General Practice Assessment Questionnaire

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

Sampletown Medical Centre

Sampletown, Sampleshire, ZZ9 9ZZ

July 2023

Report by

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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 (p22) 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 21.

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 Survey December 2022	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	345	17,145
No practices	1,031		
% female	64.7	62.9	59.2
% over 45*	(Mean age: 50.3)	64.1	54.8
% with long term disability	49.0	48.4	48.0
Ethnicity			
% White	92.2	88.1	80.3
% Asian/Asian British	3.7	1.7	6.6
% Black/Black British	1.8	1.2	3.2
% Mixed	1.1	1.4	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.3	2.2
Employment			
% employed	48.4	45.2	44.6
% unemployed	2.5	1.7	3.8
% in full time education	3.4	3.2	3.8
% unable to work/long term sickness	7.2	2.9	6.0
% looking after home / family	9.6	4.3	7.0
% retired	27.5	32.5	24.3
% other	1.6	3.2	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

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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   152   or   44.1%   who answered the question

      127   saw the GP/nurse for themselves
       24   saw the GP/nurse for their child
        1   saw the GP/nurse for another reason or person.

Q42 Are you male or female?

	Number	%
Male	106	30.7
Female	217	62.9
Missing	22	6.4
Total	345	100.0

Q43 How old are you?

	Number	%		Number	% under & over 45
Under 16	19	5.5	}		
16 to 44	83	24.1	}	102	29.6
45 to 64	103	29.9	{		
65 to 74	57	16.5	{	221	64.1
75 or over	61	17.7	{		
Missing	22	6.4		22	
Total	345	100.0		345	

The grid in the table below counts patients answering both Q42 and Q43.

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	8	11			19			}
16 to 44	16	67	102		83	**31.7**	41.7	} 45%
45 to 64	38	65			103			{
65 to 74	24	33		220	57	**68.3**	58.3	54% {
75 or over	19	41			60			{
Total number	**105**	**217**	102	220	322	100.0	100.0	100%
%	**32.6**	**67.4**						
Missing					23			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

322 of the 345 patients who completed the questionnaire answered both these questions.

Numbers may be lower than in the individual tables above as this table requires both questions to be answered. Some patients may answer Q42 and not Q43, and vice versa.

Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	167	51.9	51.0	53%
No	136	42.2	44.0	45%
Don't know / can't say	19	5.9	5.3	2%
Total	322	100.0	100.0	100%
Missing	23			

322 of the 345 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	304	95.0	84.9	87%
Black or Black	4	1.3	3.4	2%
Asian or Asian	6	1.9	7.0	5%
Mixed	5	1.6	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	1	0.3	2.3	2%
Total	320	100.0	100.0	97%
Missing	25			

320 of the 345 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)	156	48.6	48.5	58%
Unemployed / looking for work	6	1.9	4.2	6%
At school or in full time education	11	3.4	4.1	4%
Unable to work due to long term sickness	10	3.1	6.6	5%
Looking after your home/family	15	4.7	7.6	6%
Retired from paid work	112	34.9	26.4	21%
Other	11	3.4	2.6	2%
Total	321	100.0	100.0	102%
Missing	24			

321 of the 345 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	91.6	76.8	N/A
Good	23	7.1	18.0	
Satisfactory	2	0.6	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	2	0.6	0.3	
Total %		100.0	100.0	
No answering	**322**		**16,425**	

Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
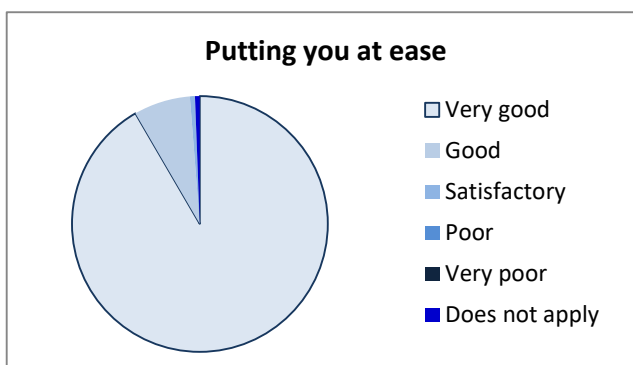
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	307	95.6	82.0	N/A
Good	10	3.1	14.7	
Satisfactory	2	0.6	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	2	0.6	0.1	
Total %		100.0	100.0	
No answering	**321**		**16,402**	

Being polite and considerate

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
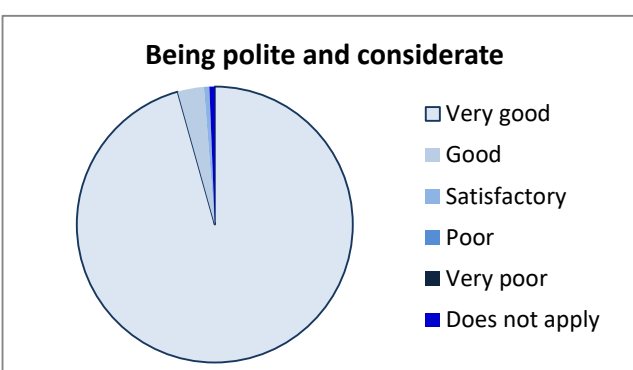
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	299	93.4	79.5	52%
Good	18	5.6	16.2	36%
Satisfactory	1	0.3	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	2	0.6	0.2	1%
Total %		100.0	100.0	99%
No answering	**320**		**16,419**	
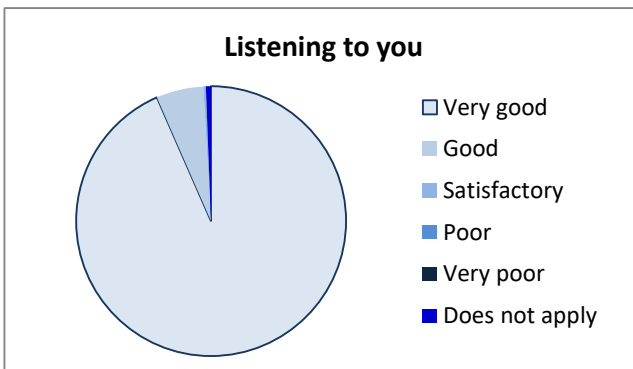
Listening to you

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	285	89.1	73.6	49%
Good	30	9.4	19.7	37%
Satisfactory	3	0.9	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	2	0.6	0.2	2%
Total %		100.0	100.0	100%
No answering	**320**		**16,413**	

Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
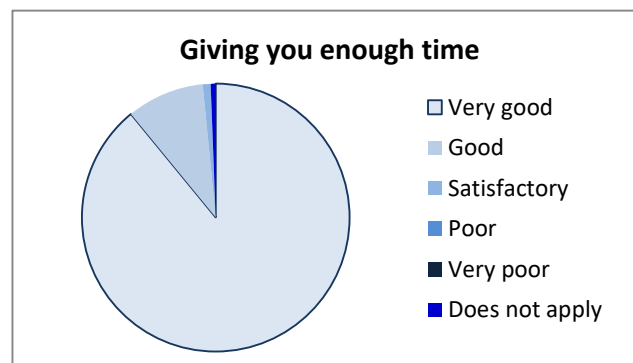
About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	283	87.9	72.5	N/A
Good	35	10.9	20.1	
Satisfactory	2	0.6	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	2	0.6	1.1	
Total %		100.0	100.0	
No answering	**322**		**16,374**	
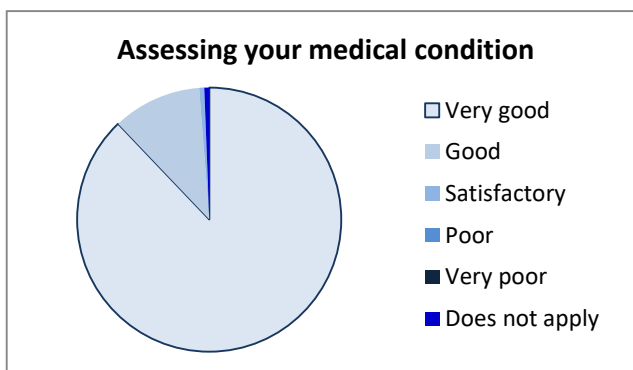
Assessing your medical condition

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	277	86.6	70.4	47%
Good	39	12.2	21.3	36%
Satisfactory	1	0.3	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	3	0.9	2.1	5%
Total %		100.0	100.0	101%
No answering	**320**		**16,387**	
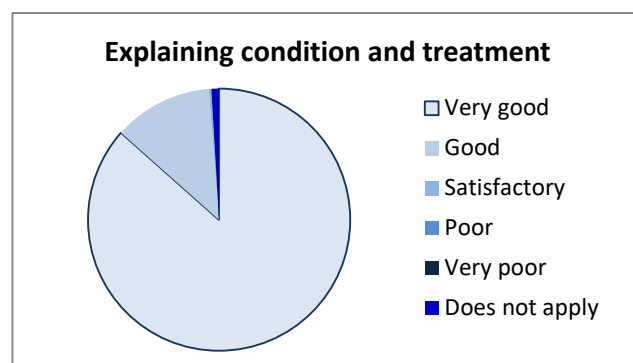
Explaining condition and treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	269	84.6	67.2	41%
Good	33	10.4	21.9	35%
Satisfactory	3	0.9	6.3	12%
Poor	1	0.3	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	12	3.8	4.0	8%
Total %		100.0	100.0	100%
No answering	**318**		**16,278**	
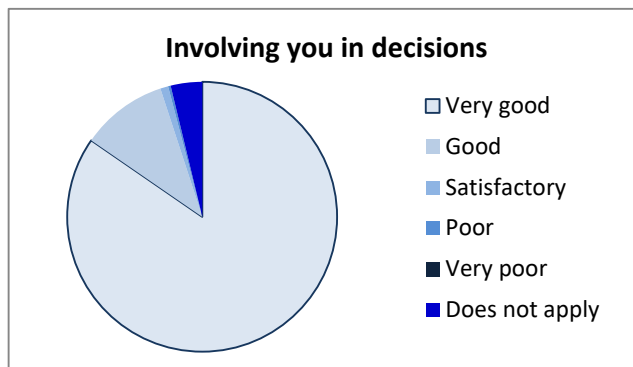
Involving you in decisions

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	274	86.2	70.8	N/A
Good	26	8.2	18.8	
Satisfactory	4	1.3	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	14	4.4	5.0	
Total %		100.0	100.0	
No answering	**318**		**16,169**	

Providing or arranging treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
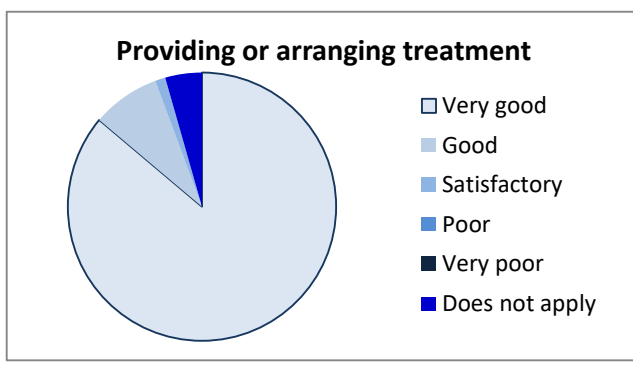
Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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	91.6	76.8	95.6	82.0	93.4	79.5	89.1	73.6
Good	7.1	18.0	3.1	14.7	5.6	16.2	9.4	19.7
Satisfactory	0.6	4.4	0.6	2.8	0.3	3.6	0.9	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.6	0.3	0.6	0.1	0.6	0.2	0.6	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**322**	**16,425**	**321**	**16,402**	**320**	**16,419**	**320**	**16,413**

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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	87.9	72.5	86.6	70.4	84.6	67.2	86.2	70.8
Good	10.9	20.1	12.2	21.3	10.4	21.9	8.2	18.8
Satisfactory	0.6	5.6	0.3	5.5	0.9	6.3	1.3	4.8
Poor	0.0	0.6	0.0	0.5	0.3	0.5	0.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	0.6	1.1	0.9	2.1	3.8	4.0	4.4	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**322**	**16,374**	**320**	**16,387**	**318**	**16,278**	**318**	**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	311	96.6	91.2	66%
Yes, to some e	8	2.5	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can	3	0.9	0.7	3%
Total %		100.0	100.0	100%
No answering	**322**		**16,331**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	311	96.9	93.0
Yes, to some e	5	1.6	5.2
No, not at all	0	0.0	0.3
Don't know, can	5	1.6	1.4
Total %		100.0	100.0
No answering	**321**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	314	99.1	98.8
No	3	0.9	1.2
Total %		100.0	100.0
No answering	**317**		**15,491**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	265	80.5	70.5	48%
Fairly	54	16.4	26.3	41%
Not Very	3	0.9	2.1	7%
Not at all	1	0.3	0.5	2%
Don't know	6	1.8	0.6	2%
Total %		100.0	100.0	100%
No answering	**329**		**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	70	21.2	32.5	31%
Fairly easy	141	42.7	44.3	47%
Not very easy	71	21.5	14.9	13%
Not at all easy	40	12.1	5.2	5%
Don't know	1	0.3	0.7	-
Haven't tried	7	2.1	2.5	4%
Total %		100.0	100.0	100%
No answering	**330**		**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	93	28.3	26.0	8% / 8%
Fairly easy	150	45.6	35.2	15% / 14%
Not very easy	58	17.6	12.1	9% / 7%
Not at all easy	12	3.6	2.8	9% / 5%
Don't know	4	1.2	4.3	12% / 16%
Haven't tried	12	3.6	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**329**		**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	206	62.8	62.0
No	47	14.3	17.7
Don't know/nev	75	22.9	20.2
Total %		100.0	100.0
No answering	**328**		**16,382**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	257	79.1	86.2
Not important	68	20.9	13.8
Total %		100.0	100.0
No answering	**325**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	64	19.5	34.4
Fairly easy	97	29.5	42.2
Not very easy	75	22.8	13.5
Not at all easy	32	9.7	4.0
Don't know	22	6.7	1.8
Haven't tried	39	11.9	4.1
Total %		100.0	100.0
No answering	**329**		**16,102**

Q17   How easy to book ahead?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried
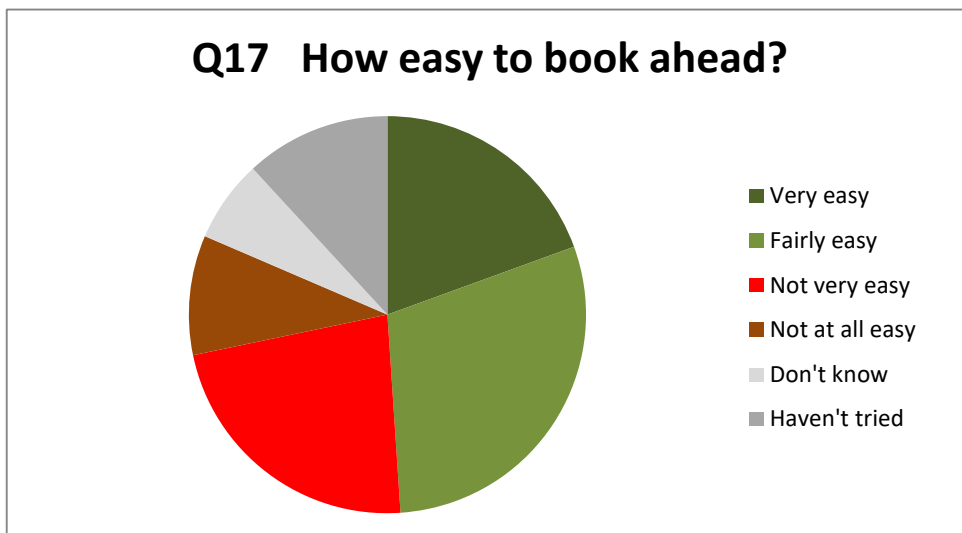
Q18 How do you normally book appointments?

(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	60	15.7	17.4	26.5	30%
By phone	299	78.3	86.7	80.1	90%
Online	21	5.5	6.1	3.4	3%
Doesn't apply	2	0.5	0.6	0.6	1%
Total %		100.0	110.7	110.6	124%
Total Number	382				
From your	345	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	97	20.5	28.1	29.0	31%
By phone	258	54.4	74.8	76.2	81%
Online	118	24.9	34.2	21.7	29%
Doesn't apply	1	0.2	0.3	1.2	
Total %		100.0	137.4	128.2	141%
Total Number	474				
From your	345	patients *(though some may not have answered this question)*			

For your practice:	% **normally** booking appointments	% would **prefer** to book appointments
In person	17.4	28.1
By phone	86.7	74.8
Online	6.1	34.2
Doesn't apply	0.6	0.3
Total	110.7	137.4

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	130	39.9	30.9
2-4 days	56	17.2	31.0
5 days or more	33	10.1	24.2
Don't usually need to be seen q	39	12.0	6.6
Don't know, never tried	68	20.9	7.3
Total %		100.0	100.0
Total Responses	**326**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	143	43.6	25.8
Very good	95	29.0	28.6
Good	38	11.6	20.4
Satisfactory	25	7.6	14.5
Poor	2	0.6	5.8
Very poor	1	0.3	0.9
Does not apply	24	7.3	3.9
Total %		100.0	100.0
Total Response	**328**		**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	186	57.8	56.7
2-4 days	57	17.7	26.2
5 days or more	19	5.9	7.0
Don't usually need to be seen q	24	7.5	4.3
Don't know, never tried	36	11.2	5.8
Total %		100.0	100.0
Total Responses	**322**		**16,282**

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	152	46.5	31.0
Very good	83	25.4	29.7
Good	40	12.2	19.5
Satisfactory	26	8.0	11.1
Poor	6	1.8	3.5
Very poor	1	0.3	0.7
Does not apply	19	5.8	4.5
Total %		100.0	100.0
Total Response	**327**		**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	169	51.7	22.8	10%
6-10 minutes	125	38.2	39.5	5-15 mins 58%
11-20 minutes	21	6.4	22.2	
21-30 minutes	7	2.1	9.0	>15 mins 24%
More than 30 minutes	3	0.9	5.2	
No set time	2	0.6	1.3	
Total %		100.0	100.0	
Total Responses	**327**		**15,664**	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	144	44.0	24.1
Very good	108	33.0	26.6
Good	42	12.8	21.6
Satisfactory	28	8.6	19.6
Poor	3	0.9	6.1
Very poor	1	0.3	1.4
Does not apply	1	0.3	0.5
Total %		100.0	100.0
Total Responses	**327**		**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	276	87.6	86.3	78%
No	**13**	4.1	9.2	16%
Don't know	**26**	8.3	4.6	7%
Total %		100.0	100.0	
Total no responses	315		**15,538**	101%

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

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

However a total of **143** 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 reponses 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	**143**	**45.4%**	42.5%	**22%**
Before 8am	32	14.5%	16.6%	33%
At lunchtime	24	10.9%	12.0%	13%
After 6.30pm	40	18.2%	22.6%	68%
Saturday	54	24.5%	28.8%	71%
Sunday	29	13.2%	10.2%	32%
None of these	41	18.6%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	220		**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 or Don't know	**39**	**12.4%**	13.7%	
Number of these answering Q27	**33**			**22%**
Before 8am	**10**	**14.5%**	16.4%	33%
At lunchtime	**8**	**11.6%**	6.3%	13%
After 6.30pm	**16**	**23.2%**	31.1%	68%
Saturday	**20**	**29.0%**	33.2%	71%
Sunday	**10**	**14.5%**	11.0%	32%
None of these	**5**	**7.2%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**69**		**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	108	35.3	64.6	56%
No	198	64.7	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	306	100.0	100.0	

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

| 108	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
173	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	108	35.3			**10,098**	
Always or almost always	19	17.6	31	17.9	45.1	42%
A lot of the time	18	16.7	26	15.0	25.6	23%
Some of the time	36	33.3	71	41.0	19.7	28%
Never or almost never	10	9.3	25	14.5	2.5	6%
Not tried	0	0.0	20	11.6	1.0	1%
Missing	25	23.1				
Total answering this question	108	100.0	173	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	205	77.7	66.6	N/A
Good	43	16.3	23.0	
Satisfactory	8	3.0	5.2	
Poor	1	0.4	0.8	
Very poor	1	0.4	0.3	
Does not apply	6	2.3	4.1	
Total %		100.0	100.0	
Total number	**264**		**12,540**	
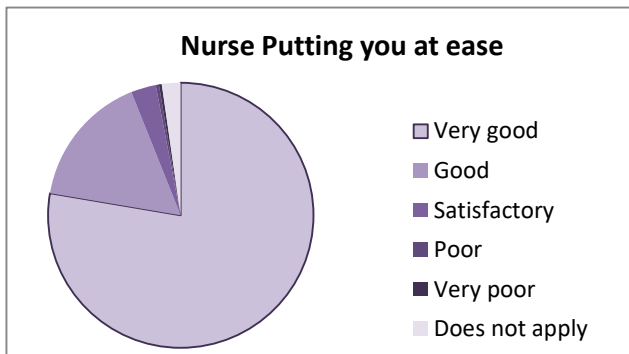
Nurse Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	198	76.2	62.7	48%
Good	47	18.1	27.1	33%
Satisfactory	8	3.1	6.1	5%
Poor	2	0.8	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	5	1.9	3.3	12%
Total %		100.0	100.0	87%
Total number	**260**		**12,380**	

Nurse Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
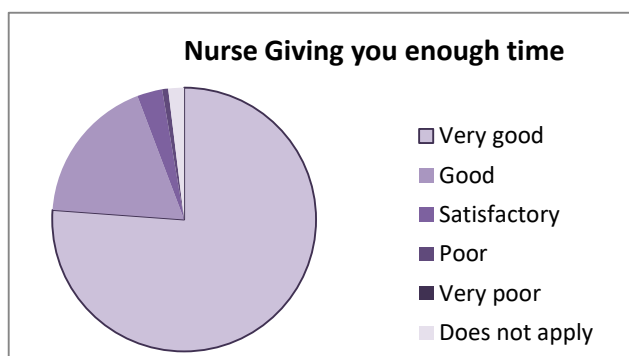
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	203	77.8	64.6	47%
Good	46	17.6	24.7	33%
Satisfactory	6	2.3	6.1	6%
Poor	2	0.8	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	4	1.5	3.6	13%
Total %		100.0	100.0	87%
Total number	**261**		**12,345**	
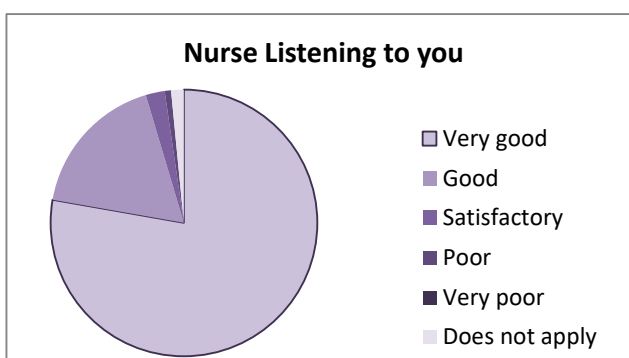
Nurse Listening to you

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	194	74.6	61.1	46%
Good	50	19.2	24.9	32%
Satisfactory	6	2.3	7.0	7%
Poor	1	0.4	0.8	1%
Very poor	2	0.8	0.3	0%
Does not apply	7	2.7	6.0	14%
Total %		100.0	100.0	86%
Total number	**260**		**12,306**	
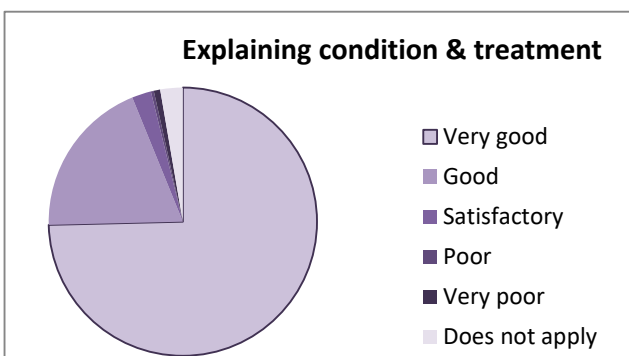
Explaining condition & treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	181	69.9	54.9	38%
Good	56	21.6	26.2	30%
Satisfactory	8	3.1	7.2	9%
Poor	1	0.4	0.8	1%
Very poor	2	0.8	0.3	1%
Does not apply	11	4.2	10.6	21%
Total %		100.0	100.0	100%
Total number	**259**		**12,247**	
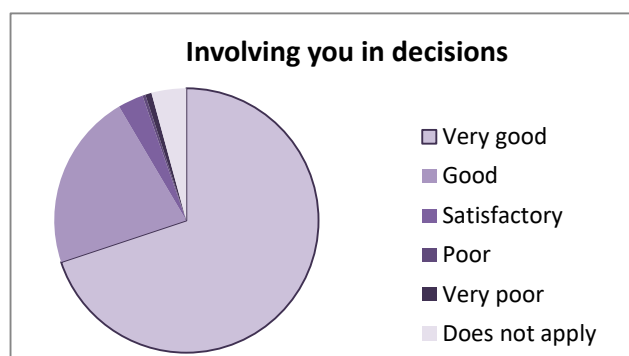
Involving you in decisions

Very good
Good
Satisfactory
Poor
Very poor
Does not apply

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	180	69.5	56.9	N/A
Good	58	22.4	24.2	
Satisfactory	8	3.1	6.0	
Poor	1	0.4	0.6	
Very poor	2	0.8	0.3	
Does not apply	10	3.9	12.0	
Total %		100.0	100.0	
Total number	**259**		**12,212**	

Providing or arranging treatment

Very good
Good
Satisfactory
Poor
Very poor
Does not apply
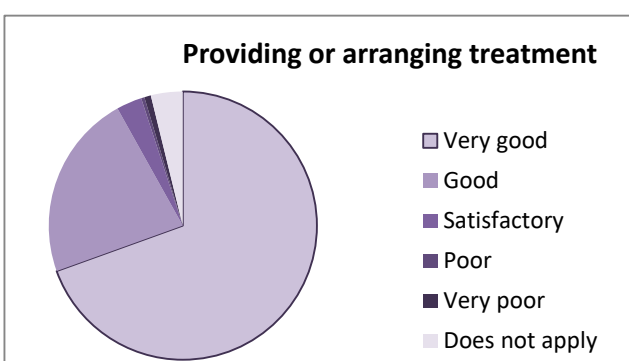
Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

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	78	76	78	75	70	69
Good	16	18	18	19	22	22
Satisfactory	3	3	2	2	3	3
Poor	0	1	1	0	0	0
Very poor	0	0	0	1	1	1
Does not apply	2	2	2	3	4	4
Total %	100	100	100	100	100	100
Total Number of responses	**264**	**260**	**261**	**260**	**259**	**259**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	245	98.8	97.1
No	3	1.2	2.9
Total %		100.0	100.0
Total Number of responses	**248**		**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	274	84.8	85.0
Unsure	30	9.3	11.0
Not very well	5	1.5	1.5
Does not apply	14	4.3	2.5
Total %		100.0	100.0
Total number	**323**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	257	80.1	82.4
Unsure	35	10.9	11.9
Not very well	7	2.2	2.1
Does not apply	22	6.9	3.6
Total %		100.0	100.0
Total number	**321**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	220	70.3	75.2
Unsure	52	16.6	16.1
Not very well	5	1.6	2.5
Does not apply	36	11.5	6.2
Total %		100.0	100.0
Total number	**313**		**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	153	47.4	45.9	-
Very good	108	33.4	34.6	51%
Good	47	14.6	14.0	38%
Satisfactory	12	3.7	4.6	7%
Poor	3	0.9	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	**323**		**16,287**	100%

323　　　of the　　　345　　　patients who completed the questionnaire answered this question.

Q 40 Overall experience of GP surgery

- Excellent
- Very good
- Good
- Satisfactory
- Poor
- Very poor
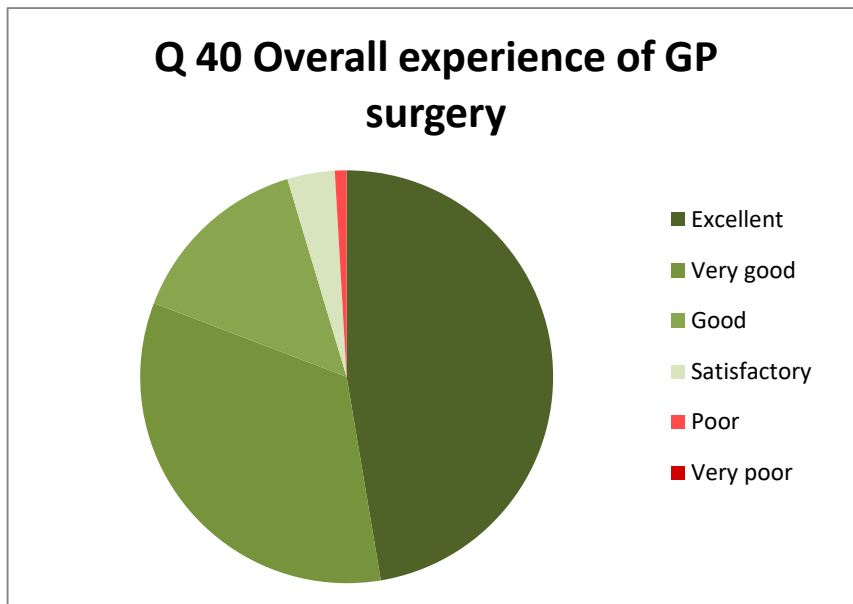
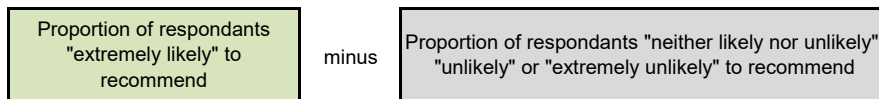# Friends and Family Test

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	169	52.2
Likely	111	34.3
Neither likely nor unlikely	30	9.3
Unlikely	9	2.8
Extremely unlikely	1	0.3
Don't know	4	1.2
Total %		98.8
Total number responses	**324**	

Q41 How likely to recommend to Friends & Family?
- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

324 of the 345 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:
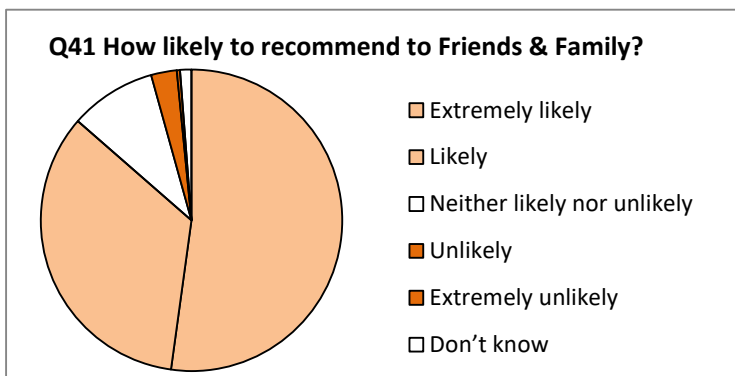
Proportion of respondants "extremely likely" to recommend	minus	Proportion of respondants "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend

Giving a score of **40.3** for your practice overall.

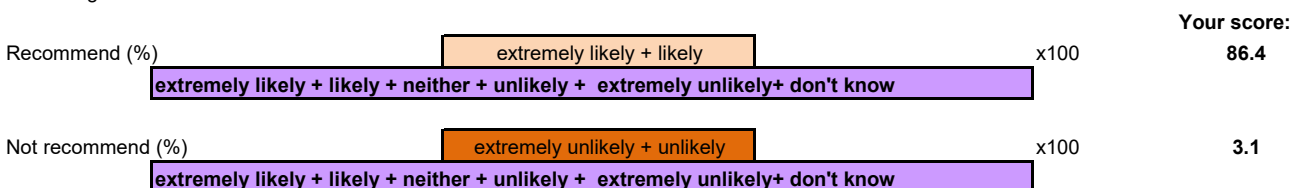The FFT score for Sampletown Medical Centre is **40.3** based on **324** responses

However, following a review, NHS England recommended a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family. **https://www.england.nhs.uk/fft/fft-guidance/**

Q41 FFT	Total Number responses	% of total
Extremely likely	169	52.2
Likely	111	34.3
Neither likely nor unlikely	30	9.3
Unlikely	9	2.8
Extremely unlikely	1	0.3
Don't know	4	1.2
Total %		98.8
Total number responses	**324**	

Q41 How likely to recommend to Friends & Family?
- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Percentage measures is calculated as follows:

Your score:

Recommend (%) = extremely likely + likely / extremely likely + likely + neither + unlikely + extremely unlikely+ don't know x100 = **86.4**

Not recommend (%) = extremely unlikely + unlikely / extremely likely + likely + neither + unlikely + extremely unlikely+ don't know x100 = **3.1**

Sunmmary of your scores:

NPS	40.3	based on	324	responses
Recommend (%)	86.4	based on	324	responses
Not recommend (%)	3.1	based on	324	responses

Benchmarks

	Your survey		GPAQ-R National benchmark
Number of Questionnaires	**345**		**17,145**
GP			
Q1 Putting you at ease?	97.9		92.8
Q2 Being polite and considerate?	98.9		94.6
Q3 Listening to you?	98.4		93.7
Q4 Giving you enough time?	97.2		91.5
Q5 Assessing your medical condition?	97.0		91.5
Q6 Explaining your condition and treatment?	96.8		91.1
Q7 Involving you in decisions about your care?	96.6		90.5
Q8 Providing or arranging treatment for you?	97.2		92.0
Q9 Confidence that the GP is honest and trustworthy?	98.7		95.7
Q10 Confidence that the dr will keep your information confidential?	99.2		97.0
Q11 Would you be completely happy to see this GP again?	99.1		98.8
Nurse			
Q30 Putting you at ease?	93.6		90.3
Q31 Giving you enough time?	93.2		89.2
Q32 Listening to you?	93.8		89.6
Q33 Explaining your condition and treatment?	92.8		88.8
Q34 Involving you in decisions about your care?	91.6		87.6
Q35 Providing or arranging treatment for you?	91.5		88.9
Q36 Would you be completely happy to see this Nurse again?	98.8		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	93.4		89.1
Q13 How easy is it to get through to the practice on the phone?	57.9		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	67.5		69.9
Q17 How easy to book ahead?	57.0		70.9
Q21 How do you rate how quickly you were seen (partic dr)	83.0		70.7
Q23 How do you rate how quickly you were seen (any dr)	82.5		75.0
Q25 How do you rate how long you waited	82.0		67.8
Q37 Understand your health problems	93.5		92.8
Q38 Cope with your health problems	91.8		91.7
Q39 Keep yourself healthy	88.8		88.7
Q40 Overall, how would you describe your experience?	84.5		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 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

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

GP Comments

Very patient, conscientious. Very kind. Did not rush me. Spent time to listen to my problems.

Outstanding GP who always has the patient's best interests at heart.

Very pleased with the prompt service.

I was highly satisfied with how I was listened to and consulted. Things were explained fully. I felt at ease and in good hands.

Practice Comments

Excellent practice

I would like to be able to book appointments in advance. It's not easy to have to phone at 8, be in a queue for ages when I start work at 8.

Amazing today thank you.

Getting through on the phone is very difficult at times and the wait in the queue can take 45 minutes!

Very good at being seen on the day, especially children. Always lovely doctors & nurses.