



General Practice Assessment Questionnaire

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

**Sample Surgery**

**Anytown, ZZ10 9AA**

**Detailed Report  
giving breakdown by  
Age and Sex**

**2014 - 2015**

**Report by**

**CMI Publishing Ltd**  
**GPAQ Analysis and Reporting**  
Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB, UK  
Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>  
E-mail: [gpaq@dsl.pipex.com](mailto:gpaq@dsl.pipex.com) or [gpaq@hotmail.co.uk](mailto:gpaq@hotmail.co.uk)

*Report © 2012 - 2014 CMI Publishing Ltd*

*GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester*

## Introduction

### The Survey

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

### Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

### This Report

For each question, a summary of how many patients responded to each answer within each question is given.

### A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

### Benchmarks

Benchmarks are averages, and as such should be treated with caution and in context.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4. These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

### Friends and Family Test

Results are given on page 26.

### Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website:

<http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf>

### How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2014	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	500	17,145
No practices	1,031		
% female	64.7	61.4	59.2
% over 45*	(Mean age: 50.3)	62.4	54.8
% with long term disability	49.0	54.2	48.0
<b>Ethnicity</b>			
% White	92.2	89.4	80.3
% Asian/Asian British	3.7	1.8	6.6
% Black/Black British	1.8	2.0	3.2
% Mixed	1.1	1.4	1.7
% Chinese	.0.3	0.2	0.6
% Other ethnic group	0.9	0.0	2.2
<b>Employment</b>			
% employed	48.4	44.0	44.6
% unemployed	2.5	2.4	3.8
% in full time education	3.4	1.6	3.8
% unable to work/long term sickness	7.2	3.6	6.0
% looking after home / family	9.6	7.4	7.0
% retired	27.5	32.8	24.3
% other	1.6	3.6	2.4

\* for GPAQ V3 and V4 information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.			
Of the	341	or	68% who answered the question
	304	saw the GP/nurse	for themselves
	34	saw the GP/nurse	for their child
	3	saw the GP/nurse	for another reason or person.

Qs 42 and 43 Are you male, female? Under or over 45?

Age	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Under 16	6	1			7			
16 to 44	32	127	166		159	35.2	41.7	46%
45 to 64	50	83			133			
65 to 74	54	54		306	108	64.8	58.3	54%
75 or over	29	36			65			
<b>Total</b>	<b>171</b>	<b>301</b>	<b>166</b>	<b>306</b>	<b>472</b>	<b>100.0</b>	<b>100.0</b>	<b>100%</b>
%	36.2	63.8						
Missing					28			
Benchmark %	36.8	63.2						
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>						

472 of the 500 patients who completed the questionnaire answered both these questions.

#### Q44 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	110	161	59	212	271	56.6	51.4	43%
No	58	126	98	85	185	38.6	43.5	55%
Don't know / can't say	5	18	11	12	23	4.8	5.1	2%
Total %						95.2	100.0	98%
<b>Total Number</b>	173	305	168	309	479		<b>16,016</b>	
Missing					21			

479 of the 500 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

#### Q45 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	162	284	155	290	447	94.3	84.9	88%
Black or Black British	3	7	5	5	10	2.1	3.4	2%
Asian or Asian British	3	6	5	4	9	1.9	7.0	5%
Mixed	1	6	3	4	7	1.5	1.8	0%
Chinese	0	1	0	1	1	0.2	0.6	1%
Other ethnic group	0	0	0	0	0	0.0	2.3	2%
Total %						100.0	100.0	98%
<b>Total Number</b>	169	304	168	304	474		<b>16,199</b>	
Missing					26			

474 of the 500 patients who completed the questionnaire answered this question.

- 1 of these did not answer the question about sex.
- 2 of these did not answer the question about age.

#### Q46 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	76	143	113	106	220	46.1	48.5	58%
Unemployed / looking for work	4	8	9	3	12	2.5	4.2	5%
At school or in full time education	2	6	7	0	8	1.7	4.1	4%
Unable to work due to long term sickness	7	11	8	10	18	3.8	6.6	5%
Looking after your home/family	2	35	25	12	37	7.8	7.6	6%
Retired from paid work	76	88	0	164	164	34.4	26.4	20%
Other	6	12	6	12	18	3.8	2.6	2%
Total %						96.2	100.0	98%
<b>Total Number</b>	173	303	168	307	477		<b>15,757</b>	
Missing					23			

477 of the 500 patients who completed the questionnaire answered this question.

- 1 of these did not answer the question about sex.
- 2 of these did not answer the question about age.

## Results

### About your Visit to the GP Today: How good was the GP at:

#### Q1 Putting you at ease?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	105	69.5	179	71.3	295	70.6	76.8	N/A
Good	39	25.8	55	21.9	99	23.7	18.0	
Satisfactory	5	3.3	9	3.6	14	3.3	4.4	
Poor	0	0.0	1	0.4	1	0.2	0.3	
Very poor	0	0.0	3	1.2	3	0.7	0.2	
Does not apply	2	1.3	4	1.6	6	1.4	0.3	
Total %		100.0		100.0		98.6	100.0	
<b>No answering</b>	<b>151</b>		<b>251</b>		<b>418</b>		<b>16,425</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	89	63.6	195	74.4	295	70.6	76.8	N/A
Good	38	27.1	56	21.4	99	23.7	18.0	
Satisfactory	8	5.7	6	2.3	14	3.3	4.4	
Poor	1	0.7	0	0.0	1	0.2	0.3	
Very poor	1	0.7	2	0.8	3	0.7	0.2	
Does not apply	3	2.1	3	1.1	6	1.4	0.3	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>140</b>		<b>262</b>		<b>418</b>		<b>16,425</b>	

#### Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	119	78.8	196	78.1	329	78.7	82.0	N/A
Good	25	16.6	47	18.7	74	17.7	14.7	
Satisfactory	5	3.3	5	2.0	10	2.4	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	0	0.0	1	0.4	1	0.2	0.1	
Does not apply	2	1.3	2	0.8	4	1.0	0.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>151</b>		<b>251</b>		<b>418</b>		<b>16,402</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	101	72.1	214	81.7	329	78.7	82.0	N/A
Good	33	23.6	39	14.9	74	17.7	14.7	
Satisfactory	4	2.9	6	2.3	10	2.4	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	1	0.7	0	0.0	1	0.2	0.1	
Does not apply	1	0.7	3	1.1	4	1.0	0.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>140</b>		<b>262</b>		<b>418</b>		<b>16,402</b>	

**About your Visit to the GP Today (continued): How good was the GP at:**

**Q3 Listening to you?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	118	78.1	188	74.6	315	75.2	79.5	52%
Good	24	15.9	50	19.8	80	19.1	16.2	36%
Satisfactory	7	4.6	9	3.6	17	4.1	3.6	7%
Poor	0	0.0	1	0.4	1	0.2	0.4	2%
Very poor	0	0.0	1	0.4	1	0.2	0.1	1%
Does not apply	2	1.3	3	1.2	5	1.2	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
<b>No answering</b>	<b>151</b>		<b>252</b>		<b>419</b>		<b>16,419</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	102	72.3	204	77.9	315	75.2	79.5	49%
Good	30	21.3	44	16.8	80	19.1	16.2	37%
Satisfactory	6	4.3	10	3.8	17	4.1	3.6	9%
Poor	0	0.0	1	0.4	1	0.2	0.4	2%
Very poor	1	0.7	0	0.0	1	0.2	0.1	1%
Does not apply	2	1.4	3	1.1	5	1.2	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>141</b>		<b>262</b>		<b>419</b>		<b>16,419</b>	

**Q4 Giving you enough time?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	103	68.2	172	68.3	283	67.5	73.6	49%
Good	35	23.2	62	24.6	105	25.1	19.7	37%
Satisfactory	11	7.3	15	6.0	26	6.2	5.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.7	2%
Very poor	0	0.0	1	0.4	1	0.2	0.2	1%
Does not apply	2	1.3	2	0.8	4	1.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>151</b>		<b>252</b>		<b>419</b>		<b>16,413</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	85	60.3	190	72.5	283	67.5	73.6	49%
Good	45	31.9	52	19.8	105	25.1	19.7	37%
Satisfactory	9	6.4	17	6.5	26	6.2	5.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.7	2%
Very poor	1	0.7	0	0.0	1	0.2	0.2	1%
Does not apply	1	0.7	3	1.1	4	1.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>141</b>		<b>262</b>		<b>419</b>		<b>16,413</b>	

**About your Visit to the GP Today (continued): How good was the GP at:**

**Q5 Assessing your medical condition?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	102	67.5	163	65.5	273	65.6	72.5	N/A
Good	32	21.2	58	23.3	96	23.1	20.1	
Satisfactory	11	7.3	13	5.2	26	6.3	5.6	
Poor	1	0.7	2	0.8	3	0.7	0.6	
Very poor	0	0.0	1	0.4	1	0.2	0.2	
Does not apply	5	3.3	12	4.8	17	4.1	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>151</b>		<b>249</b>		<b>416</b>		<b>16,374</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	78	55.7	187	71.9	273	65.6	72.5	N/A
Good	42	30.0	48	18.5	96	23.1	20.1	
Satisfactory	8	5.7	16	6.2	26	6.3	5.6	
Poor	3	2.1	0	0.0	3	0.7	0.6	
Very poor	1	0.7	0	0.0	1	0.2	0.2	
Does not apply	8	5.7	9	3.5	17	4.1	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>140</b>		<b>260</b>		<b>416</b>		<b>16,374</b>	

**Q6 Explaining your condition and treatment?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	101	67.8	147	58.8	257	61.9	70.4	47%
Good	30	20.1	71	28.4	106	25.5	21.3	36%
Satisfactory	9	6.0	16	6.4	25	6.0	5.5	10%
Poor	1	0.7	0	0.0	2	0.5	0.5	2%
Very poor	0	0.0	1	0.4	1	0.2	0.2	1%
Does not apply	8	5.4	15	6.0	24	5.8	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>149</b>		<b>250</b>		<b>415</b>		<b>16,387</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	48.6	180	69.5	257	61.9	70.4	47%
Good	47	33.6	54	20.8	106	25.5	21.3	36%
Satisfactory	11	7.9	14	5.4	25	6.0	5.5	10%
Poor	1	0.7	0	0.0	2	0.5	0.5	2%
Very poor	1	0.7	0	0.0	1	0.2	0.2	1%
Does not apply	12	8.6	11	4.2	24	5.8	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>140</b>		<b>259</b>		<b>415</b>		<b>16,387</b>	

**About your Visit to the GP Today (continued): How good was the GP at:**

**Q7 Involving you in decisions about your care?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	92	61.3	147	58.8	248	59.6	67.2	41%
Good	36	24.0	65	26.0	105	25.2	21.9	35%
Satisfactory	13	8.7	16	6.4	31	7.5	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	0	0.0	1	0.4	1	0.2	0.2	1%
Does not apply	9	6.0	21	8.4	31	7.5	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>150</b>		<b>250</b>		<b>416</b>		<b>16,278</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	71	50.7	168	64.6	248	59.6	67.2	41%
Good	45	32.1	56	21.5	105	25.2	21.9	35%
Satisfactory	13	9.3	16	6.2	31	7.5	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	1	0.7	0	0.0	1	0.2	0.2	1%
Does not apply	10	7.1	20	7.7	31	7.5	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>140</b>		<b>260</b>		<b>416</b>		<b>16,278</b>	

**Q8 Providing or arranging treatment for you?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	103	69.1	138	56.3	250	61.0	70.8	N/A
Good	26	17.4	63	25.7	94	22.9	18.8	
Satisfactory	8	5.4	13	5.3	22	5.4	4.8	
Poor	1	0.7	1	0.4	2	0.5	0.4	
Very poor	0	0.0	1	0.4	1	0.2	0.2	
Does not apply	11	7.4	29	11.8	41	10.0	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>149</b>		<b>245</b>		<b>410</b>		<b>16,169</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	72	51.8	169	66.3	250	61.0	70.8	N/A
Good	40	28.8	49	19.2	94	22.9	18.8	
Satisfactory	10	7.2	11	4.3	22	5.4	4.8	
Poor	1	0.7	1	0.4	2	0.5	0.4	
Very poor	1	0.7	0	0.0	1	0.2	0.2	
Does not apply	15	10.8	25	9.8	41	10.0	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>139</b>		<b>255</b>		<b>410</b>		<b>16,169</b>	



**Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice**

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	70.6	76.8	78.7	82.0	75.2	79.5	67.5	73.6
Good	23.7	18.0	17.7	14.7	19.1	16.2	25.1	19.7
Satisfactory	3.3	4.4	2.4	2.8	4.1	3.6	6.2	5.6
Poor	0.2	0.3	0.0	0.2	0.2	0.4	0.0	0.7
Very poor	0.7	0.2	0.2	0.1	0.2	0.1	0.2	0.2
Does not apply	1.4	0.3	1.0	0.1	1.2	0.2	1.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>418</b>	<b>16,425</b>	<b>418</b>	<b>16,402</b>	<b>419</b>	<b>16,419</b>	<b>419</b>	<b>16,413</b>

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	65.6	73	61.9	70	59.6	67	61.0	71
Good	23.1	20	25.5	21	25.2	22	22.9	19
Satisfactory	6.3	6	6.0	6	7.5	6	5.4	5
Poor	0.7	1	0.5	1	0.0	0	0.5	0
Very poor	0.2	0	0.2	0	0.2	0	0.2	0
Does not apply	4.1	1	5.8	2	7.5	4	10.0	5
Total %	100.0	100	100.0	100	100.0	100	100	100
<b>Total Number of responses</b>	<b>416</b>	<b>16,374</b>	<b>415</b>	<b>16,387</b>	<b>416</b>	<b>16,278</b>	<b>410</b>	<b>16,169</b>

**Qs 1 to 4: Summary of how good the GP was perceived to be at the following:**

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	69.5	76.8	78.8	82.1	78.1	79.3	68.2	73.0
Good	25.8	18.0	16.6	14.4	15.9	16.2	23.2	19.9
Satisfactory	3.3	4.5	3.3	2.9	4.6	3.5	7.3	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.5	0.0	1.0
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	1.3	0.2	1.3	0.2	1.3	0.2	1.3	0.3
<b>Total Number</b>	<b>151</b>	<b>5,739</b>	<b>151</b>	<b>5,743</b>	<b>151</b>	<b>5,749</b>	<b>151</b>	<b>5,746</b>
<b>Females %</b>								
Very good	71.3	76.9	78.1	82.2	74.6	79.8	68.3	74.1
Good	21.9	18.0	18.7	14.8	19.8	16.0	24.6	19.5
Satisfactory	3.6	4.3	2.0	2.6	3.6	3.6	6.0	5.5
Poor	0.4	0.3	0.0	0.3	0.4	0.3	0.0	0.6
Very poor	1.2	0.2	0.4	0.1	0.4	0.1	0.4	0.1
Does not apply	1.6	0.3	0.8	0.1	1.2	0.1	0.8	0.2
<b>Total Number</b>	<b>251</b>	<b>9,848</b>	<b>251</b>	<b>9,822</b>	<b>252</b>	<b>9,831</b>	<b>252</b>	<b>9,834</b>
<b>Under 45 %</b>								
Very good	63.6	72.3	72.1	79.1	72.3	77.0	60.3	71.4
Good	27.1	21.7	23.6	17.3	21.3	18.2	31.9	21.7
Satisfactory	5.7	5.0	2.9	3.1	4.3	4.0	6.4	5.8
Poor	0.7	0.5	0.0	0.3	0.0	0.5	0.0	0.7
Very poor	0.7	0.2	0.7	0.2	0.7	0.1	0.7	0.2
Does not apply	2.1	0.2	0.7	0.1	1.4	0.1	0.7	0.2
<b>Total Number</b>	<b>140</b>	<b>6,749</b>	<b>140</b>	<b>6,760</b>	<b>141</b>	<b>6,773</b>	<b>141</b>	<b>6,765</b>
<b>Over 45 %</b>								
Very good	74.4	80.8	81.7	84.6	77.9	81.8	72.5	75.7
Good	21.4	14.9	14.9	12.5	16.8	14.3	19.8	18.1
Satisfactory	2.3	3.8	2.3	2.4	3.8	3.2	6.5	5.2
Poor	0.0	0.2	0.0	0.2	0.4	0.3	0.0	0.7
Very poor	0.8	0.1	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	1.1	0.3	1.1	0.2	1.1	0.2	1.1	0.2
<b>Total Number</b>	<b>262</b>	<b>9,082</b>	<b>262</b>	<b>9,050</b>	<b>262</b>	<b>9,054</b>	<b>262</b>	<b>9,057</b>

**Qs 5 to 8: Summary of how good the GP was perceived to be at the following for your practice**

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your tests and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	67.5	72.2	67.8	70.5	61.3	67.2	69.1	70.5
Good	21.2	20.4	20.1	21.3	24.0	21.4	17.4	19.5
Satisfactory	7.3	5.5	6.0	5.6	8.7	7.0	5.4	4.9
Poor	0.7	0.7	0.7	0.6	0.0	0.5	0.7	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	3.3	1.0	5.4	1.8	6.0	3.7	7.4	4.4
<b>Total Number</b>	<b>151</b>	<b>5,737</b>	<b>149</b>	<b>5,741</b>	<b>150</b>	<b>5,721</b>	<b>149</b>	<b>5,667</b>
<b>Females %</b>								
Very good	65.5	72.9	58.8	70.4	58.8	67.2	56.3	70.6
Good	23.3	19.9	28.4	21.3	26.0	22.2	25.7	18.6
Satisfactory	5.2	5.4	6.4	5.4	6.4	5.7	5.3	4.6
Poor	0.8	0.5	0.0	0.5	0.0	0.5	0.4	0.4
Very poor	0.4	0.1	0.4	0.2	0.4	0.2	0.4	0.2
Does not apply	4.8	1.2	6.0	2.2	8.4	4.2	11.8	5.7
<b>Total Number</b>	<b>249</b>	<b>9,811</b>	<b>250</b>	<b>9,820</b>	<b>250</b>	<b>9,748</b>	<b>245</b>	<b>9,691</b>
<b>Under 45 %</b>								
Very good	55.7	69.5	48.6	66.6	50.7	64.4	51.8	68.6
Good	30.0	22.3	33.6	23.8	32.1	23.8	28.8	20.6
Satisfactory	5.7	6.1	7.9	6.3	9.3	6.9	7.2	5.4
Poor	2.1	0.7	0.7	0.7	0.0	0.6	0.7	0.5
Very poor	0.7	0.2	0.7	0.2	0.7	0.2	0.7	0.2
Does not apply	5.7	1.2	8.6	2.4	7.1	4.1	10.8	4.7
<b>Total Number</b>	<b>140</b>	<b>6,753</b>	<b>140</b>	<b>6,764</b>	<b>140</b>	<b>6,737</b>	<b>139</b>	<b>6,722</b>
<b>Over 45 %</b>								
Very good	71.9	75.3	69.5	73.6	64.6	69.7	66.3	72.8
Good	18.5	18.1	20.8	19.1	21.5	20.2	19.2	17.1
Satisfactory	6.2	5.0	5.4	4.8	6.2	5.7	4.3	4.1
Poor	0.0	0.5	0.0	0.5	0.0	0.3	0.4	0.4
Very poor	0.0	0.1	0.0	0.1	0.0	0.2	0.0	0.2
Does not apply	3.5	1.1	4.2	1.8	7.7	3.9	9.8	5.3
<b>Total Number</b>	<b>260</b>	<b>9,039</b>	<b>259</b>	<b>9,042</b>	<b>260</b>	<b>8,972</b>	<b>255</b>	<b>8,880</b>

**Q9 Did you have confidence that the GP is honest and trustworthy?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	137	91.3	225	90.0	375	90.1	91.2	66%
Yes, to some extent	9	6.0	17	6.8	29	7.0	7.6	27%
No, not at all	0	0.0	1	0.4	1	0.2	0.4	4%
Don't know, can't say	4	2.7	7	2.8	11	2.6	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>150</b>		<b>250</b>		<b>416</b>		<b>16,331</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	116	83.5	246	94.3	375	90.1	91.2	66%
Yes, to some extent	16	11.5	10	3.8	29	7.0	7.6	27%
No, not at all	1	0.7	0	0.0	1	0.2	0.4	4%
Don't know, can't say	6	4.3	5	1.9	11	2.6	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>139</b>		<b>261</b>		<b>416</b>		<b>16,331</b>	

**Q10 Did you have confidence that the doctor will keep your information confidential?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	134	89.9	228	91.2	377	90.8	93.0
Yes, to some extent	13	8.7	13	5.2	27	6.5	5.2
No, not at all	0	0.0	2	0.8	2	0.5	0.3
Don't know, can't say	2	1.3	7	2.8	9	2.2	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>149</b>		<b>250</b>		<b>415</b>		<b>16,286</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	122	87.1	240	92.7	377	90.8	93.0
Yes, to some extent	12	8.6	14	5.4	27	6.5	5.2
No, not at all	2	1.4	0	0.0	2	0.5	0.3
Don't know, can't say	4	2.9	5	1.9	9	2.2	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>140</b>		<b>259</b>		<b>415</b>		<b>16,286</b>

**Q11 Would you be completely happy to see this GP again?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	140	100.0	236	98.7	392	99.2	98.8
No	0	0.0	3	1.3	3	0.8	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>140</b>		<b>239</b>		<b>395</b>		<b>15,491</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	129	97.7	247	100.0	392	99.2	98.8
No	3	2.3	0	0.0	3	0.8	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>132</b>		<b>247</b>		<b>395</b>		<b>15,491</b>

**Q12 How helpful do you find the receptionists at your practice?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	117	78.0	195	75.3	318	75.7	70.5	48%
Fairly	29	19.3	55	21.2	87	20.7	26.3	41%
Not Very	3	2.0	4	1.5	9	2.1	2.1	7%
Not at all	0	0.0	3	1.2	3	0.7	0.5	2%
Don't know	1	0.7	2	0.8	3	0.7	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>150</b>		<b>259</b>		<b>420</b>		<b>16,430</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	101	71.1	211	79.0	318	75.7	70.5	48%
Fairly	37	26.1	47	17.6	87	20.7	26.3	41%
Not Very	3	2.1	4	1.5	9	2.1	2.1	7%
Not at all	0	0.0	3	1.1	3	0.7	0.5	2%
Don't know	1	0.7	2	0.7	3	0.7	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>142</b>		<b>267</b>		<b>420</b>		<b>16,430</b>	<b>1</b>

**Q13 How easy is it to get through to the practice on the phone?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	56	37.1	77	29.6	137	32.5	32.5	31%
Fairly easy	51	33.8	102	39.2	155	36.8	44.3	47%
Not very easy	22	14.6	54	20.8	77	18.3	14.9	13%
Not at all easy	18	11.9	22	8.5	43	10.2	5.2	5%
Don't know	3	2.0	2	0.8	5	1.2	0.7	-
Haven't tried	1	0.7	3	1.2	4	1.0	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>151</b>		<b>260</b>		<b>421</b>		<b>16,512</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	46	32.2	87	32.5	137	32.5	32.5	31%
Fairly easy	55	38.5	98	36.6	155	36.8	44.3	47%
Not very easy	26	18.2	50	18.7	77	18.3	14.9	13%
Not at all easy	15	10.5	25	9.3	43	10.2	5.2	5%
Don't know	0	0.0	5	1.9	5	1.2	0.7	-
Haven't tried	1	0.7	3	1.1	4	1.0	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>143</b>		<b>268</b>		<b>421</b>		<b>16,512</b>	<b>1</b>

**Q14 How easy is it to speak to a doctor or nurse on the phone?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	37	25.0	50	19.2	89	21.3	26.0	8% / 8%
Fairly easy	32	21.6	73	28.1	106	25.4	35.2	15% / 14%
Not very easy	20	13.5	35	13.5	57	13.6	12.1	9% / 7%
Not at all easy	9	6.1	12	4.6	24	5.7	2.8	9% / 5%
Don't know	16	10.8	15	5.8	31	7.4	4.3	12% / 16%
Haven't tried	34	23.0	75	28.8	111	26.6	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>148</b>		<b>260</b>		<b>418</b>		<b>16,437</b>	<b>100% / 100%</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	29	20.4	58	21.8	89	21.3	26.0	8% / 8%
Fairly easy	33	23.2	72	27.1	106	25.4	35.2	15% / 14%
Not very easy	22	15.5	33	12.4	57	13.6	12.1	9% / 7%
Not at all easy	5	3.5	16	6.0	24	5.7	2.8	9% / 5%
Don't know	10	7.0	21	7.9	31	7.4	4.3	12% / 16%
Haven't tried	43	30.3	66	24.8	111	26.6	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>142</b>		<b>266</b>		<b>418</b>		<b>16,437</b>	<b>100% / 100%</b>

**Q15 If you need to see a GP urgently, can you normally get seen same day?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	78	51.7	135	52.9	217	52.2	62.0
No	30	19.9	65	25.5	99	23.8	17.7
Don't know/nev	43	28.5	55	21.6	100	24.0	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>151</b>		<b>255</b>		<b>416</b>		<b>16,382</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	65	45.8	148	56.1	217	52.2	62.0
No	47	33.1	48	18.2	99	23.8	17.7
Don't know/nev	30	21.1	68	25.8	100	24.0	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>142</b>		<b>264</b>		<b>416</b>		<b>16,382</b>

**Q16 How important is it to you to be able to book ahead?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Important	133	91.1	230	89.1	371	89.6	86.2
Not important	13	8.9	28	10.9	43	10.4	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>146</b>		<b>258</b>		<b>414</b>		<b>16,210</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	123	86.6	240	91.6	371	89.6	86.2
Not important	19	13.4	22	8.4	43	10.4	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>142</b>		<b>262</b>		<b>414</b>		<b>16,210</b>

**Q17 How easy is it to book ahead?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	62	41.6	99	37.9	162	38.6	34.4
Fairly easy	54	36.2	112	42.9	169	40.2	42.2
Not very easy	18	12.1	34	13.0	56	13.3	13.5
Not at all easy	9	6.0	8	3.1	18	4.3	4.0
Don't know	3	2.0	3	1.1	6	1.4	1.8
Haven't tried	3	2.0	5	1.9	9	2.1	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>149</b>		<b>261</b>		<b>420</b>		<b>16102</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	49	34.5	112	41.8	162	38.6	34.4
Fairly easy	61	43.0	105	39.2	169	40.2	42.2
Not very easy	21	14.8	31	11.6	56	13.3	13.5
Not at all easy	5	3.5	12	4.5	18	4.3	4.0
Don't know	3	2.1	3	1.1	6	1.4	1.8
Haven't tried	3	2.1	5	1.9	9	2.1	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>142</b>		<b>268</b>		<b>420</b>		<b>16102</b>

### Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	54	86	36	104	141	25.8	28.2	26.5	30%
By phone	117	225	126	216	351	64.3	70.2	80.1	90%
Online	23	30	8	45	53	9.7	10.6	3.4	3%
Doesn't apply	0	1	1	0	1	0.2	0.2	0.6	1%
<b>Total Response</b>	194	342	171	365	546	100.0	109.2	110.6	124%
<b>From your</b>	175	307	169	312	500	patients			

\*(though some may not have answered this question)

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

### Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	55	102	52	105	161	26.3	32.2	29.0	31%
By phone	117	217	120	214	341	55.6	68.2	76.2	81%
Online	42	66	44	64	110	17.9	22.0	21.7	29%
Doesn't apply	1	0	1	0	1	0.2	0.2	1.2	
<b>Total</b>	215	385	217	383	613	100.0	122.6	128.2	141%
<b>From your</b>	175	307	169	312	500	patients*			

\*(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	28.2	32.2
By phone	70.2	68.2
Online	10.6	22.0
Doesn't apply	0.2	0.2
<b>Total</b>	109.2	122.6

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above



Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	42	28.0	50	19.3	94	22.4	30.9
2-4 days	56	37.3	110	42.5	172	41.1	31.0
5 days or more	30	20.0	56	21.6	87	20.8	24.2
Don't usually need to be seen quickly	13	8.7	17	6.6	30	7.2	6.6
Don't know, never tried	9	6.0	26	10.0	36	8.6	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>150</b>		<b>259</b>		<b>419</b>		<b>16,283</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	36	25.4	56	21.0	94	22.4	30.9
2-4 days	55	38.7	111	41.6	172	41.1	31.0
5 days or more	18	12.7	68	25.5	87	20.8	24.2
Don't usually need to be seen quickly	10	7.0	20	7.5	30	7.2	6.6
Don't know, never tried	23	16.2	12	4.5	36	8.6	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>142</b>		<b>267</b>		<b>419</b>		<b>16,283</b>

Q21 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
	41	27.3	55	21.4	97	23.3	25.8
Very good	53	35.3	67	26.1	123	29.5	28.6
Good	20	13.3	65	25.3	88	21.1	20.4
Fair	24	16.0	47	18.3	73	17.5	14.5
Poor	6	4.0	5	1.9	12	2.9	5.8
Very poor	0	0.0	2	0.8	2	0.5	0.9
Does not apply	6	4.0	16	6.2	22	5.3	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>150</b>		<b>257</b>		<b>417</b>		<b>16289</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	32	22.7	64	24.1	97	23.3	25.8
Very good	30	21.3	90	33.8	123	29.5	28.6
Good	37	26.2	48	18.0	88	21.1	20.4
Fair	22	15.6	49	18.4	73	17.5	14.5
Poor	5	3.5	6	2.3	12	2.9	5.8
Very poor	1	0.7	1	0.4	2	0.5	0.9
Does not apply	14	9.9	8	3.0	22	5.3	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>141</b>		<b>266</b>		<b>417</b>		<b>16,289</b>

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

Q22 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	81	54.4	150	57.9	235	56.4	56.7
2-4 days	43	28.9	81	31.3	127	30.5	26.2
5 days or more	4	2.7	11	4.2	15	3.6	7.0
Don't usually need to be seen quickly	9	6.0	8	3.1	17	4.1	4.3
Don't know, never tried	12	8.1	9	3.5	23	5.5	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>149</b>		<b>259</b>		<b>417</b>		<b>16,282</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	75	52.8	156	58.6	235	56.4	56.7
2-4 days	44	31.0	80	30.1	127	30.5	26.2
5 days or more	6	4.2	9	3.4	15	3.6	7.0
Don't usually need to be seen quickly	8	5.6	9	3.4	17	4.1	4.3
Don't know, never tried	9	6.3	12	4.5	23	5.5	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>142</b>		<b>266</b>		<b>417</b>		<b>16,282</b>

Q23 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	58	37.9	77	30.1	138	32.8	31.0
Very good	53	34.6	67	26.2	123	29.2	29.7
Good	16	10.5	67	26.2	84	20.0	19.5
Fair	12	7.8	27	10.5	41	9.7	11.1
Poor	3	2.0	9	3.5	13	3.1	3.5
Very poor	0	0.0	1	0.4	1	0.2	0.7
Does not apply	11	7.2	8	3.1	21	5.0	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>153</b>		<b>256</b>		<b>421</b>		<b>15,668</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	37	27.0	98	36.0	138	32.8	31.0
Very good	30	21.9	90	33.1	123	29.2	29.7
Good	37	27.0	46	16.9	84	20.0	19.5
Fair	19	13.9	20	7.4	41	9.7	11.1
Poor	7	5.1	5	1.8	13	3.1	3.5
Very poor	1	0.7	0	0.0	1	0.2	0.7
Does not apply	6	4.4	13	4.8	21	5.0	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>137</b>		<b>272</b>		<b>421</b>		<b>15,668</b>

**Q24 How long did you wait for your most recent consultation to start?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	30	18.9	76	27.6	110	24.8	22.8	10%
6-10 minutes	76	47.8	97	35.3	176	39.7	39.5	5-15 mins 58%
11-20 minutes	37	23.3	66	24.0	104	23.5	22.2	
21-30 minutes	12	7.5	24	8.7	36	8.1	9.0	>15 mins 24%
More than 30 minutes	3	1.9	11	4.0	15	3.4	5.2	
No set time	1	0.6	1	0.4	2	0.5	1.3	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>159</b>		<b>275</b>		<b>443</b>		<b>15,664</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	42	28.8	63	22.0	110	24.8	19.6	10%
6-10 minutes	47	32.2	126	43.9	176	39.7	40.0	5-15 mins 58%
11-20 minutes	33	22.6	70	24.4	104	23.5	24.2	
21-30 minutes	14	9.6	22	7.7	36	8.1	8.8	>15 mins 24%
More than 30 minutes	9	6.2	5	1.7	15	3.4	5.9	
No set time	1	0.7	1	0.3	2	0.5	1.5	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>146</b>		<b>287</b>		<b>443</b>		<b>15,664</b>	

**Q25 How do you rate how long you waited?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	40	24.5	75	26.8	118	26.1	24.1
Very good	47	28.8	68	24.3	118	26.1	26.6
Good	50	30.7	54	19.3	104	23.0	21.6
Satisfactory	17	10.4	53	18.9	71	15.7	19.6
Poor	6	3.7	21	7.5	29	6.4	6.1
Very poor	3	1.8	8	2.9	11	2.4	1.4
Does not apply	0	0.0	1	0.4	1	0.2	0.5
Total %		100.0		100.0		100.0	100.0
<b>Total no responses</b>	<b>163</b>		<b>280</b>		<b>452</b>		<b>15,701</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	43	28.3	71	24.5	118	26.1	24.1
Very good	27	17.8	88	30.3	118	26.1	26.6
Good	33	21.7	71	24.5	104	23.0	21.6
Satisfactory	27	17.8	43	14.8	71	15.7	19.6
Poor	15	9.9	12	4.1	29	6.4	6.1
Very poor	7	4.6	4	1.4	11	2.4	1.4
Does not apply	0	0.0	1	0.3	1	0.2	0.5
Total %		100.0		100.0		100.0	100.0
<b>Total no responses</b>	<b>152</b>		<b>290</b>		<b>452</b>		<b>15,701</b>

<b>GPPS National Results:</b>	62% don't normally have to wait too long.
	24% have to wait a bit too long.
	7% have to wait far too long.

**Q26 Is your GP surgery open at convenient times?**

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark
Yes	146	245	121	269	395	86.1	86.3
Answered Q27	4	1	0	5			
No	13	27	21	19	42	9.2	9.2
Don't know	6	14	12	8	22	4.8	4.6
Answered Q27	18	40	32	26			
Total %						100.0	100.0
<b>Total no responses</b>	<b>165</b>	<b>286</b>	<b>154</b>	<b>296</b>	<b>459</b>		<b>15,538</b>

**Q27 Which of the following would make it easier to see or speak to someone?**

A total of **63** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **59** also answered Q27

However a total of **73** patients who answered Q26, also answered Q27;  
Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number / % of patients responding</b>	<b>22</b>	<b>41</b>	<b>32</b>	<b>31</b>	<b>73</b>	100.0		<b>6,598</b>	
Before 8am	6	15	8	13	22	30.1	14.8	16.6	13%
At lunchtime	1	6	3	4	7	9.6	4.7	12.0	6%
After 6.30pm	13	29	22	20	43	58.9	28.9	22.6	28%
Saturday	14	33	25	22	50	68.5	33.6	28.8	47%
Sunday	6	18	15	8	24	32.9	16.1	10.2	5%
None of these	0	3	1	2	3	4.1	2.0	9.8	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>40</b>	<b>104</b>	<b>74</b>	<b>69</b>	<b>149</b>			<b>9,367</b>	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27. They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number of patients said No or Don't know answered Q27</b>	<b>18</b>	<b>38</b>	<b>31</b>	<b>25</b>	<b>59</b>	100.0		<b>1,864</b>	
Before 8am	3	13	7	9	16	27.1	12.5	15.6	13%
At lunchtime	1	5	2	4	6	10.2	4.7	8.0	6%
After 6.30pm	11	25	19	17	37	62.7	28.9	29.2	28%
Saturday	12	30	23	19	45	76.3	35.2	32.2	47%
Sunday	5	15	13	7	21	35.6	16.4	12.8	5%
None of these	0	3	1	2	3	5.1	2.3	2.2	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>32</b>	<b>91</b>	<b>65</b>	<b>58</b>	<b>128</b>			<b>3,645</b>	

**Q28 Is there a particular GP you usually prefer to see or speak to?**

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	92	173	79	185	271	59.3	64.6	61%
No	70	111	77	104	184	40.3	33.7	38%
There is only one doctor in my surgery	1	1	1	1	2	0.4	1.7	2%
<b>Total %</b>						100.0	100.0	
<b>Total no responses</b>	<b>163</b>	<b>285</b>	<b>157</b>	<b>290</b>	<b>457</b>		<b>15,634</b>	

**Q29 How often do you see or speak to the GP you prefer?**

271 Patients answered "Yes" to Q28 so prefer to speak to a particular GP  
269 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number said "Yes" to Q28</b>	<b>92</b>	<b>173</b>	<b>79</b>	<b>185</b>	<b>271</b>	<b>59.3</b>	<b>10,098</b>	
Always or almost always	43	57	21	79	101	37.5	45.1	48%
A lot of the time	28	52	18	62	82	30.5	25.6	22%
Some of the time	15	53	28	39	71	26.4	19.7	24%
Never or almost never	2	5	5	2	7	2.6	2.5	6%
Not tried	2	6	6	2	8	3.0	1.0	1%
<b>Total answering this question</b>	<b>90</b>	<b>173</b>	<b>78</b>	<b>184</b>	<b>269</b>	<b>100.0</b>	<b>10,098</b>	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;  
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

**Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following:**

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

Figures, except where total numbers are given, are percentages of total answering each question.

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	76.5	74.0	74.5	66.8	59.4	63.0
Good	16.8	19.3	19.0	21.4	23.9	21.5
Satisfactory	3.2	3.8	2.7	3.8	5.4	3.0
Poor	0.5	0.5	0.5	0.8	0.3	0.8
Very poor	0.0	0.0	0.0	0.0	0.5	0.3
Does not apply	2.9	2.4	3.2	7.2	10.5	11.4
Total %	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>375</b>	<b>373</b>	<b>373</b>	<b>373</b>	<b>372</b>	<b>368</b>

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

GPPS Benchmarks %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	N/A	48%	47%	46%	38%	N/A
Good		33%	33%	32%	30%	
Satisfactory		5%	6%	7%	9%	
Poor		1%	1%	1%	1%	
Very poor		0%	0%	0%	1%	
Does not apply		12%	13%	14%	21%	
<b>Total %</b>		<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

GPAQ V4 % benchmark	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	66.6	62.7	64.6	61.1	54.9	56.9
Good	23.0	27.1	24.7	24.9	26.2	24.2
Fair	5.2	6.1	6.1	7.0	7.2	6.0
Poor	0.8	0.6	0.7	0.8	0.8	0.6
Very poor	0.3	0.2	0.2	0.3	0.3	0.3
Does not apply	4.1	3.3	3.6	6.0	10.6	12.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>12,540</b>	<b>12,380</b>	<b>12,345</b>	<b>12,306</b>	<b>12,247</b>	<b>12,212</b>

**Qs 30 to 32: Summary of how good the Nurse was perceived to be at the following:**

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

		GPAQ V4 % benchma rk		GPAQ V4 % benchmar k		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q30 Putting you at ease?</b>	<b>Q30 Putting you at ease?</b>	<b>Q31 Giving you enough time?</b>	<b>Q31 Giving you enough time?</b>	<b>Q32 Listening to you?</b>	<b>Q32 Listening to you?</b>
Very good	75.9	68.5	70.5	64.1	75.0	66.5
Good	20.3	21.7	25.0	26.5	21.2	23.8
Satisfactory	2.3	4.4	4.5	4.9	2.3	5.0
Poor	0.0	0.4	0.0	0.4	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	1.5	4.9	0.0	4.0	1.5	4.1
<b>Total Number of</b>	<b>133</b>	<b>4,483</b>	<b>132</b>	<b>4,431</b>	<b>132</b>	<b>4,416</b>
<b>Females %</b>						
Very good	77.4	65.4	76.8	61.9	74.7	63.7
Good	14.5	23.7	15.9	27.4	17.6	25.0
Satisfactory	3.8	5.6	3.0	6.8	3.0	6.7
Poor	0.9	1.0	0.9	0.7	0.9	0.9
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	3.4	3.8	3.4	2.9	3.9	3.4
<b>Total Number of</b>	<b>234</b>	<b>7,660</b>	<b>233</b>	<b>7,559</b>	<b>233</b>	<b>7,544</b>
<b>Under 45 %</b>						
Very good	66.1	60.4	65.9	58.3	64.3	60.6
Good	21.3	26.1	24.6	29.4	23.8	26.5
Satisfactory	6.3	5.9	4.8	6.5	4.8	6.6
Poor	1.6	1.1	0.8	0.8	1.6	1.0
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	4.7	6.1	4.0	4.8	5.6	4.8
<b>Total Number of</b>	<b>127</b>	<b>5,001</b>	<b>126</b>	<b>4,918</b>	<b>126</b>	<b>4,904</b>
<b>Over 45 %</b>						
Very good	82.4	71.0	79.0	66.1	80.3	67.7
Good	14.2	20.7	16.4	25.4	16.4	23.3
Satisfactory	1.7	4.5	2.9	5.7	1.7	5.5
Poor	0.0	0.6	0.4	0.4	0.0	0.6
Very poor	0.0	0.3	0.0	0.1	0.0	0.2
Does not apply	1.7	2.8	1.3	2.2	1.7	2.8
<b>Total Number of</b>	<b>239</b>	<b>7,340</b>	<b>238</b>	<b>7,269</b>	<b>238</b>	<b>7,252</b>

NB: Not all patients answer every question, so subtotals may vary.

### Qs 33 to 35: Summary of how good the Nurse was perceived to be at the following

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q33 Explaining your condition and treatment?</b>	<b>Q33 Explaining your tests and treatment?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q35 Providing or arranging treatment for you?</b>	<b>Q35 Providing or arranging treatment for you?</b>
Very good	65.9	62.6	61.4	55.8	64.1	58.2
Good	25.8	24.8	26.5	26.6	26.0	24.9
Fair	3.8	6.0	6.1	7.1	3.1	5.6
Poor	1.5	0.5	0.0	0.5	0.8	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	3.0	5.9	6.1	9.9	6.1	10.8
<b>Total Number</b>	<b>132</b>	<b>4,400</b>	<b>132</b>	<b>4,384</b>	<b>131</b>	<b>4,380</b>
<b>Females %</b>						
Very good	67.8	60.4	59.5	54.2	62.0	55.1
Good	19.7	24.8	22.4	26.1	19.7	24.3
Fair	3.4	7.5	4.7	7.3	3.1	6.4
Poor	0.4	1.0	0.4	1.0	0.9	0.7
Very poor	0.0	0.3	0.9	0.4	0.4	0.4
Does not apply	8.6	6.0	12.1	11.0	14.0	13.1
<b>Total Number</b>	<b>233</b>	<b>7,526</b>	<b>232</b>	<b>7,487</b>	<b>229</b>	<b>7,464</b>
<b>Under 45 %</b>						
Very good	60.3	57.3	54.0	53.3	56.3	55.6
Good	23.8	27.1	28.6	27.7	27.0	25.9
Fair	4.8	7.4	6.3	7.2	4.0	6.3
Poor	1.6	1.0	0.8	1.1	0.8	0.8
Very poor	0.0	0.3	0.0	0.3	0.8	0.3
Does not apply	9.5	6.8	10.3	10.5	11.1	11.0
<b>Total Number</b>	<b>126</b>	<b>4,891</b>	<b>126</b>	<b>4,868</b>	<b>126</b>	<b>4,859</b>
<b>Over 45 %</b>						
Very good	70.6	63.9	63.3	56.2	66.1	57.8
Good	21.0	23.3	21.5	25.2	19.3	22.9
Fair	2.9	6.5	4.6	7.0	2.6	5.7
Poor	0.4	0.6	0.0	0.7	0.9	0.5
Very poor	0.0	0.2	0.8	0.2	0.0	0.3
Does not apply	5.0	5.4	9.7	10.7	11.2	12.8
<b>Total Number</b>	<b>238</b>	<b>7,225</b>	<b>237</b>	<b>7,194</b>	<b>233</b>	<b>7,175</b>

NB: Not all patients answer every question, so subtotals may vary.

### Q36 Would you be completely happy to see this Nurse again?

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

%	Males	Females	Under 45	45 and over	% Total responses	Total GPAQ V4 % benchmark	GPPS Benchmark
Yes	98.4	99.6	99.2	99.1	99.2	97.1	N/A
No	1.6	0.4	0.8	0.9	0.8	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
<b>Number answering Q36</b>	<b>129</b>	<b>225</b>	<b>120</b>	<b>233</b>	<b>361</b>	<b>11,676</b>	N/A



Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

**Q37 Understand you health problems**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	153	87.9	242	79.1	397	82.4	13,789	85.0
Unsure	11	6.3	36	11.8	47	9.8	1,783	11.0
Not very well	3	1.7	10	3.3	13	2.7	246	1.5
Does not apply	7	4.0	18	5.9	25	5.2	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>174</b>		<b>306</b>		<b>482</b>		<b>16,226</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	122	72.6	272	87.5	397	82.4	13,789	85.0
Unsure	25	14.9	22	7.1	47	9.8	1,783	11.0
Not very well	7	4.2	6	1.9	13	2.7	246	1.5
Does not apply	14	8.3	11	3.5	25	5.2	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>168</b>		<b>311</b>		<b>482</b>		<b>16,226</b>	

**Q38 Cope with your health problems**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	142	83.0	230	76.2	373	78.7	13,295	82.4
Unsure	17	9.9	44	14.6	61	12.9	1,920	11.9
Not very well	4	2.3	9	3.0	13	2.7	333	2.1
Does not apply	8	4.7	19	6.3	27	5.7	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>171</b>		<b>302</b>		<b>474</b>		<b>16,137</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	116	69.5	256	83.7	373	78.7	13,295	82.4
Unsure	30	18.0	31	10.1	61	12.9	1,920	11.9
Not very well	5	3.0	8	2.6	13	2.7	333	2.1
Does not apply	16	9.6	11	3.6	27	5.7	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>167</b>		<b>306</b>		<b>474</b>		<b>16,137</b>	

**Q39 Keep yourself healthy**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	126	74.1	218	72.7	345	73.2	12,073	75.2
Unsure	27	15.9	46	15.3	73	15.5	2,581	16.1
Not very well	5	2.9	6	2.0	11	2.3	406	2.5
Does not apply	12	7.1	30	10.0	42	8.9	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>170</b>		<b>300</b>		<b>471</b>		<b>16,048</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	107	64.1	237	78.2	345	73.2	12,073	75.2
Unsure	36	21.6	37	12.2	73	15.5	2,581	16.1
Not very well	4	2.4	7	2.3	11	2.3	406	2.5
Does not apply	20	12.0	22	7.3	42	8.9	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>167</b>		<b>303</b>		<b>471</b>		<b>16,048</b>	

**Q40 Overall, how would you describe your experience of your GP surgery?**

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	89	126	60	154	215	44.9	45.9	
Very good	60	114	58	116	174	36.3	34.6	51%
Good	15	40	30	25	56	11.7	14.0	38%
Satisfactory	9	22	16	15	31	6.5	4.6	7%
Poor	1	2	3	0	3	0.6	0.8	3%
Very poor	0	0	0	0	0	0.0	0.2	1%
Total %						100.0	100.0	100%
<b>Total number</b>	<b>174</b>	<b>304</b>	<b>167</b>	<b>310</b>	<b>479</b>		<b>16,287</b>	

479 of the 500 patients who completed the questionnaire answered this question.

**Friends and Family Test**

**Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?**

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	106	144	62	187	250	52.0
Likely	53	120	74	99	173	36.0
Neither likely nor unlikely	10	21	18	13	32	6.7
Unlikely	3	10	7	6	13	2.7
Extremely unlikely	1	1	2	0	2	0.4
Don't know	1	10	5	6	11	2.3
Total %						97.3
<b>Total number</b>	<b>174</b>	<b>306</b>	<b>168</b>	<b>311</b>	<b>481</b>	
<b>FFT Scores</b>	<b>53</b>	<b>37</b>	<b>21</b>	<b>54</b>	<b>42</b>	

481 of the 500 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:

$$\text{Proportion of respondents "extremely likely" to recommend} \text{ minus } \text{Proportion of respondents "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend}$$

Giving a score of **42.2** for your practice overall.

The Friends and Family Test score for Sample Surgery is **42** based on **470** responses

## Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
<b>Number of Questionnaires</b>	175	307	500	17,145
<b>GP</b>				
Q1 Putting you at ease?	91.8	91.1	91.4	92.8
Q2 Being polite and considerate?	94.1	93.9	94.1	94.6
Q3 Listening to you?	93.6	92.5	92.7	93.7
Q4 Giving you enough time?	90.4	90.4	90.3	91.5
Q5 Assessing your medical condition?	90.2	90.1	89.9	91.5
Q6 Explaining your condition and treatment?	91.0	88.6	89.4	91.1
Q7 Involving you in decisions about your care?	89.0	89.0	88.9	90.5
Q8 Providing or arranging treatment for you?	91.8	88.9	90.0	92.0
Q9 Confidence that the GP is honest and trustworthy?	96.9	96.1	96.2	95.7
Q10 Confidence that the dr will keep your information confidential?	95.6	96.5	96.2	97.0
Q11 Would you be completely happy to see this GP again?	100.0	98.7	99.2	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	93.7	93.6	93.6	90.3
Q31 Giving you enough time?	91.5	93.7	92.7	89.2
Q32 Listening to you?	93.5	93.2	93.3	89.6
Q33 Explaining your condition and treatment?	90.2	92.4	91.5	88.8
Q34 Involving you in decisions about your care?	89.7	89.6	89.5	87.6
Q35 Providing or arranging treatment for you?	90.9	91.2	91.3	88.9
Q36 Would you be completely happy to see this Nurse again?	98.4	99.6	99.2	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	92.0	90.5	90.7	89.1
Q13 How easy is it to get through to the practice on the phone?	65.9	63.6	64.3	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	66.0	64.5	64.4	69.9
Q17 How easy to book ahead?	72.4	72.8	72.1	70.9
Q21 How do you rate how quickly you were seen (partic dr)	73.8	69.5	70.8	70.7
Q23 How do you rate how quickly you were seen (any dr)	81.3	74.0	76.5	75.0
Q25 How do you rate how long you waited	70.9	67.1	68.5	67.8
Q37 Understand your health problems	94.9	90.3	92.0	92.8
Q38 Cope with your health problems	92.3	89.0	90.3	91.7
Q39 Keep yourself healthy	88.3	89.3	88.9	88.7
Q40 Overall, how would you describe your experience?	86.1	82.4	83.7	83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in yellow  
 Practice benchmarks 5 points or more **above** the national benchmark are highlighted in pale yellow  
 Practice benchmarks **above** the national benchmark are highlighted in cream  
 Practice benchmarks **below** the national benchmark are highlighted in v pale green  
 Practice benchmarks 5 points or more **below** the national benchmark are highlighted in pale green  
 Practice benchmarks 10 points or more **below** the national benchmark are highlighted in green

yellow
pale yellow
cream
v pale green
pale green
green

Ditto Male/Female with respect to overall practice benchmarks.

**Caution:** Where numbers are not split equally between comparison groups, results may appear skewed.

NB Benchmarks are averages, and as such should be treated with caution and in context.

# Benchmarks

	Under 45	Over 45	Your practice overall	GPAQ-R National benchmark
<b>Number of Questionnaires</b>	169	312	500	17,145
<b>GP</b>				
Q1 Putting you at ease?	88.9	92.7	91.4	92.8
Q2 Being polite and considerate?	91.9	95.1	94.1	94.6
Q3 Listening to you?	91.7	93.5	92.7	93.7
Q4 Giving you enough time?	88.0	91.7	90.3	91.5
Q5 Assessing your medical condition?	86.6	92.0	89.9	91.5
Q6 Explaining your condition and treatment?	85.2	91.7	89.4	91.1
Q7 Involving you in decisions about your care?	85.6	90.8	88.9	90.5
Q8 Providing or arranging treatment for you?	86.5	92.0	90.0	92.0
Q9 Confidence that the GP is honest and trustworthy?	93.2	98.0	96.2	95.7
Q10 Confidence that the dr will keep your information confidential?	94.1	97.2	96.2	97.0
Q11 Would you be completely happy to see this GP again?	97.7	100.0	99.2	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	89.9	95.5	93.6	90.3
Q31 Giving you enough time?	90.5	94.0	92.7	89.2
Q32 Listening to you?	89.9	95.0	93.3	89.6
Q33 Explaining your condition and treatment?	89.5	92.6	91.5	88.8
Q34 Involving you in decisions about your care?	87.8	90.5	89.5	87.6
Q35 Providing or arranging treatment for you?	88.6	92.4	91.3	88.9
Q36 Would you be completely happy to see this Nurse again?	99.2	99.1	99.2	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	89.7	91.8	90.7	89.1
Q13 How easy is it to get through to the practice on the phone?	64.0	64.7	64.3	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	65.2	65.0	64.4	69.9
Q17 How easy to book ahead?	70.7	73.7	72.1	70.9
Q21 How do you rate how quickly you were seen (partic dr)	69.3	71.9	70.8	70.7
Q23 How do you rate how quickly you were seen (any dr)	70.4	79.8	76.5	75.0
Q25 How do you rate how long you waited	64.6	70.4	68.5	67.8
Q37 Understand your health problems	87.3	94.3	92.0	92.8
Q38 Cope with your health problems	86.8	92.0	90.3	91.7
Q39 Keep yourself healthy	85.0	90.9	88.9	88.7
Q40 Overall, how would you describe your experience?	78.7	86.4	83.7	83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in yellow  
 Practice benchmarks 5 points or more **above** the national benchmark are highlighted in pale yellow  
 Practice benchmarks **above** the national benchmark are highlighted in cream  
 Practice benchmarks **below** the national benchmark are highlighted in v pale green  
 Practice benchmarks 5 points or more **below** the national benchmark are highlighted in pale green  
 Practice benchmarks 10 points or more **below** the national benchmark are highlighted in green

yellow
pale yellow
cream
v pale green
pale green
green

Ditto Under/Over 45 with respect to overall practice benchmarks.

**Caution:** Where numbers are not split equally between comparison groups, results may appear skewed.

NB Benchmarks are averages, and as such should be treated with caution and in context.