



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?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Yes	73	128	50	151	201	51	43%
No	56	116	99	73	172	44	55%
Don't know / can't say	10	10	12	7	20	5	2%
Total	139	254	161	231	393	100	100%
Missing					37		

393 of the 430 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	GPSS Benchmark
White	138	245	152	230	383	97	88%
Black or Black African	0	3	1	2	3	1	2%
Asian or Asian Australian	2	0	1	1	2	1	5%
Mixed	0	2	2	0	2	1	0%
Chinese	1	1	2	0	2	1	1%
Other ethnic group	1	0	1	0	1	0	2%
Total	142	251	159	233	393	100	98%
Missing					37		

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

0 of these did not answer the question about sex.

1 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	GPSS Benchmark
Employed (full or part time, including self-employed)	77	125	111	91	202	51	58%
Unemployed / looking for work	9	10	12	6	19	5	5%
At school or in full time education	2	7	9	0	9	2	4%
Unable to work due to long term sickness	16	29	13	32	45	11	5%
Looking after your home/family	1	21	13	9	22	6	6%
Retired from paid work	33	57	0	90	90	23	20%
Other	3	4	2	5	7	2	2%
Total	141	253	160	233	394	100	100%
Missing					36		

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

0 of these did not answer the question about sex.

1 of these did not answer the question about age.

Results

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	331	77	106	75	195	77	51%
Fairly	85	20	34	24	49	19	41%
Not Very	9	2	1	1	7	3	6%
Not at all	2	0	1	1	1	0	2%
Don't know	2	0	0	0	2	1	
Total	429	100	142	100	254	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	331	77	122	76	179	76	51%
Fairly	85	20	30	19	52	22	41%
Not Very	9	2	6	4	2	1	6%
Not at all	2	0	1	1	1	0	2%
Don't know	2	0	2	1	0	0	
Total	429	100	161	100	234	100	100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	78	18	30	21	38	15	29%
Fairly easy	196	46	68	48	116	46	38%
Not very easy	105	24	28	20	68	27	14%
Not at all easy	44	10	12	8	30	12	8%
Don't know	2	0	2	1	0	0	1%
Haven't tried	4	1	2	1	2	1	11%
Total	429	100	142	100	254	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	78	18	24	15	44	19	29%
Fairly easy	196	46	72	45	111	47	38%
Not very easy	105	24	45	28	51	22	14%
Not at all easy	44	10	19	12	23	10	8%
Don't know	2	0	0	0	2	1	1%
Haven't tried	4	1	1	1	3	1	11%
Total	429	100	161	100	234	100	100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	111	26	30	21	66	26	8% / 8%
Fairly easy	141	33	42	30	84	33	15% / 14%
Not very easy	38	9	7	5	31	12	9% / 7%
Not at all easy	7	2	3	2	4	2	9% / 5%
Don't know	31	7	18	13	12	5	12% / 16%
Haven't tried	98	23	42	30	54	22	45% / 50%
Total	426	100	142	100	251	100	100% / 100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	111	26	30	19	66	29	8% / 8%
Fairly easy	141	33	53	33	73	32	15% / 14%
Not very easy	38	9	19	12	18	8	9% / 7%
Not at all easy	7	2	2	1	5	2	9% / 5%
Don't know	31	7	14	9	16	7	12% / 16%
Haven't tried	98	23	43	27	53	23	45% / 50%
Total	426	100	161	100	231	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	Number Males	% Males	Number Females	% Females
Yes	309	73	105	74	184	73
No	50	12	7	5	39	15
Don't know/never needed to	64	15	29	21	30	12
Total	423	100	141	100	253	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	309	73	119	74	169	73
No	50	12	23	14	23	10
Don't know/never needed to	64	15	19	12	40	17
Total	423	100	161	100	232	100

Totals include 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?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	351	82	111	79	214	84
Not important	77	18	30	21	40	16
Total	428	100	141	100	254	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	351	82	131	81	194	83
Not important	77	18	30	19	40	17
Total	428	100	161	100	234	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	97	23	37	26	51	20
Fairly easy	135	32	40	28	81	32
Not very easy	82	19	20	14	56	22
Not at all easy	37	9	9	6	28	11
Don't know	16	4	8	6	6	2
Haven't tried	61	14	27	19	32	13
Total	428	100	141	100	254	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	97	23	29	18	59	25
Fairly easy	135	32	51	32	70	30
Not very easy	82	19	29	18	47	20
Not at all easy	37	9	22	14	15	6
Don't know	16	4	4	2	10	4
Haven't tried	61	14	26	16	33	14
Total	428	100	161	100	234	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	GPPS Benchmark
In person	32	30	19	43	67	14	16	26%
By phone	127	246	153	0	403	85	94	91%
Online	2	0	0	0	2	0	0	2%
Doesn't apply	2	2	4	0	4	1	1	1%
Total Respons	163	278	176	43	476	100	111	
% of patients	38	65	41	10	111			

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	GPPS Benchmark
In person	44	55	40	59	101	18	23	31%
By phone	113	233	137	208	376	66	87	84%
Online	27	63	52	38	93	16	22	30%
Doesn't apply	3	0	3	0	3	1	1	
Total	187	351	232	305	573	100	133	
% of patients	43	82	54	71	133			

	% normally booking appointments	% would prefer to book appointments
In person	16	23
By phone	94	87
Online	0	22
Doesn't apply	1	1
Total	111	133

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	Number Males	% Males	Number Females	% Females
Same day or next day	294	73	101	72	180	72
2-4 days	56	14	16	11	39	16
5 days or more	15	4	6	4	9	4
Don't usually need to be seen quickly	16	4	10	7	6	2
Don't know, never tried	24	6	7	5	17	7
Total	405	100	140	100	251	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	294	73	115	72	165	71
2-4 days	56	14	19	12	36	16
5 days or more	15	4	2	1	13	6
Don't usually need to be seen quickly	16	4	8	5	8	3
Don't know, never tried	24	6	15	9	9	4
Total	405	100	159	100	231	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	160	40	58	42	95	38
Very good	122	30	46	33	73	29
Good	45	11	10	7	31	12
Fair	33	8	12	9	21	8
Poor	14	3	3	2	11	4
Very poor	2	0	0	0	2	1
Does not apply	27	7	10	7	17	7
Total	403	100	139	100	250	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	160	40	57	36	95	42
Very good	122	30	45	28	74	32
Good	45	11	17	11	24	11
Fair	33	8	16	10	17	7
Poor	14	3	5	3	9	4
Very poor	2	0	1	1	1	0
Does not apply	27	7	19	12	8	4
Total	403	100	160	100	228	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	366	91	121	86	232	93
2-4 days	14	3	5	4	8	3
5 days or more	3	1	2	1	1	0
Don't usually need to be seen quickly	6	1	4	3	2	1
Don't know, never tried	15	4	9	6	6	2
Total	404	100	141	100	249	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	366	91	146	92	206	90
2-4 days	14	3	5	3	8	3
5 days or more	3	1	0	0	3	1
Don't usually need to be seen quickly	6	1	3	2	3	1
Don't know, never tried	15	4	5	3	10	4
Total	404	100	159	100	230	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	200	50	69	86	126	51
Very good	118	30	42	4	69	28
Good	51	13	12	9	37	15
Fair	15	4	6	4	9	4
Poor	2	1	1	1	1	0
Very poor	1	0	1	1	0	0
Does not apply	13	3	7	5	6	2
Total	400	100	138	100	248	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	200	50	81	51	114	50
Very good	118	30	44	28	67	29
Good	51	13	21	13	28	12
Fair	15	4	6	4	9	4
Poor	2	1	1	1	1	0
Very poor	1	0	0	0	1	0
Does not apply	13	3	5	3	8	4
Total	400	100	158	100	228	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	28	7	10	7	15	6	10%
6-10 minutes	102	25	43	31	59	24	} 71%
11-20 minutes	135	34	41	29	90	36	
21-30 minutes	85	21	30	21	51	20	}
More than 30 minutes	46	11	14	10	31	12	
No set time	6	1	2	1	4	2	2%
Total	402	100	140	100	250	100	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	28	7	10	6	15	7	10%
6-10 minutes	102	25	38	24	64	28	} 71%
11-20 minutes	135	34	51	32	80	35	
21-30 minutes	85	21	33	21	47	20	}
More than 30 minutes	46	11	24	15	21	9	
No set time	6	1	3	2	3	1	2%
Total	402	100	159	100	230	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	53	13	21	15	29	12
Very good	105	27	43	31	61	25
Good	95	24	29	21	62	25
Fair	96	24	33	24	59	24
Poor	39	10	9	6	30	12
Very poor	5	1	2	1	3	1
Does not apply	3	1	3	2	0	0
Total	396	100	140	100	244	0

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	53	13	17	11	33	14
Very good	105	27	36	23	68	30
Good	95	24	35	23	55	24
Fair	96	24	39	25	53	23
Poor	39	10	22	14	17	7
Very poor	5	1	3	2	2	1
Does not apply	3	1	3	2	0	0
Total	396	100	155	100	228	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
Yes	123	225	139	209	358	91
No	9	11	11	9	20	5
Don't know	4	11	7	8	17	4
Total	136	247	157	226	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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	57	100	55	102	162	38	
Before 8am	23	29	17	35	53	23	13%
At lunchtime	10	28	5	33	39	17	6%
After 6.30pm	16	28	19	25	45	19	28%
Saturday	17	40	26	31	57	25	47%
Sunday	8	8	9	7	16	7	5%
None of these	9	10	8	11	21	9	
Total responses	83	143	84	142	231	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	GPPS Benchmark
Number of patients responding	13	22	18	17	37	9	
Before 8am	6	4	5	5	10	15	13%
At lunchtime	0	4	0	4	4	6	6%
After 6.30pm	7	10	10	7	18	27	28%
Saturday	7	15	13	9	22	33	47%
Sunday	5	5	6	4	10	15	5%
None of these	1	0	1	0	2	3	
Total responses	26	38	35	29	66	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	GPPS Benchmark
Yes	94	202	99	197	305	76	61%
No	43	49	60	32	95	24	38%
There is only one doctor in my surgery	0	0	0	0	0	0	2%
Total	137	251	159	229	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.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	94	202	99	197	305	76	
Always or almost always	43	85	33	95	131	42	48%
A lot of the time	29	68	31	66	99	32	22%
Some of the time	22	38	29	30	63	20	24%
Never or almost never	6	7	8	5	13	4	6%
Not tried	2	4	5	1	6	2	1%
Total answering this question	102	202	106	197	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

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

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%

Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

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

Males %	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	64	72	67	60	67
Good	26	22	26	27	24
Fair	6	4	5	5	6
Poor	0	0	1	1	1
Very poor	1	1	1	1	1
Does not apply	2	1	1	7	1
Total Number	100	100	100	100	100
Females %					
Very good	67	74	63	60	68
Good	27	22	26	26	24
Fair	6	4	7	9	6
Poor	1	0	2	1	1
Very poor	0	0	0	0	0
Does not apply	0	0	2	4	1
Total Number	100	100	100	100	100
Under 45 %					
Very good	58	66	54	52	60
Good	31	27	32	29	28
Fair	7	6	11	11	8
Poor	1	0	2	2	2
Very poor	1	1	0	0	1
Does not apply	2	1	2	6	1
Total Number	100	100	100	100	100
45 and over %					
Very good	71	78	72	67	73
Good	24	19	22	25	21
Fair	4	3	2	4	4
Poor	0	0	1	0	0
Very poor	0	0	1	0	0
Does not apply	0	0	2	4	1
Total Number	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q19: 137

Number of Females answering Q19: 248

Number Under 45 answering Q19: 159

Number 45 and over answering Q19: 225

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	GPPS Benchmark
Yes, definitely	82	83	73	89	83	67%
Yes, to some extent	17	15	25	9	16	26%
No, not at all	1	2	2	1	2	4%
Don't know / can't say	1	0	0	0	0	3%
Total %	100	100	100	100	100	100%
Number answering Q24	136	247	158	224	395	

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 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

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

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%

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

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

Males %	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	62	63	55	62
Good	21	22	21	23	25
Fair	4	6	4	5	4
Poor	1	1	3	1	0
Very poor	1	1	1	1	1
Does not apply	8	8	9	15	8
Total Number	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q25:
117

Females %	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?
Males %	65	68	69	0	71
Very good	24	23	21	61	21
Good	6	5	4	17	4
Fair	1	0	2	1	0
Poor	0	0	0	3	1
Very poor	3	3	4	18	3
Total Number	100	100	100	100	100

Number of Females answering Q25:
221

Under 45 %	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?
Males %	55	59	61	56	61
Very good	27	26	21	22	23
Good	7	7	5	6	6
Fair	2	1	5	2	1
Poor	0	1	0	2	2
Very poor	9	7	8	13	8
Total Number	100	100	100	100	100

Number Under 45 answering Q25:
129

45 and over %	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?
Males %	72	71	71	65	73
Very good	21	21	21	22	22
Good	4	4	3	5	2
Fair	0	0	0	0	0
Poor	0	0	0	0	0
Very poor	2	3	4	7	2
Total Number	100	100	100	100	100

Number 45 and over answering Q25:
208

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	GPPS Benchmark
Yes, definitely	72	80	69	83	77	N/A
Yes, to some extent	18	17	22	14	18	N/A
No, not at all	2	0	2	0	1	N/A
Don't know / can't say	9	2	7	3	4	N/A
Total	100	100	100	100	100	N/A
Number answering Q30	116	218	127	206	344	

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	Number Males	% Males	Number Females	% Females
Very well	338	85	125	89	211	83
Unsure	40	10	10	7	30	12
Not very well	8	2	3	2	5	2
Does not apply	12	3	3	2	9	4
Total	398	100	141	100	255	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	338	85	123	76	213	91
Unsure	40	10	23	14	16	7
Not very well	8	2	5	3	3	1
Does not apply	12	3	10	6	2	1
Total	398	100	161	100	234	100

Q32 Cope with your health problems?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	330	83	122	87	207	81
Unsure	41	10	11	8	30	12
Not very well	10	3	4	3	5	2
Does not apply	15	4	3	2	12	5
Total	396	100	140	100	254	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	330	83	121	76	208	89
Unsure	41	10	22	14	19	8
Not very well	10	3	5	3	3	1
Does not apply	15	4	11	7	4	2
Total	396	100	159	100	234	100

Q33 Keep yourself healthy?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	309	78	115	82	193	77
Unsure	54	14	19	14	35	14
Not very well	12	3	3	2	8	3
Does not apply	19	5	3	2	16	6
Total	394	100	140	100	252	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	309	78	111	69	197	85
Unsure	54	14	31	19	23	10
Not very well	12	3	6	4	5	2
Does not apply	19	5	13	8	6	3
Total	394	100	161	100	231	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	GPPS Benchmark
Excellent	62	106	54	114	169	42	
Very good	59	102	69	91	161	40	51%
Good	14	35	27	22	50	13	38%
Fair	6	9	11	4	15	4	7%
Poor	0	2	0	2	2	1	3%
Very poor	1	0	0	1	1	0	1%
Total	142	254	161	234	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?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	111	184	104	191	296	75	60%
Yes, probably	24	57	45	36	82	21	24%
No, probably not	4	11	9	6	15	4	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	0	0	0	0	0	2%
Don't know	2	2	3	1	4	1	2%
Total	141	254	161	234	397	100	100%

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