



GPAQ General Practice Assessment Questionnaire

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

**Dr X Whyzed**

**ABC Practice  
Anytown, Anyshire**

**GPAQ 2005/6**

Analysis, using SPSS by:

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## Contents

Introduction	1
The Survey	1
Survey Development	1
This Report	1
How the survey was carried out	1
Practice Details	1
Results	2
Taking action on GPAQ results	2
Characteristics of the sample	2
Benchmarks	4
GPAQ Scale Scores	4
Practice Scale Scores	5 & 6
Individual Scales	6
Scale scores, age sex and ethnicity	9
Individual question scores	10 & 11
Patients' Reports of Experiences	12
Further analyses	13
Appendix 1: GPAQ Background and development	
Appendix 2: Taking action on GPAQ scores	
Appendix 3: Frequency distributions for the ABC Practice (333 patients)	
Appendix 4: Frequency distributions for Dr X Whyzed (54 patients)	

## 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

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>

### This Report

Raw data, the frequencies of answers to each question in the survey, are given in Appendices 3 & 4.

These data were used to calculate scale scores based on ratings of how good or bad the patients think the services are. These scales are discussed on p 4, see Appendix 1 for how these are derived. Individual question scores and reports (rather than ratings) are given starting on p 12.

### How the survey was carried out

The survey was carried out during the last week in July 2005. Questionnaires were handed consecutively to all patients over 16 by the receptionist after they had seen the doctor.

### ABC Practice

This is a semi-rural, dispensing practice located on the outskirts of Anytown. In July 2005 ABC Practice had a list size of 9,468 patients and comprised:

GP Partners	6 (5.5 WTE)
GP Registrar	1 (FT)
GP Retainee	1 (2 sessions per week)
GP Flexible Career Scheme	1 (3 sessions per week)
Practice Manager	1 (FT)
Admin Assistants	3 (2 FT, 1 PT)
Receptionists	6 (PT)
Secretary	1 (PT)
Dispensers	4 (2 FT, 2 PT)
Practice Nurses	4 (P/T)
HCA	1 (PT)
Dispensing Assistant	1
Bus Driver	1 (PT)

Table 1: Practice details

## Results

Results were analysed by CMI Publishing Ltd using SPSS. Results for each of the Scale Scores (see Appendix 1) were calculated. 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) for the practice, and Appendix 4 for Dr X Whyzed.

50 questionnaires are the recommended minimum for analysis per doctor (see GPAQ manual for more details). This is the minimum number calculated to give scores within 4 points of these results at the 95% significance level. 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.

On the above criteria, minimum numbers were achieved for the practice overall, and for each of the individual GPs.

## 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 that can 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 2.

## Characteristics of the sample

*Dr X Whyzed's figures are given first (ABC Practice figures are given in brackets)*

Of the 54 (333) questionnaires that were returned for Dr X Whyzed (and this practice), 51 (312) answered Question 13 (Sex). Of those who answered this question, 45% (38%) of respondents were men and 55% (63%) were women. 50 (307) answered question 14 (Age). Patients ranged in age from 31 to 82 (16 to 95): the mean age of respondents was 53 (51) years.

		Q13.Sex					
		Male		Female		Total	
		Count	Column %	Count	Column %	Count	Column %
Q 14. Age	Under 16	0	.0%	0	.0%	0	.0%
	Under and	4	17.4%	14	51.9%	18	36.0%
	Over 45	19	82.6%	13	48.1%	32	64.0%
	Total	23	100.0%	27	100.0%	50	100.0%

50 of the 54 patients for Dr X Whyzed answered both questions (Age & Sex).

		Q13.Sex					
		Male		Female		Total	
		Count	Column %	Count	Column %	Count	Column %
Q 14. Age	Under 16	0	.0%	0	.0%	0	.0%
Under and	16 to 44	36	31.0%	84	44.0%	120	39.1%
Over 45	45 and Over	80	69.0%	107	56.0%	187	60.9%
	Total	116	100.0%	191	100.0%	307	100.0%

307 of the 333 patients for ABC Practice answered both questions (Age & Sex).

Of the 51 (310) patients who completed the ethnicity question (Q 16), 1 or 2.0% (2 or 0.6%) reported being Asian or Asian British, 0 or 0.0% (0 or 0.0%) Black or Black British, 0 or 0.0% (0 or 0.0%) Chinese with a total of 1 or 2.0% (9 or 2.9%) ethnic minorities.

This compares to an overall population of 0.27%, 0.42%, 0.59% and a total of 1.28% respectively within the former Anyshire PCG (source: National Database for Primary Care Groups and Trusts, <http://www.primary-care-db.org.uk>).

53% (52%) 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 Q1 Appendices 3 & 4).

		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	0	3	10	4	9
	no	0	12	6	2	2

Visits to GP for Dr X Whyzed's patients with long-standing illness.

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% (61%) of respondents in your practice lived in owner occupied or mortgaged property, with 25% (39%) in rented property or with other arrangements.

In terms of employment status (Q18), 53% (54%) of the sample were in full or part time employment, 0% (0%) were unemployed, 0% (3%) in full time education, 6% (3%) reported long term sickness, 12% (12%) were looking after the home or family and 20% (25%) were retired.

## Benchmarks

SCALES	NATIONAL BENCHMARKS FROM GPAS	LATEST NATIONAL BENCHMARKS FROM 2004/5 GPAQ DATA
Access	59	63.5
Receptionists	70	75.0
Continuity of care	68	71.9
Communication	73	83.3
Enablement	68	65.6
Overall satisfaction	78	80.5

Interim national benchmark figures both for the six scales above, and for individual questions, have now been replaced with figures derived from 2004/5 GPAQ surveys. Scale scores for your practice are given in Table 2 p5 and individual question scores in Table 3 p11. Comparisons are made against the new 2004/5 national scale scores.

## GPAQ 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 p12.

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 1.

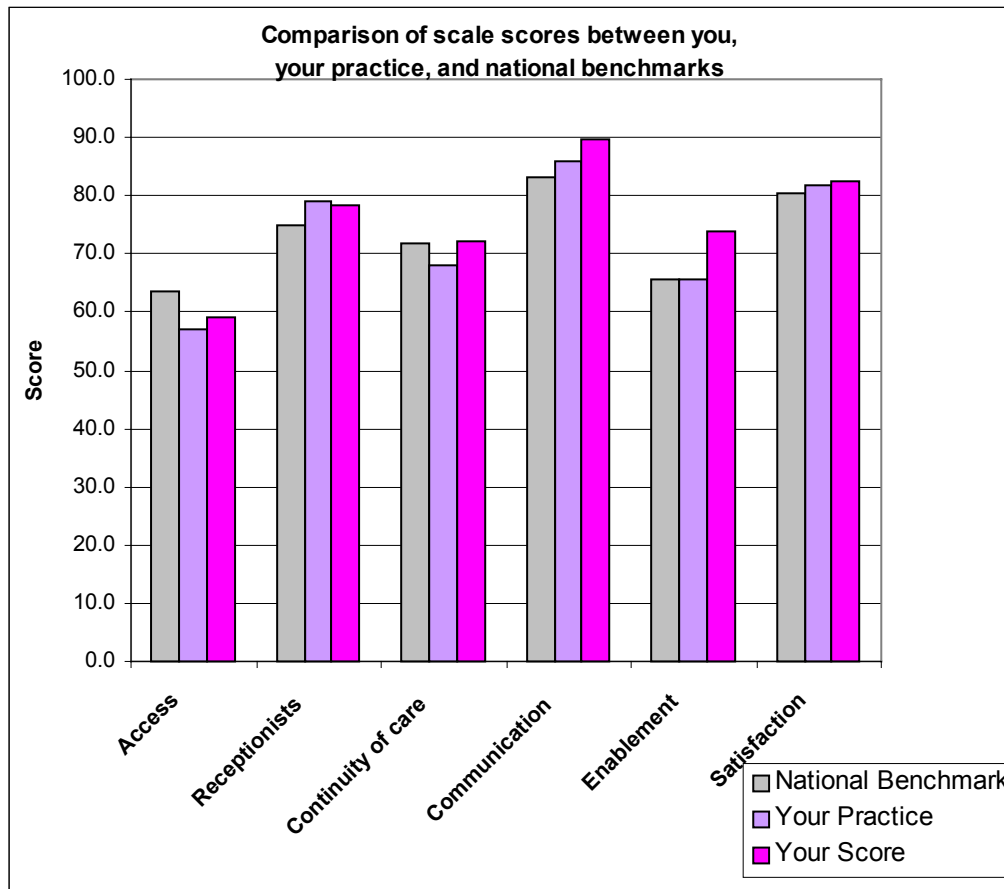
All GPAQ scale scores range from 0 to 100 points. When looking at practice results, a score of 10 or more points away from the local area score or national benchmark is considered to be unusually high or low, while a score of 15 or more points away would be considered to be exceptionally high or low. Comparisons are made between the scores of your practice and the national benchmarks. New GPAQ benchmark data is now available, see 'Results' p2.

	NATIONAL BENCH MARKS	ABC PRACTICE OVERALL	XW	AA	BB	CC	DD	EE
Number of Questionnaires	67,307	333	54	60	55	55	55	54
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Access	63.5	57.2	59.3	58.0	54.6	55.2	58.1	58.0
Receptionists	75.0	79.0	78.5	81.4	78.2	80.4	76.7	78.5
Continuity of care	71.9	68.1	72.3	68.1	65.2	65.6	67.8	69.8
Communication	83.3	86.0	89.8	91.1	85.7	88.1	77.3	82.6
Enablement	65.6	65.6	74.0	63.6	66.5	66.4	58.1	65.1
Overall satisfaction	80.5	81.7	82.4	80.8	84.3	80.1	81.6	81.0

Table 2: Practice GPAQ Scale Scores and 2004/5 National Benchmarks

*Any GP scores highlighted in yellow are 10 points or more above, and any in green are 10 points or more below the average practice scores; ditto your practice with respect to national benchmarks.*

## Practice Scale Scores



This chart compares your scale scores, your practice scale scores & national benchmarks.

### Comments on Individual Scales

*Dr X Whyzed's figures are given first (ABC Practice figures are given in brackets)*

The overall practice scores were lower than the national benchmark score for 'Access' and 'Continuity'; the same as the national benchmark for 'Enablement'; and higher than the national benchmark for 'Receptionists', 'Communication' and 'Satisfaction'.

Dr X Whyzed's scores were slightly lower than the average practice score for 'Receptionists'; and higher than the practice scores for the other five scales.

#### 1. Access Scale

This is the largest scale. The mean access scores for you and your practice were 59.3 (57.2), where the national benchmark is 63.5.

83% (79%) of respondents rated opening hours (Q3a) as 'Good', 'Very Good' or 'Excellent'.

Availability of appointments were rated as 'Good', 'Very Good' or 'Excellent' by 44% (45%) of patients wanting to see a specific (Q4b) and 67% (68%) of patients willing to see any doctor (Q5b).

Of the 49 (310) patients who reported phoning through to the practice, 71% (65%) reported that this was 'Good', 'Very Good' or 'Excellent' (Q8a). Of the 28 (157) 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, 57% (54%) reported that it was 'Good', 'Very Good' or 'Excellent' (Q8b).

59% (54%) 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 78.5 (79.0), where the national benchmark is 75.0. 93% (93%) of patients rated this as 'Good', 'Very Good' or 'Excellent' (Q2).

## **3. Continuity of Care Scale**

Your score was 72.3 (68.1) against the national benchmark of 71.9 for how patients rate being able to see their usual doctor on request. 87% (81%) of patients rated this (Q9b) as 'Good', 'Very Good' or 'Excellent'.

## **4. Communication Scale**

Patients rated their communication with you, and doctors in your practice overall (Q10a–h) very well with a score of 89.8 (86.0), compared with the national benchmark of 83.3. See Appendix 1 for how this is calculated, and Appendices 3 and 4 for full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question) for the practice and Dr X Whyzed, respectively. Table 4 p 14 shows the percentage of patients who rated Questions 10a–h 'Good', 'Very Good' or 'Excellent'.

## **5. Enablement**

Your score was 74.0 (65.6) for this scale, compared to the national benchmark of 65.6.

After seeing the doctor 59% (45%) of patients felt better able to understand their problems or illness; 53% (38%) more able to cope with their problems or illness; and 31% (30%) able to keep themselves healthy 'Much more than before the visit' (Q11a-c).

## **6. Overall Satisfaction Scale**

Overall, patient evaluations were positive, at 82.4 (81.7) for you and your practice where the national benchmark is 80.5.

## **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 (Practice overall), and Appendix 4 (Dr X Whyzed).

## Scale scores and age, sex and ethnicity for Dr X Whyzed

### Age

54 questionnaires were collected for Dr X Whyzed (and 333 for your practice). Of the 50 (307) who answered Q14, 36% (39%) were aged 16-44 and 64% (61%) over 45. Patients ranged in age from 31 to 82 (16 to 95): the mean age of respondents was 53 (51) years.

Comparing the responses of Dr X Whyzed's patients '16 to 44' and '45 and over', there were no statistically significant differences for any of the scales:

	16-44	Over 45	Dr X Whyzed	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean	Mean
Access	60.0	59.9	59.3	57.2	63.5
Receptionists	82.2	75.6	78.5	79.0	75.0
Continuity	68.9	74.4	72.3	68.1	71.9
Communication	90.6	89.0	89.8	86.0	83.3
Enablement	68.9	76.3	74.0	65.6	65.6
Satisfaction	83.3	82.3	82.4	81.7	80.5

*Statistically significant differences between groups are highlighted in blue, otherwise any differences are not statistically significant at the 95% confidence level.*

### Sex

Of the 54 (333) questionnaires that were returned for Dr X Whyzed (and this practice), 51 (312) answered Question 13. Of these, 45% (38%) of respondents were men and 55% (63%) were women.

Comparing the responses of males and females, there were statistically significant differences in one of the scales:

	M	F	Dr X Whyzed	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean	Mean
Access	56.1	62.9	59.3	57.2	63.5
Receptionists	72.2	83.6	78.5	79.0	75.0
Continuity	75.7	69.6	72.3	68.1	71.9
Communication	86.7	92.3	89.8	86.0	83.3
Enablement	71.8	75.4	74.0	65.6	65.6
Satisfaction	78.8	86.3	82.4	81.7	80.5

*Statistically significant differences between groups are highlighted in blue, otherwise any differences are not statistically significant at the 95% confidence level.*

## **Ethnicity**

Of the 54 (333) questionnaires collected for Dr X Whyzed (and this practice), 51 (310) answered the ethnicity question (Q16). Of these, 1 or 2.0% (9 or 2.9%) were from ethnic minorities.

Due to the small numbers of patients from ethnic minority groups in many practices, patient responses cannot usually be compared on the basis of ethnicity.

## **Individual Question Scores**

The following table 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.

	NATIONAL BENCH MARKS	PRACTICE	XW	AA	BB	CC	DD	EE
GPAQ Question	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Q2 Satisfaction with receptionists	75.0	79.0	78.5	81.4	78.2	80.4	76.7	78.5
Q3a. Satisfaction with opening hours	68.2	65.7	68.7	64.1	66.2	67.8	62.3	65.4
Q4b. Satisfaction with availability of particular dr	61.8	48.5	48.8	48.0	45.5	43.3	55.9	50.4
Q5b. Satisfaction with availability of any doctor	71.5	63.5	63.5	63.1	61.0	65.2	65.5	62.8
Q7b. Satisfaction with waiting times at practice	57.8	53.0	58.0	51.3	50.6	45.3	57.4	55.6
Q8a. Satisfaction with phoning through to practice	59.5	58.1	59.6	64.1	53.3	57.5	54.4	58.8
Q8b. Satisfaction with phoning thro' to dr for advice	61.7	50.7	52.9	55.8	42.9	51.7	43.0	56.8
Q9b. Satisfaction with continuity of care	71.9	68.1	72.3	68.1	65.2	65.6	67.8	69.8
Q10a. Satisfaction with doctor's questioning	81.8	84.2	89.1	89.3	84.0	87.7	75.2	78.2
Q10b. Satisfaction with how well doctor listens	84.2	87.6	90.9	92.7	88.2	89.0	79.6	83.9
Q10c. Satisfaction with how well dr puts patient at ease	84.8	87.6	90.2	92.1	87.7	88.2	82.1	84.4
Q10d. Satisfaction with how much dr involves patient	82.1	85.2	90.6	89.5	85.2	86.4	75.7	82.6
Q10e. Satisfaction with doctor's explanations	83.6	87.1	90.0	93.0	84.9	90.0	79.1	83.3
Q10f. Satisfaction with time doctor spends	81.1	83.4	86.2	89.7	83.3	87.9	70.8	80.4
Q10g. Satisfaction with doctor's patience	84.7	86.7	90.0	91.9	86.3	89.4	76.8	84.8
Q10h. Satisfaction with doctor's caring and concern	84.8	87.9	91.4	92.9	86.9	90.8	76.8	87.3
Q11a. Ability to understand problem after visiting dr	69.4	71.6	81.8	72.9	71.8	72.4	62.5	66.2
Q11b. Ability to cope with problem after visiting dr	66.1	66.3	76.7	64.9	65.0	65.4	58.1	67.2
Q11c. Ability to keep healthy after visiting doctor	61.0	58.0	59.7	55.1	61.8	59.7	50.0	62.9
Q12/Q13. Overall satisfaction with practice	80.5	81.7	82.4	80.8	84.3	80.1	81.6	81.0

Table 3: Scores for the evaluation questions in GPAQ and 2004/5 National Benchmarks

*Average practice scores highlighted in yellow are 10 points or more above, and those in green are 10 points or more below the national benchmarks; ditto any individual GP scores with respect to average practice scores.*

## **Patients Reports of Experiences**

*Dr X Whyzed's figures are given first (ABC Practice figures are given in brackets)*

*These reports, rather than the evaluations (ratings) assessed for the Scale Scores (p4), are listed in sequence from the GPAQ questionnaire & Appendix 1, even though this may repeat some of the comments in the scale score reporting.*

*For full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question) please see Appendix 3 (Practice overall), and Appendix 4 (Dr X Whyzed).*

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

21% (18%) of patients reported visiting their GP more than seven times, 13% (18%) five or six times, 32% (32%) three or four times, 34% (27%) once or twice, and 0% (5%) not at all in the last 12 months.

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

83% (79%) of patients reported that the opening times of the surgery were 'Good', 'Very good' or 'Excellent'. Of those who requested additional opening hours, 13% (8%) requested early mornings, 4% (3%) lunchtimes, 19% (25%) evenings and 31% (26%) weekends. 44% (43%) 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, 17% (14%) of respondents reported that an appointment was available on the same day or the next day. 60% (46%) reported that they had to wait more than 5 days.

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

36% (47%) of your patients reported that an appointment was available on the same day or the next day, and 68% (74%) that an appointment was available within 3 days.

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

45 (254) of your patients had needed to see a doctor urgently. 80% (88%) of these patients reported that an urgent appointment had been available on the same day.

### **Qu 7a. How long patients wait for appointments**

In terms of waiting to see the doctor in the surgery, 92% (81%) of your patients reported waiting 20 minutes or less, 100% (92%) waited 30 minutes or less and 0% (8%) 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. 71% (65%) 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 28 (157) or 52% (47%) patients who were able to rate this, 57% (54%) 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), 76% (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**

72% (72%) of patients reported that they were 'Very Satisfied' or 'Completely Satisfied' with your practice. See Table 4 for the percentage of patients rating 'Good', 'Very Good' or 'Excellent' for the 'rating' questions.

## **Further analyses**

For full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question) please see Appendix 3 (Practice overall), and Appendix 4 (Dr X Whyzed). Further analyses of the data are also available upon request.

	YOUR PRACTICE OVERALL	XW	AA	BB	CC	DD	EE
Q2. Rating of treatment by receptionists	93%	93%	90%	93%	95%	94%	96%
Q3a. Rating of opening hours	79%	83%	67%	85%	81%	75%	85%
Q4b. Satisfaction with avail. of specific GP	45%	44%	45%	43%	30%	53%	54%
Q5b. Satisfaction with avail. of any GP	68%	67%	71%	66%	69%	70%	63%
Q7b. Rating of waiting times at surgery	54%	59%	51%	57%	43%	55%	62%
Q8a. Phoning through to practice	65%	71%	75%	60%	62%	52%	65%
Q8b. Phoning through to GP for advice	54%	57%	64%	46%	48%	40%	63%
Q9b. Rating of continuity of care	81%	87%	77%	74%	80%	84%	87%
Q10a. Rating of GP's questioning	96%	98%	100%	96%	96%	88%	96%
Q10b. Rating of GP's attention	97%	100%	100%	98%	98%	90%	98%
Q10c. Rating of GP's putting you at ease	98%	98%	100%	95%	100%	94%	100%
Q10d. Rating of GP's involving you in decisions	97%	100%	100%	98%	98%	85%	100%
Q10e. Rating of GP's explanations	96%	100%	100%	96%	98%	85%	98%
Q10f. Rating of GP's spending time with you	94%	96%	98%	92%	98%	79%	100%
Q10g. Rating of GP's patience	96%	96%	100%	96%	96%	90%	100%
Q10h. Rating of GP's caring and concern	96%	96%	98%	96%	98%	88%	98%

Table 4: Percentage of patients rating 'Good', 'Very Good' or 'Excellent' for the above questions.

## 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)<sup>1,2,3,4</sup> 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<sup>5,6,7,8,9</sup>.

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 ( <i>see questionnaire for exact wording</i> )
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 ( <i>see questionnaire for exact wording</i> )
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](http://www.gpaq.info)

## References

- <sup>1</sup> Gelb Safran D et al. The Primary Care Assessment Survey. Tests of data quality and measurement performance. *Medical Care* 1998; 36: 728-39
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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 ABC Practice Overall.

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	17	5.1	5.2	5.2
	Once or twice	88	26.4	27.1	32.3
	Three or four times	105	31.5	32.3	64.6
	Five or six times	57	17.1	17.5	82.2
	Seven times or more	58	17.4	17.8	100.0
	Total	325	97.6	100.0	
Missing	System	8	2.4		
Total		333	100.0		

### Q2.Satisfaction with receptionists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	1	.3	.3	.3
	Poor	1	.3	.3	.6
	Fair	20	6.0	6.0	6.6
	Good	75	22.5	22.7	29.3
	Very good	129	38.7	39.0	68.3
	Excellent	105	31.5	31.7	100.0
	Total	331	99.4	100.0	
Missing	System	2	.6		
Total		333	100.0		

### Q3a.Rating of opening hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	1.2	1.2	1.2
	Poor	10	3.0	3.1	4.3
	Fair	53	15.9	16.5	20.8
	Good	108	32.4	33.5	54.3
	Very good	117	35.1	36.3	90.7
	Excellent	30	9.0	9.3	100.0
	Total	322	96.7	100.0	
Missing	System	11	3.3		
Total		333	100.0		

**Q3b.Early morning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	7.8	100.0	100.0
Missing	System	307	92.2		
Total		333	100.0		

**Q3b.Lunchtimes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.7	100.0	100.0
Missing	System	324	97.3		
Total		333	100.0		

**Q3b.Evenings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	25.2	100.0	100.0
Missing	System	249	74.8		
Total		333	100.0		

**Q3b.Weekends**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	87	26.1	100.0	100.0
Missing	System	246	73.9		
Total		333	100.0		

**Q3b.None, I am satisfied**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	42.9	100.0	100.0
Missing	System	190	57.1		
Total		333	100.0		

**Q4a.Availability of specific GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	25	7.5	7.6	7.6
	Next day	21	6.3	6.4	14.0
	Within 2 days	44	13.2	13.4	27.4
	Within 3 days	38	11.4	11.6	39.0
	Within 4 days	31	9.3	9.5	48.5
	More than 5 days	152	45.6	46.3	94.8
	Does not apply	17	5.1	5.2	100.0
	Total	328	98.5	100.0	
Missing	System	5	1.5		
Total		333	100.0		

**Q4b.Satisfaction with avail. of specific GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	14	4.2	4.3	4.3
	Poor	60	18.0	18.5	22.8
	Fair	97	29.1	29.8	52.6
	Good	75	22.5	23.1	75.7
	Very good	44	13.2	13.5	89.2
	Excellent	19	5.7	5.8	95.1
	Does not apply	16	4.8	4.9	100.0
	Total	325	97.6	100.0	
Missing	System	8	2.4		
Total		333	100.0		

**Q5a.Availability of any GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	92	27.6	29.3	29.3
	Next day	56	16.8	17.8	47.1
	Within 2 days	49	14.7	15.6	62.7
	Within 3 days	35	10.5	11.1	73.9
	Within 4 days	15	4.5	4.8	78.7
	More than 5 days	24	7.2	7.6	86.3
	Does not apply	43	12.9	13.7	100.0
	Total	314	94.3	100.0	
Missing	System	19	5.7		
Total		333	100.0		

**Q5b.Satisfaction with avail. of any GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	1.5	1.6	1.6
	Poor	18	5.4	5.9	7.6
	Fair	63	18.9	20.7	28.3
	Good	69	20.7	22.7	51.0
	Very good	63	18.9	20.7	71.7
	Excellent	49	14.7	16.1	87.8
	Does not apply	37	11.1	12.2	100.0
	Total	304	91.3	100.0	
Missing	System	29	8.7		
Total		333	100.0		

**Q6. Same day urgent availability of appointments**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	223	67.0	69.0	69.0
	No	31	9.3	9.6	78.6
	Don't know/Never needed one	69	20.7	21.4	100.0
	Total	323	97.0	100.0	
Missing	System	10	3.0		
Total		333	100.0		

**Q7a. Waiting time at surgery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 minutes or less	25	7.5	7.9	7.9
	6-10 minutes	107	32.1	34.0	41.9
	11-20 minutes	122	36.6	38.7	80.6
	21-30 minutes	37	11.1	11.7	92.4
	More than 30 minutes	24	7.2	7.6	100.0
	Total	315	94.6	100.0	
Missing	System	18	5.4		
Total		333	100.0		

**Q7b. Rating of waiting times at surgery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	1.8	1.9	1.9
	Poor	28	8.4	8.9	10.9
	Fair	109	32.7	34.8	45.7
	Good	109	32.7	34.8	80.5
	Very good	49	14.7	15.7	96.2
	Excellent	12	3.6	3.8	100.0
	Total	313	94.0	100.0	
Missing	System	20	6.0		
Total		333	100.0		

**Q8a. Phoning through to practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	6	1.8	1.9	1.9
	Poor	25	7.5	8.1	10.0
	Fair	79	23.7	25.5	35.5
	Good	106	31.8	34.2	69.7
	Very good	70	21.0	22.6	92.3
	Excellent	24	7.2	7.7	100.0
	Total	310	93.1	100.0	
Missing	System	23	6.9		
Total		333	100.0		

**Q8b. Phoning through to GP for advice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	13	3.9	8.3	8.3
	Poor	27	8.1	17.2	25.5
	Fair	33	9.9	21.0	46.5
	Good	45	13.5	28.7	75.2
	Very good	25	7.5	15.9	91.1
	Excellent	14	4.2	8.9	100.0
	Total	157	47.1	100.0	
Missing	System	176	52.9		
Total		333	100.0		

**Q9a. Continuity for seeing same GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	73	21.9	23.5	23.5
	Almost always	141	42.3	45.5	69.0
	A lot of the time	38	11.4	12.3	81.3
	Some of the time	44	13.2	14.2	95.5
	Almost never	12	3.6	3.9	99.4
	Never	2	.6	.6	100.0
	Total	310	93.1	100.0	
Missing	System	23	6.9		
Total		333	100.0		

**Q9b. Rating of continuity of care**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	.9	1.0	1.0
	Poor	12	3.6	3.9	4.9
	Fair	42	12.6	13.7	18.6
	Good	105	31.5	34.2	52.8
	Very good	90	27.0	29.3	82.1
	Excellent	55	16.5	17.9	100.0
	Total	307	92.2	100.0	
Missing	System	26	7.8		
Total		333	100.0		

**Q10a.Rating of GP's questioning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.3	.3	.3
	Fair	12	3.6	3.8	4.1
	Good	52	15.6	16.5	20.6
	Very good	99	29.7	31.4	52.1
	Excellent	144	43.2	45.7	97.8
	Does not apply	7	2.1	2.2	100.0
	Total	315	94.6	100.0	
Missing	System	18	5.4		
Total		333	100.0		

**Q10b.Rating of GP's attention**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.3	.3	.3
	Fair	7	2.1	2.2	2.6
	Good	32	9.6	10.3	12.8
	Very good	103	30.9	33.0	45.8
	Excellent	167	50.2	53.5	99.4
	Does not apply	2	.6	.6	100.0
	Total	312	93.7	100.0	
Missing	System	21	6.3		
Total		333	100.0		

**Q10c.Rating of GP's putting you at ease**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	6	1.8	1.9	1.9
	Good	33	9.9	10.6	12.5
	Very good	83	24.9	26.7	39.2
	Excellent	148	44.4	47.6	86.8
	Does not apply	41	12.3	13.2	100.0
	Total	311	93.4	100.0	
Missing	System	22	6.6		
Total		333	100.0		

**Q10d. Rating of GP's involving you in decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.3	.3	.3
	Fair	8	2.4	2.6	2.9
	Good	48	14.4	15.5	18.4
	Very good	87	26.1	28.2	46.6
	Excellent	142	42.6	46.0	92.6
	Does not apply	23	6.9	7.4	100.0
	Total	309	92.8	100.0	
Missing	System	24	7.2		
Total		333	100.0		

**Q10e. Rating of GP's explanations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.3	.3	.3
	Fair	10	3.0	3.2	3.5
	Good	42	12.6	13.5	17.1
	Very good	73	21.9	23.5	40.6
	Excellent	169	50.8	54.5	95.2
	Does not apply	15	4.5	4.8	100.0
	Total	310	93.1	100.0	
Missing	System	23	6.9		
Total		333	100.0		

**Q10f. Rating of GP's spending time with you**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.6	.7	.7
	Fair	16	4.8	5.2	5.9
	Good	50	15.0	16.3	22.2
	Very good	96	28.8	31.4	53.6
	Excellent	139	41.7	45.4	99.0
	Does not apply	3	.9	1.0	100.0
	Total	306	91.9	100.0	
Missing	System	27	8.1		
Total		333	100.0		

**Q10g.Rating of GP's patience**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	11	3.3	3.5	3.5
	Good	44	13.2	14.1	17.7
	Very good	80	24.0	25.7	43.4
	Excellent	167	50.2	53.7	97.1
	Does not apply	9	2.7	2.9	100.0
	Total	311	93.4	100.0	
Missing	System	22	6.6		
Total		333	100.0		

**Q10h. Rating of GP's caring and concern**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	13	3.9	4.2	4.2
	Good	38	11.4	12.3	16.6
	Very good	69	20.7	22.4	39.0
	Excellent	183	55.0	59.4	98.4
	Does not apply	5	1.5	1.6	100.0
	Total	308	92.5	100.0	
Missing	System	25	7.5		
Total		333	100.0		

**Q11a.Able to understand your problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	137	41.1	45.4	45.4
	A little more than before the visit	74	22.2	24.5	69.9
	The same or less than before the visit	32	9.6	10.6	80.5
	Does not apply	59	17.7	19.5	100.0
	Total	302	90.7	100.0	
Missing	System	31	9.3		
Total		333	100.0		

**Q11b.Able to cope with your problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	116	34.8	38.4	38.4
	A little more than before the visit	90	27.0	29.8	68.2
	The same or less than before the visit	37	11.1	12.3	80.5
	Does not apply	59	17.7	19.5	100.0
	Total	302	90.7	100.0	
Missing	System	31	9.3		
Total		333	100.0		

**Q11c.Able to keep yourself healthy**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	90	27.0	30.4	30.4
	A little more than before the visit	73	21.9	24.7	55.1
	The same or less than before the visit	55	16.5	18.6	73.6
	Does not apply	78	23.4	26.4	100.0
	Total	296	88.9	100.0	
Missing	System	37	11.1		
Total		333	100.0		

**Q12.Overall satisfaction with practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely satisfied	100	30.0	32.2	32.2
	Very satisfied	123	36.9	39.5	71.7
	Fairly satisfied	69	20.7	22.2	93.9
	Neither satisfied nor dissatisfied	7	2.1	2.3	96.1
	Fairly dissatisfied	4	1.2	1.3	97.4
	Very dissatisfied	4	1.2	1.3	98.7
	Completely dissatisfied	4	1.2	1.3	100.0
	Total	311	93.4	100.0	
Missing	System	22	6.6		
Total		333	100.0		

**Q13.Sex**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	117	35.1	37.5	37.5
	Female	195	58.6	62.5	100.0
	Total	312	93.7	100.0	
Missing	System	21	6.3		
Total		333	100.0		

**Statistics**

Q14.Age

N	Valid	307
	Missing	26
Mean		51.46
Minimum		16
Maximum		95

**Q 14. Age Under and Over 45**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16 to 44	120	36.0	39.1	39.1
	45 and Over	187	56.2	60.9	100.0
	Total	307	92.2	100.0	
Missing	System	26	7.8		
Total		333	100.0		

**Q15.Long-standing illness, disability or infirmity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	156	46.8	52.0	52.0
	no	144	43.2	48.0	100.0
	Total	300	90.1	100.0	
Missing	System	33	9.9		
Total		333	100.0		

**Q16.Ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	301	90.4	97.1	97.1
	Asian or Asian British	2	.6	.6	97.7
	Mixed	6	1.8	1.9	99.7
	Other ethnic group	1	.3	.3	100.0
	Total	310	93.1	100.0	
Missing	System	23	6.9		
Total		333	100.0		

**Q17.Accommodation status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner-occupied / mortgaged	187	56.2	60.5	60.5
	Rented or other arrangements	122	36.6	39.5	100.0
	Total	309	92.8	100.0	
Missing	System	24	7.2		
Total		333	100.0		

**Q18.Employment status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full or part time employment	168	50.5	54.4	54.4
	School or FT education	8	2.4	2.6	57.0
	Long term sickness	9	2.7	2.9	59.9
	Looking after home / family	36	10.8	11.7	71.5
	Retired	78	23.4	25.2	96.8
	Other	10	3.0	3.2	100.0
	Total	309	92.8	100.0	
Missing	System	24	7.2		
Total		333	100.0		

## Appendix 4

Frequency Distributions of GPAQ items for Dr X Whyzed.

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	Once or twice	18	33.3	34.0	34.0
	Three or four times	17	31.5	32.1	66.0
	Five or six times	7	13.0	13.2	79.2
	Seven times or more	11	20.4	20.8	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

### Q2.Satisfaction with receptionists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	4	7.4	7.4	7.4
	Good	13	24.1	24.1	31.5
	Very good	20	37.0	37.0	68.5
	Excellent	17	31.5	31.5	100.0
	Total	54	100.0	100.0	

### Q3a.Rating of opening hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	9	16.7	17.0	17.0
	Good	19	35.2	35.8	52.8
	Very good	18	33.3	34.0	86.8
	Excellent	7	13.0	13.2	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

### Q3b.Early morning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	13.0	100.0	100.0
Missing	System	47	87.0		
Total		54	100.0		

**Q3b.Lunchtimes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	3.7	100.0	100.0
Missing	System	52	96.3		
Total		54	100.0		

**Q3b.Evenings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	18.5	100.0	100.0
Missing	System	44	81.5		
Total		54	100.0		

**Q3b.Weekends**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	31.5	100.0	100.0
Missing	System	37	68.5		
Total		54	100.0		

**Q3b.None, I am satisfied**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	44.4	100.0	100.0
Missing	System	30	55.6		
Total		54	100.0		

**Q4a.Availability of specific GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	4	7.4	7.5	7.5
	Next day	5	9.3	9.4	17.0
	Within 2 days	2	3.7	3.8	20.8
	Within 3 days	3	5.6	5.7	26.4
	Within 4 days	5	9.3	9.4	35.8
	More than 5 days	32	59.3	60.4	96.2
	Does not apply	2	3.7	3.8	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q4b.Satisfaction with avail. of specific GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	1	1.9	1.9	1.9
	Poor	13	24.1	25.0	26.9
	Fair	14	25.9	26.9	53.8
	Good	12	22.2	23.1	76.9
	Very good	5	9.3	9.6	86.5
	Excellent	5	9.3	9.6	96.2
	Does not apply	2	3.7	3.8	100.0
	Total	52	96.3	100.0	
Missing	System	2	3.7		
Total		54	100.0		

**Q5a.Availability of any GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	12	22.2	24.0	24.0
	Next day	6	11.1	12.0	36.0
	Within 2 days	10	18.5	20.0	56.0
	Within 3 days	6	11.1	12.0	68.0
	Within 4 days	2	3.7	4.0	72.0
	More than 5 days	7	13.0	14.0	86.0
	Does not apply	7	13.0	14.0	100.0
	Total	50	92.6	100.0	
Missing	System	4	7.4		
Total		54	100.0		

**Q5b.Satisfaction with avail. of any GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	5.6	5.8	5.8
	Fair	12	22.2	23.1	28.8
	Good	11	20.4	21.2	50.0
	Very good	14	25.9	26.9	76.9
	Excellent	6	11.1	11.5	88.5
	Does not apply	6	11.1	11.5	100.0
	Total	52	96.3	100.0	
Missing	System	2	3.7		
Total		54	100.0		

**Q6.Same day urgent availability of appointments**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	66.7	66.7	66.7
	No	9	16.7	16.7	83.3
	Don't know/Never needed one	9	16.7	16.7	100.0
	Total	54	100.0	100.0	

**Q7a.Waiting time at surgery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 minutes or less	4	7.4	7.5	7.5
	6-10 minutes	26	48.1	49.1	56.6
	11-20 minutes	19	35.2	35.8	92.5
	21-30 minutes	4	7.4	7.5	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q7b.Rating of waiting times at surgery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.9	2.0	2.0
	Fair	20	37.0	39.2	41.2
	Good	17	31.5	33.3	74.5
	Very good	9	16.7	17.6	92.2
	Excellent	4	7.4	7.8	100.0
Total		51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q8a.Phoning through to practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	3.7	4.1	4.1
	Poor	3	5.6	6.1	10.2
	Fair	9	16.7	18.4	28.6
	Good	18	33.3	36.7	65.3
	Very good	14	25.9	28.6	93.9
	Excellent	3	5.6	6.1	100.0
Total		49	90.7	100.0	
Missing	System	5	9.3		
Total		54	100.0		

**Q8b.Phoning through to GP for advice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	5.6	10.7	10.7
	Poor	3	5.6	10.7	21.4
	Fair	6	11.1	21.4	42.9
	Good	9	16.7	32.1	75.0
	Very good	3	5.6	10.7	85.7
	Excellent	4	7.4	14.3	100.0
Total		28	51.9	100.0	
Missing	System	26	48.1		
Total		54	100.0		

**Q9a.Continuity for seeing same GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	19	35.2	35.2	35.2
	Almost always	22	40.7	40.7	75.9
	A lot of the time	5	9.3	9.3	85.2
	Some of the time	6	11.1	11.1	96.3
	Almost never	2	3.7	3.7	100.0
Total		54	100.0	100.0	

**Q9b.Rating of continuity of care**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	5.6	5.8	5.8
	Fair	4	7.4	7.7	13.5
	Good	16	29.6	30.8	44.2
	Very good	16	29.6	30.8	75.0
	Excellent	13	24.1	25.0	100.0
Total		52	96.3	100.0	
Missing	System	2	3.7		
Total		54	100.0		

**Q10a.Rating of GP's questioning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	1.9	1.9	1.9
	Good	7	13.0	13.2	15.1
	Very good	12	22.2	22.6	37.7
	Excellent	33	61.1	62.3	100.0
Total		53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q10b.Rating of GP's attention**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	6	11.1	11.3	11.3
	Very good	12	22.2	22.6	34.0
	Excellent	35	64.8	66.0	100.0
Total		53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q10c. Rating of GP's putting you at ease**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	1.9	1.9	1.9
	Good	6	11.1	11.3	13.2
	Very good	10	18.5	18.9	32.1
	Excellent	34	63.0	64.2	96.2
	Does not apply	2	3.7	3.8	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q10d. Rating of GP's involving you in decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	7	13.0	13.5	13.5
	Very good	8	14.8	15.4	28.8
	Excellent	32	59.3	61.5	90.4
	Does not apply	5	9.3	9.6	100.0
	Total	52	96.3	100.0	
Missing	System	2	3.7		
Total		54	100.0		

**Q10e. Rating of GP's explanations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	10	18.5	18.9	18.9
	Very good	6	11.1	11.3	30.2
	Excellent	36	66.7	67.9	98.1
	Does not apply	1	1.9	1.9	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q10f. Rating of GP's spending time with you**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.9	1.9	1.9
	Fair	1	1.9	1.9	3.8
	Good	9	16.7	17.3	21.2
	Very good	11	20.4	21.2	42.3
	Excellent	30	55.6	57.7	100.0
	Total	52	96.3	100.0	
Missing	System	2	3.7		
Total		54	100.0		

**Q10g.Rating of GP's patience**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	2	3.7	3.8	3.8
	Good	6	11.1	11.3	15.1
	Very good	8	14.8	15.1	30.2
	Excellent	36	66.7	67.9	98.1
	Does not apply	1	1.9	1.9	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q10h. Rating of GP's caring and concern**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	2	3.7	3.9	3.9
	Good	5	9.3	9.8	13.7
	Very good	6	11.1	11.8	25.5
	Excellent	38	70.4	74.5	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q11a.Able to understand your problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	30	55.6	58.8	58.8
	A little more than before the visit	12	22.2	23.5	82.4
	The same or less than before the visit	2	3.7	3.9	86.3
	Does not apply	7	13.0	13.7	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q11b.Able to cope with your problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	27	50.0	52.9	52.9
	A little more than before the visit	15	27.8	29.4	82.4
	The same or less than before the visit	3	5.6	5.9	88.2
	Does not apply	6	11.1	11.8	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q11c. Able to keep yourself healthy**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	15	27.8	31.3	31.3
	A little more than before the visit	13	24.1	27.1	58.3
	The same or less than before the visit	8	14.8	16.7	75.0
	Does not apply	12	22.2	25.0	100.0
	Total	48	88.9	100.0	
Missing	System	6	11.1		
Total		54	100.0		

**Q12. Overall satisfaction with practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely satisfied	17	31.5	32.1	32.1
	Very satisfied	21	38.9	39.6	71.7
	Fairly satisfied	13	24.1	24.5	96.2
	Neither satisfied nor dissatisfied	1	1.9	1.9	98.1
	Completely dissatisfied	1	1.9	1.9	100.0
Total		53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

**Q13. Sex**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	23	42.6	45.1	45.1
	Female	28	51.9	54.9	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Statistics**

Q14. Age

N	Valid	50
	Missing	4
Mean		52.54
Minimum		31
Maximum		82

**Q 14. Age Under and Over 45**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16 to 44	18	33.3	36.0	36.0
	45 and Over	32	59.3	64.0	100.0
	Total	50	92.6	100.0	
Missing	System	4	7.4		
Total		54	100.0		

**Q15.Long-standing illness, disability or infirmity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	26	48.1	53.1	53.1
	no	23	42.6	46.9	100.0
	Total	49	90.7	100.0	
Missing	System	5	9.3		
Total		54	100.0		

**Q16.Ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	50	92.6	98.0	98.0
	Asian or Asian British	1	1.9	2.0	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q17.Accommodation status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner-occupied / mortgaged	38	70.4	74.5	74.5
	Rented or other arrangements	13	24.1	25.5	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		

**Q18. Employment status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full or part time employment	27	50.0	52.9	52.9
	Long term sickness	3	5.6	5.9	58.8
	Looking after home / family	6	11.1	11.8	70.6
	Retired	10	18.5	19.6	90.2
	Other	5	9.3	9.8	100.0
	Total	51	94.4	100.0	
Missing	System	3	5.6		
Total		54	100.0		