



National Primary Care Research & Development Centre  
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## **GPAQ Patient Survey Report for the**

**Sampletown Medical Centre  
Sampletown, Sampleshire**

**Comparison of GPAQ Results  
October 2003 and December 2004**

Analysis, using SPSS by:

*CM1 Publishing Ltd*

*GPAQ Analysis and Reporting*

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## Introduction

This is a comparison of the 2003 and 2004 GPAQ results for Sampletown Medical Centre.

## How the survey was carried out

The survey was carried out during October 2003; and repeated during the first two weeks of December 2004.

The postal version of the questionnaire was used both times as it included questions about the nurses.

## Sampletown Medical Centre

There were no substantial changes in staffing levels over the year.

## Results

Both sets of results were analysed by CMI Publishing Ltd using SPSS.

Numbers of completed questionnaires:

	October 2003	December 2004
Centre A	168	231
Centre B	100	108

## Characteristics of the samples

The populations sampled were similar both years.

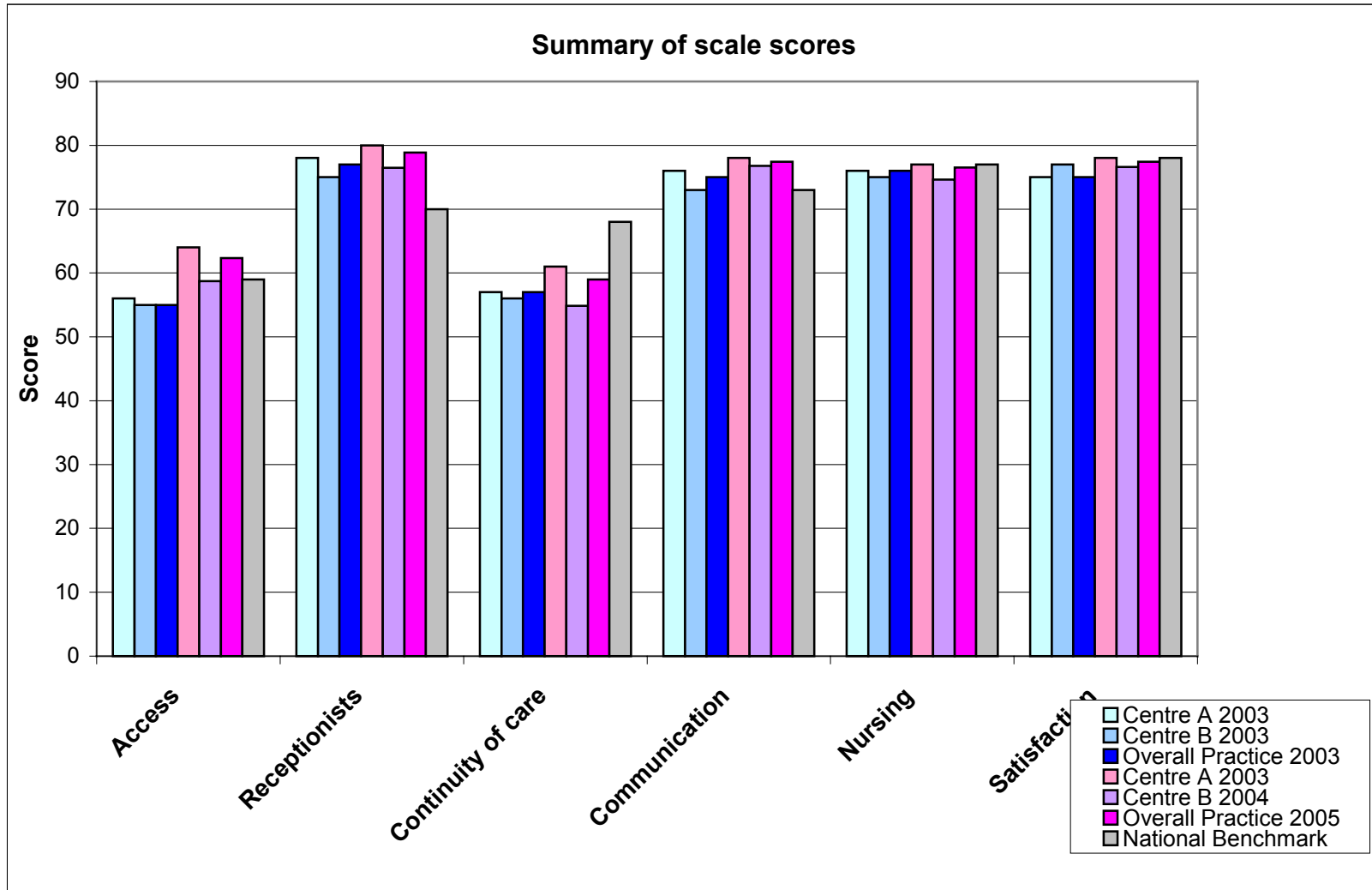
## GPAQ Scale Scores

	NATIONAL BENCH MARKS *	CENTRE A SURGERY	CENTRE A SURGERY	CENTRE B SURGERY	CENTRE B SURGERY	SAMPLETOWN MEDICAL CENTRE OVERALL	SAMPLETOWN MEDICAL CENTRE OVERALL
		2003	2004	2003	2004	2003	2004
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Access	59	56	64	55	59	55	62
Receptionists	70	78	80	75	76	77	79
Continuity of care	68	57	61	56	55	57	59
Communication	73	76	78	73	77	75	77
Nursing	77	76	77	75	75	76	77
Overall satisfaction	78	75	78	77	77	75	77

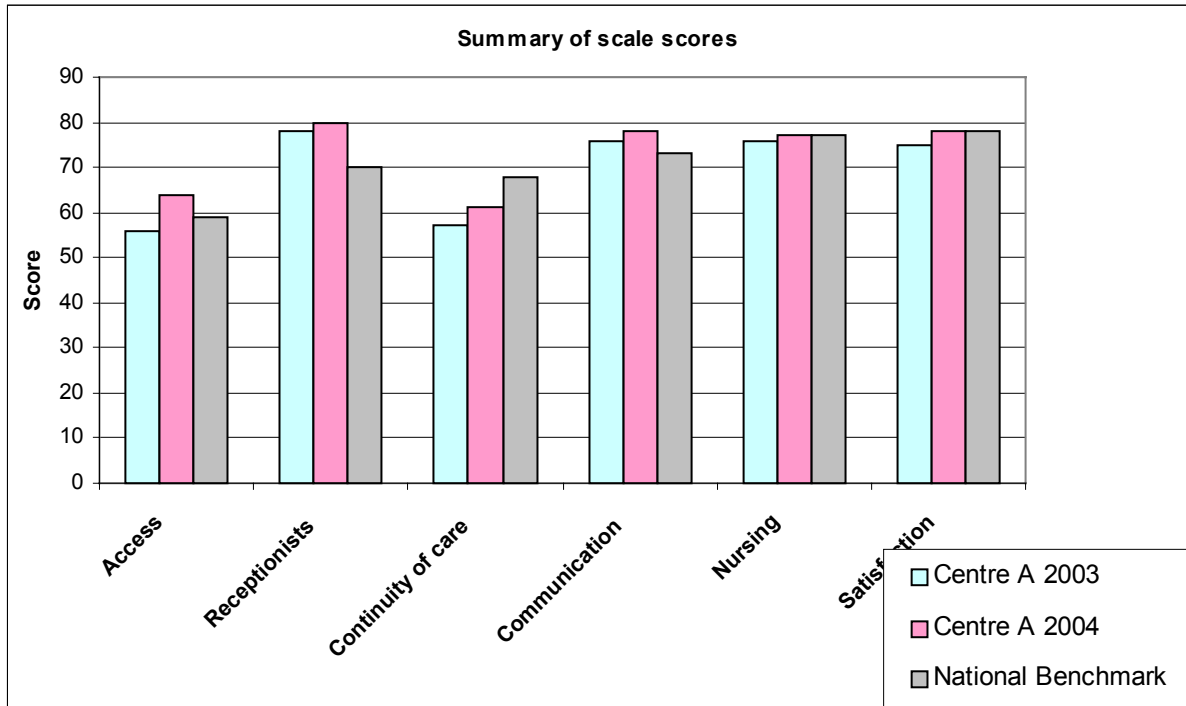
Table 1: Scale Scores for the Practice and National Benchmarks: Comparison 2003 and 2004

*Any practice scores highlighted in yellow are 10 points or more above, and, those in green are 10 points or more below the average practice scores.*

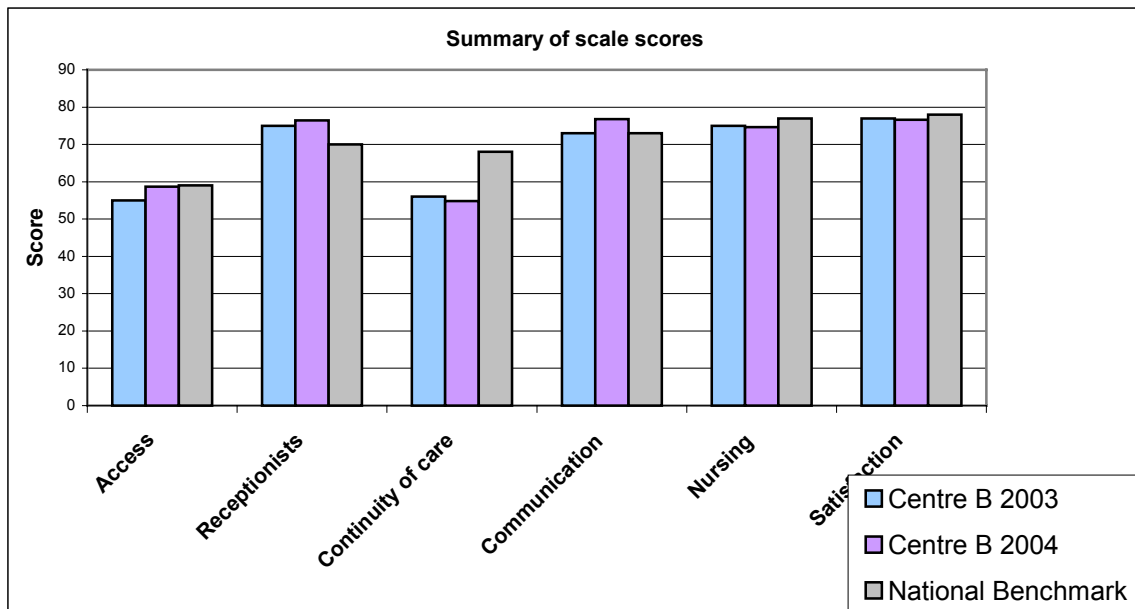
*\*National benchmark data for surveys are (temporarily) taken from GPAS responses.*



This chart compares your practice scores with national benchmarks 2003 and 2004.



The above chart compares Centre A Surgery scores with national benchmarks 2003 and 2004.



The above chart compares Centre B Surgery scores with national benchmarks 2003 and 2004.

## **Comments on Individual Scales**

For both Centre A Surgery, and for the practice overall, scores increased for all six scales from 2003 to 2004.

For the Centre B Surgery, scores increased for four of the scales, remained the same for 'Nursing', and 'Satisfaction' and decreased slightly for 'Continuity of Care' from 2003 to 2004.

## **Individual Question Scores**

The following table compares the individual scores for the evaluation questions in GPAQ, 2003 and 2004.

W	NATIONAL BENCH MARKS *	CENTRE A SURGERY		CENTRE B SURGERY		SAMPLETOWN MEDICAL CENTRE OVERALL	SAMPLETOWN MEDICAL CENTRE OVERALL
		2003	2004	2003	2004		
		Mean	Mean	Mean	Mean		
Q2 Satisfaction with receptionists	70	78	80	75	76	77	79
Q3a. Satisfaction with opening hours	65	63	66	66	61	64	64
Q4b. Satisfaction with availability of particular doctor	60	37	66	40	60	39	64
Q5b. Satisfaction with availability of any doctor	70	53	76	52	74	53	75
Q7b. Satisfaction with waiting times at practice	51	48	53	48	52	48	53
Q8a. Satisfaction with phoning through to practice	62	70	58	58	48	65	55
Q8b. Satisfaction with phoning thro' to dr for advice	55	63	65	61	57	63	62
Q9b. Satisfaction with continuity of care	68	57	61	56	55	57	59
Q10a. Satisfaction with doctor's questioning	74	77	78	73	77	75	78
Q10b. Satisfaction with how well doctor listens	75	78	80	75	79	76	79
Q10c. Satisfaction with how well dr puts patient at	86	78	79	76	81	77	80
Q10d. Satisfaction with how much dr involves patient	82	75	77	73	74	74	76
Q10e. Satisfaction with doctor's explanations	75	77	79	73	79	76	79
Q10f. Satisfaction with time doctor spends	70	72	73	66	72	69	73
Q10g. Satisfaction with doctor's patience	74	77	79	73	77	76	78
Q10h. Satisfaction with doctor's caring and concern	74	77	79	74	77	76	78
Q12a How well nurse listens	76	75	77	74	75	75	76
Q12b. Quality of care by nurse	78	77	78	75	77	76	77
Q12c. How well nurse explains health	76	75	77	74	75	75	76
Q12/Q13. Overall satisfaction with practice	78	77	78	77	77	77	77

Table 2: Scores for the evaluation questions in GPAQ

\*National benchmark data for surveys are (temporarily) taken from GPAS responses. These will be updated with GPAQ figures as soon as these are available.  
Any high and low scores (10 points or more from the national benchmark) are highlighted in yellow or green, respectively.