



General Practice Assessment Questionnaire

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

The Grove Medical Centre

Egham, TW20 9QJ

**Detailed Report
giving breakdown by
Age and Sex**

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 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

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 Data collected in 2012
Total: n	190,038	113	27,032
No practices	1,031	1	
% female	64.7	50.4	60.4
% with long term disability	49.0	55.8	48.1
Ethnicity			
% 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
Employment			
% 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
Age								
Under 16	3	0			3			} 46%
16 to 44	8	17	28		25	25	39	
45 to 64	17	27			44			{ 54%
65 to 74	0	0		85	0	75	61	
75 or over	28	13			41			{
Total	56	57	28	85	113	100	100	100%
%	50	50						
Missing					0			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

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

Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	30	33	1	62	63	56	52	43%
No	26	24	27	23	50	44	43	55%
Don't know / can't say	0	0	0	0	0	0	5	2%
Total	56	57	28	85	113	100	100	100%
Missing					0			

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

Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	50	33	12	71	83	73	86	88%
Black or Black	1	8	1	8	9	8	5	2%
Asian or Asian	4	4	3	5	8	7	6	5%
Mixed	0	0	0	0	0	0	2	0%
Chinese	1	12	12	1	13	12	0	1%
Other ethnic gr	0	0	0	0	0	0	2	2%
Total	56	57	28	85	113	100	100	98%
Missing					0			

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

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	19	30	7	42	49	43	48	58%
Unemployed / looking for work	1	0	1	0	1	1	5	5%
At school or in full time education	0	0	0	0	0	0	3	4%
Unable to work due to long term sickness	0	2	0	2	2	2	6	5%
Looking after your home/family	1	12	12	1	13	12	8	6%
Retired from paid work	35	13	8	40	48	42	28	20%
Other	0	0	0	0	0	0	2	2%
Total	56	57	28	85	113	100	100	100%
Missing					0			

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

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Results

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	38	68	6	11	44	39	75	51%
Fairly helpful	17	30	39	68	56	50	23	41%
Not Very	1	2	12	21	13	12	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	56	100	57	100	113	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	11	39	33	39	44	39	75	51%
Fairly helpful	13	46	43	51	56	50	23	41%
Not Very	4	14	9	11	13	12	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	28	100	85	100	113	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	24	43	1	2	25	22	35	29%
Fairly easy	30	54	44	77	74	65	44	38%
Not very easy	2	4	12	21	14	12	14	14%
Not at all easy	0	0	0	0	0	0	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	0	0	0	0	2	11%
Total	56	100	57	100	113	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	9	32	16	19	25	22	35	29%
Fairly easy	7	25	67	79	74	65	44	38%
Not very easy	12	43	2	2	14	12	14	14%
Not at all easy	0	0	0	0	0	0	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	0	0	0	0	2	11%
Total	28	100	85	100	113	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	14	25	0	0	14	12	24	8% / 8%
Fairly easy	39	70	28	49	67	59	33	15% / 14%
Not very easy	2	4	12	21	14	12	11	9% / 7%
Not at all easy	1	2	17	30	18	16	3	9% / 5%
Don't know	0	0	0	0	0	0	6	12% / 16%
Haven't tried	0	0	0	0	0	0	23	45% / 50%
Total	56	100	57	100	113	100	100	100% / 100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	2	7	12	14	14	12	24	8% / 8%
Fairly easy	14	50	53	62	67	59	33	15% / 14%
Not very easy	12	43	2	2	14	12	11	9% / 7%
Not at all easy	0	0	18	21	18	16	3	9% / 5%
Don't know	0	0	0	0	0	0	6	12% / 16%
Haven't tried	0	0	0	0	0	0	23	45% / 50%
Total	28	100	85	100	113	100	100	100% / 100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	54	96	40	70	94	83	67
No	2	4	17	30	19	17	15
Don't know/never needed to	0	0	0	0	0	0	18
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	28	100	66	78	94	83	67
No	0	0	19	22	19	17	15
Don't know/never needed to	0	0	0	0	0	0	18
Total	28	100	85	100	113	100	100

Totals include any patients who did not answer Qs 36 and 37 (Sex and Age).

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Important	41	73	57	100	98	87	86
Not important	15	27	0	0	15	13	14
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	28	100	70	82	98	87	86
Not important	0	0	15	18	15	13	14
Total	28	100	85	100	113	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	28	50	10	18	38	34	34
Fairly easy	27	48	35	61	62	55	40
Not very easy	1	2	12	21	13	12	14
Not at all easy	0	0	0	0	0	0	5
Don't know	0	0	0	0	0	0	2
Haven't tried	0	0	0	0	0	0	5
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	3	11	35	41	38	34	34
Fairly easy	21	75	41	48	62	55	40
Not very easy	4	14	9	11	13	12	14
Not at all easy	0	0	0	0	0	0	5
Don't know	0	0	0	0	0	0	2
Haven't tried	0	0	0	0	0	0	5
Total	28	100	85	100	113	100	100

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

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % normal book Benchmark	GPPS Benchmark
In person	30	35	6	59	65	34	58	30	26%
By phone	26	35	13	48	61	32	54	70	91%
Online	28	39	22	45	67	35	59	8	2%
Doesn't apply	0	0	0	0	0	0	0	19	1%
Total Responses	84	109	41	152	193	100	171	127	
% of patients	74	96	36	135	171				

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)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % prefer to book Benchmark	GPPS Benchmark
In person	30	32	3	59	62	37	55	32	31%
By phone	25	23	9	39	48	29	42	68	84%
Online	18	38	13	43	56	34	50	22	30%
Doesn't apply	0	0	0	0	0	0	0	19	
Total	73	93	25	141	166	100	147	140	
% of patients	65	82	22	125	147				

Your patients	Total % normally booking appointments	Total % would prefer to book appointments
In person	58	55
By phone	54	42
Online	59	50
Doesn't apply	0	0
Total	171	147

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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	3	5	14	26	17	16	34
2-4 days	52	95	40	74	92	84	32
5 days or more	0	0	0	0	0	0	21
Don't usually need to be seen quickly	0	0	0	0	0	0	6
Don't know, never tried	0	0	0	0	0	0	7
Total	55	100	54	100	109	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	2	8	15	18	17	16	34
2-4 days	23	92	69	82	92	84	32
5 days or more	0	0	0	0	0	0	21
Don't usually need to be seen quickly	0	0	0	0	0	0	6
Don't know, never tried	0	0	0	0	0	0	7
Total	25	100	84	100	109	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	10	18	12	21	22	20	24
Very good	36	65	14	25	50	45	25
Good	9	16	31	54	40	36	17
Fair	0	0	0	0	0	0	16
Poor	0	0	0	0	0	0	9
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	7
Total	55	100	57	100	112	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	11	39	11	13	22	20	24
Very good	11	39	39	46	50	45	25
Good	6	21	34	40	40	36	17
Fair	0	0	0	0	0	0	16
Poor	0	0	0	0	0	0	9
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	7
Total	28	100	84	100	112	100	100

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

Q11 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	45	82	48	84	93	83	62
2-4 days	10	18	9	16	19	17	24
5 days or more	0	0	0	0	0	0	5
Don't usually need to be seen quickly	0	0	0	0	0	0	4
Don't know, never tried	0	0	0	0	0	0	5
Total	55	100	57	100	112	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	18	64	75	89	93	83	62
2-4 days	10	36	9	11	19	17	24
5 days or more	0	0	0	0	0	0	5
Don't usually need to be seen quickly	0	0	0	0	0	0	4
Don't know, never tried	0	0	0	0	0	0	5
Total	28	100	84	100	112	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	44	82	30	53	74	66	36
Very good	11	18	9	16	20	18	29
Good	0	0	0	0	0	0	17
Fair	0	0	18	32	18	16	9
Poor	0	0	0	0	0	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	0	0	0	0	0	0	5
Total	55	100	57	100	112	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	19	68	55	65	74	66	36
Very good	9	32	11	13	20	18	29
Good	0	0	0	0	0	0	17
Fair	0	0	18	21	18	16	9
Poor	0	0	0	0	0	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	0	0	0	0	0	0	5
Total	28	100	84	100	112	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	16	29	9	16	25	22	20	10%
6-10 minutes	39	71	48	84	87	78	40	} 71%
11-20 minutes	0	0	0	0	0	0	24	
21-30 minutes	0	0	0	0	0	0	9	
More than 30 minutes	0	0	0	0	0	0	6	6%
No set time	0	0	0	0	0	0	1	2%
Total	55	100	57	100	112	100	100	

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	2	7	23	27	25	22	20	10%
6-10 minutes	26	93	61	73	87	78	40	} 71%
11-20 minutes	0	0	0	0	0	0	24	
21-30 minutes	0	0	0	0	0	0	9	
More than 30 minutes	0	0	0	0	0	0	6	6%
No set time	0	0	0	0	0	0	1	2%
Total	28	100	84	100	112	100	100	

Q14 How do you rate waiting times?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	39	71	13	23	52	46	23
Very good	1	2	6	11	7	6	27
Good	15	27	20	35	35	31	22
Fair	0	0	18	32	18	16	18
Poor	0	0	0	0	0	0	6
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	1
Total	55	100	57	0	112	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	15	54	37	44	52	46	23
Very good	0	0	7	8	7	6	27
Good	13	46	22	26	35	31	22
Fair	0	0	18	21	18	16	18
Poor	0	0	0	0	0	0	6
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	1
Total	28	100	84	100	112	100	100

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?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	37	34	11	60	71	63	86
No	17	23	17	23	40	36	10
Don't know	1	0	0	1	1	1	4
Total	55	57	28	84	112	100	100

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

A total of **41** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question of these **37** answered Q 16
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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	17	21	14	24	38	34	39	
Before 8am	16	1	1	16	17	27	17	13%
At lunchtime	0	0	0	0	0	0	14	6%
After 6.30pm	1	20	13	8	21	33	22	28%
Saturday	0	12	12	0	12	19	28	47%
Sunday	14	0	0	14	14	22	9	5%
None of these	0	0	0	0	0	0	11	
Total responses	31	33	26	38	64	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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients said No or Don't know	18	23	17	24	41	36	14	
Number of these answering Q16	16	21	14	23	37			
Before 8am	15	1	1	15	16	25	16	13%
At lunchtime	0	0	0	0	0	0	13	6%
After 6.30pm	1	20	13	8	21	33	28	28%
Saturday	0	12	12	0	12	19	30	47%
Sunday	14	0	0	14	14	22	11	5%
None of these	0	0	0	0	0	0	2	
Total responses	30	33	26	37	63	100	100	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	45	44	7	82	89	79	67	61%
No	10	13	21	2	23	20	32	38%
There is only one doctor in my surgery	1	0	0	1	1	1	1	2%
Total	56	57	28	85	113	100	100	

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.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	45	44	7	82	89	79	67	
Always or almost always	29	2	3	28	31	28	42	48%
A lot of the time	26	43	21	48	69	63	27	22%
Some of the time	1	8	0	9	9	8	24	24%
Never or almost never	0	0	0	0	0	0	5	6%
Not tried	0	0	0	0	0	0	4	1%
Total answering this question	56	53	24	85	109	100	100	

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.

Figures, except where total numbers (in bold) are given, are percentages of total answering each question.

Tables on the following two pages give these results for patients who are male, female, under and over 45.

SUMMARY Your Practice Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51	50	65	66	68
Good	41	42	17	16	13
Fair	7	8	18	18	19
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	1	0	0	0	0
Total %	100	100	100	100	100
Total number	113	113	113	113	113

GPPS Benchmarks %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
Total %	100%	100%	100%	100%	100%

GPAQ V3 % Benchmark	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	63	67	62	57	65
Good	29	26	28	29	26
fair	7	6	6	7	6
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	0	0	3	5	1
Total %	100	100	100	100	100
Total number	25,406	25,208	25,276	25,228	25,259

Qs19 to Q21: How good was the last GP you saw at each of the following? (continued)

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q19 Giving you enough time?	GPAQ V3 % Benchmark	Q20 Listening to you?	GPAQ V3 % Benchmark	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	80	63	80	67	80	63
Good	18	29	18	26	20	28
Fair	0	6	2	6	0	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	2	1	0	0	0	2
Total number	56	9,112	56	9,000	56	9,071
Females %						
Very good	23	63	21	67	51	61
Good	63	28	65	25	14	27
Fair	14	7	14	6	35	7
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	0	3
Total number	57	15,574	57	15,511	57	15,504
Under 45 %						
Very good	29	55	21	59	18	54
Good	71	33	75	30	39	31
Fair	0	9	4	8	43	9
Poor	0	1	0	2	0	2
Very poor	0	0	0	1	0	0
Does not apply	0	1	0	1	0	4
Total number	28	9,813	28	9,697	28	9,767
45 and over %						
Very good	59	68	60	72	81	67
Good	31	26	31	23	9	25
Fair	9	5	9	4	9	5
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	1	0	0	0	0	2
Total number	85	15,106	85	15,034	85	15,035

NB: Not all patients answer every question, so subtotals may vary.

Qs22 to Q23: How good was the last GP you saw at each of the following? (continued)

This table gives results for patients who are male, female, under and over 45.

Males %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	80	58	82	66
	Good	20	30	16	26
	Fair	0	7	2	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	4	0	1
	Total number	56	9,064	56	9,072
Females %					
	Very good	23	57	21	65
	Good	63	28	65	26
	Fair	14	8	14	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	5	0	1
	Total number	57	15,478	57	15,503
Under 45 %					
	Very good	29	51	21	57
	Good	71	31	75	30
	Fair	0	10	4	9
	Poor	0	2	0	2
	Very poor	0	1	0	1
	Does not apply	0	5	0	1
	Total number	28	9,772	28	9,768
45 and over %					
	Very good	59	62	60	71
	Good	31	27	31	24
	Fair	9	6	9	4
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	1	4	0	1
	Total number	85	14,992	85	15,025

NB: Not all patients answer every question, so subtotals may vary.

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.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	80	16	11	60	48	79	67%
Yes, to some extent	20	70	89	31	45	18	26%
No, not at all	0	14	0	9	7	2	4%
Don't know / can't say	0	0	0	0	0	1	3%
Total %	100	100	100	100	100	100	100%
Number answering Q24	56	57	28	85	113	25,208	

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

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

Figures, except where total numbers are given (in bold), are percentages of total answering each question.

Tables on the following pages give these results for patients who are male, female, under and over 45.

SUMMARY Your Practice Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	48	37	50	52	51
Good	29	35	18	16	17
Fair	7	7	11	11	11
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	16	21	21	21	21
Total %	100	100	100	100	100
Total Number	113	113	113	113	113

GPPS Benchmarks %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
Total %	100%	100%	100%	100%	100%

GPAQ V3 % Benchmark	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	63	63	60	55	63
Good	26	26	26	26	25
Fair	5	5	6	6	5
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	5	5	7	12	6
Total %	100	100	100	100	100
Total number	21,770	21,493	21,389	21,286	21,366

Qs 25 to 27: How good was the last NURSE you saw at each of the following? (continued)

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q25 Giving you enough time?	GPAQ V3 % Benchmark	Q26 Listening to you?	GPAQ V3 % Benchmark	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	82	63	59	63	86	60
Good	18	26	41	26	14	26
Fair	0	4	0	4	0	5
Poor	0	0	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	7	0	6	0	8
Total Number	56	7,820	56	7,724	56	7,710
Females %						
Very good	14	63	16	63	16	60
Good	40	26	28	26	21	26
Fair	14	5	14	5	21	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	32	5	42	5	42	7
Total Number	57	13,360	57	13,190	57	13,114
Under 45 %						
Very good	11	56	14	57	14	56
Good	89	29	86	29	43	27
Fair	0	6	0	6	43	7
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	1
Does not apply	0	7	0	7	0	9
Total Number	28	8,231	28	8,133	28	8,101
45 and over %						
Very good	60	68	45	67	62	63
Good	9	24	18	24	9	25
Fair	9	4	9	4	0	5
Poor	0	0	0	0	0	1
Very poor	0	0	0	0	0	0
Does not apply	21	4	28	4	28	7
Total Number	85	13,148	85	12,974	85	12,912

NB: Not all patients answer every question, so subtotals may vary.

Qs 28 to 29: How good was the last NURSE you saw at each of the following? (continued)

This table gives results for patients who are male, female, under and over 45.

Males %	Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	84	55	84	63
	Good	16	26	16	25
	Fair	0	5	0	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	0	12	0	7
	Total Number	56	7,687	56	7,700
Females %					
	Very good	21	55	19	63
	Good	16	26	18	25
	Fair	21	6	21	5
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	42	12	42	5
	Total Number	57	13,045	57	13,113
Under 45 %					
	Very good	25	52	21	57
	Good	32	28	36	28
	Fair	43	7	43	6
	Poor	0	1	0	1
	Very poor	0	1	0	1
	Does not apply	0	12	0	7
	Total Number	28	8,073	28	8,084
45 and over %					
	Very good	61	57	61	67
	Good	11	25	11	24
	Fair	0	5	0	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	28	12	28	5
	Total Number	85	12,847	85	12,925

NB: Not all patients answer every question, so subtotals may vary.

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.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	84	21	25	61	52	77	N/A
Yes, to some extent	16	39	75	12	27	17	N/A
No, not at all	0	0	0	0	0	1	N/A
Don't know / can't say	0	40	0	27	20	5	N/A
Total	100	100	100	100	100	100	N/A
Number answering Q30	56	57	28	85	113	21,161	

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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	33	59	29	51	62	55	83
Unsure	23	41	11	19	34	30	12
Not very well	0	0	12	21	12	11	2
Does not apply	0	0	5	9	5	4	3
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	6	21	56	66	62	55	83
Unsure	10	36	24	28	34	30	12
Not very well	12	43	0	0	12	11	2
Does not apply	0	0	5	6	5	4	3
Total	28	100	85	100	113	100	100

Q32 Cope with your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	48	86	29	51	77	68	81
Unsure	8	14	23	40	31	27	12
Not very well	0	0	0	0	0	0	2
Does not apply	0	0	5	9	5	4	5
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	6	21	71	84	77	68	81
Unsure	22	79	9	11	31	27	12
Not very well	0	0	0	0	0	0	2
Does not apply	0	0	5	6	5	4	5
Total	28	100	85	100	113	100	100

Q33 Keep yourself healthy?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	48	86	29	51	77	68	74
Unsure	8	14	23	40	31	27	16
Not very well	0	0	0	0	0	0	3
Does not apply	0	0	5	9	5	4	7
Total	56	100	57	100	113	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	6	21	71	84	77	68	74
Unsure	22	79	9	11	31	27	16
Not very well	0	0	0	0	0	0	3
Does not apply	0	0	5	6	5	4	7
Total	28	100	85	100	113	100	100

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	47	16	6	57	63	56	44	
Very good	9	33	22	20	42	37	37	51%
Good	0	8	0	8	8	7	13	38%
Fair	0	0	0	0	0	0	4	7%
Poor	0	0	0	0	0	0	1	3%
Very poor	0	0	0	0	0	0	0	1%
Total	56	57	28	85	113	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?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	47	17	7	57	64	57	70	60%
Yes, probably	9	40	21	28	49	43	24	24%
No, probably not	0	0	0	0	0	0	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given							4%
No, definitely not	0	0	0	0	0	0	1	2%
Don't know	0	0	0	0	0	0	2	2%
Total	56	57	28	85	113	100	100	100%

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

Overall Benchmarks

	Males	Females	Your practice	GPAQ V3 National Benchmark
Number	56	57	113	28,782
GP				
Q19 GP Giving enough time	95.5	77.2	86.2	88.1
Q20 GP Listening	94.6	76.8	85.6	89.3
Q21 GP Explaining	95.1	78.9	86.9	88.3
Q22 GP Involving	95.1	79.4	87.2	87.0
Q23 GP Treating with care & concern	95.1	79.8	87.4	88.8
Q24 Confidence in GP	90.2	50.9	70.4	89.1
Nurse				
Q25 Nurse Giving enough time	95.5	75.0	87.1	89.8
Q26 Nurse Listening	89.7	75.8	84.6	89.7
Q27 Nurse Explaining	96.4	72.7	87.6	88.9
Q28 Nurse Involving	96.0	75.0	88.2	88.0
Q29 Nurse treating with care & concern	96.0	74.2	87.9	89.7
Q30 Confidence in Nurse	92.0	67.6	82.8	89.8
Practice				
Q1 How helpful Receptionists	88.5	62.6	75.4	90.4
Q2 How easy to get through to practice on phone	79.4	59.6	69.4	69.5
Q3 How easy to speak to dr/nurse on phone	72.1	39.4	55.6	68.8
Q6 How easy to book ahead	82.4	65.0	73.6	69.2
Q10 Rate how quickly seen (days) by particular dr	80.4	73.3	76.8	66.9
Q12 Rate how quickly seen (days) by any dr	96.0	77.9	86.8	76.9
Q14 Rate waiting time for consultation	88.7	64.9	76.6	67.0
Q31 Understand problem	79.5	66.3	73.1	91.7
Q32 Cope with problems	92.9	77.9	85.6	90.9
Q33 Keep healthy	92.9	77.9	85.6	88.2
Q34 Overall satisfaction	96.8	82.8	89.7	83.4
Q35 Would you recommend this practice?	94.5	76.1	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.

Ditto male/female with respect to overall practice scores.

Overall Benchmarks

	Under 45	45 and over	Your practice	GPAQ V3 National Benchmark
Number	28	85	113	28,782
GP				
Q19 GP Giving enough time	82.1	87.5	86.2	88.1
Q20 GP Listening	79.5	87.6	85.6	89.3
Q21 GP Explaining	68.8	92.9	86.9	88.3
Q22 GP Involving	69.6	92.9	87.2	87.0
Q23 GP Treating with care & concern	71.4	92.6	87.4	88.8
Q24 Confidence in GP	55.4	75.3	70.4	89.1
Nurse				
Q25 Nurse Giving enough time	77.7	91.0	87.1	89.8
Q26 Nurse Listening	78.6	87.3	84.6	89.7
Q27 Nurse Explaining	67.9	96.7	87.6	88.9
Q28 Nurse Involving	70.5	96.3	88.2	88.0
Q29 Nurse treating with care & concern	69.6	96.3	87.9	89.7
Q30 Confidence in Nurse	62.5	91.9	82.8	89.8
Practice				
Q1 How helpful Receptionists	74.6	75.7	75.4	90.4
Q2 How easy to get through to practice on phone	62.8	71.6	69.4	69.5
Q3 How easy to speak to dr/nurse on phone	54.3	56.0	55.6	68.8
Q6 How easy to book ahead	64.9	76.5	73.6	69.2
Q10 Rate how quickly seen (days) by particular dr	83.6	74.5	76.8	66.9
Q12 Rate how quickly seen (days) by any dr	93.6	84.5	86.8	76.9
Q14 Rate waiting time for consultation	81.4	75.0	76.6	67.0
Q31 Understand problem	39.3	85.0	73.1	91.7
Q32 Cope with problems	60.7	94.4	85.6	90.9
Q33 Keep healthy	60.7	94.4	85.6	88.2
Q34 Overall satisfaction	84.3	91.5	89.7	83.4
Q35 Would you recommend this practice?	74.5	88.8	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.

Ditto over/under 45 with respect to overall practice scores.