



GPAQ General Practice Assessment Questionnaire

National Primary Care Research & Development Centre
The University of Manchester, Williamson Building
Oxford Road, Manchester, M13 9PL

**Survey of GP practices using the
General Practice Assessment Questionnaire
GPAQ**

**Exampleshire PCT
Primary Care Trust**

GPAQ 2004/5

Analysis, using SPSS by:

CM Publishing Ltd

GIPAS GIPAQ Analysis and Reporting

Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB, UK

Tel: 044 (0)1440 785086 Fax: 785087

E-mail: gpaq@dial.pipex.com <http://www.gpaqanalysis.co.uk>

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Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice.

Survey Development

The development, background and contents of GPAQ is described in Appendix 1, and there is more information on the GPAQ website <http://www.gpaq.info>

How the survey was carried out

All practices within Exampleshire PCT were requested to take part in this patient survey. This report is based on surveys in 15 of the 21 practices. The survey was carried out mainly in June and July 2004.

Administering the survey

The survey was administered in surgery and questionnaires were completed post-consultation ie after the patient had seen their GP.

Patient numbers

50 questionnaires are the recommended minimum for analysis per doctor (see GPAQ Manual for more details and an explanation of how the numbers were chosen). This is the minimum number calculated to give scale scores (p 6 & Table 3 p7) within 4 points of results at the 95% significance level if the survey were repeated on a similar sample. That is, for a practice score of 64, and the survey repeated on similar patients, the score would lie between 60 and 68 on 95% of occasions.

Exampleshire PCT's intention was to survey a minimum of 50 patients per GP in each practice. This was achieved in most cases. Numbers of completed questionnaires collected for the PCT, and each practice are shown in Table 1 p 2.

Results from the two practices producing less than the recommended sample size are not valid at the 95% confidence level, and results should be interpreted with caution. This report is based on responses from a total of 4101 Exampleshire PCT patients.

Practices surveyed

	PRACTICE NAME	NUMBER OF GPs	NUMBER QUESTIONNAIRES	NUMBER NEEDED FOR STATISTICAL VALIDITY	VALID
1	A surgery	4	177	150	Yes
2	B Surgery	5	186	200	No
3	C Surgery	6	300	240	Yes
4	D Surgery	13	562	550	Yes
6	E Surgery	9	451	400	Yes
7	F Surgery	4	235	150	Yes
8	G Surgery	2	76	100	No
9	H Surgery	5	281	250	Yes
10	I Surgery	7	315	270	Yes
11	J Surgery	6	334	240	Yes
12	K Surgery	7	396	270	Yes
13	L Surgery	2	76	100	No
14	M Surgery	8	400	300	Yes
15	N Surgery	3	154	150	Yes
16	P Surgery	1+ locums	158	100	Yes
15	Totals	82 + locums	4101		Yes

Table 1. Practices surveyed, their numbers of GPs, numbers of questionnaires collected, and their statistical validity at 95% confidence levels for their overall practice report.

Results

Results were analysed by CMI Publishing Ltd using SPSS. Results for each of the Scale Scores (see p 5 and also Appendix 2 for how these are derived) were calculated for each practitioner and the practice overall. Interim national benchmark figures for comparison have been produced from previous GPAS surveys as there are not yet sufficient data to produce benchmark figures from GPAQ surveys. These figures will be replaced in the future with figures derived from GPAQ surveys. Scale scores for your practice are given in Table 3 p7 and individual question scores in Table 4 p16. Comparisons are made against these national scale scores.

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". See Appendix 3.

Characteristics of the sample

Table 2 p4 summarises the demographic characteristics for each Exampleshire PCT practice in relation to the overall PCT values and in relation to the population to whom NPCRDC's national benchmark data relates.

Of the 4101 questionnaires that were returned for this PCT, 156 did not answer Question 13. Of those who answered this question, 32% of respondents were men and 68% were women. Patients ranged in age from 1 to 92: the mean age of respondents was 47 years.

		Q13.Sex					
		Male		Female		Total	
		Count	Column %	Count	Column %	Count	Column %
Q14.Age	Under 16	15	1.2%	35	1.3%	50	1.3%
	16 to 44	492	39.2%	1400	53.9%	1892	49.1%
	45 and Over	748	59.6%	1161	44.7%	1909	49.6%
	Total	1255	100.0%	2596	100.0%	3851	100.0%

Of the 3912 patients who completed the ethnicity question (Q 16), 17 or 0.4% reported being Asian or Asian British, 60 or 1.5% Black or Black British and 29 or 0.7% Chinese. This compares to an overall population of 1.18%, 0.51%, 0.26% and a total of 2.33% respectively within the former Exampleshire PCG (source: National Database for Primary Care Groups and Trusts, <http://www.primary-care-db.org.uk>).

46% of respondents reported (Q 15) that they had a long-standing illness, disability or infirmity. This question is often used in major national surveys. It is a strong predictor of a high consultation rate. See also Table 6 p 18.

		Q1.Number of visits to GP in last 12 months				
		None	Once or twice	Three or four times	Five or six times	Seven times or more
		Count	Count	Count	Count	Count
Q15.Long-standing illness, disability or infirmity	yes	36	262	460	432	550
	no	177	669	674	344	191

Accommodation status (Q 17) (housing tenure) has been chosen to reflect socio-economic status, as housing tenure is the 2001 National Census item that is most strongly related to and can most readily summarise other socio-economic variables. 75% of respondents in your practice lived in owner occupied or mortgaged property, with 25% in rented property or with other arrangements.

In terms of employment status (Q18), 56% of the sample were in full or part time employment, 2% were unemployed, 4% in full time education, 4% reported long term sickness, 11% were looking after the home or family and 22% were retired.

	NATIONAL BENCH-MARKS	Exampshire PCT	1	2	3	4	6	7	8	9
Number of cases	21905	4101	177	186	300	562	451	235	76	281
Number of practitioners		82+locums	4	5	6	13	9	4	2	5
GENDER										
Males (%)	37	32	25	24	33	34	25	38	36	34
Females (%)	63	68	75	76	67	66	75	62	64	66
AGE										
Age (mean)	47	47	41	43	47	49	43	48	53	46
44 years old and under (%)	50	49	65	63	52	43	56	47	36	50
45 years and older (%)	50	50	35	36	48	55	43	53	63	46
ETHNICITY										
Total minority groups (%)	14	3.5	8.2	2.2	4.7	1.5	2.3	3.7	1.5	4.4
ACCOMMODATION STATUS *										
Owner-occupied/ mortgaged (%)	62	75	56	69	75	76	61	76	78	68
	NATIONAL BENCH-MARKS	Exampshire PCT	10	11	12	13	14	15	16	
Number of cases	21905	4101	315	334	396	76	400	154	158	
Number of practitioners		82+locums	7	6	7	2	8	3	1+ locums	
GENDER										
Males (%)	37	32	42	33	35	41	29	33	27	
Females (%)	63	68	58	67	65	59	71	67	73	
AGE										
Age (mean)	47	47	49	50	50	46	48	42	46	
44 years old and under (%)	50	49	45	45	42	54	48	56	51	
45 years and older (%)	50	50	54	55	58	46	51	41	48	
ETHNICITY										
Total minority groups (%)	14	3.5	1.7	5.4	4.7	10.1	3.3	2.0	3.3	
ACCOMMODATION STATUS *										
Owner-occupied/ mortgaged (%)	62	75	81	82	82	40	86	83	83	

Table 2: Demographic details of Blackwater Valley & Hart PCT Practices

*Accommodation status: % of owner occupation is widely used as a proxy for socio-economic status

The Exampleshire PCT Scores

Scale Scores

These scale scores are ratings of how good or bad the patients think the services are ie they are an evaluation of the patients' experiences. Reports (rather than ratings) are detailed in the next section on p13.

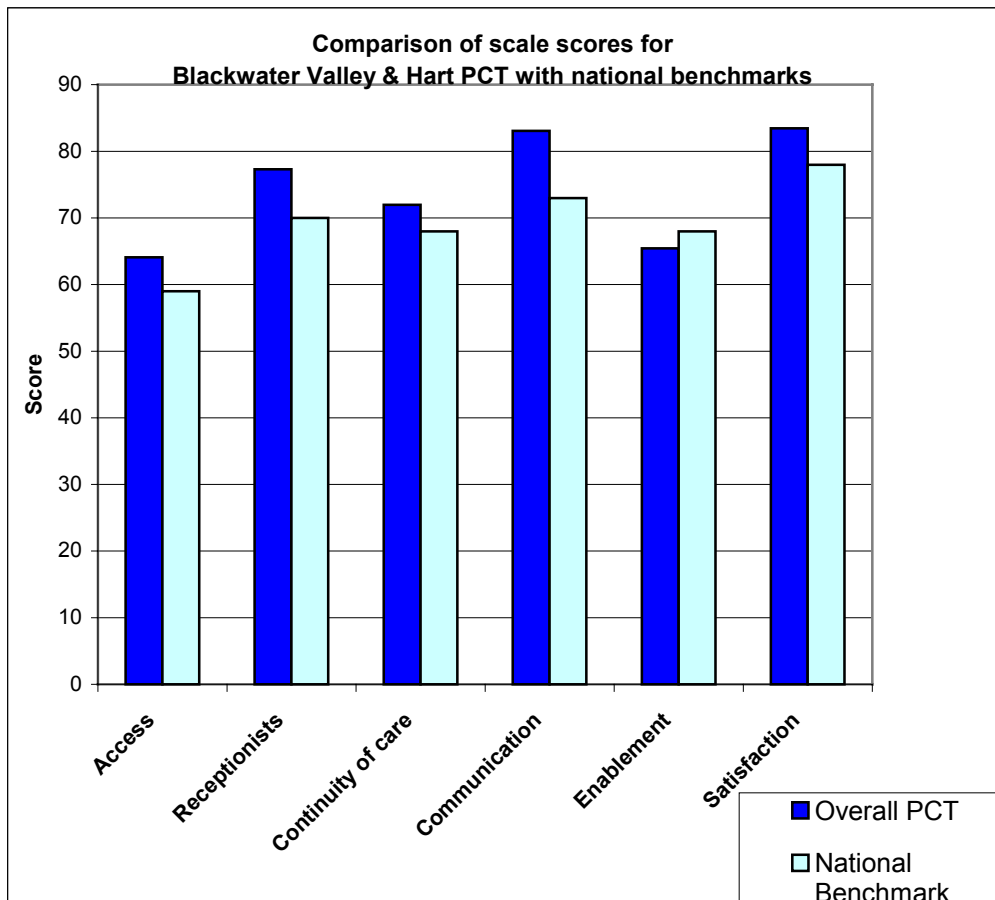
The consultation version of the GPAQ questionnaire has six scales: Access, Receptionists, Continuity of Care, Communication, Enablement, and Overall satisfaction. The questions contributing to each of these scales are shown in Appendix 2.

All GPAQ scale scores range from 0 to 100 points. When looking at practice results, a score of 10 or more points away from the local area score or national benchmark is considered to be unusually high or low, while a score of 15 or more points away would be considered to be exceptionally high or low.

See the section on high and low scoring practices p 15; also Tables 3 p7 and Table 4 p16 where high scores are highlighted in yellow and low scores in green. Comparisons are made between the scores of individual practices and the PCT average figures.

For details on how these scores were derived, please see Appendix 2. Individual scales are discussed from p11.

Exampleshire PCT Scale Scores



The above chart compares scale scores for Exampleshire PCT overall with national benchmarks.

Overall, patient evaluations were positive for Exampleshire PCT, higher than the average national figures in all but the 'Enablement' scale. The Scales are discussed in more detail on p11.

Table 3 (p 7) shows scale scores for the PCT overall plus each of the participating practices, together with the national benchmarks.

	NATIONAL BENCH-MARKS	Exampleshire PCT	1	2	3	4	6	7	8	9
Access	59	64	55	72	72	64	62	64	77	70
Receptionists	70	77	71	82	79	78	81	79	88	81
Continuity	68	72	65	69	82	70	69	71	86	79
Communication	73	83	83	83	85	84	82	81	86	84
Enablement	68	65	68	65	67	66	64	66	59	73
Satisfaction	78	83	81	85	88	85	82	81	85	86
	NATIONAL BENCH-MARKS	Exampleshire PCT	10	11	12	13	14	15	16	
Access	59	64	72	54	64	64	56	69	61	
Receptionists	70	77	81	67	79	80	69	78	79	
Continuity	68	72	81	69	69	79	68	78	54	
Communication	73	83	84	84	85	78	81	84	76	
Enablement	68	65	65	69	65	64	60	65	59	
Satisfaction	78	83	88	81	83	84	78	87	76	

Table 3: Scale Scores for PCT Practices

Scores highlighted in yellow are 10 points or more above the PCT scores: those highlighted in green are 10 points or more below the average PCT scores

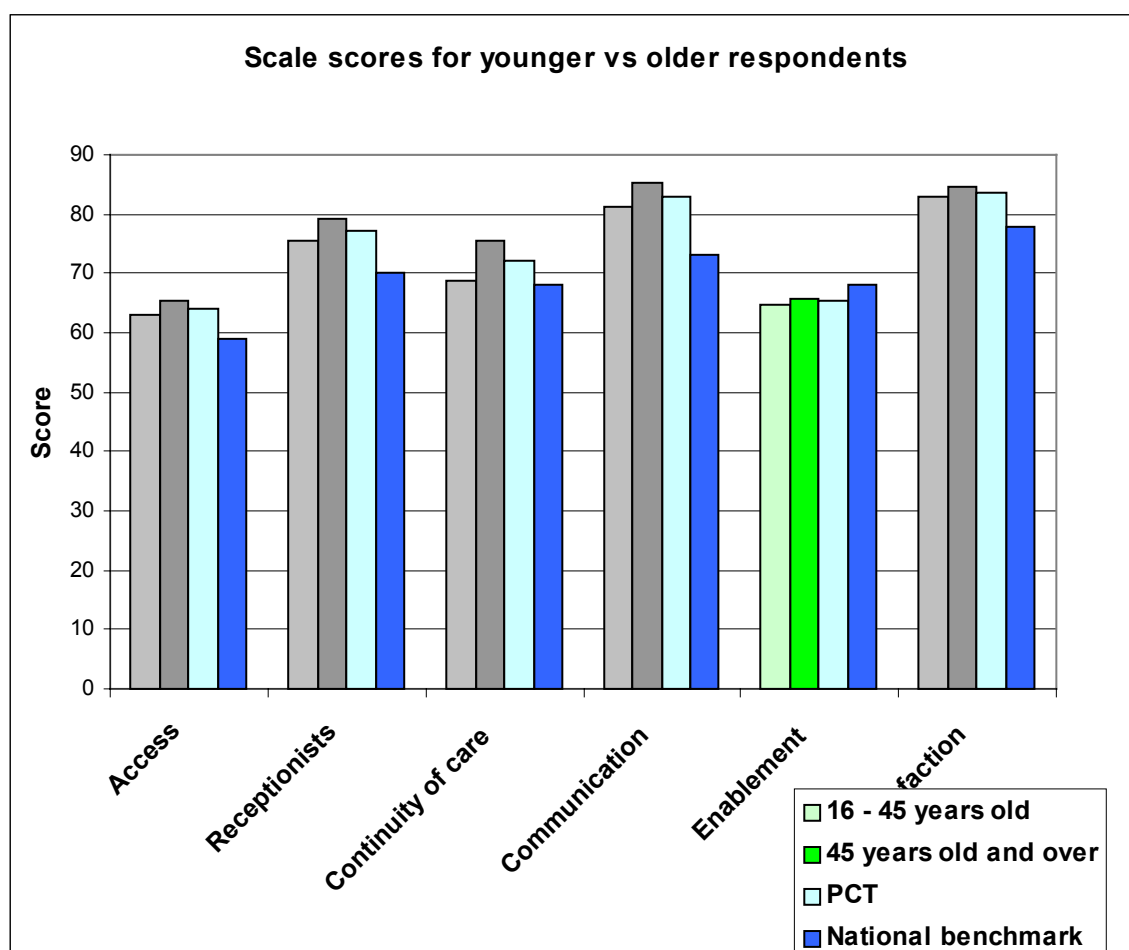
Scale scores and age, sex and ethnicity

Age (see Demographic details Table 2)

4101 questionnaires were collected for Exampleshire PCT. Of those who answered Q14, 49% were aged 16-44 and 50% over 45. Patients ranged in age from 1 to 92: the mean age of respondents was 47 years.

Comparing the responses of patients '16 - 44 years old' and '45 and over', older patients gave significantly higher (grey) scores for five of the scales.

	16-44	Over 45	PCT	National benchmark
	Mean	Mean	Mean	Mean
Access	63	65	64	59
Receptionists	75	79	77	70
Continuity	69	76	72	68
Communication	81	85	83	73
Enablement	65	66	65	68
Satisfaction	83	85	83	78



Statistically significant differences are shown on the table & chart in grey instead of green.

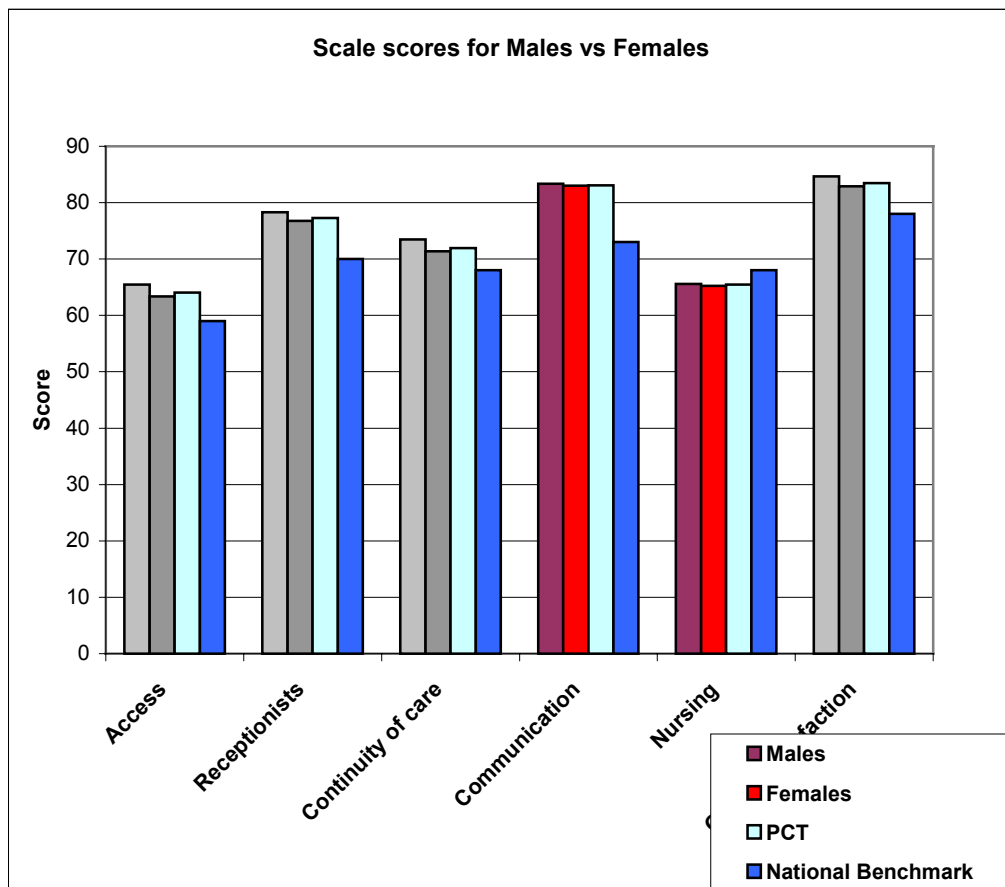
The more positive responses to the survey by older people are consistent with results from previous patient surveys.

Sex (see Demographic details Table 2)

Of the 4101 questionnaires that were returned for this practice, 156 did not answer question 13. 32% of respondents who answered this question were men and 68% were women.

Men and women gave very similar scores on all scales, yet there were statistically significant differences for four of the scales.

	M	F	PCT	National benchmark
	Mean	Mean	Mean	Mean
Access	65	63	64	59
Receptionists	78	77	77	70
Continuity	73	71	72	68
Communication	83	83	83	73
Enablement	66	65	65	68
Satisfaction	85	83	83	78

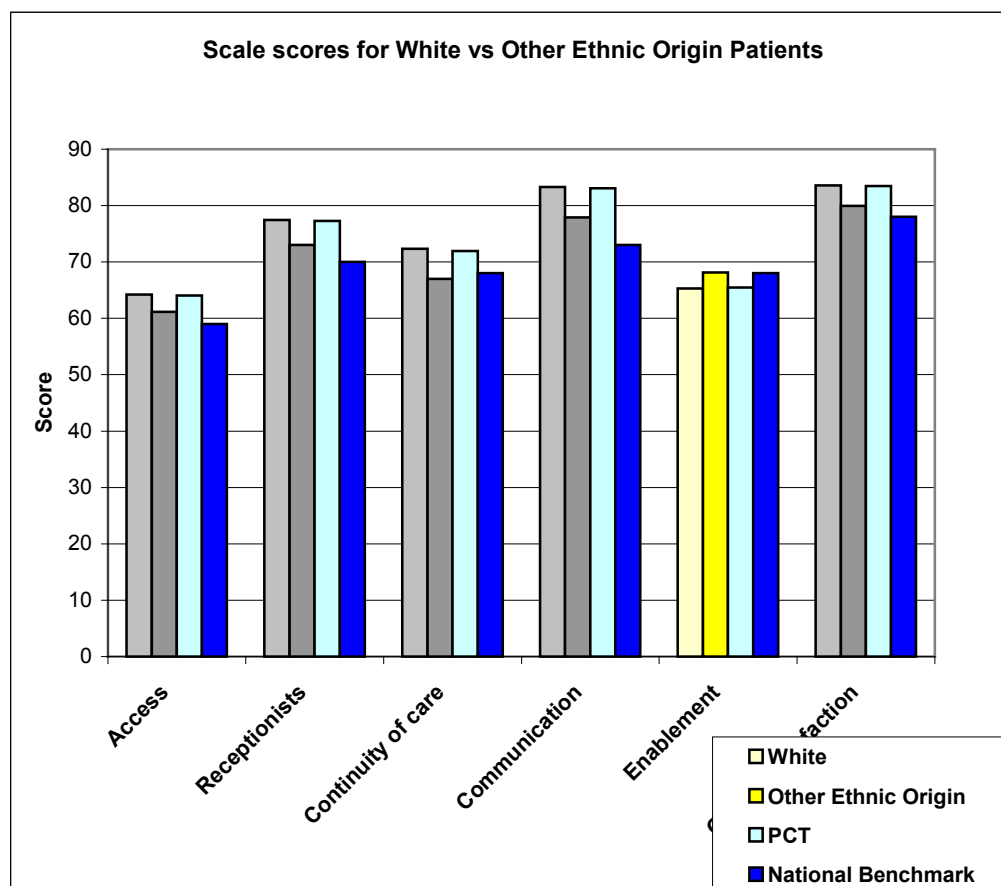


Statistically significant differences are shown on the table & chart in grey instead of red.

Ethnic Minorities

Of the 4101 questionnaires collected for this practice, 3912 answered the ethnicity question (Q16). Of these, 138 (3.5%) were from ethnic minorities. Thus numbers for comparison were small. From the small ethnic minority numbers there were statistically different responses from white vs ethnic minority patients for five of the scales.

	WHITE	OTHER ETHNIC ORIGIN PATIENTS	PCT	National benchmark
	Mean	Mean	Mean	Mean
Access	64	61	64	59
Receptionists	77	73	77	70
Continuity	72	67	72	68
Communication	83	78	83	73
Enablement	65	68	65	68
Satisfaction	84	80	83	78



Statistically significant differences are shown on the table & chart in grey instead of yellow.

Individual GPAQ Scales

The overall Exampleshire PCT scores were higher than the national benchmark figures for 'Access', 'Receptionists', 'Continuity', 'Communication' and 'Satisfaction', and were lower than the PCT score for 'Enablement'.

1. Access Scale

This is the largest scale. The mean access score for your PCT was 64, where the national benchmark 59.

84% of respondents rated opening hours (Q3a) as 'Good', 'Very Good' or 'Excellent'.

Availability of appointments were rated as 'Good', 'Very Good' or 'Excellent' by 65% of patients wanting to see a specific (Q4b) and 81% of patients willing to see any doctor (Q5b). Of the 3957 patients who reported phoning through to the practice, 75% reported that this was 'Good', 'Very Good' or 'Excellent' (Q8a).

Of the 2146 patients who were able to rate how easy it was to speak to a doctor on the phone to ask a question or for medical advice, 76% reported that it was 'Good', 'Very Good' or 'Excellent' (Q8b).

58% of patients rated waiting times at the surgery as 'Good', 'Very Good' or 'Excellent' (Q7b).

2. Receptionists Scale

This is a single item scale. Your patients scored the way they are treated by your receptionists well at 77, where the national benchmark 70. 93% of patients rated this as 'Good', 'Very Good' or 'Excellent' (Q2).

3. Continuity of Care Scale

Your PCT scored 72 against the national benchmark of 68 for how patients rate being able to see their usual doctor on request. 85% of patients rated this (Q9b) as 'Good', 'Very Good' or 'Excellent'.

4. Communication Scale

Patients rated their communication with doctors in your PCT overall (Q10a–h) very well with a score of 83, compared with the national benchmark of 73. See Appendix 1 for how this is calculated, and Appendix 3 for full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question).

Table 5 p 17 shows the percentage of patients who rated Questions 10a–h ‘Good’, ‘Very Good’ or ‘Excellent’.

5. Enablement

Your score was 65 for this scale, compared to the national benchmark of 68.

After seeing the doctor 44% of patients felt better able to understand their problems or illness; 39% more able to cope with their problems or illness; and 32% able to keep themselves healthy ‘Much more than before the visit’ (Q11a-c).

6. Overall Satisfaction Scale

Overall, patient evaluations were positive, at 83 for your PCT where the national benchmark is 78.

Complete Results

For full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question) please see Appendix 3.

Individual Question Scores

Table 4 p 16 summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgement about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100.

Patients Reports of Experiences

Table 4 p 16 summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgement about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. Scores are given for the PCT overall plus those for the participating practices, together with the national benchmarks.

Table 5 p 17 shows the percentage of respondents from each practice giving answers of 'Good', 'Very Good' or 'Excellent' to the 'rating' questions.

These reports, rather than the evaluations (ratings) assessed for the Scale Scores (p5), are listed in sequence from the GPAQ questionnaire (Appendix 1), even though this may repeat some of the comments in the scale score reporting.

Appendix 4 contains full frequency distribution tables (i.e. a list of all the questions along with how many patients responded to each answer within each question).

Qu 1. How often patients have consulted a GP in the last 12 months

19% of patients reported visiting their GP more than seven times, 20% five or six times, 30% three or four times, 24% once or twice, and 6% not at all in the last 12 months.

Qu 3a & b. Which additional hours patients would like the practice to be open

84% of patients reported that the opening times of the surgery were 'Good', 'Very good' or 'Excellent'. Of those who requested additional opening hours, 9% requested early mornings, 5% lunchtimes, 24% evenings and 31% weekends. 41% of patients were satisfied with opening hours.

Qu 4a. How quickly is an appointment available for a particular doctor

For a specific doctor of the patient's choice, 42% of respondents reported that an appointment was available on the same day or the next day. 15% reported that they had to wait more than 5 days.

Qu 5a. How quickly is an appointment available for any doctor

67% of your patients reported that an appointment was available on the same day or the next day, and 84% that an appointment was available within 3 days.

Qu 6. Can you normally see a doctor URGENTLY on the same day?

72% of your patients reported that if they needed to see a doctor urgently, an appointment was available on the same day.

Qu 7a. How long patients wait for appointments

In terms of waiting to see the doctor in the surgery, 86% of your patients reported waiting 20 minutes or less, 96% waited 30 minutes or less and 4% reported waiting more than 30 minutes.

Qu 8. Phoning the practice

Patients were asked two questions about phoning the practice. The first was how easy it is to get through on the phone. 75% of patients in your practice reported that getting through on the phone was 'Good', 'Very Good' or 'Excellent'. Patients were also asked how easy it was to speak to a doctor on the phone to ask a question or for medical advice. Of the 2146 or 52% patients who were able to rate this, 76% reported that it was 'Good', 'Very Good' or 'Excellent'

Qu 9a Continuity of care: how often you see your usual doctor

In terms of continuity of care achieved (as opposed to how patients rated continuity, which is what the scale score is based on), 69% of patients in your practice reported being able to see the same doctor 'Always' or 'Almost always'.

Q 12. How satisfied patients are with the practice

77% of patients reported that they were 'Very Satisfied' or 'Completely Satisfied' with your practice. See Table 5 p 17 for the percentage of patients rating 'Good', 'Very Good' or 'Excellent' for the 'rating' questions.

High and low scoring practices

We draw attention to individual practices that have unusually high or low scores in comparison to their local PCT averages on any of the GPAQ scales (Table 3 p 7) and individual GPAQ questions (Table 4 p 16). All GPAQ scale scores range from 0 to 100 points. A score of 10 or more points away from the local average is considered to be unusually high or low.

High and low scoring practices can be seen in Tables 3 and 4, highlighted in yellow or green, respectively.

Please note that figures are rounded to the nearest integer. Therefore a score of 9.9 points above the national benchmark will be displayed in the table rounded to 10 above the benchmark, but will not be highlighted in yellow, and vice versa for low scores.

National benchmark figures, currently derived from the previous, GPAS version of the questionnaire are not yet verified, reproducible figures for GPAQ benchmarks. Rather than making comparisons with national benchmarks, the local PCT averages are a better basis for practices to make comparisons and identify the areas in which they wish to improve. To address these, please see Appendix 3: Taking action on scores.

Further analyses

Appendix 3 contains full frequency distribution tables (i.e. a list of all the questions along with how many patients responded to each answer within each question).

Further analyses of the data are also available upon request.

GPAQ Question	National Benchmark	Exampleshire PCT	1	2	3	4	6	7	8	9
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Q2 Satisfaction with receptionists	70	77	71	82	79	78	81	79	88	81
Q3a. Satisfaction with opening hours	65	67	64	74	73	67	68	68	79	69
Q4b. Satisfaction with availability of particular doctor	60	63	43	76	78	59	58	71	81	74
Q5b. Satisfaction with availability of any doctor	70	71	51	80	79	70	69	77	80	76
Q7b. Satisfaction with waiting times at practice	51	55	46	66	63	57	49	51	60	59
Q8a. Satisfaction with phoning through to practice	62	64	66	66	74	66	63	56	84	71
Q8b. Satisfaction with phoning through to doctor for advice	55	65	58	70	67	67	64	60	78	74
Q9b. Satisfaction with continuity of care	68	72	65	69	82	70	69	71	86	79
Q10a. Satisfaction with doctor's questionin	74	82	82	81	84	83	82	79	85	84
Q10b. Satisfaction with how well doctor listens	75	84	85	84	87	85	84	83	87	85
Q10c. Satisfaction with how well doctor puts patient at ease	86	85	82	83	87	86	84	84	86	86
Q10d. Satisfaction with how much doctor involves patient	82	82	81	81	84	84	81	81	86	83
Q10e. Satisfaction with doctor's explanations	75	84	84	82	86	85	84	82	86	85
Q10f. Satisfaction with time doctor spends	70	80	81	80	83	82	79	77	85	81
Q10g. Satisfaction with doctor's patience	74	84	83	84	85	86	82	82	88	85
Q10h. Satisfaction with doctor's caring and concern	74	85	83	84	85	86	83	83	89	86
Q11a. Ability to understand problem after visiting doctor	73	69	69	69	71	71	68	69	61	75
Q11b. Ability to cope with problem after visiting doctor	68	66	70	64	66	65	65	66	63	73
Q11c. Ability to keep healthy after visiting doctor	63	62	63	63	61	61	62	62	53	71
Q12/Q13. Overall satisfaction with practice	78	83	81	85	88	85	82	81	85	86
		Exampleshire PCT	10	11	12	13	14	15	16	
Q2 Satisfaction with receptionists	70	77	81	67	79	80	69	78	79	
Q3a. Satisfaction with opening hours	65	67	72	57	69	70	59	70	65	
Q4b. Satisfaction with availability of particular doctor	60	63	78	44	55	68	53	70	61	
Q5b. Satisfaction with availability of any doctor	70	71	83	58	72	68	66	74	72	
Q7b. Satisfaction with waiting times at practice	51	55	65	51	57	55	49	65	46	
Q8a. Satisfaction with phoning through to practice	62	64	66	57	66	62	47	70	67	
Q8b. Satisfaction with phoning through to doctor for advice	55	65	63	56	66	61	67	65	55	
Q9b. Satisfaction with continuity of care	68	72	81	69	69	79	68	78	54	
Q10a. Satisfaction with doctor's questionin	74	82	82	83	84	79	79	83	75	
Q10b. Satisfaction with how well doctor listens	75	84	86	85	86	76	82	85	78	
Q10c. Satisfaction with how well doctor puts patient at ease	86	85	86	86	87	78	83	85	78	
Q10d. Satisfaction with how much doctor involves patient	82	82	83	83	83	78	80	84	73	
Q10e. Satisfaction with doctor's explanations	75	84	85	86	86	79	81	85	76	
Q10f. Satisfaction with time doctor spends	70	80	81	81	82	78	77	79	73	
Q10g. Satisfaction with doctor's patience	74	84	86	86	87	79	82	84	77	
Q10h. Satisfaction with doctor's caring and concern	74	85	86	86	87	80	82	86	77	
Q11a. Ability to understand problem after visiting doctor	73	69	68	73	68	66	64	68	63	
Q11b. Ability to cope with problem after visiting doctor	68	66	64	70	65	64	62	67	61	
Q11c. Ability to keep healthy after visiting doctor	63	62	62	65	60	64	55	62	53	
Q12/Q13. Overall satisfaction with practice	78	83	88	81	83	84	78	87	76	

Table 4: Individual Question Scores for PCT practices
Scores highlighted in yellow are 10 points or more above the PCT scores; those highlighted in green are 10 points or more below the PCT scores

	Exampleshire PCT	1	2	3	4	6	7	8	9
GPAQ Question	%	%	%	%	%	%	%	%	
Q2. Rating of treatment by receptionists	93	85	95	95	95	96	95	99	94
Q3a. Rating of opening hours	84	77	90	92	85	85	86	97	87
Q4b. Satisfaction with avail. of specific GP	65	38	85	87	59	57	81	88	84
Q5b. Satisfaction with avail. of any GP	81	50	93	91	78	77	92	91	89
Q7b. Rating of waiting times at surgery	58	38	79	72	61	46	50	65	61
Q8a. Phoning through to practice	75	83	76	91	82	72	62	97	87
Q8b. Phoning through to GP for advice	76	67	78	80	80	73	69	87	87
Q9b. Rating of continuity of care	85	74	79	96	83	76	87	94	94
Q10a. Satisfaction with doctor's questioning	96	97	97	96	96	94	94	97	96
Q10b. Satisfaction with how well doctor listens	96	98	94	98	97	94	98	96	96
Q10c. Satisfaction with how well doctor puts patient at ease	96	95	94	98	96	94	96	96	97
Q10d. Satisfaction with how much doctor involves patient	95	95	92	96	96	92	93	94	95
Q10e. Satisfaction with doctor's explanations	96	97	94	97	96	95	96	96	96
Q10f. Satisfaction with time doctor spends	92	93	92	94	94	90	89	99	93
Q10g. Satisfaction with doctor's patience	95	94	94	96	98	93	95	96	94
Q10h. Satisfaction with doctor's caring and concern	95	94	93	94	98	92	96	96	96
	Exampleshire PCT	10	11	12	13	14	15	16	
	%	%	%	%	%	%	%		
Q2. Rating of treatment by receptionists	93	96	82	95	95	87	97	96	
Q3a. Rating of opening hours	84	90	67	88	87	71	90	84	
Q4b. Satisfaction with avail. of specific GP	65	87	36	54	78	51	79	63	
Q5b. Satisfaction with avail. of any GP	81	94	62	85	79	77	83	83	
Q7b. Rating of waiting times at surgery	58	77	49	60	56	45	76	40	
Q8a. Phoning through to practice	75	78	63	81	72	45	91	86	
Q8b. Phoning through to GP for advice	76	78	61	77	71	81	79	60	
Q9b. Rating of continuity of care	85	96	84	80	96	84	95	57	
Q10a. Satisfaction with doctor's questioning	96	96	94	99	95	95	99	88	
Q10b. Satisfaction with how well doctor listens	96	98	95	100	85	96	99	94	
Q10c. Satisfaction with how well doctor puts patient at ease	96	98	98	98	87	97	99	91	
Q10d. Satisfaction with how much doctor involves patient	95	96	95	98	85	95	99	88	
Q10e. Satisfaction with doctor's explanations	96	97	97	99	89	95	100	91	
Q10f. Satisfaction with time doctor spends	92	92	92	95	93	91	96	85	
Q10g. Satisfaction with doctor's patience	95	97	96	99	89	94	97	89	
Q10h. Satisfaction with doctor's caring and concern	95	97	97	98	88	94	99	87	

Table 5 Percentage of respondents from each practice rating the above questions as 'Good', 'Very Good' or 'Excellent'

	Exampleshire PCT	1	2	3	4	6	7	8	9
	%	%	%	%	%	%	%	%	%
Q1 Consultations >7 times in last year	19	32	27	16	16	24	19	30	25
Q1 Consultations 5 or 6 times in last year	20	20	26	20	21	18	22	21	21
Q1 Consultations 3 or 4 times in last year	30	24	26	30	32	32	30	25	24
Q1 Consultations once or twice in last year	24	20	18	27	26	22	24	20	20
Q15 Longstanding Illness	46	49	46	41	46	48	48	43	38
	Exampleshire PCT	10	11	12	13	14	15	16	
	%	%	%	%	%	%	%	%	
Q1 Consultations >7 times in last year	19	20	12	17	26	14	20	17	
Q1 Consultations 5 or 6 times in last year	20	21	16	24	16	18	17	26	
Q1 Consultations 3 or 4 times in last year	30	29	31	36	34	31	34	27	
Q1 Consultations once or twice in last year	24	24	31	21	16	31	25	25	
Q15 Longstanding Illness	46	46	50	53	60	41	35	48	

Table 6: The question (Q15) about long-standing illness, disability or infirmity is often used in major national surveys. It is a strong predictor of a high consultation rate (Q1).

Appendix 1

How the General Practice Assessment Questionnaire (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. We reviewed the literature to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care we started from what we regarded as the best available questionnaire, the Primary Care Assessment Survey (PCAS)^{1,2,3,4} which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, we modified PCAS for use in British general practice. The modified questionnaire was called the General Practice Assessment Survey (GPAS). We have used GPAS in large studies in the UK, and detailed research data on GPAS have been published^{5,6,7,8,9}.

For the new GP contract, we were asked to modify our original GPAS questionnaire, and have produced GPAQ. The main difference is that the new questionnaire is shorter. We have also produced two versions, one designed to be sent by post, and one designed to be given to patients after consultations in the surgery.

Questions	Number	Abbreviated description of question (see questionnaire for exact wording)
Access	3a 3b 4a 4b 5a 5b 6 7a 7b 8a 8b	How do you rate – the hours that your practice is open for appointments What additional hours would you like the practice to be open? When you want to see a particular doctor, how quickly do you get to see that doctor? How do you rate this? When you are willing to see any doctor, how quickly do you usually get seen? How do you rate this? If you need an urgent appointment, can you normally get one on the same day? How long do you usually have to wait at the practice for consultations to begin? How do you rate this? How do you rate – ability to get through to practice on the phone How do you rate – ability to speak to a doctor on the phone
Receptionists	2	How do you rate – the way you are treated by the receptionists
Continuity	9a 9b	How often you see your usual doctor? How do you rate this?
Communication	10a 10b 10c 10d 10e 10f 10g 10h	<i>Thinking about consulting with your doctor, how would you rate the following:</i> How thoroughly your doctor asks about your symptoms How well your doctor listens to what you say How well the doctor puts you at ease during your physical examination How much the doctor involves you in decisions about your care How well your doctor explains your problems or treatments you need The amount of time your doctor spends with you Doctor's patience with your questions or worries Doctor's caring and concern for you
Enablement	11a 11b 11c	<i>After seeing the doctor today, do you feel (much more / little more / same)</i> Able to understand your problem or illness Able to cope with your problem or illness Able to keep yourself healthy
Satisfaction	12	How satisfied are you with your practice?

Table 1. Questions in the consultation version of GPAQ contributing to the Scale Scores

There are also some socio-demographic and other questions in both questionnaires, shown in table 2.

Question number		Abbreviated description of question (see questionnaire for exact wording)
Postal version	Consultation version	
1	1	How many times seen doctor in practice in past 12 months?
11	N/A	Seen a nurse in practice in past 12 months?
14	13	Male / female
15	14	Age
16	15	Limiting long-standing illness, disability or infirmity
17	16	Ethnic group
18	17	Accommodation
19	18	Employment status

Table 2. Socio-demographic and other questions

Further details about how the individual items are scaled to give the individual scale scores are available in the full GPAQ manual on www.gpaq.info

References

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- ⁸ Bower P, Roland M, Campbell J, Mead N. Setting standards based on patients' views on access and continuity: secondary analysis of data from the general practice assessment survey. *British Medical Journal* 2003; 236: 258-60.
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Appendix 2

Taking action on GPAQ scores

There is little purpose in doing a survey unless you are prepared to act on the results. This section discusses briefly how you might do this.

GPAQ has been designed so that it is as easy as possible to know how you can use your scores to improve care in your practice. All the questions can be linked directly to some action which you could take. For example, in the communication questions, we have included questions on listening and explaining rather than important but rather nebulous concepts like trust. So for every question in GPAQ, there is some behaviour which you could think about improving.

Some of the work of deciding how to use the results can be done with the practice staff. So, for example, some of the access questions throw up issues which can be addressed through the practice management – e.g. managing the appointment system, phone answering, etc. The access questions form the largest single group of questions.

The next largest group is about communication. This is more difficult to address, but there are well tested methods of improving doctors' communication skills in consultations. These generally rely on critical analysis of videotaped surgeries, usually with a partner or friendly mentor. This is something which all training practices will have had experience of in recent years, as consultation skills training forms an important part of vocational training.

In thinking about who to discuss your survey results with, you should think about:

- Your partners and other doctors working in the practice
- Nurses working in the practice
- Your practice managers and receptionist / admin staff

Some issues (e.g. scores on the access scale) will need to be discussed with all your staff.

To get level 2 and level 3 payments for the new contract, you will need to do more than this and will have to have discussed the results of your survey with patients (e.g. a 'critical friends' group or a patient participation group), and shown that you have done something about the results.

The National Primary Care Research and Development Centre (NPCRDC), Manchester University, is aware that most practices have little experience of how to use questionnaires to help them improve care.

So, with the University of Exeter and CFEP, the authors of the Improving Practice Questionnaire (IPQ), the NPCRDC have written a practical handbook on this subject:

“Improving your practice with patient surveys”

to help GPs and their staff use patient surveys to develop their practices.

This is freely available from the ‘downloads page’ of the NPCRDC website at:

<http://www.npcrdc.man.ac.uk/PublicationDetail.cfm?ID=111>

or there is a link from the ‘downloads’ page of the NPCRDC GPAQ website

<http://www.gpaq.info>

Appendix 3

Frequency Distributions of GPAQ items for The Exampleshire PCT Practice.

Please note, when looking at percentages it is best to refer to the 'Valid Percent' column as this is adjusted to compensate for missing data. However, this does not apply to Q3b (please use 'Frequency' or 'Percent' for these questions).

Q1.Number of visits to GP in last 12 months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	234	5.7	5.8	5.8
	Once or twice	985	24.0	24.2	30.0
	Three or four times	1226	29.9	30.2	60.2
	Five or six times	828	20.2	20.4	80.6
	Seven times or more	789	19.2	19.4	100.0
	Total	4062	99.0	100.0	
Missing	System	39	1.0		
Total		4101	100.0		

Q2.Satisfaction with receptionists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	7	.2	.2	.2
	Poor	25	.6	.6	.8
	Fair	257	6.3	6.3	7.1
	Good	1031	25.1	25.4	32.5
	Very good	1647	40.2	40.5	73.0
	Excellent	1100	26.8	27.0	100.0
	Total	4067	99.2	100.0	
Missing	System	34	.8		
Total		4101	100.0		

Q3a.Rating of opening hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	16	.4	.4	.4
	Poor	103	2.5	2.5	2.9
	Fair	536	13.1	13.2	16.1
	Good	1570	38.3	38.7	54.8
	Very good	1423	34.7	35.1	89.9
	Excellent	411	10.0	10.1	100.0
	Total	4059	99.0	100.0	
Missing	System	42	1.0		
Total		4101	100.0		

Q3b.Early morning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	380	9.3	100.0	100.0
Missing	System	3721	90.7		
Total		4101	100.0		

Q3b.Lunchtimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	204	5.0	100.0	100.0
Missing	System	3897	95.0		
Total		4101	100.0		

Q3b.Evenings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	996	24.3	100.0	100.0
Missing	System	3105	75.7		
Total		4101	100.0		

Q3b.Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1280	31.2	100.0	100.0
Missing	System	2821	68.8		
Total		4101	100.0		

Q3b.None, I am satisfied

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1687	41.1	100.0	100.0
Missing	System	2414	58.9		
Total		4101	100.0		

Q4a.Availability of specific GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	975	23.8	24.8	24.8
	Next day	670	16.3	17.1	41.9
	Within 2 days	690	16.8	17.6	59.4
	Within 3 days	461	11.2	11.7	71.2
	Within 4 days	297	7.2	7.6	78.7
	More than 5 days	592	14.4	15.1	93.8
	Does not apply	244	5.9	6.2	100.0
	Total	3929	95.8	100.0	
Missing	System	172	4.2		
Total		4101	100.0		

Q4b.Satisfaction with avail. of specific GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	82	2.0	2.0	2.0
	Poor	351	8.6	8.7	10.7
	Fair	897	21.9	22.3	33.0
	Good	909	22.2	22.6	55.6
	Very good	795	19.4	19.7	75.3
	Excellent	782	19.1	19.4	94.7
	Does not apply	212	5.2	5.3	100.0
	Total	4028	98.2	100.0	
Missing	System	73	1.8		
Total		4101	100.0		

Q5a.Availability of any GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	1817	44.3	46.5	46.5
	Next day	781	19.0	20.0	66.5
	Within 2 days	453	11.0	11.6	78.1
	Within 3 days	232	5.7	5.9	84.0
	Within 4 days	88	2.1	2.3	86.2
	More than 5 days	82	2.0	2.1	88.3
	Does not apply	456	11.1	11.7	100.0
	Total	3909	95.3	100.0	
Missing	System	192	4.7		
Total		4101	100.0		

Q5b.Satisfaction with avail. of any GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	38	.9	1.0	1.0
	Poor	117	2.9	3.1	4.1
	Fair	487	11.9	12.8	16.9
	Good	908	22.1	23.9	40.8
	Very good	930	22.7	24.5	65.2
	Excellent	922	22.5	24.3	89.5
	Does not apply	400	9.8	10.5	100.0
	Total	3802	92.7	100.0	
Missing	System	299	7.3		
Total		4101	100.0		

Q6. Same day urgent availability of appointments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2899	70.7	72.0	72.0
	No	266	6.5	6.6	78.6
	Don't know/Never needed one	861	21.0	21.4	100.0
	Total	4026	98.2	100.0	
Missing	System	75	1.8		
Total		4101	100.0		

Q7a. Waiting time at surgery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 minutes or less	326	7.9	8.4	8.4
	6-10 minutes	1608	39.2	41.2	49.6
	11-20 minutes	1401	34.2	35.9	85.5
	21-30 minutes	399	9.7	10.2	95.8
	More than 30 minutes	165	4.0	4.2	100.0
	Total	3899	95.1	100.0	
Missing	System	202	4.9		
Total		4101	100.0		

Q7b. Rating of waiting times at surgery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	65	1.6	1.7	1.7
	Poor	315	7.7	8.2	9.9
	Fair	1241	30.3	32.4	42.4
	Good	1226	29.9	32.0	74.4
	Very good	756	18.4	19.8	94.2
	Excellent	223	5.4	5.8	100.0
	Total	3826	93.3	100.0	
Missing	System	275	6.7		
Total		4101	100.0		

Q8a. Phoning through to practice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	43	1.0	1.1	1.1
	Poor	188	4.6	4.8	5.8
	Fair	741	18.1	18.7	24.6
	Good	1440	35.1	36.4	61.0
	Very good	1084	26.4	27.4	88.3
	Excellent	461	11.2	11.7	100.0
	Total	3957	96.5	100.0	
Missing	System	144	3.5		
Total		4101	100.0		

Q8b. Phoning through to GP for advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	34	.8	1.6	1.6
	Poor	141	3.4	6.6	8.2
	Fair	348	8.5	16.2	24.4
	Good	698	17.0	32.5	56.9
	Very good	582	14.2	27.1	84.0
	Excellent	343	8.4	16.0	100.0
	Total	2146	52.3	100.0	
Missing	System	1955	47.7		
Total		4101	100.0		

Q9a. Continuity for seeing same GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	901	22.0	23.6	23.6
	Almost always	1722	42.0	45.1	68.6
	A lot of the time	467	11.4	12.2	80.8
	Some of the time	552	13.5	14.4	95.3
	Almost never	158	3.9	4.1	99.4
	Never	22	.5	.6	100.0
	Total	3822	93.2	100.0	
Missing	System	279	6.8		
Total		4101	100.0		

Q9b. Rating of continuity of care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	34	.8	.9	.9
	Poor	83	2.0	2.2	3.1
	Fair	456	11.1	12.0	15.1
	Good	1055	25.7	27.8	43.0
	Very good	1330	32.4	35.1	78.1
	Excellent	831	20.3	21.9	100.0
	Total	3789	92.4	100.0	
Missing	System	312	7.6		
Total		4101	100.0		

Q10a.Rating of GP's questioning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.2	.3	.3
	Poor	16	.4	.4	.7
	Fair	142	3.5	3.6	4.2
	Good	799	19.5	20.1	24.3
	Very good	1395	34.0	35.0	59.3
	Excellent	1551	37.8	38.9	98.2
	Does not apply	70	1.7	1.8	100.0
	Total	3983	97.1	100.0	
Missing	System	118	2.9		
Total		4101	100.0		

Q10b.Rating of GP's attention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	.1	.2	.2
	Poor	13	.3	.3	.5
	Fair	122	3.0	3.1	3.5
	Good	651	15.9	16.3	19.9
	Very good	1348	32.9	33.8	53.7
	Excellent	1819	44.4	45.6	99.3
	Does not apply	26	.6	.7	100.0
	Total	3985	97.2	100.0	
Missing	System	116	2.8		
Total		4101	100.0		

Q10c.Rating of GP's putting you at ease

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	.1	.1	.1
	Poor	12	.3	.3	.4
	Fair	107	2.6	2.7	3.2
	Good	532	13.0	13.5	16.7
	Very good	1090	26.6	27.7	44.4
	Excellent	1572	38.3	39.9	84.3
	Does not apply	618	15.1	15.7	100.0
	Total	3936	96.0	100.0	
Missing	System	165	4.0		
Total		4101	100.0		

Q10d. Rating of GP's involving you in decisions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	9	.2	.2	.2
	Poor	19	.5	.5	.7
	Fair	166	4.0	4.2	4.9
	Good	693	16.9	17.5	22.5
	Very good	1209	29.5	30.6	53.1
	Excellent	1489	36.3	37.7	90.8
	Does not apply	365	8.9	9.2	100.0
	Total	3950	96.3	100.0	
Missing	System	151	3.7		
Total		4101	100.0		

Q10e. Rating of GP's explanations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	.1	.1	.1
	Poor	25	.6	.6	.8
	Fair	121	3.0	3.0	3.8
	Good	652	15.9	16.4	20.2
	Very good	1264	30.8	31.8	52.1
	Excellent	1717	41.9	43.2	95.3
	Does not apply	187	4.6	4.7	100.0
	Total	3971	96.8	100.0	
Missing	System	130	3.2		
Total		4101	100.0		

Q10f. Rating of GP's spending time with you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.2	.3	.3
	Poor	27	.7	.7	.9
	Fair	261	6.4	6.6	7.6
	Good	824	20.1	21.0	28.6
	Very good	1280	31.2	32.6	61.2
	Excellent	1482	36.1	37.7	98.9
	Does not apply	42	1.0	1.1	100.0
	Total	3926	95.7	100.0	
Missing	System	175	4.3		
Total		4101	100.0		

Q10g.Rating of GP's patience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.2	.3	.3
	Poor	21	.5	.5	.8
	Fair	148	3.6	3.7	4.5
	Good	648	15.8	16.3	20.8
	Very good	1163	28.4	29.3	50.2
	Excellent	1846	45.0	46.5	96.7
	Does not apply	132	3.2	3.3	100.0
Total		3968	96.8	100.0	
Missing	System	133	3.2		
Total		4101	100.0		

Q10h. Rating of GP's caring and concern

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	10	.2	.3	.3
	Poor	21	.5	.5	.8
	Fair	158	3.9	4.0	4.8
	Good	656	16.0	16.5	21.3
	Very good	1104	26.9	27.8	49.1
	Excellent	1975	48.2	49.8	98.9
	Does not apply	44	1.1	1.1	100.0
Total		3968	96.8	100.0	
Missing	System	133	3.2		
Total		4101	100.0		

Q11a.Able to understand your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	1687	41.1	43.5	43.5
	A little more than before the visit	1079	26.3	27.8	71.3
	The same or less than before the visit	464	11.3	12.0	83.3
	Does not apply	649	15.8	16.7	100.0
	Total	3879	94.6	100.0	
Missing	System	222	5.4		
Total		4101	100.0		

Q11b.Able to cope with your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	1506	36.7	39.4	39.4
	A little more than before the visit	1050	25.6	27.5	66.8
	The same or less than before the visit	539	13.1	14.1	80.9
	Does not apply	730	17.8	19.1	100.0
	Total	3825	93.3	100.0	
Missing	System	276	6.7		
Total		4101	100.0		

Q11c.Able to keep yourself healthy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	1221	29.8	32.3	32.3
	A little more than before the visit	886	21.6	23.5	55.8
	The same or less than before the visit	597	14.6	15.8	71.6
	Does not apply	1072	26.1	28.4	100.0
	Total	3776	92.1	100.0	
Missing	System	325	7.9		
Total		4101	100.0		

Q12.Overall satisfaction with practice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely satisfied	1494	36.4	37.7	37.7
	Very satisfied	1561	38.1	39.3	77.0
	Fairly satisfied	669	16.3	16.9	93.9
	Neither satisfied nor dissatisfied	98	2.4	2.5	96.3
	Fairly dissatisfied	51	1.2	1.3	97.6
	Very dissatisfied	28	.7	.7	98.3
	Completely dissatisfied	67	1.6	1.7	100.0
	Total	3968	96.8	100.0	
Missing	System	133	3.2		
Total		4101	100.0		

Q13.Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	1278	31.2	32.4	32.4
	Female	2667	65.0	67.6	100.0
	Total	3945	96.2	100.0	
Missing	System	156	3.8		
Total		4101	100.0		

Statistics

Q14.Age

N	Valid	3859
	Missing	242
Mean		47.01
Minimum		1
Maximum		92

AGE2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 16	50	1.2	1.3	1.3
	16 to 44	1892	46.1	49.0	50.3
	45 and Over	1917	46.7	49.7	100.0
	Total	3859	94.1	100.0	
Missing	System	242	5.9		
Total		4101	100.0		

Q15.Long-standing illness, disability or infirmity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1758	42.9	45.9	45.9
	no	2072	50.5	54.1	100.0
	Total	3830	93.4	100.0	
Missing	System	271	6.6		
Total		4101	100.0		

Q16.Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	3774	92.0	96.5	96.5
	Asian or Asian British	17	.4	.4	96.9
	Black or Black British	60	1.5	1.5	98.4
	Chinese	29	.7	.7	99.2
	Mixed	15	.4	.4	99.6
	Other ethnic group	17	.4	.4	100.0
	Total	3912	95.4	100.0	
Missing	System	189	4.6		
Total		4101	100.0		

Q17.Accommodation status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner-occupied / mortgaged	2897	70.6	74.9	74.9
	Rented or other arrangements	971	23.7	25.1	100.0
	Total	3868	94.3	100.0	
Missing	System	233	5.7		
Total		4101	100.0		

Q18.Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full or part time employment	2175	53.0	56.3	56.3
	Unemployed	66	1.6	1.7	58.0
	School or FT education	138	3.4	3.6	61.6
	Long term sickness	148	3.6	3.8	65.4
	Looking after home / family	406	9.9	10.5	75.9
	Retired	846	20.6	21.9	97.9
	Other	83	2.0	2.1	100.0
	Total	3862	94.2	100.0	
Missing	System	239	5.8		
Total		4101	100.0		