% Good	41	29	37%	42	26	37%
% Fair	7	7	8%	8	6	7%
% Poor	0	1	2%	0	1	3%
% Very poor	0	0	1%	0	0	1%
% Does not apply	1	0	1%	0	0	1%
<b>Total number</b>	<b>113</b>	<b>25,406</b>	<b>100%</b>	<b>113</b>	<b>25,208</b>	<b>100%</b>

Qs 21 & 22	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	65	62		43%	66
% Good	17	28	33%	16	29	32%
% Fair	18	6	10%	18	7	13%
% Poor	0	1	3%	0	1	3%
% Very poor	0	0	1%	0	0	1%
% Does not apply	0	3	9%	0	5	11%
<b>Total number</b>	<b>113</b>	<b>25,276</b>	<b>100%</b>	<b>113</b>	<b>25,228</b>	<b>100%</b>

### Q24 Did you have confidence and trust in the GP you saw or spoke to?

Only patients who have seen a GP in the last 6 months should have answered this question.

Q 23	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	68	65	47%
% Good	13	26	36%
% Fair	19	6	10%
% Poor	0	1	3%
% Very poor	0	0	2%
% Does not apply	0	1	3%
<b>Total number</b>	<b>113</b>	<b>25,259</b>	<b>100%</b>

	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	48	79	67%
Yes, to some extent	45	18	26%
No, not at all	7	2	4%
Don't know / can't say	0	1	3%
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100%</b>
<b>No. answering Q24</b>	<b>113</b>	<b>25,208</b>	

## Qs 25 to 29: How good was the last NURSE you saw at each of the following?

The Grove Medical Centre

Only patients who have seen a nurse in the last 6 months should have answered this question.

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Figures, except where total numbers are given, are percentages of total answering each question.

Your practice results, columns headed purple

Benchmarks based on 27,000 GPQ V3 results, columns in yellow

GPPS Benchmarks, columns in green

Qs 25 & 26	Q25 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q26 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	48	63	45%		37	63	40%
% Good	29	26	32%		35	26	32%
% Fair	7	5	5%		7	5	6%
% Poor	0	1	1%		0	1	1%
% Very poor	0	0	*		0	0	*
% Does not apply	16	5	17%		21	5	20%
<b>Total number</b>	<b>113</b>	<b>21,770</b>	<b>100%</b>		<b>113</b>	<b>21,493</b>	<b>100%</b>

Qs 27 & 28	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	50	60	38%		52	55	32%
% Good	18	26	30%		16	26	27%
% Fair	11	6	7%		11	6	9%
% Poor	0	1	1%		0	1	2%
% Very poor	0	0	*		0	0	1%
% Does not apply	21	7	23%		21	12	30%
<b>Total number</b>	<b>113</b>	<b>21,389</b>	<b>100%</b>		<b>113</b>	<b>21,286</b>	<b>100%</b>

## Q30 Did you have confidence and trust in the Nurse you saw or spoke to?

Only patients who have seen a nurse in the last 6 months should have answered this question.

Q 29	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	51	63	41%
% Good	17	25	32%
% Fair	11	5	6%
% Poor	0	1	1%
% Very poor	0	0	1%
% Does not apply	21	6	19%
<b>Total number</b>	<b>113</b>	<b>21,366</b>	<b>100%</b>

%	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	52	77	N/A
Yes, to some extent	27	17	N/A
No, not at all	0	1	N/A
Don't know / can't say	20	5	N/A
<b>Total</b>	<b>100</b>	<b>100</b>	<b>N/A</b>
<b>No. answering Q30</b>	<b>113</b>	<b>21,161</b>	

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

**Q31 Understand your health problems?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	62	55	83
Unsure	34	30	12
Not very well	12	11	2
Does not apply	5	4	3
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	77	68	81
Unsure	31	27	12
Not very well	0	0	2
Does not apply	5	4	5
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	77	68	74
Unsure	31	27	16
Not very well	0	0	3
Does not apply	5	4	7
<b>Total</b>	<b>113</b>	<b>100</b>	<b>100</b>

**Q34 Overall how would you describe your experience of your GP surgery?**

	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	63	56	44	
Very good	42	37	37	51%
Good	8	7	13	38%
Fair	0	0	4	7%
Poor	0	0	1	3%
Very poor	0	0	0	1%
<b>Total</b>	<b>113</b>	100	100	100%

113 of the 113 patients who completed the questionnaire answered this question.

**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	64	57	70	60%
Yes, probably	49	43	24	24%
No, probably not	0	0	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given			4%
No, definitely not	0	0	1	2%
Don't know	0	0	2	2%
<b>Total</b>	<b>113</b>	0	0	0%

113 of the 113 patients who completed the questionnaire answered this question.

## Overall Benchmarks

	Your practice	GPAQ V3 National Benchmark
Number	113	28,782
<b>GP</b>		
Q19 GP Giving enough time	86.2	88.1
Q20 GP Listening	85.6	89.3
Q21 GP Explaining	86.9	88.3
Q22 GP Involving	87.2	87.0
Q23 GP Treating with care & concern	87.4	88.8
Q24 Confidence in GP	70.4	89.1
<b>Nurse</b>		
Q25 Nurse Giving enough time	87.1	89.8
Q26 Nurse Listening	84.6	89.7
Q27 Nurse Explaining	87.6	88.9
Q28 Nurse Involving	88.2	88.0
Q29 Nurse treating with care & concern	87.9	89.7
Q30 Confidence in Nurse	82.8	89.8
<b>Practice</b>		
Q1 How helpful Receptionists	75.4	90.4
Q2 How easy to get through to practice on phone	69.4	69.5
Q3 How easy to speak to dr/nurse on phone	55.6	68.8
Q6 How easy to book ahead	73.6	69.2
Q10 Rate how quickly seen (days) by particular dr	76.8	66.9
Q12 Rate how quickly seen (days) by any dr	86.8	76.9
Q14 Rate waiting time for consultation	76.6	67.0
Q31 Understand problem	73.1	91.7
Q32 Cope with problems	85.6	90.9
Q33 Keep healthy	85.6	88.2
Q34 Overall satisfaction	89.7	83.4
Q35 Would you recommend this practice?	85.3	88.3

*Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.*

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.