GPAQ
R

General Practice Assessment Questionnaire

Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

St Peters Surgery

Broadstairs, CT10 2SQ

2013

Report by

CMI Publishing Ltd
GPAQ Analysis and Reporting

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-R (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.

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).

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

How the Survey was carried out

The survey was carried out in surgery during September 2013.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2013	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	100	17,145
No practices	1,031		
% female	64.7	60.0	59.2
% over 45*	(Mean age: 50.3)	75.0	54.8
% with long term disability	49.0	63.0	48.0
Ethnicity			
% White	92.2	96.0	80.3
% Asian/Asian British	3.7	0.0	6.6
% Black/Black British	1.8	0.0	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.0	2.2
Employment			
% employed	48.4	33.0	44.6
% unemployed	2.5	1.0	3.8
% in full time education	3.4	5.0	3.8
% unable to work/long term sickness	7.2	2.0	6.0
% looking after home / family	9.6	8.0	7.0
% retired	27.5	47.0	24.3
% other	1.6	1.0	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

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	0	1			1			}
16 to 44	8	13	22		21	22.7	41.7	} 45%
45 to 64	10	20			30			{
65 to 74	6	17		75	23	77.3	58.3	54% {
75 or over	13	9			22			{
Total number	37	60	22	75	97	100.0	100.0	100%
%	38.1	61.9						
Missing					3			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

97 of the **100** 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	63	64.9	51.0	53%
No	29	29.9	44.0	45%
Don't know / can't say	5	5.2	5.3	2%
Total	97	100.0	100.0	100%
Missing	3			

97 of the 100 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	96	100.0	84.9	87%
Black or Black	0	0.0	3.4	2%
Asian or Asian	0	0.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
Total	96	100.0	100.0	97%
Missing	4			

96 of the 100 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)	33	34.0	48.5	58%
Unemployed / looking for work	1	1.0	4.2	6%
At school or in full time education	5	5.2	4.1	4%
Unable to work due to long term sickness	2	2.1	6.6	5%
Looking after your home/family	8	8.2	7.6	6%
Retired from paid work	47	48.5	26.4	21%
Other	1	1.0	2.6	2%
Total	97	100.0	100.0	102%
Missing	3			

97 of the 100 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	80	81.6	76.8	N/A
Good	11	11.2	18.0	
Satisfactory	4	4.1	4.4	
Poor	2	2.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	1	1.0	0.3	
Total %		100.0	100.0	
No answering	**98**		**16,425**	

Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	82.7	82.0	N/A
Good	13	13.3	14.7	
Satisfactory	3	3.1	2.8	
Poor	1	1.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	**98**		**16,402**	

Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	82.7	79.5	52%
Good	13	13.3	16.2	36%
Satisfactory	3	3.1	3.6	7%
Poor	1	1.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	**98**		**16,419**	

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	80	81.6	73.6	49%
Good	15	15.3	19.7	37%
Satisfactory	2	2.0	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	1	1.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	**98**		**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	79	80.6	72.5	N/A
Good	12	12.2	20.1	
Satisfactory	6	6.1	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	1	1.0	1.1	
Total %		100.0	100.0	
No answering	**98**		**16,374**	

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	75	78.1	70.4	47%
Good	11	11.5	21.3	36%
Satisfactory	8	8.3	5.5	10%
Poor	1	1.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	1	1.0	2.1	5%
Total %		100.0	100.0	101%
No answering	**96**		**16,387**	

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	70	74.5	67.2	41%
Good	14	14.9	21.9	35%
Satisfactory	5	5.3	6.3	12%
Poor	1	1.1	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	4	4.3	4.0	8%
Total %		100.0	100.0	100%
No answering	**94**		**16,278**	

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	77	82.8	70.8	N/A
Good	9	9.7	18.8	
Satisfactory	5	5.4	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	2	2.2	5.0	
Total %		100.0	100.0	
No answering	93		**16,169**	

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	81.6	76.8	82.7	82.0	82.7	79.5	81.6	73.6
Good	11.2	18.0	13.3	14.7	13.3	16.2	15.3	19.7
Satisfactory	4.1	4.4	3.1	2.8	3.1	3.6	2.0	5.6
Poor	2.0	0.3	1.0	0.2	1.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	1.0	0.2
Does not apply	1.0	0.3	0.0	0.1	0.0	0.2	0.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**98**	**16,425**	**98**	**16,402**	**98**	**16,419**	**98**	**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	80.6	72.5	78.1	70.4	74.5	67.2	82.8	70.8
Good	12.2	20.1	11.5	21.3	14.9	21.9	9.7	18.8
Satisfactory	6.1	5.6	8.3	5.5	5.3	6.3	5.4	4.8
Poor	0.0	0.6	1.0	0.5	1.1	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	1.0	1.1	1.0	2.1	4.3	4.0	2.2	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**98**	**16,374**	**96**	**16,387**	**94**	**16,278**	**93**	**16,169**

Please see page 20 for overall benchmarks.

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	90	92.8	91.2	66%
Yes, to some e:	7	7.2	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, ca|	0	0.0	0.7	3%
Total %		100.0	100.0	100%
No answering	**97**		**16,331**	

Q10 Did you have confidence

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	87	89.7	93.0
Yes, to some e:	6	6.2	5.2
No, not at all	0	0.0	0.3
Don't know, ca|	4	4.1	1.4
Total %		100.0	100.0
No answering	**97**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	95	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	**95**		**15,491**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	83	87.4	70.5	48%
Fairly	12	12.6	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	**95**		**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	29	30.2	32.5	31%
Fairly easy	45	46.9	44.3	47%
Not very easy	17	17.7	14.9	13%
Not at all easy	4	4.2	5.2	5%
Don't know	1	1.0	0.7	-
Haven't tried	0	0.0	2.5	4%
Total %		100.0	100.0	100%
No answering	**96**		**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	12	12.8	26.0	8% / 8%
Fairly easy	12	12.8	35.2	15% / 14%
Not very easy	8	8.5	12.1	9% / 7%
Not at all easy	5	5.3	2.8	9% / 5%
Don't know	12	12.8	4.3	12% / 16%
Haven't tried	45	47.9	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**94**		**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	59	61.5	62.0
No	17	17.7	17.7
Don't know/nev	20	20.8	20.2
Total %		100.0	100.0
No answering	**96**		**16,382**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	80	85.1	86.2
Not important	14	14.9	13.8
Total %		100.0	100.0
No answering	**94**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	18	18.9	34.4
Fairly easy	21	22.1	42.2
Not very easy	29	30.5	13.5
Not at all easy	14	14.7	4.0
Don't know	3	3.2	1.8
Haven't tried	10	10.5	4.1
Total %		100.0	100.0
No answering	**95**		**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	15	13.2	15.0	26.5	30%
By phone	89	78.1	89.0	80.1	90%
Online	10	8.8	10.0	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	114.0	110.6	124%
Total Number	114				
From your	**100**	**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	16	12.4	16.0	29.0	31%
By phone	81	62.8	81.0	76.2	81%
Online	31	24.0	31.0	21.7	29%
Doesn't apply	1	0.8	1.0	1.2	
Total %		100.0	129.0	128.2	141%
Total Number	129				
From your	**100**	**patients** *(though some may not have answered this question)*			

For your practice:	% **normally** booking appointments	% would **prefer** to book appointments
In person	15.0	16.0
By phone	89.0	81.0
Online	10.0	31.0
Doesn't apply	0.0	1.0
Total	114.0	129.0

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	68	72.3	30.9
2-4 days	11	11.7	31.0
5 days or more	2	2.1	24.2
Don't usually need to be seen q	8	8.5	6.6
Don't know, never tried	5	5.3	7.3
Total %		100.0	100.0
Total Responses	**94**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	19	20.9	25.8
Very good	27	29.7	28.6
Good	20	22.0	20.4
Satisfactory	11	12.1	14.5
Poor	9	9.9	5.8
Very poor	1	1.1	0.9
Does not apply	4	4.4	3.9
Total %		100.0	100.0
Total Response	**91**		**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	53	57.6	56.7
2-4 days	5	5.4	26.2
5 days or more	0	0.0	7.0
Don't usually need to be seen q	2	2.2	4.3
Don't know, never tried	32	34.8	5.8
Total %		100.0	100.0
Total Responses	**92**		**16,282**

Q23 How do you rate how quickly you were

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	15	18.1	31.0
Very good	27	32.5	29.7
Good	10	12.0	19.5
Satisfactory	5	6.0	11.1
Poor	8	9.6	3.5
Very poor	0	0.0	0.7
Does not apply	18	21.7	4.5
Total %		100.0	100.0
Total Response	**83**		**15,668**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	5	5.6	22.8	10%
6-10 minutes	14	15.7	39.5	5-15 mins 58%
11-20 minutes	21	23.6	22.2	
21-30 minutes	9	10.1	9.0	>15 mins 24%
More than 30 minutes	38	42.7	5.2	
No set time	2	2.2	1.3	
Total %		100.0	100.0	
Total Responses	**89**		**15,664**	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	5	5.6	24.1
Very good	14	15.7	26.6
Good	15	16.9	21.6
Satisfactory	26	29.2	19.6
Poor	21	23.6	6.1
Very poor	7	7.9	1.4
Does not apply	1	1.1	0.5
Total %		100.0	100.0
Total Responses	**89**		**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	81	86.2	86.3	78%
No	9	9.6	9.2	16%
Don't know	4	4.3	4.6	7%
Total %		100.0	100.0	
Total no responses	94		15,538	101%

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

| 13 | Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question |

However a total of **13** 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	**13**	**13.8%**	42.5%	**22%**
Before 8am	3	12.0%	16.6%	33%
At lunchtime	2	8.0%	12.0%	13%
After 6.30pm	7	28.0%	22.6%	68%
Saturday	10	40.0%	28.8%	71%
Sunday	3	12.0%	10.2%	32%
None of these	0	0.0%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	25		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	**13**	**13.8%**	13.7%	
Number of these answering Q27	**12**			**22%**
Before 8am	**2**	**9.1%**	16.4%	33%
At lunchtime	**2**	**9.1%**	6.3%	13%
After 6.30pm	**7**	**31.8%**	31.1%	68%
Saturday	**9**	**40.9%**	33.2%	71%
Sunday	**2**	**9.1%**	11.0%	32%
None of these	**0**	**0.0%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**22**		**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	82	87.2	64.6	56%
No	12	12.8	33.7	42%
surgery	0	0.0	1.7	2%
Total	94	100.0	100.0	

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

82	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
73	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	82	87.2			**10,098**	
Always or almost always	66	80.5	68	93.2	45.1	42%
A lot of the time	2	2.4	2	2.7	25.6	23%
Some of the time	0	0.0	0	0.0	19.7	28%
Never or almost never	1	1.2	1	1.4	2.5	6%
Not tried	2	2.4	2	2.7	1.0	1%
Total answering this question	82	86.6	73	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	64	85.3	66.6	N/A
Good	10	13.3	23.0	
Satisfactory	1	1.3	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	0	0.0	4.1	
Total %		100.0	100.0	
Total number	**75**		**12,540**	

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	64	85.3	62.7	48%
Good	11	14.7	27.1	33%
Satisfactory	0	0.0	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	0	0.0	3.3	12%
Total %		100.0	100.0	87%
Total number	**75**		**12,380**	

Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	61	81.3	64.6	47%
Good	14	18.7	24.7	33%
Satisfactory	0	0.0	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	0	0.0	3.6	13%
Total %		100.0	100.0	87%
Total number	**75**		**12,345**	

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	54	72.0	61.1	46%
Good	19	25.3	24.9	32%
Satisfactory	0	0.0	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	2	2.7	6.0	14%
Total %		100.0	100.0	86%
Total number	**75**		**12,306**	

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	52	69.3	54.9	38%
Good	15	20.0	26.2	30%
Satisfactory	0	0.0	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	8	10.7	10.6	21%
Total %		100.0	100.0	100%
Total number	**75**		**12,247**	

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	51	68.0	56.9	N/A
Good	13	17.3	24.2	
Satisfactory	2	2.7	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	9	12.0	12.0	
Total %		100.0	100.0	
Total number	**75**		**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	85	85	81	72	69	68
Good	13	15	19	25	20	17
Satisfactory	1	0	0	0	0	3
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	3	11	12
Total %	100	100	100	100	100	100
Total Number of responses	**75**	**75**	**75**	**75**	**75**	**75**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	74	100.0	97.1
No	0	0.0	2.9
Total %		100.0	100.0
Total Number of responses	**74**		**11,676**

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

Q37 Understand you health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	85	89.5	85.0
Unsure	8	8.4	11.0
Not very well	2	2.1	1.5
Does not apply	0	0.0	2.5
Total %		100.0	100.0
Total number	**95**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	84	90.3	82.4
Unsure	6	6.5	11.9
Not very well	1	1.1	2.1
Does not apply	2	2.2	3.6
Total %		100.0	100.0
Total number	**93**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	73	78.5	75.2
Unsure	14	15.1	16.1
Not very well	1	1.1	2.5
Does not apply	5	5.4	6.2
Total %		100.0	100.0
Total number	**93**		**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	40	41.7	45.9	-
Very good	41	42.7	34.6	51%
Good	9	9.4	14.0	38%
Satisfactory	4	4.2	4.6	7%
Poor	1	1.0	0.8	3%
Very poor	1	1.0	0.2	1%
Total %		100.0	100.0	
Total number	**96**		**16,287**	100%

96 of the 100 patients who completed the questionnaire answered this question.

Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes, definitely	70	73.7	69.0	60%
Yes, probably	18	18.9	25.5	24%
No, probably not	5	5.3	3.2	9%
No, definitley not	1	1.1	0.6	2%
Not sure	Option not in GPAQ but GPPS Benchmark given			4%
Don't know	1	1.1	1.8	2%
Total %		100.0	100.0	
Total number	**95**			100%

95 of the 100 patients who completed the questionnaire answered this question.

Benchmarks

	Your practice		GPAQ V4 National benchmark
Number of Questionnaires	100		17,145
GP			
Q1 Putting you at ease?	93.6		92.8
Q2 Being polite and considerate?	94.4		94.6
Q3 Listening to you?	94.4		93.7
Q4 Giving you enough time?	94.1		91.5
Q5 Assessing your medical condition?	93.8		91.5
Q6 Explaining your condition and treatment?	92.1		91.1
Q7 Involving you in decisions about your care?	92.5		90.5
Q8 Providing or arranging treatment for you?	94.8		92.0
Q9 Confidence that the GP is honest and trustworthy?	96.4		95.7
Q10 Confidence that the dr will keep your information confidential?	96.8		97.0
Q11 Would you be completely happy to see this GP again?	100.0		98.8
Nurse			
Q30 Putting you at ease?	96.0		90.3
Q31 Giving you enough time?	96.3		89.2
Q32 Listening to you?	95.3		89.6
Q33 Explaining your condition and treatment?	93.5		88.8
Q34 Involving you in decisions about your care?	94.4		87.6
Q35 Providing or arranging treatment for you?	93.6		88.9
Q36 Would you be completely happy to see this Nurse again?	100.0		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	95.7		89.1
Q13 How easy is it to get through to the practice on the phone?	67.7		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	61.0		69.9
Q17 How easy to book ahead?	50.5		70.9
Q21 How do you rate how quickly you were seen (partic dr)	67.6		70.7
Q23 How do you rate how quickly you were seen (any dr)	71.1		75.0
Q25 How do you rate how long you waited	45.2		67.8
Q37 Understand your health problems	93.7		92.8
Q38 Cope with your health problems	95.6		91.7
Q39 Keep yourself healthy	90.9		88.7
Q40 Overall, how would you describe your experience?	83.3		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 **above** *the national benchmark are highlighted in*	cream
Practice benchmarks **below** *the national benchmark are highlighted in*	v pale green
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.