



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**

**2012**

**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](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 2012	Benchmarks from Data collected in 2012
<b>Total: n</b>	<b>190,038</b>	<b>116</b>	<b>27,032</b>
No practices	1,031	1	
% female	64.7	50.9	60.4
% with long term disability	49.0	33.6	48.1
<b>Ethnicity</b>			
% White	92.2	71.6	82.4
% Asian/Asian British	3.7	0.0	5.8
% Black/Black British	1.8	24.1	4.4
% Mixed	1.1	4.3	1.7
% Chinese	.0.3	0.0	0.4
% Other ethnic group	0.9	0.0	1.5
<b>Employment</b>			
% employed	48.4	56.0	46.4
% unemployed	2.5	0.0	4.8
% in full time education	3.4	0.0	2.7
% unable to work/long term sickness	7.2	9.5	5.3
% looking after home / family	9.6	9.5	7.5
% retired	27.5	25.0	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	0	0			0			
16 to 44	15	22	37		37	32	39	46%
45 to 64	26	6			32			
65 to 74	6	26		79	32	68	61	54%
75 or over	10	5			15			
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	100%
%	49	51						
Missing					0			
Benchmark %	37	63						
<b>GPPS Benchmark</b>	49%	51%						

116 of the 116 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	21	18	10	29	39	34	52	43%
No	36	41	27	50	77	66	43	55%
Don't know / can't say	0	0	0	0	0	0	5	2%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	100%
Missing					0			

116 of the 116 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	36	47	15	68	83	72	86	88%
Black or Black	16	12	22	6	28	24	5	2%
Asian or Asian	0	0	0	0	0	0	6	5%
Mixed	5	0	0	5	5	4	2	0%
Chinese	0	0	0	0	0	0	0	1%
Other ethnic gr	0	0	0	0	0	0	2	2%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	98%
Missing					0			

116 of the 116 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)	42	23	27	38	65	56	48	58%
Unemployed / looking for work	0	0	0	0	0	0	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	5	6	5	6	11	9	6	5%
Looking after your home/family	0	11	5	6	11	9	8	6%
Retired from paid work	10	19	0	29	29	25	28	20%
Other	0	0	0	0	0	0	2	2%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	100%
Missing					0			

116 of the 116 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	7	12	15	25	22	19	75	51%
Fairly helpful	15	26	20	34	35	30	23	41%
Not Very	23	40	18	31	41	35	2	6%
Not at all	12	21	6	10	18	16	0	2%
Don't know	0	0	0	0	0	0	0	
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	<b>100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	10	27	12	15	22	19	75	51%
Fairly helpful	15	41	20	25	35	30	23	41%
Not Very	12	32	29	37	41	35	2	6%
Not at all	0	0	18	23	18	16	0	2%
Don't know	0	0	0	0	0	0	0	
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	18	32	28	47	46	40	35	29%
Fairly easy	28	49	31	53	59	51	44	38%
Not very easy	5	9	0	0	5	4	14	14%
Not at all easy	6	11	0	0	6	5	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	0	0	0	0	2	11%
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	<b>100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	15	41	31	39	46	40	35	29%
Fairly easy	22	59	37	47	59	51	44	38%
Not very easy	0	0	5	6	5	4	14	14%
Not at all easy	0	0	6	8	6	5	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	0	0	0	0	2	11%
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	<b>100%</b>

**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	29	51	22	37	51	44	24	8% / 8%
Fairly easy	23	40	37	63	60	52	33	15% / 14%
Not very easy	5	9	0	0	5	4	11	9% / 7%
Not at all easy	0	0	0	0	0	0	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%
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	<b>100% / 100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	20	54	31	39	51	44	24	8% / 8%
Fairly easy	17	46	43	54	60	52	33	15% / 14%
Not very easy	0	0	5	6	5	4	11	9% / 7%
Not at all easy	0	0	0	0	0	0	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%
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</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?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	35	61	35	59	70	60	67
No	17	30	24	41	41	35	15
Don't know/never needed to	5	9	0	0	5	4	18
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	27	73	43	54	70	60	67
No	10	27	31	39	41	35	15
Don't know/never needed to	0	0	5	6	5	4	18
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**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	35	61	41	69	76	66	86
Not important	22	39	18	31	40	34	14
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	27	73	49	62	76	66	86
Not important	10	27	30	38	40	34	14
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**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	35	61	35	59	70	60	34
Fairly easy	17	30	24	41	41	35	40
Not very easy	5	9	0	0	5	4	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	27	73	43	54	70	60	34
Fairly easy	10	27	31	39	41	35	40
Not very easy	0	0	5	6	5	4	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</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)

	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	6	5	0	11	11	10	9	30	26%
By phone	33	24	22	35	57	52	49	70	91%
Online	12	30	15	27	42	38	36	8	2%
Doesn't apply	0	0	0	0	0	0	0	19	1%
<b>Total Responses</b>	51	59	37	73	110	100	95	127	
<b>% of patients</b>	44	51	32	63	95				

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	6	5	0	11	11	10	9	32	31%
By phone	33	24	22	35	57	52	49	68	84%
Online	12	30	15	27	42	38	36	22	30%
Doesn't apply	0	0	0	0	0	0	0	19	
<b>Total</b>	51	59	37	73	110	100	95	140	
<b>% of patients</b>	44	51	32	63	95				

Your patients	Total % normally booking appointments	Total % would prefer to book appointments
In person	9	9
By phone	49	49
Online	36	36
Doesn't apply	0	0
<b>Total</b>	95	95

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	24	42	35	59	59	51	34
2-4 days	28	49	24	41	52	45	32
5 days or more	5	9	0	0	5	4	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	22	59	37	47	59	51	34
2-4 days	15	41	37	47	52	45	32
5 days or more	0	0	5	6	5	4	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**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	24	42	35	59	59	51	24
Very good	28	49	24	41	52	45	25
Good	5	9	0	0	5	4	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	22	59	37	47	59	51	24
Very good	15	41	37	47	52	45	25
Good	0	0	5	6	5	4	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	30	53	42	71	72	62	62
2-4 days	22	39	17	29	39	34	24
5 days or more	5	9	0	0	5	4	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	22	59	50	63	72	62	62
2-4 days	15	41	24	30	39	34	24
5 days or more	0	0	5	6	5	4	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

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	30	53	42	71	72	62	36
Very good	22	39	17	29	39	34	29
Good	5	9	0	0	5	4	17
Fair	0	0	0	0	0	0	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	22	59	50	63	72	62	36
Very good	15	41	24	30	39	34	29
Good	0	0	5	6	5	4	17
Fair	0	0	0	0	0	0	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**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	24	42	29	49	53	46	20	10%
6-10 minutes	28	49	30	51	58	50	40	} 71%
11-20 minutes	5	9	0	0	5	4	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%
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	22	59	31	39	53	46	20	10%
6-10 minutes	15	41	43	54	58	50	40	} 71%
11-20 minutes	0	0	5	6	5	4	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%
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>	

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	30	53	42	71	72	62	23
Very good	22	39	17	29	39	34	27
Good	5	9	0	0	5	4	22
Fair	0	0	0	0	0	0	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
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>0</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	22	59	50	63	72	62	23
Very good	15	41	24	30	39	34	27
Good	0	0	5	6	5	4	22
Fair	0	0	0	0	0	0	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
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

<b>GPPS National Results:</b>	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	30	36	22	44	66	57	86
No	22	23	15	30	45	39	10
Don't know	5	0	0	5	5	4	4
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	<b>100</b>	<b>100</b>

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

A total of **50** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question of these **45** answered Q 16  
However a total of **45** 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
<b>Number of patients responding</b>	<b>22</b>	<b>23</b>	<b>15</b>	<b>30</b>	<b>45</b>	<b>39</b>	<b>39</b>	
Before 8am	22	12	10	24	34	76	17	13%
At lunchtime	0	0	0	0	0	0	14	6%
After 6.30pm	0	5	5	0	5	11	22	28%
Saturday	0	0	0	0	0	0	28	47%
Sunday	0	6	0	6	6	13	9	5%
None of these	0	0	0	0	0	0	11	
<b>Total responses</b>	<b>22</b>	<b>23</b>	<b>15</b>	<b>30</b>	<b>45</b>	<b>100</b>	<b>100</b>	

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
<b>Number of patients said No or Don't know</b>	<b>27</b>	<b>23</b>	<b>15</b>	<b>35</b>	<b>50</b>	<b>43</b>	<b>14</b>	
<b>Number of these answering Q16</b>	<b>22</b>	<b>23</b>	<b>15</b>	<b>30</b>	<b>45</b>			
Before 8am	22	12	10	24	34	76	16	13%
At lunchtime	0	0	0	0	0	0	13	6%
After 6.30pm	0	5	5	0	5	11	28	28%
Saturday	0	0	0	0	0	0	30	47%
Sunday	0	6	0	6	6	13	11	5%
None of these	0	0	0	0	0	0	2	
<b>Total responses</b>	<b>22</b>	<b>23</b>	<b>15</b>	<b>30</b>	<b>45</b>	<b>100</b>	<b>100</b>	

**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	17	42	22	37	59	51	67	61%
No	35	17	15	37	52	45	32	38%
There is only one doctor in my surgery	5	0	0	5	5	4	1	2%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	<b>100</b>	<b>100</b>	

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

59 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
116 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	<b>17</b>	<b>42</b>	<b>22</b>	<b>37</b>	<b>59</b>	<b>51</b>	<b>67</b>	
Always or almost always	24	29	22	31	53	46	42	48%
A lot of the time	28	24	15	37	52	45	27	22%
Some of the time	5	6	0	11	11	9	24	24%
Never or almost never	0	0	0	0	0	0	5	6%
Not tried	0	0	0	0	0	0	4	1%
<b>Total answering this question</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</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.

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.

<b>SUMMARY Your Practice Total Patients %</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
Very good	41	51	46	46	51
Good	50	40	45	45	40
Fair	9	9	9	9	9
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	0	0	0
Total %	100	100	100	100	100
<b>Total number</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>

<b>GPPS Benchmarks %</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
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%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>GPAQ V3 % Benchmark</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
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
<b>Total number</b>	<b>25,406</b>	<b>25,208</b>	<b>25,276</b>	<b>25,228</b>	<b>25,259</b>

**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	32	63	42	67	42	63
Good	60	29	49	26	49	28
Fair	9	6	9	6	9	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	1	0	0	0	2
<b>Total number</b>	<b>57</b>	<b>9,112</b>	<b>57</b>	<b>9,000</b>	<b>57</b>	<b>9,071</b>
<b>Females %</b>						
Very good	49	63	59	67	49	61
Good	41	28	31	25	41	27
Fair	10	7	10	6	10	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
<b>Total number</b>	<b>59</b>	<b>15,574</b>	<b>59</b>	<b>15,511</b>	<b>59</b>	<b>15,504</b>
<b>Under 45 %</b>						
Very good	59	55	59	59	59	54
Good	41	33	41	30	41	31
Fair	0	9	0	8	0	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
<b>Total number</b>	<b>37</b>	<b>9,813</b>	<b>37</b>	<b>9,697</b>	<b>37</b>	<b>9,767</b>
<b>45 and over %</b>						
Very good	32	68	47	72	39	67
Good	54	26	39	23	47	25
Fair	14	5	14	4	14	5
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	0	2
<b>Total number</b>	<b>79</b>	<b>15,106</b>	<b>79</b>	<b>15,034</b>	<b>79</b>	<b>15,035</b>

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	42	58	42	66
	Good	49	30	49	26
	Fair	9	7	9	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	4	0	1
	<b>Total number</b>	<b>57</b>	<b>9,064</b>	<b>57</b>	<b>9,072</b>
<b>Females %</b>					
	Very good	49	57	59	65
	Good	41	28	31	26
	Fair	10	8	10	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	5	0	1
	<b>Total number</b>	<b>59</b>	<b>15,478</b>	<b>59</b>	<b>15,503</b>
<b>Under 45 %</b>					
	Very good	59	51	59	57
	Good	41	31	41	30
	Fair	0	10	0	9
	Poor	0	2	0	2
	Very poor	0	1	0	1
	Does not apply	0	5	0	1
	<b>Total number</b>	<b>37</b>	<b>9,772</b>	<b>37</b>	<b>9,768</b>
<b>45 and over %</b>					
	Very good	32	62	47	71
	Good	54	27	39	24
	Fair	14	6	14	4
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	4	0	1
	<b>Total number</b>	<b>79</b>	<b>14,992</b>	<b>79</b>	<b>15,025</b>

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	42	59	59	47	51	79	67%
Yes, to some extent	49	31	41	39	40	18	26%
No, not at all	9	10	0	14	9	2	4%
Don't know / can't say	0	0	0	0	0	1	3%
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100%</b>
<b>Number answering Q24</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	<b>25,208</b>	



**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.

<b>SUMMARY</b> 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	51	51	51	51	51
Good	40	40	40	40	40
Fair	9	9	9	9	9
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	0	0	0
Total %	100	100	100	100	100
<b>Total Number</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>

<b>GPPS Benchmarks</b> %	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%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>GPAQ V3 % Benchmark</b>	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
<b>Total number</b>	<b>21,770</b>	<b>21,493</b>	<b>21,389</b>	<b>21,286</b>	<b>21,366</b>

**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	42	63	42	63	42	60
Good	49	26	49	26	49	26
Fair	9	4	9	4	9	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
<b>Total Number</b>	<b>57</b>	<b>7,820</b>	<b>57</b>	<b>7,724</b>	<b>57</b>	<b>7,710</b>
<b>Females %</b>						
Very good	59	63	59	63	59	60
Good	31	26	31	26	31	26
Fair	10	5	10	5	10	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	5	0	5	0	7
<b>Total Number</b>	<b>59</b>	<b>13,360</b>	<b>59</b>	<b>13,190</b>	<b>59</b>	<b>13,114</b>
<b>Under 45 %</b>						
Very good	59	56	59	57	59	56
Good	41	29	41	29	41	27
Fair	0	6	0	6	0	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
<b>Total Number</b>	<b>37</b>	<b>8,231</b>	<b>37</b>	<b>8,133</b>	<b>37</b>	<b>8,101</b>
<b>45 and over %</b>						
Very good	47	68	47	67	47	63
Good	39	24	39	24	39	25
Fair	14	4	14	4	14	5
Poor	0	0	0	0	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	4	0	4	0	7
<b>Total Number</b>	<b>79</b>	<b>13,148</b>	<b>79</b>	<b>12,974</b>	<b>79</b>	<b>12,912</b>

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	42	55	42	63
	Good	49	26	49	25
	Fair	9	5	9	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	0	12	0	7
	<b>Total Number</b>	<b>57</b>	<b>7,687</b>	<b>57</b>	<b>7,700</b>
<b>Females %</b>					
	Very good	59	55	59	63
	Good	31	26	31	25
	Fair	10	6	10	5
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	12	0	5
	<b>Total Number</b>	<b>59</b>	<b>13,045</b>	<b>59</b>	<b>13,113</b>
<b>Under 45 %</b>					
	Very good	59	52	59	57
	Good	41	28	41	28
	Fair	0	7	0	6
	Poor	0	1	0	1
	Very poor	0	1	0	1
	Does not apply	0	12	0	7
	<b>Total Number</b>	<b>37</b>	<b>8,073</b>	<b>37</b>	<b>8,084</b>
<b>45 and over %</b>					
	Very good	47	57	47	67
	Good	39	25	39	24
	Fair	14	5	14	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	0	12	0	5
	<b>Total Number</b>	<b>79</b>	<b>12,847</b>	<b>79</b>	<b>12,925</b>

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	42	59	59	47	51	77	N/A
Yes, to some extent	49	31	41	39	40	17	N/A
No, not at all	9	10	0	14	9	1	N/A
Don't know / can't say	0	0	0	0	0	5	N/A
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>N/A</b>
<b>Number answering Q30</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</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?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	24	42	35	59	59	51	83
Unsure	28	49	18	31	46	40	12
Not very well	5	9	6	10	11	9	2
Does not apply	0	0	0	0	0	0	3
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	22	59	37	47	59	51	83
Unsure	15	41	31	39	46	40	12
Not very well	0	0	11	14	11	9	2
Does not apply	0	0	0	0	0	0	3
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	24	42	35	59	59	51	81
Unsure	28	49	18	31	46	40	12
Not very well	5	9	6	10	11	9	2
Does not apply	0	0	0	0	0	0	5
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	22	59	37	47	59	51	81
Unsure	15	41	31	39	46	40	12
Not very well	0	0	11	14	11	9	2
Does not apply	0	0	0	0	0	0	5
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	24	42	35	59	59	51	74
Unsure	28	49	18	31	46	40	16
Not very well	5	9	6	10	11	9	3
Does not apply	0	0	0	0	0	0	7
<b>Total</b>	<b>57</b>	<b>100</b>	<b>59</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	22	59	37	47	59	51	74
Unsure	15	41	31	39	46	40	16
Not very well	0	0	11	14	11	9	3
Does not apply	0	0	0	0	0	0	7
<b>Total</b>	<b>37</b>	<b>100</b>	<b>79</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>100</b>

**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	24	35	22	37	59	51	44	
Very good	28	18	15	31	46	40	37	51%
Good	5	6	0	11	11	9	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%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	100%

116 of the 116 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	24	35	22	37	59	51	70	60%
Yes, probably	28	18	15	31	46	40	24	24%
No, probably not	5	6	0	11	11	9	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%
<b>Total</b>	<b>57</b>	<b>59</b>	<b>37</b>	<b>79</b>	<b>116</b>	100	100	100%

116 of the 116 patients who completed the questionnaire answered this question.

## Overall Benchmarks

	Males	Females	Your practice	GPAQ V3 National Benchmark
Number	57	59	116	28,782
<b>GP</b>				
Q19 GP Giving enough time	80.7	84.7	82.8	88.1
Q20 GP Listening	83.3	87.3	85.3	89.3
Q21 GP Explaining	83.3	84.7	84.1	88.3
Q22 GP Involving	83.3	84.7	84.1	87.0
Q23 GP Treating with care & concern	83.3	87.3	85.3	88.8
Q24 Confidence in GP	66.7	74.6	70.7	89.1
<b>Nurse</b>				
Q25 Nurse Giving enough time	83.3	87.3	85.3	89.8
Q26 Nurse Listening	83.3	87.3	85.3	89.7
Q27 Nurse Explaining	83.3	87.3	85.3	88.9
Q28 Nurse Involving	83.3	87.3	85.3	88.0
Q29 Nurse treating with care & concern	83.3	87.3	85.3	89.7
Q30 Confidence in Nurse	66.7	74.6	70.7	89.8
<b>Practice</b>				
Q1 How helpful Receptionists	43.0	57.9	50.5	90.4
Q2 How easy to get through to practice on phone	66.9	82.1	74.6	69.5
Q3 How easy to speak to dr/nurse on phone	80.4	78.7	79.5	68.8
Q6 How easy to book ahead	84.0	86.2	85.1	69.2
Q10 Rate how quickly seen (days) by particular dr	86.7	91.9	89.3	66.9
Q12 Rate how quickly seen (days) by any dr	88.8	94.2	91.6	76.9
Q14 Rate waiting time for consultation	88.8	94.2	91.6	67.0
Q31 Understand problem	66.7	74.6	70.7	91.7
Q32 Cope with problems	66.7	74.6	70.7	90.9
Q33 Keep healthy	66.7	74.6	70.7	88.2
Q34 Overall satisfaction	86.7	89.8	88.3	83.4
Q35 Would you recommend this practice?	77.4	82.8	80.2	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	37	79	116	28,782
<b>GP</b>				
Q19 GP Giving enough time	89.9	79.4	82.8	88.1
Q20 GP Listening	89.9	83.2	85.3	89.3
Q21 GP Explaining	89.9	81.3	84.1	88.3
Q22 GP Involving	89.9	81.3	84.1	87.0
Q23 GP Treating with care & concern	89.9	83.2	85.3	88.8
Q24 Confidence in GP	79.7	66.5	70.7	89.1
<b>Nurse</b>				
Q25 Nurse Giving enough time	89.9	83.2	85.3	89.8
Q26 Nurse Listening	89.9	83.2	85.3	89.7
Q27 Nurse Explaining	89.9	83.2	85.3	88.9
Q28 Nurse Involving	89.9	83.2	85.3	88.0
Q29 Nurse treating with care & concern	89.9	83.2	85.3	89.7
Q30 Confidence in Nurse	79.7	66.5	70.7	89.8
<b>Practice</b>				
Q1 How helpful Receptionists	64.5	44.0	50.5	90.4
Q2 How easy to get through to practice on phone	79.8	72.2	74.6	69.5
Q3 How easy to speak to dr/nurse on phone	84.4	77.3	79.5	68.8
Q6 How easy to book ahead	90.8	82.4	85.1	69.2
Q10 Rate how quickly seen (days) by particular dr	91.9	88.1	89.3	66.9
Q12 Rate how quickly seen (days) by any dr	91.9	91.4	91.6	76.9
Q14 Rate waiting time for consultation	91.9	91.4	91.6	67.0
Q31 Understand problem	79.7	66.5	70.7	91.7
Q32 Cope with problems	79.7	66.5	70.7	90.9
Q33 Keep healthy	79.7	66.5	70.7	88.2
Q34 Overall satisfaction	91.9	86.6	88.3	83.4
Q35 Would you recommend this practice?	86.2	77.3	80.2	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.