



General Practice Assessment Questionnaire

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

Anytown Medical Centre

Anytown, AB9 9YZ

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

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

Benchmarks

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

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 2011
Total: n	190,038	430
No practices	1,031	1
% female	64.7	59.3
% with long term disability	49.0	46.7
Ethnicity		
% White	92.2	89.1
% Asian/Asian British	3.7	0.7
% Black/Black British	1.8	0.5
% Mixed	1.1	0.5
% Chinese	.0.3	0.5
% Other ethnic group	0.9	0.2
Employment		
% employed	48.4	47.0
% unemployed	2.5	4.4
% in full time education	3.4	2.1
% unable to work/long term sickness	7.2	10.5
% looking after home / family	9.6	5.1
% retired	27.5	20.9
% other	1.6	1.6

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

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
Age							
Under 16	0	1			1		
16 to 44	48	112	161		160	41	46%
45 to 64	56	88			144		
65 to 74	24	33		235	57	59	54%
75 or over	13	21			34		
Total	141	255	161	235	396	100	100%
Missing					34		
%	36	64					
GPPS Benchmark	49%	51%					

396 of the 430 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Total No responses	% of total responses	GPPS Benchmark
Yes	201	51	43%
No	172	44	55%
Don't know / can't say	20	5	2%
Total	393	100	100%
Missing	37		

393 of the 430 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPPS Benchmark
White	383	97	88%
Black or Black t	3	1	2%
Asian or Asian	2	1	5%
Mixed	2	1	0%
Chinese	2	1	1%
Other ethnic gro	1	0	2%
Total	393	100	98%
Missing	37		

393 of the 430 patients who completed the questionnaire answered this question.

Q40 Which of the following best describes you?

	Total No responses	% of total responses	GPPS Benchmark
Employed (full or part time, including self-employed)	202	51	58%
Unemployed / looking for work	19	5	5%
At school or in full time education	9	2	4%
Unable to work due to long term sickness	45	11	5%
Looking after your home/family	22	6	6%
Retired from paid work	90	23	20%
Other	7	2	2%
Total	394	100	100%
Missing	36		

394 of the 430 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	GPPS Benchmark
Very	331	77	51%
Fairly	85	20	41%
Not Very	9	2	6%
Not at all	2	0	2%
Don't know	2	0	
Total	429	100	100%

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

	Total Number	% of Total	GPPS Benchmark
Very easy	78	18	29%
Fairly easy	196	46	38%
Not very easy	105	24	14%
Not at all easy	44	10	8%
Don't know	2	0	1%
Haven't tried	4	1	11%
Total	429	100	100%

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

	Total Number	% of Total	GPPS Benchmark GP/Nurse
Very easy	111	26	8% / 8%
Fairly easy	141	33	15% / 14%
Not very easy	38	9	9% / 7%
Not at all easy	7	2	9% / 5%
Don't know	31	7	12% / 16%
Haven't tried	98	23	45% / 50%
Total	426	100	100% / 100%

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

	Total Number	% of Total
Yes	309	73
No	50	12
Don't know/never needed to	64	15
Total	423	100

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

	Total Number	% of Total
Important	351	82
Not important	77	18
Total	428	100

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

	Total Number	% of Total
Very easy	97	23
Fairly easy	135	32
Not very ea	82	19
Not at all e	37	9
Don't know	16	4
Haven't trie	61	14
Total	428	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)

	Total No responses	% of total responses	% of patients normally book	GPPS Benchmark
In person	67	100	16	26%
By phone	0	0	0	91%
Online	0	0	0	2%
Doesn't apply	0	0	0	1%
Total Responses	67	100	16	
% of patients	16			

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	GPPS Benchmark
In person	101	100	23	31%
By phone	0	0	0	84%
Online	0	0	0	30%
Doesn't apply	0	0	0	
Total	101	100	23	
% of patients	23			

	% normally booking appointments	% would prefer to book appointments
In person	16	23
By phone	0	0
Online	0	0
Doesn't apply	0	0
Total	16	23

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
Same day or next day	294	73
2-4 days	56	14
5 days or more	15	4
Don't usually need to be seen quickly	16	4
Don't know, never tried	24	6
Total	405	100

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

	Total Number	% of Total
Excellent	160	40
Very good	122	30
Good	45	11
Fair	33	8
Poor	14	3
Very poor	2	0
Does not apply	27	7
Total	403	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total
Same day or next day	366	91
2-4 days	14	3
5 days or more	3	1
Don't usually need to be seen quickly	6	1
Don't know, never tried	15	4
Total	404	100

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

	Total Number	% of Total
Excellent	200	50
Very good	118	30
Good	51	13
Fair	15	4
Poor	2	1
Very poor	1	0
Does not apply	13	3
Total	400	100

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

	Total Number	% of Total	GPPS Benchmark
Less than 5 minutes	28	7	10%
6-10 minutes	102	25	} 71%
11-20 minutes	135	34	
21-30 minutes	85	21	
More than 30 minutes	46	11	6%
No set time	6	1	2%
Total	402	100	

Q14 How do you rate waiting times?

	Total Number	% of Total
Excellent	53	13
Very good	105	27
Good	95	24
Fair	96	24
Poor	39	10
Very poor	5	1
Does not apply	3	1
Total	396	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?

	Total No responses	% of total
Yes	358	91
No	20	5
Don't know	17	4
Total	395	100

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

37 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question. However a total of 162 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	GPPS Benchmark
Number of patients responding	162	38	
Before 8am	53	100	13%
At lunchtime	0	0	6%
After 6.30pm	0	0	28%
Saturday	0	0	47%
Sunday	0	0	5%
None of these	0	0	
Total responses	53	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	GPPS Benchmark
Number of patients responding	37	9	
Before 8am	10	100	13%
At lunchtime	0	0	6%
After 6.30pm	0	0	28%
Saturday	0	0	47%
Sunday	0	0	5%
None of these	0	0	
Total responses	10	100	

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

	Total No responses	% of total	GPPS Benchmark
Yes	305	76	61%
No	95	24	38%
There is only one doctor in my surgery	0	0	2%
Total	400	100	

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

305 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
312 Patients answered this question.

	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	305	76	
Always or almost always	131	42	48%
A lot of the time	99	32	22%
Some of the time	63	20	24%
Never or almost never	13	4	6%
Not tried	6	2	1%
Total answering this question	312	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 are percentage of total answering each question.

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	66	73	64	60	68
Good	27	22	26	27	24
Fair	6	4	6	7	6
Poor	1	0	1	1	1
Very poor	1	1	1	0	1
Does not apply	1	0	2	5	1
Total Number	100	100	100	100	100

Total Number answering Q19:

397

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%

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.

%	% Total responses	GPPS Benchmark
Yes, definitely	83	67%
Yes, to some extent	16	26%
No, not at all	2	4%
Don't know / can't say	0	3%
Total %	100	100%
Number answering Q24	395	

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

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

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Figures are percentage of total answering each question.

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	66	67	67	62	68
Good	23	23	21	22	22
Fair	6	5	4	6	4
Poor	1	1	2	1	0
Very poor	0	1	0	1	1
Does not apply	4	4	5	9	4
Total Number	348	345	346	344	345

Total Number
answering Q19:
348

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%

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.

%	% Total responses	GPPS Benchmark
Yes, definitely	77	N/A
Yes, to some extent	18	N/A
No, not at all	1	N/A
Don't know / can't say	4	N/A
Total	100	N/A
Number answering Q30	344	

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you
Q31 Understand your health problems?

	Total Number	% of Total
Very well	338	85
Unsure	40	10
Not very well	8	2
Does not apply	12	3
Total	398	100

Q32 Cope with your health problems?

	Total Number	% of Total
Very well	330	83
Unsure	41	10
Not very well	10	3
Does not apply	15	4
Total	396	100

Q33 Keep yourself healthy?

	Total Number	% of Total
Very well	309	78
Unsure	54	14
Not very well	12	3
Does not apply	19	5
Total	394	100

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

	Total Number responses	% of total	GPPS Benchmark
Excellent	169	42	
Very good	161	40	51%
Good	50	13	38%
Fair	15	4	7%
Poor	2	1	3%
Very poor	1	0	1%
Total	398	100	100%

398 of the 430 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	GPPS Benchmark
Yes, definitely	296	75	60%
Yes, probably	82	21	24%
No, probably not	15	4	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given		4%
No, definitely not	0	0	2%
Don't know	4	1	2%
Total	397	0	0%

397 of the 430 patients who completed the questionnaire answered this question.