

Evaluation question responses and results

Table 1: Frequency distribution of responses for each evaluation question

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Blank
Q2 Satisfaction with receptionists	2	3	23	70	55	27	0	8
Q3a Opening hours	1	7	49	69	42	10	0	10
Q4b Availability of particular doctor	2	22	37	39	32	29	10	17
Q5b Availability of any doctor	2	7	25	48	42	36	6	22
Q7b Waiting times at practice	4	19	54	45	35	7	0	24
Q8a Phoning through to practice	11	10	39	59	21	18	8	22
Q8b Phoning through to doctor for advice	8	14	21	34	15	14	53	29
Q9b Continuity of care	5	23	42	44	28	10	0	36
Q10a Doctor's questioning	0	0	12	56	43	55	6	16
Q10b How well the doctor listens	1	0	13	46	52	49	6	21
Q10c How well doctor puts you at ease	1	0	10	49	46	50	15	17
Q10d How doctor involves patient	0	1	15	47	55	43	10	17
Q10e Doctor's explanations	1	3	7	53	44	56	6	18
Q10f Time doctor spends	0	1	17	56	52	40	6	16
Q10g Doctor's patience	0	1	15	48	42	55	7	20
Q10h Doctor's caring and concern	2	1	14	38	55	47	6	25

	Much more than before	A little more than before	The same or less than	Does not apply	Not Specified
Q11a Understand problem after visiting the doctor	66	54	23	23	22
Q11b Cope with the problem after visiting the doctor	57	55	27	21	28
Q11c Keep healthier after visiting the doctor	60	53	26	22	27

Blank and 'Does not apply' responses are not included in the analysis (see score explanation)

Evaluation question responses and results

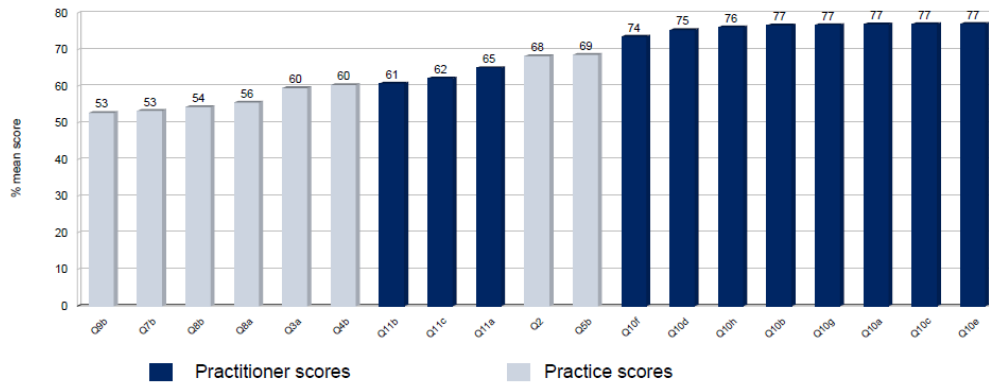
Table 2: Service evaluation and satisfaction results and GPAQ benchmarks

Ratings referring to doctor's consultation are highlighted in bold.

	Your mean score (%)	National mean (%)*
Q2 Satisfaction with receptionists	68	77
Q3a Opening hours	60	67
Q4b Availability of particular doctor	60	60
Q5b Availability of any doctor	69	69
Q7b Waiting times at practice	53	57
Q8a Phoning through to practice	56	59
Q8b Phoning through to doctor for advice	54	61
Q9b Continuity of care	53	69
Q10a Doctor's questioning	77	81
Q10b How well the doctor listens	77	84
Q10c How well doctor puts you at ease	77	84
Q10d How doctor involves patient	75	81
Q10e Doctor's explanations	77	83
Q10f Time doctor spends	74	80
Q10g Doctor's patience	77	84
Q10h Doctor's caring and concern	76	84
Q11a Understand problem after visiting the doctor	65	69
Q11b Cope with the problem after visiting the doctor	61	66
Q11c Keep healthier after visiting the doctor	62	62

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on. The benchmarks provided relate to the 2005-6 contract year. Information about GPAQ benchmarks can be found at www.gpaq.info.

Graph 1: Service evaluation and satisfaction results in ascending order of performance

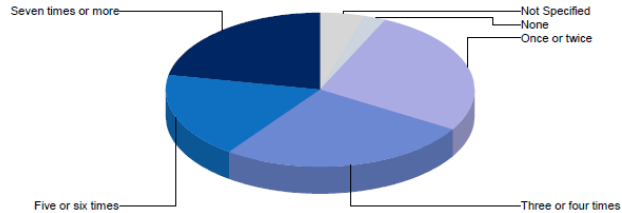


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

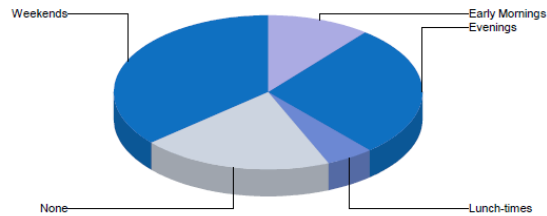
Q1 In the past 12 months, how many times have you seen a doctor from your practice?

Not Specified	9	4.8%
None	4	2.1%
Once or twice	50	26.6%
Three or four times	50	26.6%
Five or six times	34	18.1%
Seven times or more	41	21.8%
Total:	188	100.0%



Q3b What additional hours would you like the practice open?

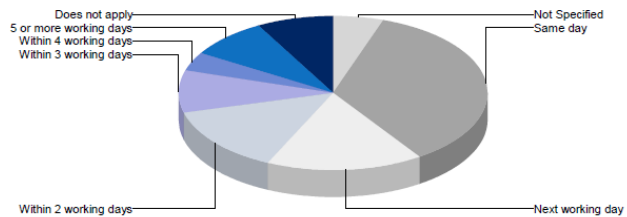
Early Mornings	24	10.8%
Evenings	62	27.9%
Lunch-times	11	5.0%
None	44	19.8%
Weekends	81	36.5%
Total:	222	100.0%



Q3b: The number of responses may be greater than the total number of responses as more than one option may have been selected

Q4a How quickly do you usually get to see that doctor?

Not Specified	10	5.3%
Same day	66	35.1%
Next working day	31	16.5%
Within 2 working days	26	13.8%
Within 3 working days	17	9.0%
Within 4 working days	7	3.7%
5 or more working days	16	8.5%
Does not apply	15	8.0%
Total:	188	100.0%

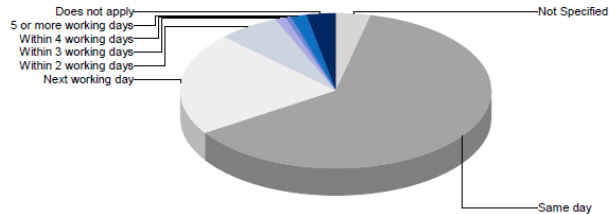


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Number and percentage of responses by question. Pie charts illustrate percentage response distribution

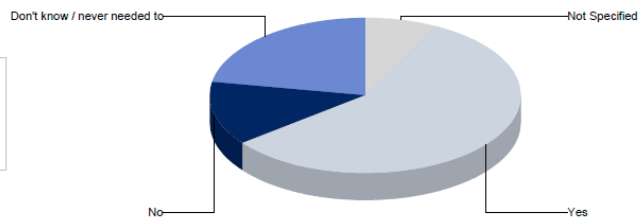
Q5a How quickly do you usually get seen?

Not Specified	7	3.7%
Same day	117	62.2%
Next working day	40	21.3%
Within 2 working days	12	6.4%
Within 3 working days	2	1.1%
Within 4 working days	1	0.5%
5 or more working days	3	1.6%
Does not apply	6	3.2%
Total:	188	100.0%



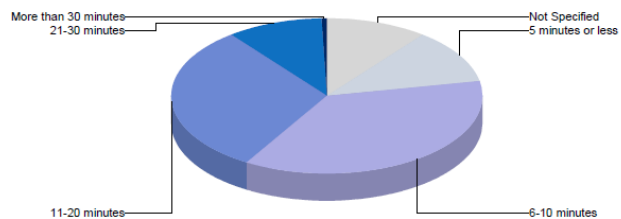
Q6 If you need to see a GP urgently, can you normally get seen on the same day?

Not Specified	14	7.4%
Yes	107	56.9%
No	25	13.3%
Don't know / never needed to	42	22.3%
Total:	188	100.0%



Q7a How long do you usually have to wait at the practice for your consultations to begin?

Not Specified	20	10.6%
5 minutes or less	21	11.2%
6-10 minutes	69	36.7%
11-20 minutes	58	30.9%
21-30 minutes	19	10.1%
More than 30 minutes	1	0.5%
Total:	188	100.0%

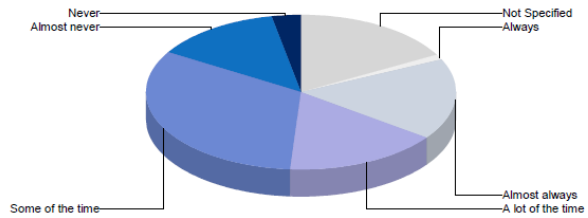


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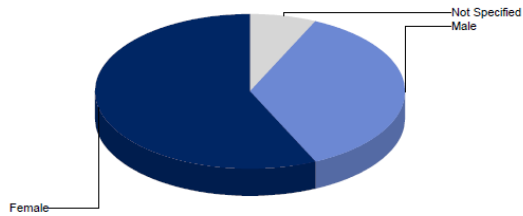
Q9a In general, how often do you see your usual doctor?

Not Specified	32	17.0%
Always	2	1.1%
Almost always	32	17.0%
A lot of the time	30	16.0%
Some of the time	61	32.4%
Almost never	25	13.3%
Never	6	3.2%
Total:	188	100.0%



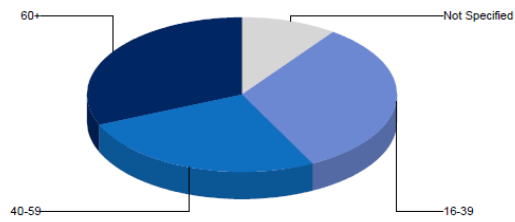
Q12 Gender

Not Specified	13	6.9%
Male	68	36.2%
Female	107	56.9%
Total:	188	100.0%



Q13 Age

Not Specified	19	10.1%
16-39	61	32.4%
40-59	49	26.1%
60+	59	31.4%
Total:	188	100.0%

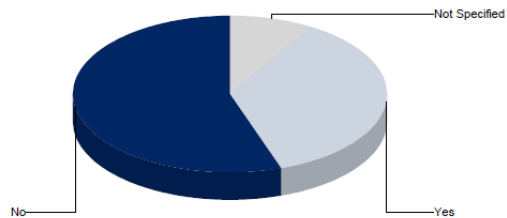


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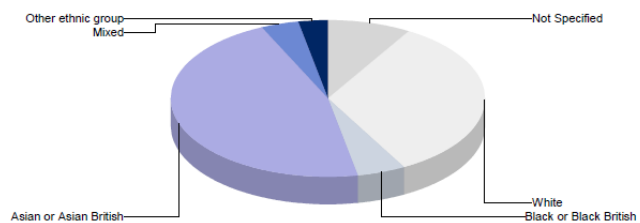
Q14 Do you have any long-standing illness, disability or infirmity?

Not Specified	16	8.5%
Yes	68	36.2%
No	104	55.3%
Total:	188	100.0%



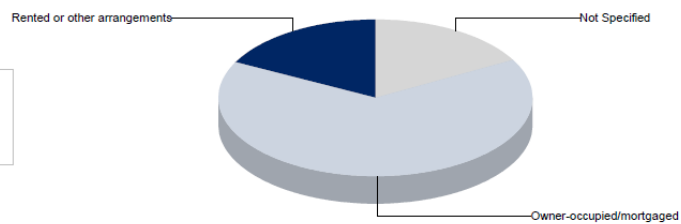
Q15 Which ethnic group do you belong to?

Not Specified	16	8.5%
White	63	33.5%
Black or Black British	9	4.8%
Asian or Asian British	87	46.3%
Mixed	7	3.7%
Chinese	0	0.0%
Other ethnic group	6	3.2%
Total:	188	100.0%



Q16 Is your accommodation

Not Specified	32	17.0%
Owner-occupied/mortgaged	123	65.4%
Rented or other arrangements	33	17.6%
Total:	188	100.0%



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Number and percentage of responses by question. Pie charts illustrate percentage response distribution

Q17 Employment status

Not Specified	18	9.6%
Employed	88	46.8%
Unemployed	8	4.3%
Full time education	14	7.4%
Long term sickness	5	2.7%
Home/family carer	10	5.3%
Retired	43	22.9%
Other	2	1.1%
Total:	188	100.0%

