Patient Survey Results
Analysis Detail

InTime

Beechdale Surgery

Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way you score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	**147**		**11,700**
Score		79.59 (79.6)	

A perfect score is 100%

Q1. Reception
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	120	81.1%
Fairly helpful (66)	25	16.9%
Not very helpful (33)	2	1.4%
Not at all helpful (0)	1	0.7%
Don't know	2	
Did not answer	1	
Total	151	

Mean scores for Q1	
Your patients	92.7
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	93%	8%
GPAQ	98.0%	2.0%

Q2. Access
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	67	45.9%
Fairly easy (66)	68	46.6%
Not very easy (33)	7	4.8%
Not at all easy (0)	4	2.7%
Don't know	1	
Haven't tried	4	
Did not answer	0	
Total	151	

Mean scores for Q2	
Your patients	78.2
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	69%	29%
GPAQ	92.5%	7.5%

Q3
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	43	33.3%
Fairly easy (66)	61	47.3%
Not very easy (33)	19	14.7%
Not at all easy (0)	6	4.7%
Don't know	5	
Haven't tried	15	
Did not answer	2	
Total	151	

Mean scores for Q3	
Your patients	69.4
GPAQ Mean	60.6

Q4
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	96	77.4%
No	28	22.6%
Don't know / never needed to	24	
Did not answer	3	
Total	151	

Q5
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	124	83.2%
Not important	25	16.8%
Did not answer	2	
Total	151	

Q6

How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	72	50.3%
Fairly easy (66)	62	43.4%
Not very easy (33)	8	5.6%
Not at all easy (0)	1	0.7%
Don't know	4	
Haven't tried	4	
Did not answer	0	
Total	151	

Q7

How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	45	24.5%
By phone	137	74.5%
Online	1	0.5%
Doesn't apply	1	0.5%
Did not answer	0	
Total	184	

Q8

Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	55	26.6%
By phone	131	63.3%
Online	20	9.7%
Doesn't apply	1	0.5%
Did not answer	0	
Total	207	

Q9

How quickly can you get to see a particular doctor?

Answer	Count	Percentage
Same day or next day	32	21.9%
2-5 days	50	34.2%
5 days or more	45	30.8%
I don't usually need to be seen quickly	7	4.8%
Don't know, never tried	12	8.2%
Did not answer	5	
Total	151	

Q10

How do you rate - how quickly you get to see a particular doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	24	18.6%
Very good (80)	31	24.0%
Good (60)	31	24.0%
Fair (40)	25	19.4%
Poor (20)	16	12.4%
Very poor (0)	2	1.6%
Does not apply	10	
Did not answer	12	
Total	151	

Mean scores for Q10	
Your patients	62.5
GPAQ Mean	68.8

Q11

How quickly do you get to see any doctor at the practice?

Answer	Count	Percentage
Same day or next day	56	38.4%
2-5 days	58	39.7%
5 days or more	21	14.4%
I don't usually need to be seen quickly	4	2.7%
Don't know, never tried	7	4.8%
Did not answer	5	
Total	151	

Q12

How do you rate - how quickly you get to see any doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	29	21.2%
Very good (80)	44	32.1%
Good (60)	30	21.9%
Fair (40)	22	16.1%
Poor (20)	12	8.8%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	8	
Total	151	

Q13

How long do you wait for your consultations to start?

Answer	Count	Percentage
Less than 5 minutes	17	12.1%
6 – 10 minutes	57	40.7%
11 – 20 minutes	45	32.1%
21 – 30 minutes	16	11.4%
More than 30 minutes	3	2.1%
There was no set time for my consultation	2	1.4%
Did not answer	11	
Total	151	

Q14

How do you rate - how long did you wait for your consultation to start?

Answer (score in brackets)	Count	Percentage
Excellent (100)	30	22.1%
Very good (80)	27	19.9%
Good (60)	37	27.2%
Fair (40)	28	20.6%
Poor (20)	12	8.8%
Very poor (0)	2	1.5%
Does not apply	0	
Did not answer	15	
Total	151	

Mean scores for Q14	
Your patients	64.3
GPAQ Mean	56.9

Q15 Opening Times

If your practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	124	88.6%
No	10	7.1%
Don't know	6	4.3%
Did not answer	11	
Total	151	

Q16

Which of the following opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	23	20.4%
At lunchtime	19	16.8%
After 6.30pm	19	16.8%
On a Saturday	27	23.9%
On a Sunday	16	14.2%
None of these	9	8.0%
Did not answer	78	
Total	191	

Q17 Choice

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

Answer	Count	Percentage
Yes	98	68.1%
No	45	31.3%
There is usually only one doctor in my surgery	1	0.7%
Did not answer	7	
Total	151	

Q18

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	50	46.7%
A lot of the time (66)	32	29.9%
Some of the time (33)	21	19.6%
Never or almost never (0)	4	3.7%
Not tried at this GP practice	3	
Did not answer	41	
Total	151	

	Often	Not Often
GPPS	95%	5%
GPAQ	76.6%	23.4%

Q19 GP Care

How good was the last GP you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	81	60.0%
Good (75)	38	28.1%
Fair (50)	15	11.1%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	16	
Total	151	

Mean scores for Q19	
Your patients	86.9
GPAQ Mean	80.0

	Good	Not Good
GPPS	88%	11%
GPAQ	88.1%	11.9%

Q20

How good was the last GP you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	89	65.4%
Good (75)	34	25.0%
Fair (50)	12	8.8%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	15	
Total	151	

Mean scores for Q20	
Your patients	88.8
GPAQ Mean	83.5

	Good	Not Good
GPPS	88%	11%
GPAQ	90.4%	9.6%

Q21

How good was the last GP you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	78	57.4%
Good (75)	42	30.9%
Fair (50)	14	10.3%
Poor (25)	2	1.5%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	15	
Total	151	

Mean scores for Q21	
Your patients	86.0
GPAQ Mean	83.1

	Good	Not Good
GPPS	78%	14%
GPAQ	88.2%	11.8%

Q22

How good was the last GP you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	75	56.0%
Good (75)	41	30.6%
Fair (50)	16	11.9%
Poor (25)	2	1.5%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	16	
Total	151	

Mean scores for Q22	
Your patients	85.3
GPAQ Mean	81.4

	Good	Not Good
GPPS	72%	16%
GPAQ	86.6%	13.4%

Q23

How good was the last GP you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	81	60.0%
Good (75)	40	29.6%
Fair (50)	11	8.1%
Poor (25)	3	2.2%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	16	
Total	151	

Mean scores for Q23	
Your patients	86.9
GPAQ Mean	83.7

	Good	Not Good
GPPS	84%	14%
GPAQ	89.6%	10.4%

Q24

Did you have confidence and trust in the GP you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	105	77.8%
Yes, to some extent (50)	29	21.5%
No, not at all (0)	1	0.7%
Don't know / can't say	0	
Did not answer	16	
Total	151	

	Yes	No
GPPS	94%	4%
GPAQ	99.3%	0.7%

Q25 Nurse Care

How good was the last Nurse you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	81	62.3%
Good (75)	38	29.2%
Fair (50)	9	6.9%
Poor (25)	1	0.8%
Very poor (0)	1	0.8%
Does not apply	5	
Did not answer	16	
Total	151	

Mean scores for Q25	
Your patients	87.9
GPAQ Mean	78.0

	Good	Not Good
GPPS	94%	6%
GPAQ	91.5%	8.5%

Q26
How good was the last Nurse you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	84	64.6%
Good (75)	39	30.0%
Fair (50)	6	4.6%
Poor (25)	0	0.0%
Very poor (0)	1	0.8%
Does not apply	4	
Did not answer	17	
Total	151	

Mean scores for Q26	
Your patients	89.4
GPAQ Mean	81.0

	Good	Not Good
GPPS	77%	7%
GPAQ	94.6%	5.4%

Q27
How good was the last Nurse you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	79	61.2%
Good (75)	35	27.1%
Fair (50)	11	8.5%
Poor (25)	3	2.3%
Very poor (0)	1	0.8%
Does not apply	5	
Did not answer	17	
Total	151	

Mean scores for Q27	
Your patients	86.4
GPAQ Mean	59.4

	Good	Not Good
GPPS	72%	8%
GPAQ	88.4%	11.6%

Q28
How good was the last Nurse you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	77	61.1%
Good (75)	35	27.8%
Fair (50)	10	7.9%
Poor (25)	3	2.4%
Very poor (0)	1	0.8%
Does not apply	8	
Did not answer	17	
Total	151	

Mean scores for Q28	
Your patients	86.5
GPAQ Mean	59.4

	Good	Not Good
GPPS	62%	13%
GPAQ	88.9%	11.1%

Q29
How good was the last Nurse you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	86	66.2%
Good (75)	34	26.2%
Fair (50)	5	3.8%
Poor (25)	2	1.5%
Very poor (0)	3	2.3%
Does not apply	4	
Did not answer	17	
Total	151	

Mean scores for Q29	
Your patients	88.1
GPAQ Mean	82.0

	Good	Not Good
GPPS	72%	12%
GPAQ	92.3%	7.7%

Q30
Did you have confidence and trust in the nurse you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	100	77.5%
Yes, to some extent (50)	25	19.4%
No, not at all (0)	4	3.1%
Don't know / can't say	0	
Did not answer	22	
Total	151	

	Yes	No
GPPS	94%	4%
GPAQ	96.9%	3.1%

Q31 Enablement

How well does the practice help you to understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	110	78.6%
Unsure (50)	23	16.4%
Not very well (0)	7	5.0%
Does not apply	0	
Did not answer	11	
Total	151	

Mean scores for Q31	
Your patients	86.8
GPAQ Mean	69.1

	Well	Not Well
GPPS	62%	13%
GPAQ	78.6%	21.4%

Q32

How well does the practice help you cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	114	83.2%
Unsure (50)	19	13.9%
Not very well (0)	4	2.9%
Does not apply	0	
Did not answer	14	
Total	151	

Mean scores for Q32	
Your patients	90.1
GPAQ Mean	65.5

	Well	Not Well
GPPS	62%	13%
GPAQ	83.2%	16.8%

Q33

How well does the practice help you keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	100	75.2%
Unsure (50)	28	21.1%
Not very well (0)	5	3.8%
Does not apply	0	
Did not answer	18	
Total	151	

Mean scores for Q33	
Your patients	85.7
GPAQ Mean	61.7

	Well	Not Well
GPPS	62%	13%
GPAQ	75.2%	24.8%

Q34 Satisfaction

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	60	42.3%
Very good (80)	48	33.8%
Good (60)	24	16.9%
Fair (40)	6	4.2%
Poor (20)	3	2.1%
Very poor (0)	1	0.7%
Did not answer	9	
Total	151	

	Good	Not Good
GPPS	62%	13%
GPAQ	93.0%	7.0%

Q35

Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	94	67.6%
Yes, probably (66)	37	26.6%
No, probably not (33)	6	4.3%
No, definitely not (0)	2	1.4%
Don't know	4	
Did not answer	8	
Total	151	

	Yes	No
GPPS	83.0%	6.00%
GPAQ	94.2%	5.8%

Q36 Demographics
Are you male/female?

Answer	Count	Percentage
Male	43	29.5%
Female	103	70.5%
Did not answer	5	
Total	151	

Q37
How old are you?

Answer	Count	Percentage
Under 15	0	0.0%
16 to 44	74	51.0%
45 to 64	52	35.9%
65 to 74	11	7.6%
75 and over	8	5.5%
Did not answer	6	
Total	151	

Q38
Do you have a long-standing health condition?

Answer	Count	Percentage
Yes	70	47.9%
No	69	47.3%
Don't know / never needed to	7	4.8%
Did not answer	5	
Total	151	

Q39
What is your ethnic group?

Answer	Count	Percentage
White	124	84.9%
Black or Black British	4	2.7%
Asian or Asian British	11	7.5%
Mixed	5	3.4%
Chinese	0	0.0%
Other ethnic group	2	1.4%
Did not answer	5	
Total	151	

Q40
Which of the following best describes you?

Answer	Count	Percentage
Employed (full or part time, including self-employed)	75	51.4%
Unemployed / looking for work	4	2.7%
At school or in full time education	2	1.4%
Unable to work due to long term sickness	18	12.3%
Looking after your home/family	19	13.0%
Retired from paid work	22	15.1%
Other	6	4.1%
Did not answer	5	
Total	151	