



GPAQ General Practice Assessment Questionnaire

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

**Sample Surgery  
Anytown, ZZ4 4ZZ**

**GPAQ 2007/8**

Analysis, using SPSS by:

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## Introduction

### The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

### Survey Development

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 Appendix 3.

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 6, see Appendix 1 for how these are derived. Individual question scores and reports (rather than ratings) are given starting on p 11.

### How the survey was carried out

The post consultation survey was administered in surgery from August to November 2007. Patients were handed questionnaires by the receptionist after they had seen the doctor.

### Sample Surgery

Sample Surgery is a small rural surgery located in the centre of the village. In December 2007 Sample Surgery had a list size of 1,625 patients and comprised:

GPs	2
Practice Nurses	2
Health care Assistant	1
Assistant Practice Manager	1
Receptionists	3

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.

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 (Table 2 p7). Appendix 3 contains full frequency distribution tables for the practice, (i.e. a list of all the questions along with how many patients responded to each answer within each question).

## 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 2.

## Characteristics of the sample

Of the 51 questionnaires that were returned for this practice, 48 answered question 12 (Sex). Of those who answered this question, 27% of respondents were men and 73% were women. 47 answered question 13 (Age). Patients ranged in age from 17 to 85: the mean age of respondents was 60 years.

		Q12.Sex					
		Male		Female		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
Q13.Age:	Under 16	0	.0%	0	.0%	0	.0%
	Under and	1	8.3%	10	28.6%	11	23.4%
	Over 45	11	91.7%	25	71.4%	36	76.6%
	45 and Over						
	Total	12	100.0%	35	100.0%	47	100.0%

47 of the 51 patients for Sample Surgery answered both questions (Age & Sex).

Of the 47 patients who completed the ethnicity question (Q 15), 0 or 0.0% reported being Asian or Asian British, 0 or 0.0% Black or Black British, 0 or 0.0% Chinese with a total of 1 or 2.1% ethnic minorities.

This compares to an overall population of 0.11%, 0.24%, 0.28% and a total of 0.64% respectively within the former XYZ PCG (source: 2001 census data: National Database for Primary Care Groups and Trusts, <http://www.primary-care-db.org.uk>). (See p4 for 2005/6 national GPAQ data).

40% of respondents reported (Q 14) 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 Appendix 3).

		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
Q14.Long-standing illness, disability or infirmity	yes	0	2	8	4	4
	no	4	8	11	3	1

**(Consultation version of GPAQ) national statistics 2005-6**

		Q1. Number of visits to GP in past 12 months				
		None	Once or twice	Three or four times	Five or six times	Seven times or more
Q14. Long-standing illness, disability or infirmity?	Yes	1,580 (1.7%)	11,860 (12.8%)	25,234 (27.2%)	23,560 (25.4%)	30,512 (32.9%)
	No	6,112 (6.8%)	29,213 (32.7%)	29,951 (33.5%)	14,566 (16.3%)	9,496 (10.6%)

Accommodation status (Q 16) (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. 72% of respondents in your practice lived in owner occupied or mortgaged property, with 28% in rented property or with other arrangements.

In terms of employment status (Q17), 39% of the sample were in full or part time employment, 0% were unemployed, 2% in full time education, 2% reported long term sickness, 4% were looking after the home or family and 52% were retired.

## 2005-6 National Characteristics: Consultation GPAQ (v2.0)

Characteristics of the respondent sample used to generate 2005-6 national benchmark scores are presented in the table below to aid individual practice comparisons.

<b>Characteristics of the sample used to generate the 2005-6 national benchmarks</b>	<b>Consultation GPAQ (v2.0) 2005/6</b>	<b>Your Practice overall 2007/8</b>
Total <i>n</i>	190,038	51
No. of practices	1,031	
Mean age of respondents in years (95% CIs)	50.3 (50.2 to 50.4)	60
GP consultations: - % 'None' - % 'Once or twice' - % 'Three or four times' - % 'Five or six times' - % 'Seven times or more'	4.2 22.5 30.4 21.0 21.9	8% 22% 40% 18% 12%
% female	64.7	73%
% with a long-term illness, disability or infirmity	49.0	40%
Ethnicity: - % white - % Asian / Asian British - % Black / Black British - % Mixed - % Chinese - % Other ethnic group	92.2 3.7 1.8 1.1 0.3 0.9	Asian/Asian British 0.0% Black/Black British 0.0% Chinese 0.0%  See also Appendix 3
Employment: - % employed - % unemployed - % in full-time education - % unable to work/ long-term sickness - % looking after home / family - % retired - % other	48.4 2.5 3.4 7.2 9.6 27.5 1.6	39% 0% 2% 2% 4% 52%
% living in rented accommodation	28.9	28%

Note: missing values were excluded from the denominator when calculating percentages for each category

## Benchmarks

SCALES	NATIONAL BENCHMARKS FROM 2004/5 GPAQ DATA	NATIONAL BENCHMARKS FROM 2005/6 GPAQ DATA	
NUMBER OF RESPONDENTS	232,908	190,038	114,123
VERSION	COMBINED	POST-CONSULTATION	POSTAL
Access	61	62	59
Receptionists	75	77	75
Continuity of care	68	69	66
Communication	80	83	76
Enablement (post consultation version)	65	66	N/A
Nursing (postal version)	77	N/A	77
Overall satisfaction	81*	81*	81*

*\* This scale is no longer being reported due to unreliability of data*

Latest national benchmark figures both for the scales scores above, and for individual questions, have been derived from 2005/6 GPAQ surveys. National benchmark figures are based on data from 232,908 (2004/5) and 190,038 (2005/6) respondents to both the postal and post-consultation versions of GPAQ.

Scores obtained using the two versions of GPAQ were found in 2005/6 to differ significantly, even where the characteristics of patients completing them were the same. GPAQ scores generated using the consultation version of GPAQ were higher than when the postal version was administered either in the surgery to waiting patients *or* by mail. Because of this, GPAQ benchmark scores for the two versions are given separately. See table above.

Scores for 'overall satisfaction' could not be reported reliably as analyses suggest that a small but significant proportion of patients misinterpreted the response options for this item (which are scored in reverse to other items in GPAQ). GPAQ version 2.0 no longer includes this item, and consequently no recent benchmark is available for this item.

Scale scores for your practice are given in Table 2 p7 and individual question scores in Table 3 p12. Comparisons are made against the new 2005/6 national scale scores.

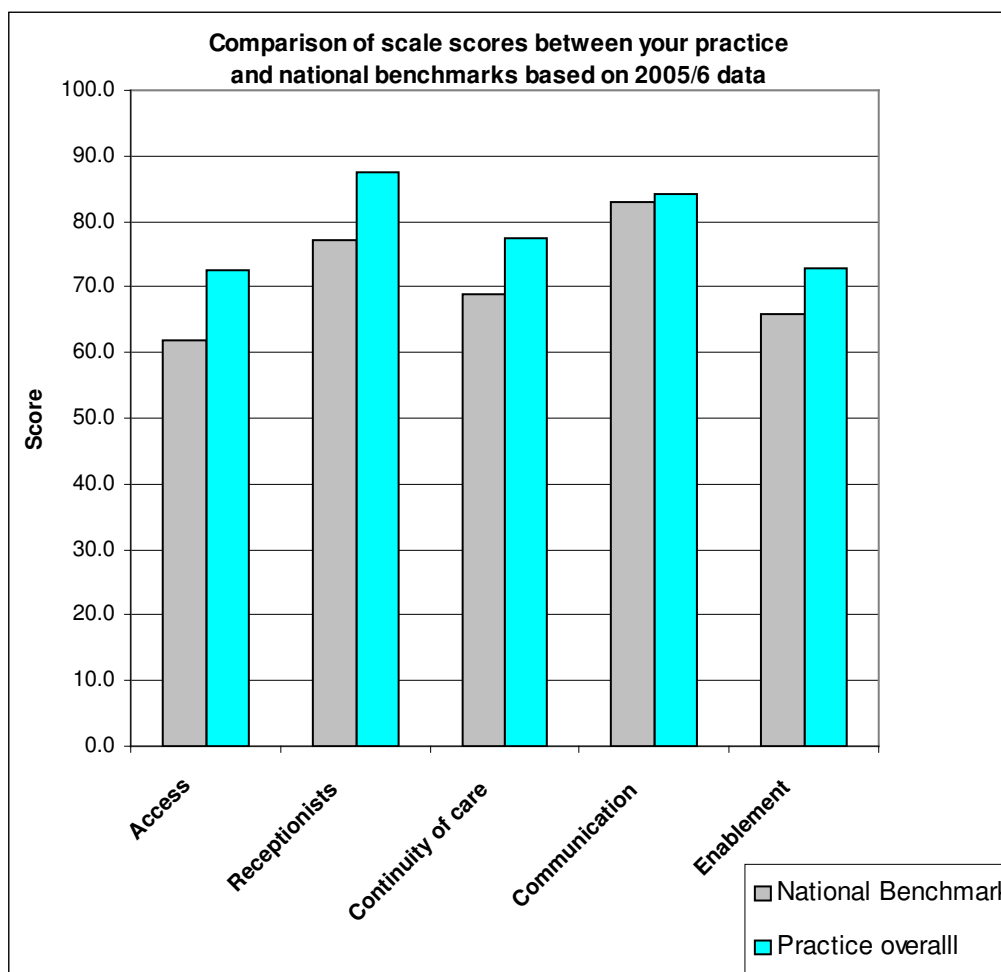
## GPAQ Scale Scores

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 p13.

The consultation version of the GPAQ questionnaire had six scales: Access, Receptionists, Continuity of Care, Communication, Enablement, and Overall satisfaction (this last one is no longer reported, see p5). 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 against the new 2005/6 national benchmarks, see p5.

## Scale Scores for Your Practice



This chart compares scale scores for your practice with the new national benchmarks.

	NATIONAL BENCH MARKS	SAMPLE SURGERY
Number of Questionnaires	190,038**	51
	Mean	Mean
Access	62	72
Receptionists	77	88
Continuity of care	69	77
Communication	83	84
Enablement	66	73
Overall satisfaction	81*	*

Table 2: Practice GPAQ Scale Scores and 2005/6 National Benchmarks

*Any practice scores highlighted in yellow are 10 points or more above, and any in green are 10 points or more below the national benchmark scores.  
Ditto individual GP scores with respect to average practice scores.*

*\* This figure is no longer being reported due to unreliability of data (see p 5 & 9).*

*\*\* National benchmark figures are based on data from 190,038 respondents to GPAQ (see p 5).  
Separate benchmarks are given for the two different versions of GPAQ .*

## Comments on Individual Scales

Scores were higher than the national benchmarks for all five scales.

Of these, scores were unusually high for 'Access' and 'Receptionists' at more than 10 points above the national benchmarks.

### 1. Access Scale

This is the largest scale. The mean access score for your practice was unusually high at 72, where the national benchmark is 62.

94% of respondents rated opening hours (Q3a) as 'Good', 'Very Good' or 'Excellent'.

Availability of appointments were rated as 'Good', 'Very Good' or 'Excellent' by 96% of patients wanting to see a specific (Q4b) and 93% of patients willing to see any doctor (Q5b). Of the 51 patients who reported phoning through to the practice, 90% reported that this was 'Good', 'Very Good' or 'Excellent' (Q8a).

Of the 22 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, 95% reported that it was 'Good', 'Very Good' or 'Excellent' (Q8b).

72% 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 unusually well at 88, where the national benchmark is 77. 98% of patients rated this as 'Good', 'Very Good' or 'Excellent' (Q2).

### 3. Continuity of Care Scale

Your practice scored very well at 77 against the national benchmark of 69 for how patients rate being able to see their usual doctor on request. 97% of patients rated this (Q9b) as 'Good', 'Very Good' or 'Excellent'.

#### **4. Communication Scale**

Patients rated their communication with doctors in your practice overall (Q10a–h) very well with a score of 84, compared with the national benchmark of 83. 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 4 p 15 shows the percentage of patients who rated Questions 10a–h ‘Good’, ‘Very Good’ or ‘Excellent’.

#### **5. Enablement**

Your score was 73 for this scale, compared to the national benchmark of 66.

After seeing the doctor 35% of patients felt better able to understand their problems or illness; 29% 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**

Analysis suggests a small but significant percentage of patients have been misinterpreting options for this question and ticking the wrong box. Therefore due to unreliability of data, this question has been omitted and the scale is no longer reported.

#### **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.

## Scale scores and age, sex and ethnicity

### Age

51 questionnaires were returned for this practice. Of the 47 who answered Q13, 23% were aged 16-44 and 77% over 45. Patients ranged in age from 17 to 85: the mean age of respondents was 60 years.

Comparing the responses of patients '16 - 44' and '45 and over', there were statistically significant differences in one of the scales:

	16-44	Over 45	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean
Access	76	71	72	62
Receptionists	84	89	88	77
Continuity	78	77	77	69
Communication	84	85	84	83
<b>Enablement</b>	<b>81</b>	<b>70</b>	73	66

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

### Sex

Of the 51 questionnaires that were returned for this practice, 48 answered Q12 (Sex). 27% of these were men and 73% were women.

Comparing the responses of males and females, there were no statistically significant differences for any of the scales:

	M	F	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean
Access	71	72	72	62
Receptionists	85	88	88	77
Continuity	72	79	77	69
Communication	89	84	84	83
Enablement	71	74	73	66

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

## **Ethnicity**

Of the 51 questionnaires collected for this practice, 47 answered the ethnicity question (Q15). Of these, 1 (2.1%) were from ethnic minorities.

Due to the small numbers of patients from ethnic minority groups in many practices, patient responses can seldom 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	SAMPLE SURGERY
GPAQ Question	Mean	Mean
Q2 Satisfaction with receptionists	77	88
Q3a. Satisfaction with opening hours	67	71
Q4b. Satisfaction with availability of particular dr	60	79
Q5b. Satisfaction with availability of any doctor	69	75
Q7b. Satisfaction with waiting times at practice	57	64
Q8a. Satisfaction with phoning through to practice	59	71
Q8b. Satisfaction with phoning thro' to dr for advice	61	75
Q9b. Satisfaction with continuity of care	69	77
Q10a. Satisfaction with doctor's questioning	81	84
Q10b. Satisfaction with how well doctor listens	84	85
Q10c. Satisfaction with how well dr puts patient at ease	84	86
Q10d. Satisfaction with how much dr involves patient	81	82
Q10e. Satisfaction with doctor's explanations	83	84
Q10f. Satisfaction with time doctor spends	80	79
Q10g. Satisfaction with doctor's patience	84	85
Q10h. Satisfaction with doctor's caring and concern	84	88
Q11a. Ability to understand problem after visiting dr	69	72
Q11b. Ability to cope with problem after visiting dr	66	69
Q11c. Ability to keep healthy after visiting doctor	62	75
Q12/Q13. Overall satisfaction with practice *	81*	*

Table 3: Scores for the evaluation questions in GPAQ and 2005/6 National Benchmarks

\* This scale is no longer reported due to unreliability of collected data (see p 5 & 9).

Any practice scores highlighted in yellow are 10 points or more above, and any in green are 10 points or more below the national benchmark scores.  
Ditto individual GP scores with respect to average practice scores.

## Patients Reports of Experiences

These reports, rather than the evaluations (ratings) assessed for the Scale Scores (p6), 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 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).

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

12% of patients reported visiting their GP more than seven times, 18% five or six times, 40% three or four times, 22% once or twice, and 8% not at all in the last 12 months.

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

94% of patients reported that the opening times of the surgery were 'Good', 'Very good' or 'Excellent'. Of those who requested additional opening hours, 4% requested early mornings, 4% lunchtimes, 22% evenings and 24% weekends. 41% of patients were satisfied with opening hours.

		Q3b. Early morning	Q3b. Lunchtimes	Q3b. Evenings	Q3b. Weekends	Q3b. None, I am satisfied
		Yes	Yes	Yes	Yes	Yes
		Count	Count	Count	Count	Count
Q17. Employment status	Full or part time employment	1	0	8	5	6
	Unemployed	0	0	0	0	0
	School or FT education	0	0	1	0	0
	Long term sickness	0	0	0	1	0
	Looking after home / family	0	0	0	0	2
	Retired	0	1	1	4	10
	Other	0	0	0	0	0

The table above shows the overall practice replies to the question about additional surgery hours by patients' employment status.

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

For a specific doctor of the patient's choice, 70% of respondents reported that an appointment was available on the same day or the next day. 2% reported that they had to wait more than 5 days.

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

73% of your patients reported that an appointment was available on the same day or the next day, and 88% that an appointment was available within 3 days.

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

35 of your patients had needed to see a doctor urgently. 100% 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, 91% of your patients reported waiting 20 minutes or less, 100% waited 30 minutes or less and 0% 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. 90% 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 22 or 43% patients who were able to rate this, 95% 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), 74% of patients in your practice reported being able to see the same doctor 'Always' or 'Almost always'.

### **Q11 Enablement**

After seeing the doctor 35% of patients felt better able to understand their problems or illness; 29% more able to cope with their problems or illness; and 32% able to keep themselves healthy 'Much more than before the visit' (Q11a-c).

### **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.

	YOUR PRACTICE OVERALL
Q2. Rating of treatment by receptionists	98%
Q3a. Rating of opening hours	94%
Q4b. Satisfaction with avail. of specific GP	96%
Q5b. Satisfaction with avail. of any GP	93%
Q7b. Rating of waiting times at surgery	72%
Q8a. Phoning through to practice	90%
Q8b. Phoning through to GP for advice	95%
Q9b. Rating of continuity of care	97%
Q10a. Rating of GP's questioning	100%
Q10b. Rating of GP's attention	100%
Q10c. Rating of GP's putting you at ease	100%
Q10d. Rating of GP's involving you in decisions	100%
Q10e. Rating of GP's explanations	97%
Q10f. Rating of GP's spending time with you	92%
Q10g. Rating of GP's patience	100%
Q10h. Rating of GP's caring and concern	100%

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

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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 Sample Surgery 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	4	7.8	8.0	8.0
	Once or twice	11	21.6	22.0	30.0
	Three or four times	20	39.2	40.0	70.0
	Five or six times	9	17.6	18.0	88.0
	Seven times or more	6	11.8	12.0	100.0
	Total	50	98.0	100.0	
Missing	System	1	2.0		
Total		51	100.0		

### Q2.Satisfaction with receptionists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	2.0	2.0	2.0
	Good	4	7.8	8.0	10.0
	Very good	20	39.2	40.0	50.0
	Excellent	25	49.0	50.0	100.0
	Total	50	98.0	100.0	
Missing	System	1	2.0		
Total		51	100.0		

### Q3a.Rating of opening hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	2.0	2.0	2.0
	Fair	2	3.9	4.1	6.1
	Good	19	37.3	38.8	44.9
	Very good	24	47.1	49.0	93.9
	Excellent	3	5.9	6.1	100.0
	Total	49	96.1	100.0	
Missing	System	2	3.9		
Total		51	100.0		

**Q3b.Early morning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	3.9	100.0	100.0
Missing	System	49	96.1		
Total		51	100.0		

**Q3b.Lunchtimes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	3.9	100.0	100.0
Missing	System	49	96.1		
Total		51	100.0		

**Q3b.Evenings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	21.6	100.0	100.0
Missing	System	40	78.4		
Total		51	100.0		

**Q3b.Weekends**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	23.5	100.0	100.0
Missing	System	39	76.5		
Total		51	100.0		

**Q3b.None, I am satisfied**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	41.2	100.0	100.0
Missing	System	30	58.8		
Total		51	100.0		

**Q4a.Availability of specific GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	19	37.3	41.3	41.3
	Next day	13	25.5	28.3	69.6
	Within 2 days	9	17.6	19.6	89.1
	Within 3 days	2	3.9	4.3	93.5
	More than 5 days	1	2.0	2.2	95.7
	Does not apply	2	3.9	4.3	100.0
	Total	46	90.2	100.0	
Missing	System	5	9.8		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	2	3.9	4.2	4.2
	Good	18	35.3	37.5	41.7
	Very good	7	13.7	14.6	56.3
	Excellent	19	37.3	39.6	95.8
	Does not apply	2	3.9	4.2	100.0
	Total	48	94.1	100.0	
Missing	System	3	5.9		
Total		51	100.0		

**Q5a.Availability of any GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	20	39.2	41.7	41.7
	Next day	15	29.4	31.3	72.9
	Within 2 days	7	13.7	14.6	87.5
	More than 5 days	1	2.0	2.1	89.6
	Does not apply	5	9.8	10.4	100.0
	Total	48	94.1	100.0	
Missing	System	3	5.9		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	3	5.9	6.5	6.5
	Good	16	31.4	34.8	41.3
	Very good	12	23.5	26.1	67.4
	Excellent	12	23.5	26.1	93.5
	Does not apply	3	5.9	6.5	100.0
	Total	46	90.2	100.0	
Missing	System	5	9.8		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	68.6	72.9	72.9
	Don't know/Never needed one	13	25.5	27.1	100.0
	Total	48	94.1	100.0	
Missing	System	3	5.9		
Total		51	100.0		

**Q7a.Waiting time at surgery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 minutes or less	4	7.8	8.5	8.5
	6-10 minutes	22	43.1	46.8	55.3
	11-20 minutes	17	33.3	36.2	91.5
	21-30 minutes	4	7.8	8.5	100.0
	Total	47	92.2	100.0	
Missing	System	4	7.8		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	5.9	6.5	6.5
	Fair	10	19.6	21.7	28.3
	Good	13	25.5	28.3	56.5
	Very good	15	29.4	32.6	89.1
	Excellent	5	9.8	10.9	100.0
	Total	46	90.2	100.0	
Missing	System	5	9.8		
Total		51	100.0		

**Q8a. Phoning through to practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	2.0	2.0	2.0
	Fair	4	7.8	7.8	9.8
	Good	20	39.2	39.2	49.0
	Very good	18	35.3	35.3	84.3
	Excellent	8	15.7	15.7	100.0
Total		51	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	2.0	4.5	4.5
	Good	9	17.6	40.9	45.5
	Very good	7	13.7	31.8	77.3
	Excellent	5	9.8	22.7	100.0
	Total	22	43.1	100.0	
Missing	System	29	56.9		
Total		51	100.0		

**Q9a. Continuity for seeing same GP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	14	27.5	33.3	33.3
	Almost always	17	33.3	40.5	73.8
	A lot of the time	4	7.8	9.5	83.3
	Some of the time	5	9.8	11.9	95.2
	Almost never	2	3.9	4.8	100.0
	Total	42	82.4	100.0	
Missing	System	9	17.6		
Total		51	100.0		

**Q9b. Rating of continuity of care**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	2.0	2.6	2.6
	Good	16	31.4	41.0	43.6
	Very good	9	17.6	23.1	66.7
	Excellent	13	25.5	33.3	100.0
	Total	39	76.5	100.0	
Missing	System	12	23.5		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	8	15.7	18.2	18.2
	Very good	14	27.5	31.8	50.0
	Excellent	15	29.4	34.1	84.1
	Does not apply	7	13.7	15.9	100.0
	Total	44	86.3	100.0	
Missing	System	7	13.7		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	7	13.7	15.9	15.9
	Very good	14	27.5	31.8	47.7
	Excellent	17	33.3	38.6	86.4
	Does not apply	6	11.8	13.6	100.0
	Total	44	86.3	100.0	
Missing	System	7	13.7		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	5	9.8	12.2	12.2
	Very good	13	25.5	31.7	43.9
	Excellent	16	31.4	39.0	82.9
	Does not apply	7	13.7	17.1	100.0
	Total	41	80.4	100.0	
Missing	System	10	19.6		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	9	17.6	22.0	22.0
	Very good	14	27.5	34.1	56.1
	Excellent	13	25.5	31.7	87.8
	Does not apply	5	9.8	12.2	100.0
	Total	41	80.4	100.0	
Missing	System	10	19.6		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	1	2.0	2.3	2.3
	Good	7	13.7	16.3	18.6
	Very good	14	27.5	32.6	51.2
	Excellent	17	33.3	39.5	90.7
	Does not apply	4	7.8	9.3	100.0
	Total	43	84.3	100.0	
Missing	System	8	15.7		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	3	5.9	7.5	7.5
	Good	8	15.7	20.0	27.5
	Very good	12	23.5	30.0	57.5
	Excellent	13	25.5	32.5	90.0
	Does not apply	4	7.8	10.0	100.0
	Total	40	78.4	100.0	
Missing	System	11	21.6		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	7	13.7	16.7	16.7
	Very good	13	25.5	31.0	47.6
	Excellent	17	33.3	40.5	88.1
	Does not apply	5	9.8	11.9	100.0
	Total	42	82.4	100.0	
Missing	System	9	17.6		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	4	7.8	9.5	9.5
	Very good	15	29.4	35.7	45.2
	Excellent	19	37.3	45.2	90.5
	Does not apply	4	7.8	9.5	100.0
	Total	42	82.4	100.0	
Missing	System	9	17.6		
Total		51	100.0		

**Q11a.Able to understand your problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	15	29.4	34.9	34.9
	A little more than before the visit	9	17.6	20.9	55.8
	The same or less than before the visit	3	5.9	7.0	62.8
	Does not apply	16	31.4	37.2	100.0
	Total	43	84.3	100.0	
Missing	System	8	15.7		
Total		51	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	12	23.5	28.6	28.6
	A little more than before the visit	12	23.5	28.6	57.1
	The same or less than before the visit	2	3.9	4.8	61.9
	Does not apply	16	31.4	38.1	100.0
	Total	42	82.4	100.0	
Missing	System	9	17.6		
Total		51	100.0		

**Q11c.Able to keep yourself healthy**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	13	25.5	31.7	31.7
	A little more than before the visit	10	19.6	24.4	56.1
	The same or less than before the visit	1	2.0	2.4	58.5
	Does not apply	17	33.3	41.5	100.0
	Total	41	80.4	100.0	
Missing	System	10	19.6		
Total		51	100.0		

**Q12.Sex**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	13	25.5	27.1	27.1
	Female	35	68.6	72.9	100.0
	Total	48	94.1	100.0	
Missing	System	3	5.9		
Total		51	100.0		

**Statistics**

Q13.Age

N	Valid	47
	Missing	4
Mean		59.79
Minimum		17
Maximum		85

**Q13.Age: Under and Over 45**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16 to 44	11	21.6	23.4	23.4
	45 and Over	36	70.6	76.6	100.0
	Total	47	92.2	100.0	
Missing	System	4	7.8		
Total		51	100.0		

**Q14.Long-standing illness, disability or infirmity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	18	35.3	40.0	40.0
	no	27	52.9	60.0	100.0
	Total	45	88.2	100.0	
Missing	System	6	11.8		
Total		51	100.0		

**Q15.Ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	46	90.2	97.9	97.9
	Mixed	1	2.0	2.1	100.0
	Total	47	92.2	100.0	
Missing	System	4	7.8		
Total		51	100.0		

**Q16.Accommodation status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner-occupied / mortgaged	34	66.7	72.3	72.3
	Rented or other arrangements	13	25.5	27.7	100.0
	Total	47	92.2	100.0	
Missing	System	4	7.8		
Total		51	100.0		

**Q17.Employment status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full or part time employment	18	35.3	39.1	39.1
	School or FT education	1	2.0	2.2	41.3
	Long term sickness	1	2.0	2.2	43.5
	Looking after home / family	2	3.9	4.3	47.8
	Retired	24	47.1	52.2	100.0
	Total	46	90.2	100.0	
Missing	System	5	9.8		
Total		51	100.0		