



General Practice Assessment Questionnaire

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

Sample Surgery

Anytown, ZZ10 9AA

2014 - 2015

Report 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

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 19.

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
Ethnicity			
% 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
Employment			
% 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, GPAQ V4 and GPAQ-R, 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	342	or	68% who answered the question
	305	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?

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

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

Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	271	56.6	51.0	53%
No	185	38.6	44.0	45%
Don't know / can't say	23	4.8	5.3	2%
Total	479	100.0	100.0	100%
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?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	447	94.3	84.9	87%
Black or Black	10	2.1	3.4	2%
Asian or Asian	9	1.9	7.0	5%
Mixed	7	1.5	1.8	0%
Chinese	1	0.2	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
Total	474	100.0	100.0	97%
Missing	26			

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

Q46 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	220	46.1	48.5	58%
Unemployed / looking for work	12	2.5	4.2	6%
At school or in full time education	8	1.7	4.1	4%
Unable to work due to long term sickness	18	3.8	6.6	5%
Looking after your home/family	37	7.8	7.6	6%
Retired from paid work	164	34.4	26.4	21%
Other	18	3.8	2.6	2%
Total	477	100.0	100.0	102%
Missing	23			

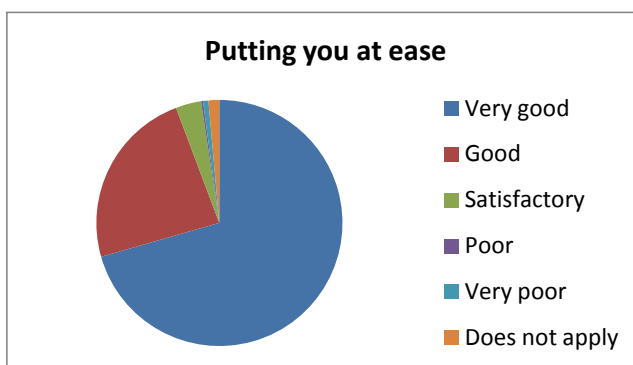
477 of the 500 patients who completed the questionnaire answered this question.

Results

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

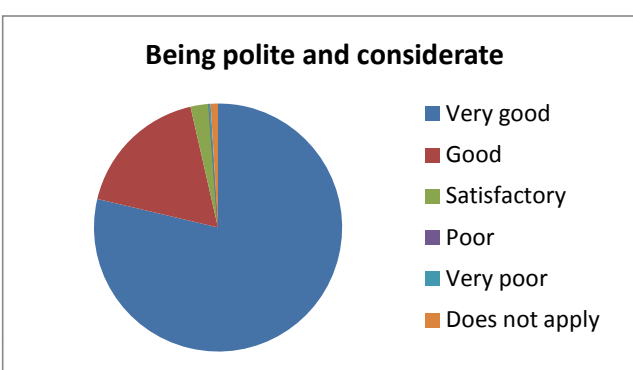
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	295	70.6	76.8	N/A
Good	99	23.7	18.0	
Satisfactory	14	3.3	4.4	
Poor	1	0.2	0.3	
Very poor	3	0.7	0.2	
Does not apply	6	1.4	0.3	
Total %		100.0	100.0	
No answering	418		16,425	



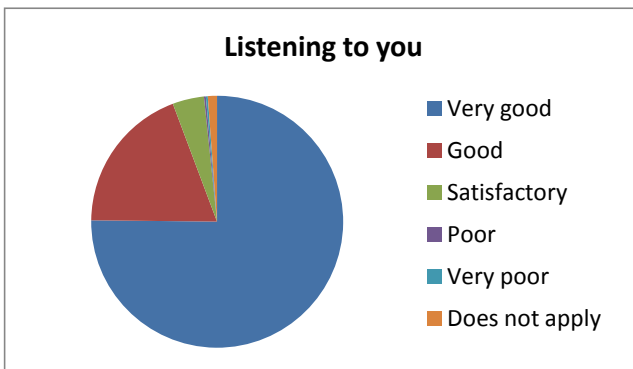
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	329	78.7	82.0	N/A
Good	74	17.7	14.7	
Satisfactory	10	2.4	2.8	
Poor	0	0.0	0.2	
Very poor	1	0.2	0.1	
Does not apply	4	1.0	0.1	
Total %		100.0	100.0	
No answering	418		16,402	



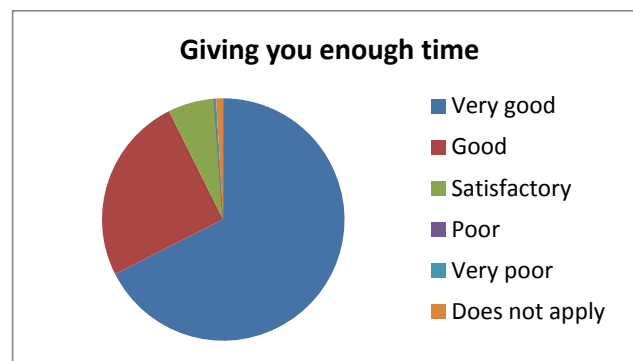
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	315	75.2	79.5	52%
Good	80	19.1	16.2	36%
Satisfactory	17	4.1	3.6	7%
Poor	1	0.2	0.4	2%
Very poor	1	0.2	0.1	1%
Does not apply	5	1.2	0.2	1%
Total %		100.0	100.0	99%
No answering	419		16,419	



Q4 Giving you enough time?

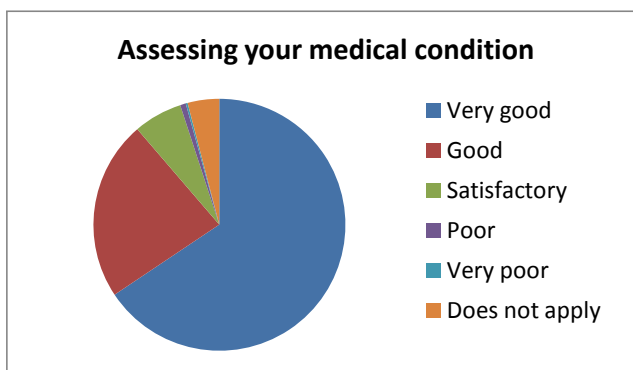
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	283	67.5	73.6	49%
Good	105	25.1	19.7	37%
Satisfactory	26	6.2	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	1	0.2	0.2	1%
Does not apply	4	1.0	0.2	2%
Total %		100.0	100.0	100%
No answering	419		16,413	



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

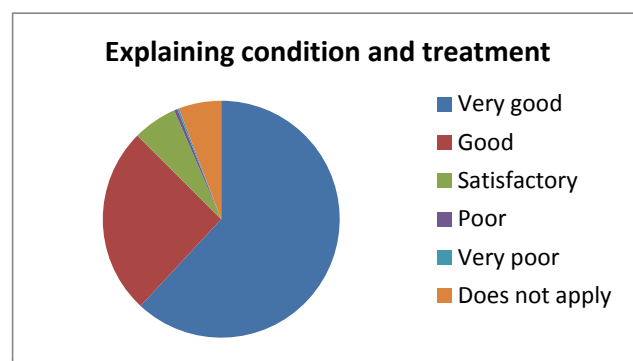
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	273	65.6	72.5	N/A
Good	96	23.1	20.1	
Satisfactory	26	6.3	5.6	
Poor	3	0.7	0.6	
Very poor	1	0.2	0.2	
Does not apply	17	4.1	1.1	
Total %		100.0	100.0	
No answering	416		16,374	



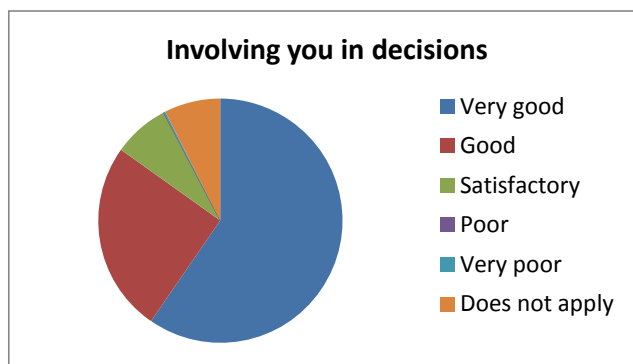
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	257	61.9	70.4	47%
Good	106	25.5	21.3	36%
Satisfactory	25	6.0	5.5	10%
Poor	2	0.5	0.5	2%
Very poor	1	0.2	0.2	1%
Does not apply	24	5.8	2.1	5%
Total %		100.0	100.0	101%
No answering	415		16,387	



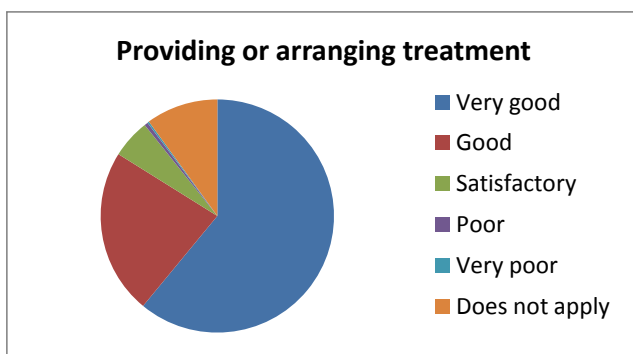
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	248	59.6	67.2	41%
Good	105	25.2	21.9	35%
Satisfactory	31	7.5	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	1	0.2	0.2	1%
Does not apply	31	7.5	4.0	8%
Total %		100.0	100.0	100%
No answering	416		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	250	61.0	70.8	N/A
Good	94	22.9	18.8	
Satisfactory	22	5.4	4.8	
Poor	2	0.5	0.4	
Very poor	1	0.2	0.2	
Does not apply	41	10.0	5.0	
Total %		100.0	100.0	
No answering	410		16,169	



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
Total %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
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
Total Number of responses	418	16,425	418	16,402	419	16,419	419	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	65.6	72.5	61.9	70.4	59.6	67.2	61.0	70.8
Good	23.1	20.1	25.5	21.3	25.2	21.9	22.9	18.8
Satisfactory	6.3	5.6	6.0	5.5	7.5	6.3	5.4	4.8
Poor	0.7	0.6	0.5	0.5	0.0	0.5	0.5	0.4
Very poor	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
Does not apply	4.1	1.1	5.8	2.1	7.5	4.0	10.0	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	416	16,374	415	16,387	416	16,278	410	16,169

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	375	90.1	91.2	66%
Yes, to some extent	29	7.0	7.6	27%
No, not at all	1	0.2	0.4	4%
Don't know, can't say	11	2.6	0.7	3%
Total %		100.0	100.0	100%
No answering	416		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	377	90.8	93.0
Yes, to some extent	27	6.5	5.2
No, not at all	2	0.5	0.3
Don't know, can't say	9	2.2	1.4
Total %		100.0	100.0
No answering	415		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	392	99.2	98.8
No	3	0.8	1.2
Total %		100.0	100.0
No answering	395		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	318	75.7	70.5	48%
Fairly	87	20.7	26.3	41%
Not Very	9	2.1	2.1	7%
Not at all	3	0.7	0.5	2%
Don't know	3	0.7	0.6	2%
Total %		100.0	100.0	100%
No answering	420		16,430	

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	137	32.5	32.5	31%
Fairly easy	155	36.8	44.3	47%
Not very easy	77	18.3	14.9	13%
Not at all easy	43	10.2	5.2	5%
Don't know	5	1.2	0.7	-
Haven't tried	4	1.0	2.5	4%
Total %		100.0	100.0	100%
No answering	421		16,512	

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	89	21.3	26.0	8% / 8%
Fairly easy	106	25.4	35.2	15% / 14%
Not very easy	57	13.6	12.1	9% / 7%
Not at all easy	24	5.7	2.8	9% / 5%
Don't know	31	7.4	4.3	12% / 16%
Haven't tried	111	26.6	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	418		16,437	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	217	52.2	62.0
No	99	23.8	17.7
Don't know/never	100	24.0	20.2
Total %		100.0	100.0
No answering	416		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	371	89.6	86.2
Not important	43	10.4	13.8
Total %		100.0	100.0
No answering	414		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	162	38.6	34.4
Fairly easy	169	40.2	42.2
Not very easy	56	13.3	13.5
Not at all easy	18	4.3	4.0
Don't know	6	1.4	1.8
Haven't tried	9	2.1	4.1
Total %		100.0	100.0
No answering	420		16,102

Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	141	25.8	28.2	26.5	30%
By phone	351	64.3	70.2	80.1	90%
Online	53	9.7	10.6	3.4	3%
Doesn't apply	1	0.2	0.2	0.6	1%
Total %		100.0	109.2	110.6	124%
Total Number	546				
From your	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)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	161	26.3	32.2	29.0	31%
By phone	341	55.6	68.2	76.2	81%
Online	110	17.9	22.0	21.7	29%
Doesn't apply	1	0.2	0.2	1.2	
Total %		100.0	122.6	128.2	141%
Total Number	613				
From your	500	patients (though some may not have answered this question)			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> 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
Total	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 18 and 19 above

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

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	94	22.4	30.9
2-4 days	172	41.1	31.0
5 days or more	87	20.8	24.2
Don't usually need to be seen q	30	7.2	6.6
Don't know, never tried	36	8.6	7.3
Total %		100.0	100.0
Total Responses	419		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	97	23.3	25.8
Very good	123	29.5	28.6
Good	88	21.1	20.4
Satisfactory	73	17.5	14.5
Poor	12	2.9	5.8
Very poor	2	0.5	0.9
Does not apply	22	5.3	3.9
Total %		100.0	100.0
Total Response	417		16,289

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

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	235	56.4	56.7
2-4 days	127	30.5	26.2
5 days or more	15	3.6	7.0
Don't usually need to be seen q	17	4.1	4.3
Don't know, never tried	23	5.5	5.8
Total %		100.0	100.0
Total Responses	417		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	138	32.8	31.0
Very good	123	29.2	29.7
Good	84	20.0	19.5
Satisfactory	41	9.7	11.1
Poor	13	3.1	3.5
Very poor	1	0.2	0.7
Does not apply	21	5.0	4.5
Total %		100.0	100.0
Total Response	421		15,668

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	110	24.8	22.8	10%
6-10 minutes	176	39.7	39.5	5-15 mins
11-20 minutes	104	23.5	22.2	58%
21-30 minutes	36	8.1	9.0	>15 mins
More than 30 minutes	15	3.4	5.2	24%
No set time	2	0.5	1.3	
Total %		100.0	100.0	
Total Responses	443		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	118	26.1	24.1
Very good	118	26.1	26.6
Good	104	23.0	21.6
Satisfactory	71	15.7	19.6
Poor	29	6.4	6.1
Very poor	11	2.4	1.4
Does not apply	1	0.2	0.5
Total %		100.0	100.0
Total Responses	452		15,701

GPPS National Results:
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	395	86.1	86.3	78%
No	42	9.2	9.2	16%
Don't know	22	4.8	4.6	7%
Total %		100.0	100.0	
Total no responses	459		15,538	101%

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

63 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of **73** patients who answered Q26, answered Q27; and some may 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:

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	73	15.9%	42.5%	22%
Before 8am	22	14.8%	16.6%	33%
At lunchtime	7	4.7%	12.0%	13%
After 6.30pm	43	28.9%	22.6%	68%
Saturday	50	33.6%	28.8%	71%
Sunday	24	16.1%	10.2%	32%
None of these	3	2.0%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	149		9,367	

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:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No	63	13.7%	13.7%	
Number of these answering Q27	59			22%
Before 8am	16	12.5%	16.4%	33%
At lunchtime	6	4.7%	6.3%	13%
After 6.30pm	37	28.9%	31.1%	68%
Saturday	45	35.2%	33.2%	71%
Sunday	21	16.4%	11.0%	32%
None of these	3	2.3%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	128		1,388	

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

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	271	59.3	64.6	56%
No	184	40.3	33.7	42%
There is only one doctor in my surgery	2	0.4	1.7	2%
Total	457	100.0	100.0	

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.

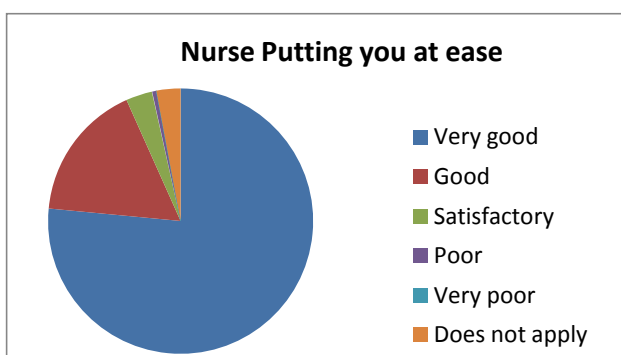
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	271	59.3			10,098	
Always or almost always	98	36.2	101	37.5	45.1	42%
A lot of the time	76	28.0	82	30.5	25.6	23%
Some of the time	69	25.5	71	26.4	19.7	28%
Never or almost never	7	2.6	7	2.6	2.5	6%
Not tried	5	1.8	8	3.0	1.0	1%
Total answering this question	271	94.1	269	100	10,098	

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.

About your last visit to the practice nurse: How good was the nurse at:

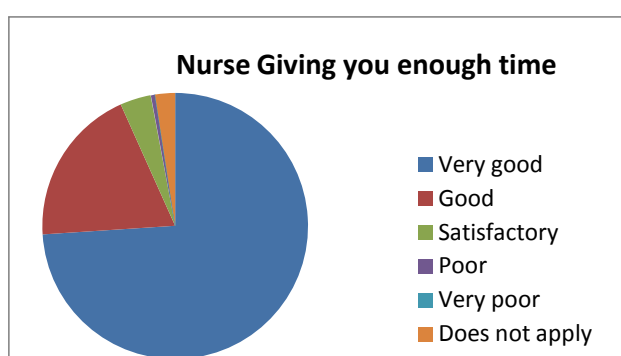
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	287	76.5	66.6	N/A
Good	63	16.8	23.0	
Satisfactory	12	3.2	5.2	
Poor	2	0.5	0.8	
Very poor	0	0.0	0.3	
Does not apply	11	2.9	4.1	
Total %		100.0	100.0	
Total number	375		12,540	



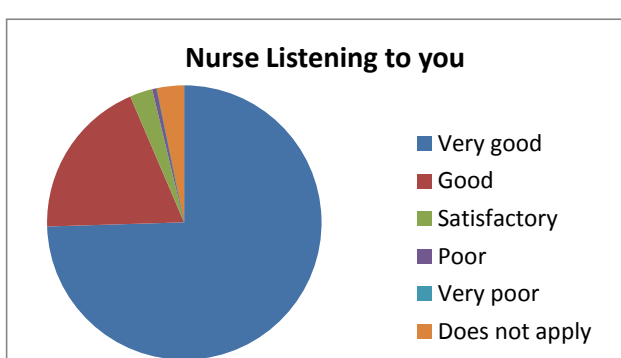
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	276	74.0	62.7	48%
Good	72	19.3	27.1	33%
Satisfactory	14	3.8	6.1	5%
Poor	2	0.5	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	9	2.4	3.3	12%
Total %		100.0	100.0	87%
Total number	373		12,380	



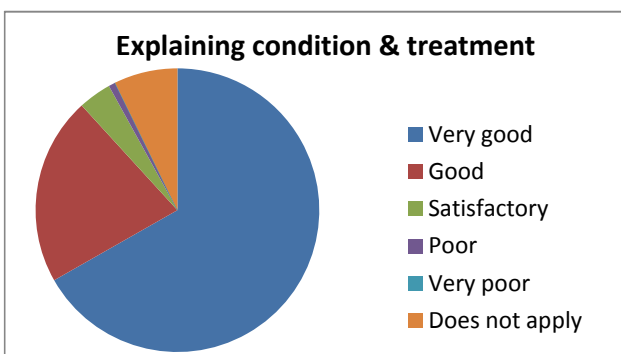
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	278	74.5	64.6	47%
Good	71	19.0	24.7	33%
Satisfactory	10	2.7	6.1	6%
Poor	2	0.5	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	12	3.2	3.6	13%
Total %		100.0	100.0	87%
Total number	373		12,345	



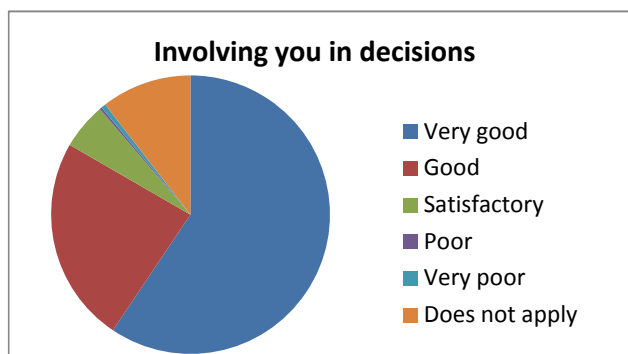
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	249	66.8	61.1	46%
Good	80	21.4	24.9	32%
Satisfactory	14	3.8	7.0	7%
Poor	3	0.8	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	27	7.2	6.0	14%
Total %		100.0	100.0	86%
Total number	373		12,306	



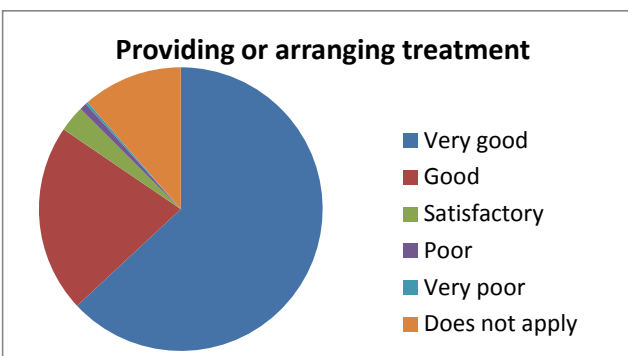
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	221	59.4	54.9	38%
Good	89	23.9	26.2	30%
Satisfactory	20	5.4	7.2	9%
Poor	1	0.3	0.8	1%
Very poor	2	0.5	0.3	1%
Does not apply	39	10.5	10.6	21%
Total %		100.0	100.0	100%
Total number	372		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	232	63.0	56.9	N/A
Good	79	21.5	24.2	
Satisfactory	11	3.0	6.0	
Poor	3	0.8	0.6	
Very poor	1	0.3	0.3	
Does not apply	42	11.4	12.0	
Total %		100.0	100.0	
Total number	368		12,212	



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

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	77	74	75	67	59	63
Good	17	19	19	21	24	21
Satisfactory	3	4	3	4	5	3
Poor	1	1	1	1	0	1
Very poor	0	0	0	0	1	0
Does not apply	3	2	3	7	10	11
Total %	100	100	100	100	100	100
Total Number of responses	375	373	373	373	372	368

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	358	99.2	97.1
No	3	0.8	2.9
Total %		100.0	100.0
Total Number of responses	361		11,676

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

Q37 Understand your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	397	82.4	85.0
Unsure	47	9.8	11.0
Not very well	13	2.7	1.5
Does not apply	25	5.2	2.5
Total %		100.0	100.0
Total number	482		16,226

Q38 Cope with your health problems

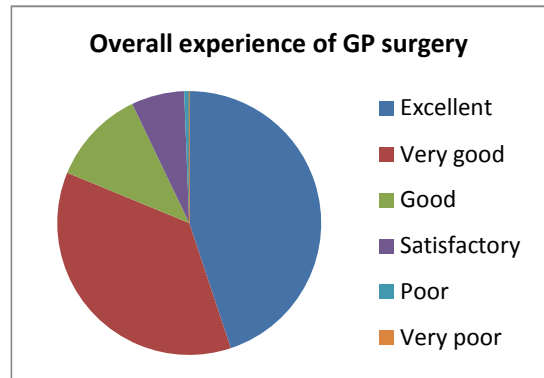
	Total Number	% of Total	GPAQ V4 % benchmark
Very well	373	78.7	82.4
Unsure	61	12.9	11.9
Not very well	13	2.7	2.1
Does not apply	27	5.7	3.6
Total %		100.0	100.0
Total number	474		16,137

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	345	73.2	75.2
Unsure	73	15.5	16.1
Not very well	11	2.3	2.5
Does not apply	42	8.9	6.2
Total %		100.0	100.0
Total number	471		16,048

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	215	44.9	45.9	-
Very good	174	36.3	34.6	51%
Good	56	11.7	14.0	38%
Satisfactory	31	6.5	4.6	7%
Poor	3	0.6	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	479		16,287	100%

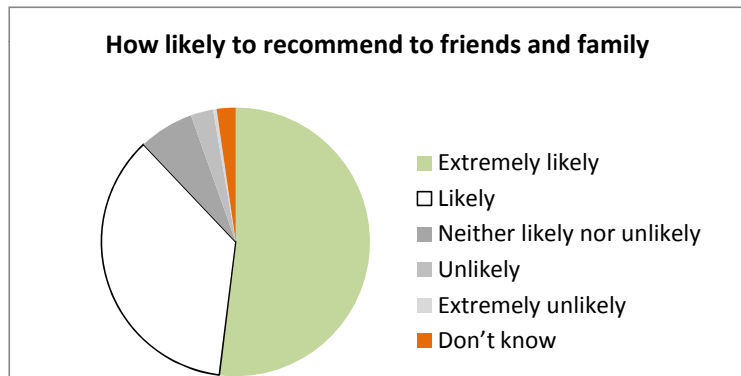


479 of the 500 patients who completed the questionnaire answered this question.

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?

	Total Number responses	% of total
Extremely likely	250	52.0
Likely	173	36.0
Neither likely nor unlikely	32	6.7
Unlikely	13	2.7
Extremely unlikely	2	0.4
Don't know	11	2.3
Total %		97.7
Total number	470	



470 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

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	500		17,145
GP			
Q1 Putting you at ease?	91.4		92.8
Q2 Being polite and considerate?	94.1		94.6
Q3 Listening to you?	92.7		93.7
Q4 Giving you enough time?	90.3		91.5
Q5 Assessing your medical condition?	89.9		91.5
Q6 Explaining your condition and treatment?	89.4		91.1
Q7 Involving you in decisions about your care?	88.9		90.5
Q8 Providing or arranging treatment for you?	90.0		92.0
Nurse			
Q30 Putting you at ease?	93.6		90.3
Q31 Giving you enough time?	92.7		89.2
Q32 Listening to you?	93.3		89.6
Q33 Explaining your condition and treatment?	91.5		88.8
Q34 Involving you in decisions about your care?	89.5		87.6
Q35 Providing or arranging treatment for you?	91.3		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	90.7		89.1
Q13 How easy is it to get through to the practice on the phone?	64.3		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	64.4		69.9
Q17 How easy to book ahead?	72.1		70.9
Q21 How do you rate how quickly you were seen (partic dr)	70.8		70.7
Q23 How do you rate how quickly you were seen (any dr)	76.5		75.0
Q25 How do you rate how long you waited	68.5		67.8
Q37 Understand your health problems	92.0		92.8
Q38 Cope with your health problems	90.3		91.7
Q39 Keep yourself healthy	88.9		88.7
Q40 Overall, how would you describe your experience?	83.7		83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in
Practice benchmarks **above** the national benchmark are highlighted in
Practice benchmarks **below** the national benchmark are highlighted in
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

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