



General Practice Assessment Questionnaire

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

**St Peters Surgery**

**Broadstairs, CT10 2SQ**

**2011**

**Report by**

**CMI Publishing Ltd**

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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 V3, has been revised (2011) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

### **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**

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

### **Benchmarks**

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

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

### **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: [www.gpaq.info](http://www.gpaq.info)

## Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice 2011
Total: n	190,038	91
No practices	1,031	1
% female	64.7	57.1
% with long term disability	49.0	54.9
<b>Ethnicity</b>		
% White	92.2	97.8
% Asian/Asian British	3.7	0.0
% Black/Black British	1.8	1.1
% Mixed	1.1	0.0
% Chinese	.0.3	0.0
% Other ethnic group	0.9	0.0
<b>Employment</b>		
% employed	48.4	41.8
% unemployed	2.5	2.2
% in full time education	3.4	4.4
% unable to work/long term sickness	7.2	1.1
% looking after home / family	9.6	7.7
% retired	27.5	37.4
% other	1.6	4.4

### Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
<b>Age</b>							
Under 16	0	1			1		
16 to 44	9	14	24		23	27	46%
45 to 64	10	20			30		
65 to 74	10	9		64	19	73	54%
75 or over	8	7			15		
<b>Total</b>	<b>37</b>	<b>51</b>	<b>24</b>	<b>64</b>	<b>88</b>	<b>100</b>	<b>100%</b>
Missing					3		
%	42	58					
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>					

88 of the 91 patients who completed the questionnaire answered both these questions.

### Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Yes	24	25	8	41	50	56	43%
No	11	25	14	21	36	40	55%
Don't know / can't say	2	1	2	1	3	3	2%
<b>Total</b>	<b>37</b>	<b>51</b>	<b>24</b>	<b>63</b>	<b>89</b>	<b>100</b>	<b>100%</b>
Missing					2		

89 of the 91 patients who completed the questionnaire answered this question.

### Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
White	37	51	23	64	89	99	88%
Black or Black British	0	0	0	0	0	0	2%
Asian or Asian British	0	1	1	0	1	1	5%
Mixed	0	0	0	0	0	0	0%
Chinese	0	0	0	0	0	0	1%
Other ethnic group	0	0	0	0	0	0	2%
<b>Total</b>	37	52	24	64	90	100	98%
Missing					1		

90 of the 91 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.

### Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Employed (full or part time, including self-employed)	16	22	17	21	38	42	58%
Unemployed / looking for work	1	1	0	2	2	2	5%
At school or in full time education	0	4	4	0	4	4	4%
Unable to work due to long term sickness	0	1	0	1	1	1	5%
Looking after your home/family	0	6	3	3	7	8	6%
Retired from paid work	19	15	0	33	34	38	20%
Other	1	3	0	4	4	4	2%
<b>Total</b>	37	52	24	64	90	100	100%
Missing					1		

90 of the 91 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

### Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	73	80	27	73	44	85	51%
Fairly	16	18	10	27	6	12	41%
Not Very	1	1	0	0	1	2	6%
Not at all	0	0	0	0	0	0	2%
Don't know	1	1	0	0	1	2	
<b>Total</b>	<b>91</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>52</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	73	80	20	83	51	80	51%
Fairly	16	18	3	13	13	20	41%
Not Very	1	1	0	0	0	0	6%
Not at all	0	0	0	0	0	0	2%
Don't know	1	1	1	4	0	0	
<b>Total</b>	<b>91</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>100%</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	8	9	4	11	4	8	29%
Fairly easy	45	50	19	53	26	50	38%
Not very easy	29	32	10	28	17	33	14%
Not at all easy	7	8	3	8	4	8	8%
Don't know	0	0	0	0	0	0	1%
Haven't tried	1	1	0	0	1	2	11%
<b>Total</b>	<b>90</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>52</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	8	9	4	17	4	6	29%
Fairly easy	45	50	14	61	31	48	38%
Not very easy	29	32	4	17	22	34	14%
Not at all easy	7	8	0	0	7	11	8%
Don't know	0	0	0	0	0	0	1%
Haven't tried	1	1	1	4	0	0	11%
<b>Total</b>	<b>90</b>	<b>100</b>	<b>23</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>100%</b>

**Q3 How easy to speak to doctor or nurse on phone?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	7	8	4	11	3	6	8% / 8%
Fairly easy	21	23	8	22	13	25	15% / 14%
Not very easy	9	10	3	8	6	12	9% / 7%
Not at all easy	2	2	2	5	0	0	9% / 5%
Don't know	11	12	6	16	5	10	12% / 16%
Haven't tried	41	45	14	38	25	48	45% / 50%
<b>Total</b>	<b>91</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>52</b>	<b>100</b>	<b>100% / 100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	7	8	2	8	5	8	8% / 8%
Fairly easy	21	23	5	21	16	25	15% / 14%
Not very easy	9	10	4	17	4	6	9% / 7%
Not at all easy	2	2	0	0	2	3	9% / 5%
Don't know	11	12	1	4	10	16	12% / 16%
Haven't tried	41	45	12	50	27	42	45% / 50%
<b>Total</b>	<b>91</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>100% / 100%</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Yes	66	73	29	78	36	69
No	14	15	5	14	9	17
Don't know/never needed to	11	12	3	8	7	13
<b>Total</b>	<b>91</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>52</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	66	73	21	88	44	69
No	14	15	2	8	11	17
Don't know/never needed to	11	12	1	4	9	14
<b>Total</b>	<b>91</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>64</b>	<b>100</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	66	74	26	74	38	73
Not important	23	26	9	26	14	27
<b>Total</b>	<b>89</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>52</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	66	74	17	71	46	74
Not important	23	26	7	29	16	26
<b>Total</b>	<b>89</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>62</b>	<b>100</b>

**Q6 How easy is it to book ahead in your practice?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	8	9	5	14	3	6
Fairly easy	17	19	5	14	12	23
Not very easy	26	29	8	22	18	35
Not at all easy	17	19	8	22	8	15
Don't know	7	8	4	11	3	6
Haven't tried	15	17	6	17	8	15
<b>Total</b>	<b>90</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>52</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	8	9	4	17	4	6
Fairly easy	17	19	4	17	13	21
Not very easy	26	29	0	0	25	40
Not at all easy	17	19	7	29	9	14
Don't know	7	8	4	17	3	5
Haven't tried	15	17	5	21	9	14
<b>Total</b>	<b>90</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>63</b>	<b>100</b>

### Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPPS Benchmark
In person	2	8	4	6	10	10	11	26%
By phone	36	51	24	62	89	88	98	91%
Online	0	1	0	1	1	1	1	2%
Doesn't apply	1	0	0	1	1	1	1	1%
<b>Total Respons</b>	39	60	28	70	101	100	111	
<b>% of patients</b>	43	66	31	77	111			

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

### Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(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	GPPS Benchmark
In person	15	14	7	22	30	22	33	31%
By phone	32	49	21	59	83	62	91	84%
Online	8	12	7	13	20	15	22	30%
Doesn't apply	1	0	0	1	1	1	1	
<b>Total</b>	56	75	35	95	134	100	147	
<b>% of patients</b>	62	82	38	104	147			

	% normally booking appointments	% would prefer to book appointments
In person	11	33
By phone	98	91
Online	1	22
Doesn't apply	1	1
<b>Total</b>	111	147

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

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:**

**Q9 How quickly do you usually get seen?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	66	74	32	86	32	64
2-4 days	10	11	2	5	8	16
5 days or more	4	4	1	3	3	6
Don't usually need to be seen quickly	4	4	1	3	3	6
Don't know, never tried	5	6	1	3	4	8
<b>Total</b>	<b>89</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>50</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	66	74	20	83	44	70
2-4 days	10	11	3	13	7	11
5 days or more	4	4	0	0	4	6
Don't usually need to be seen quickly	4	4	1	4	3	5
Don't know, never tried	5	6	0	0	5	8
<b>Total</b>	<b>89</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>63</b>	<b>100</b>

**Q10 How do you rate how quickly you can see a particular doctor?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	21	24	10	27	11	22
Very good	35	39	15	41	19	38
Good	16	18	8	22	7	14
Fair	8	9	3	8	5	10
Poor	3	3	0	0	3	6
Very poor	0	0	0	0	0	0
Does not apply	6	7	1	3	5	10
<b>Total</b>	<b>89</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>50</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	21	24	5	21	16	25
Very good	35	39	11	46	23	37
Good	16	18	5	21	10	16
Fair	8	9	1	4	7	11
Poor	3	3	1	4	2	3
Very poor	0	0	0	0	0	0
Does not apply	6	7	1	4	5	8
<b>Total</b>	<b>89</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>63</b>	<b>100</b>

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	53	60	19	53	33	66
2-4 days	11	13	6	17	5	10
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	6	7	2	6	4	8
Don't know, never tried	18	20	9	25	8	16
Total	88	100	36	100	50	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	53	60	16	67	36	59
2-4 days	11	13	3	13	7	11
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	6	7	1	4	5	8
Don't know, never tried	18	20	4	17	13	21
Total	88	100	24	100	61	100

Q12 How do you rate how quickly you can see any doctor?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	20	24	6	53	14	29
Very good	27	32	14	17	13	27
Good	13	15	3	9	9	19
Fair	6	7	3	9	3	6
Poor	1	1	1	3	0	0
Very poor	2	2	1	3	1	2
Does not apply	16	19	7	20	8	17
Total	85	100	35	100	48	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	20	24	6	26	14	24
Very good	27	32	8	35	19	32
Good	13	15	4	17	7	12
Fair	6	7	1	4	5	8
Poor	1	1	0	0	1	2
Very poor	2	2	1	4	1	2
Does not apply	16	19	3	13	12	20
Total	85	100	23	100	59	100

**Q13 How long did you wait for your consultation to start?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	8	9	3	8	5	10	10%
6-10 minutes	11	13	9	25	2	4	} 71%
11-20 minutes	13	15	6	17	6	12	
21-30 minutes	6	7	3	8	3	6	} 6%
More than 30 minutes	48	55	15	42	32	65	
No set time	1	1	0	0	1	2	2%
<b>Total</b>	<b>87</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>49</b>	<b>100</b>	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	8	9	0	0	8	13	10%
6-10 minutes	11	13	3	13	8	13	} 71%
11-20 minutes	13	15	6	25	6	10	
21-30 minutes	6	7	2	8	4	7	} 6%
More than 30 minutes	48	55	12	50	34	57	
No set time	1	1	1	4	0	0	2%
<b>Total</b>	<b>87</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>60</b>	<b>100</b>	

**Q14 How do you rate waiting times?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	6	7	3	8	3	6
Very good	12	14	7	19	5	10
Good	18	21	9	25	9	18
Fair	25	29	10	28	15	31
Poor	17	20	5	14	11	22
Very poor	8	9	1	3	6	12
Does not apply	1	1	1	3	0	0
<b>Total</b>	<b>87</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>49</b>	<b>0</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	6	7	0	0	6	10
Very good	12	14	4	17	8	13
Good	18	21	6	25	12	20
Fair	25	29	6	25	19	32
Poor	17	20	4	17	11	18
Very poor	8	9	4	17	3	5
Does not apply	1	1	0	0	1	2
<b>Total</b>	<b>87</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>60</b>	<b>100</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.

**Q15 Is your GP practice currently open at times that are convenient to you?**

	Males	Females	Under 45	45 and over	Total No responses	% of total
Yes	30	43	18	54	75	84
No	5	6	4	7	11	12
Don't know	1	2	1	2	3	3
<b>Total</b>	<b>36</b>	<b>51</b>	<b>23</b>	<b>63</b>	<b>89</b>	<b>100</b>

**Q16 Which of the following opening hours would make it easier to see or speak to someone?**

14 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question  
However a total of 34 patients who answered Q15, answered Q16;  
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows reponses from all patients answering this question (Q16). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
<b>Number of patients responding</b>	<b>15</b>	<b>18</b>	<b>7</b>	<b>26</b>	<b>34</b>	<b>37</b>	
Before 8am	3	8	4	7	11	12	13%
At lunchtime	2	6	1	7	8	9	6%
After 6.30pm	5	6	4	7	11	12	28%
Saturday	3	9	4	8	13	14	47%
Sunday	1	2	2	1	3	3	5%
None of these	4	3	1	6	7	8	
<b>Total responses</b>	<b>18</b>	<b>34</b>	<b>16</b>	<b>36</b>	<b>53</b>	<b>58</b>	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.  
They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
<b>Number of patients responding</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>14</b>	<b>15</b>	
Before 8am	1	6	3	4	7	8	13%
At lunchtime	0	2	1	1	2	2	6%
After 6.30pm	4	5	3	6	9	10	28%
Saturday	2	5	3	4	6	7	47%
Sunday	1	1	1	1	2	2	5%
None of these	0	1	0	1	1	1	
<b>Total responses</b>	<b>8</b>	<b>20</b>	<b>11</b>	<b>17</b>	<b>27</b>	<b>30</b>	

**Q17 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	GPSS Benchmark
Yes	33	35	14	54	70	78	61%
No	4	16	10	9	20	22	38%
There is only one doctor in my surgery	0	0	0	0	0	0	2%
<b>Total</b>	37	51	24	63	90	100	

**Q18 How often do you see or speak to the GP you prefer?**

70 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
75 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPSS Benchmark
<b>Number said "Yes" to Q17</b>	33	35	14	54	70	78	
Always or almost always	24	29	9	43	54	72	48%
A lot of the time	5	5	3	7	10	13	22%
Some of the time	1	1	1	1	3	4	24%
Never or almost never	0	1	1	0	1	1	6%
Not tried	2	5	2	5	7	9	1%
<b>Total answering this question</b>	32	41	16	56	75	100	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank; and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

### Qs19 to 23 How good was the last GP you saw at each of the following?

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

Figures are percentage of total answering each question.

Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	59	64	53	47	59
Good	36	29	33	35	29
Fair	2	2	8	8	7
Poor	0	2	1	1	1
Very poor	0	0	0	1	0
Does not apply	2	2	5	7	4
<b>Total %</b>	100	100	100	100	100

Total Number  
answering Q19:  
83

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

GPPS Benchmarks %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
<b>Total %</b>	100%	100%	100%	100%	100%

### Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

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

Males %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	61	67	50	50	61
Good	39	33	44	42	33
Fair	0	0	6	6	6
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	0	3	0
<b>Total %</b>	100	100	100	100	100
Females %					
Very good	60	64	58	47	58
Good	31	22	22	29	24
Fair	4	4	9	11	9
Poor	0	4	2	2	2
Very poor	0	0	0	0	0
Does not apply	4	4	9	11	7
<b>Total %</b>	100	100	100	100	100
Under 45 %					
Very good	45	59	41	36	50
Good	50	32	41	50	36
Fair	0	0	5	5	5
Poor	0	5	5	5	5
Very poor	0	0	0	0	0
Does not apply	5	5	9	5	5
<b>Total %</b>	100	100	100	100	100
45 and over %					
Very good	66	68	59	53	63
Good	29	25	29	29	25
Fair	3	3	8	10	8
Poor	0	2	0	0	0
Very poor	0	0	0	0	0
Does not apply	2	2	3	8	3
<b>Total %</b>	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q19:  
36

Number of Females answering Q19:  
45

Number Under 45 answering Q19:  
22

Number 45 and over answering Q19:  
59

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

### Q24 Did you have confidence and trust in the GP you saw or spoke to?

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

%	Males	Females	Under 45	45 and over	% Total responses	GPSS Benchmark
Yes, definitely	86	78	77	83	81	67%
Yes, to some extent	14	13	14	14	14	26%
No, not at all	0	2	5	0	1	4%
Don't know / can't say	0	7	5	3	4	3%
<b>Total %</b>	100	100	100	100	100	100%
Number answering Q24	36	45	22	59	83	

**Qs 25 to 29: How good was the last NURSE you saw at each of the following?**

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

Figures are percentage of total answering each question.

Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	70	69	71	46	57
Good	24	26	21	38	30
Fair	0	0	3	3	3
Poor	1	0	0	0	0
Very poor	0	0	0	1	1
Does not apply	5	5	6	12	9
<b>Total %</b>	79	78	78	76	79

Total Number answering Q19:  
79

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

GPPS Benchmarks %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
<b>Total %</b>	100%	100%	100%	100%	100%



### Qs 25 to 29: How good was the last NURSE you saw at each of the following? (continued)

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

Males %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	73	70	67	45	55
Good	21	27	27	45	36
Fair	0	0	3	3	3
Poor	3	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	3	3	3	6	6
<b>Total %</b>	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q25: **33**

Females %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Males %	68	70	74	0	59
Very good	25	23	14	59	25
Good	0	0	2	5	2
Fair	0	0	0	0	0
Poor	0	0	0	5	2
Very poor	7	7	9	32	11
<b>Total %</b>	100	100	100	100	100

Number of Females answering Q25: **44**

Under 45 %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Males %	50	58	68	47	58
Very good	45	37	21	47	37
Good	0	0	5	0	0
Fair	0	0	0	0	0
Poor	0	0	0	0	0
Very poor	5	5	5	5	5
<b>Total %</b>	100	100	100	100	100

Number Under 45 answering Q25: **20**

45 and over %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Males %	77	74	72	45	57
Very good	16	21	19	35	28
Good	0	0	2	4	3
Fair	2	0	0	0	0
Poor	0	0	0	2	2
Very poor	5	5	7	15	10
<b>Total %</b>	100	100	100	100	100

Number 45 and over answering Q25: **57**

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

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

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	GPPS Benchmark
Yes, definitely	88	86	84	88	87	N/A
Yes, to some extent	9	5	11	5	6	N/A
No, not at all	0	2	0	2	1	N/A
Don't know / can't say	3	7	5	5	5	N/A
<b>Total</b>	100	100	100	100	100	N/A
Number answering Q30	33	42	19	56	77	

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

**Q31 Understand your health problems?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	78	87	34	92	43	83
Unsure	9	10	3	8	6	12
Not very well	2	2	0	0	2	4
Does not apply	1	1	0	0	1	2
<b>Total</b>	<b>90</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>52</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	78	87	19	79	57	89
Unsure	9	10	3	13	6	9
Not very well	2	2	1	4	1	2
Does not apply	1	1	1	4	0	0
<b>Total</b>	<b>90</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>64</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	71	81	33	89	38	75
Unsure	12	14	4	11	8	16
Not very well	3	3	0	0	3	6
Does not apply	2	2	0	0	2	4
<b>Total</b>	<b>88</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>51</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	71	81	19	79	52	81
Unsure	12	14	3	13	9	14
Not very well	3	3	1	4	2	3
Does not apply	2	2	1	4	1	2
<b>Total</b>	<b>88</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>64</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	64	72	27	75	37	71
Unsure	22	25	8	22	13	25
Not very well	1	1	1	3	0	0
Does not apply	2	2	0	0	2	4
<b>Total</b>	<b>89</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>52</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	64	72	16	67	47	75
Unsure	22	25	7	29	14	22
Not very well	1	1	0	0	1	2
Does not apply	2	2	1	4	1	2
<b>Total</b>	<b>89</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>63</b>	<b>100</b>

**Q34 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	GPPS Benchmark
Excellent	14	17	6	24	31	34	
Very good	13	23	12	24	36	40	51%
Good	8	8	4	12	17	19	38%
Fair	2	3	1	4	5	6	7%
Poor	0	1	1	0	1	1	3%
Very poor	0	0	0	0	0	0	1%
<b>Total</b>	37	52	24	64	90	100	100%

90 of the 91 patients who completed the questionnaire answered this question.

**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	23	28	9	42	51	57	60%
Yes, probably	11	16	12	14	27	30	24%
No, probably not	3	2	1	4	6	7	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	2	1	1	2	2	2%
Don't know	0	4	1	3	4	4	2%
<b>Total</b>	37	52	24	64	90	100	100%

90 of the 91 patients who completed the questionnaire answered this question.