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PatientDynamics GPAQ Report (Combined)

Monday 09 February 2009

Dr Singh and partners

PatientDynamics GPAQ

GP Report

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice, except that it is shorter and easier to complete.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to create individual GP reports for accreditation and revalidation purposes, or at PCT level to provide a sophisticated management tool.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions
4. Response Rates

Sample and Methodology

A kit comprising 100 questionnaires was supplied for each doctor. The display was set up on the doctor's desk encouraging patients to take part in the survey.

Completed questionnaires were returned directly to PatientDynamics using the postage paid reply envelope.

GPAQ is designed for adults at least 16 years of age. A minimum of 50 replies per doctor was recommended for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions an average score for the whole sample was calculated.

Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h:

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Q11a, Q11b, Q11c:

Rating	Score
<i>Much more than before the visit</i>	100
<i>A little more than before the visit</i>	50
<i>The same or less than before the visit</i>	0

Q12:

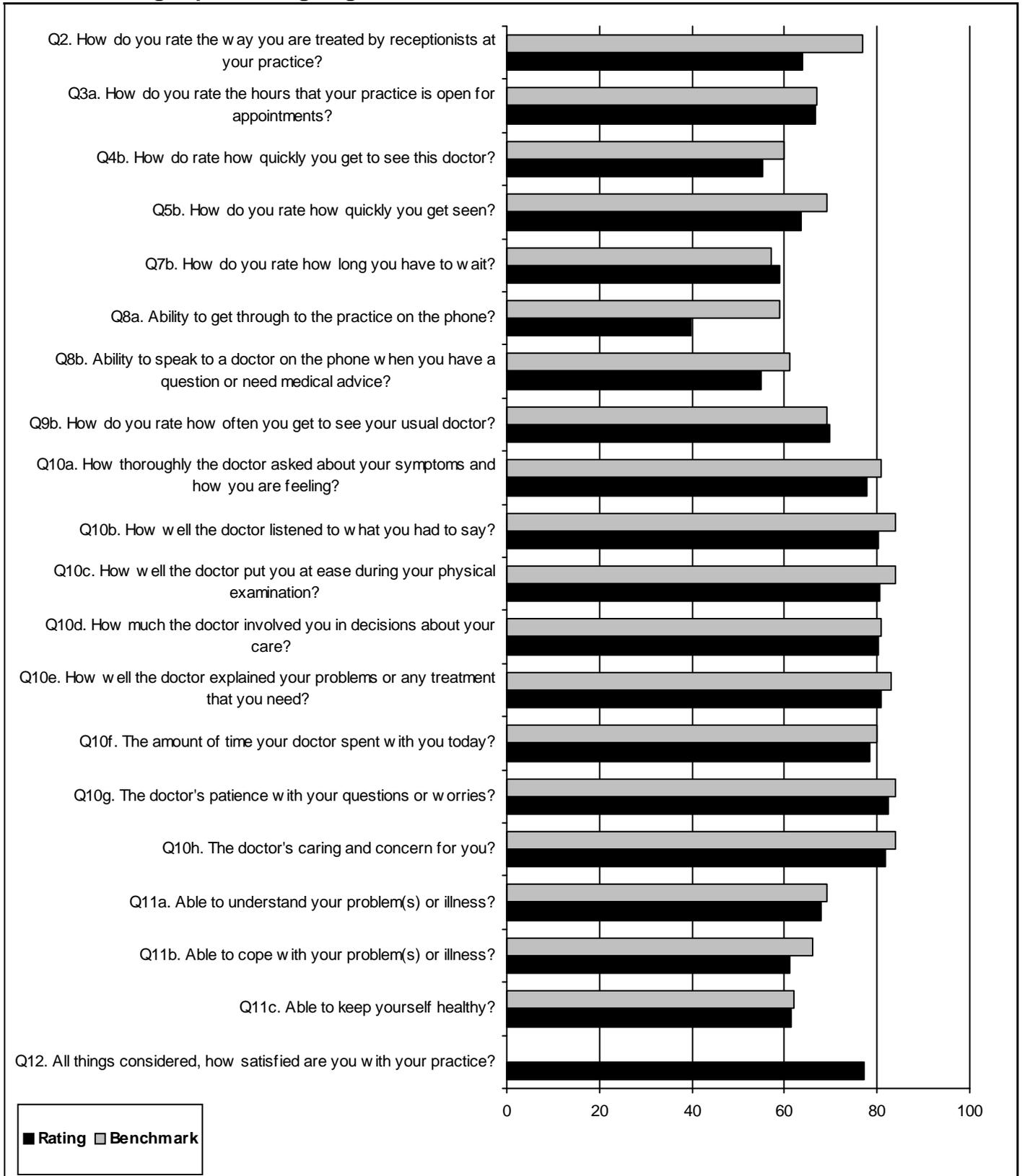
Rating	Score
<i>Completely satisfied</i>	100
<i>Very satisfied</i>	83.3
<i>Fairly satisfied</i>	66.7
<i>Neutral</i>	50
<i>Fairly dissatisfied</i>	33.3
<i>Very dissatisfied</i>	16.7
<i>Completely dissatisfied</i>	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q2. How do you rate the way you are treated by receptionists at your practice?	64	77
Q3a. How do you rate the hours that your practice is open for appointments?	67	67
Q4b. How do rate how quickly you get to see this doctor?	55	60
Q5b. How do you rate how quickly you get seen?	64	69
Q7b. How do you rate how long you have to wait?	59	57
Q8a. Ability to get through to the practice on the phone?	40	59
Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?	55	61
Q9b. How do you rate how often you get to see your usual doctor?	70	69
Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?	78	81
Q10b. How well the doctor listened to what you had to say?	80	84
Q10c. How well the doctor put you at ease during your physical examination?	81	84
Q10d. How much the doctor involved you in decisions about your care?	80	81
Q10e. How well the doctor explained your problems or any treatment that you need?	81	83
Q10f. The amount of time your doctor spent with you today?	78	80
Q10g. The doctor's patience with your questions or worries?	83	84
Q10h. The doctor's caring and concern for you?	82	84
Q11a. Able to understand your problem(s) or illness?	68	69
Q11b. Able to cope with your problem(s) or illness?	61	66
Q11c. Able to keep yourself healthy?	62	62
Q12. All things considered, how satisfied are you with your practice?	77	

Chart showing report ratings against benchmark



2. Report Questions

Q1. In the past 12 months, how many times have you seen a doctor from your practice?		Number of Responses	% of Responses
1	None	10	3
2	Once or twice	75	21
3	Three or four times	110	31
4	Five or six times	77	23
5	Seven times or more	78	23
Question Total:		350	100

Q2. How do you rate the way you are treated by receptionists at your practice?		Number of Responses	% of Responses
1	Very poor	7	2
2	Poor	20	6
3	Fair	70	20
4	Good	107	30
5	Very good	86	25
6	Excellent	57	16
Question Total:		347	100

Q3a. How do you rate the hours that your practice is open for appointments?		Number of Responses	% of Responses
1	Very poor	1	0
2	Poor	10	3
3	Fair	51	15
4	Good	137	39
5	Very good	109	31
6	Excellent	40	11
Question Total:		348	100

Q3b. What additional hours would you like the practice to be open? (please tick all that apply)		Number of Responses	% of Responses
1	Early morning	20	5
2	Lunchtimes	36	9
3	Evenings	64	17
4	Weekends	87	24
5	None, I am satisfied	171	45
Question Total:		378	100

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

		Number of Responses	% of Responses
1	Same day	17	5
2	Next working day	29	9
3	Within 2 working days	125	36
4	Within 3 working days	99	28
5	Within 4 working days	37	11
6	5 or more working days	26	8
7	Does not apply	10	3

Question Total: 343 100

Q4b. How do rate how quickly you get to see this doctor?

		Number of Responses	% of Responses
1	Very poor	4	1
2	Poor	34	11
3	Fair	105	32
4	Good	105	31
5	Very good	53	16
6	Excellent	27	8
7	Does not apply	7	2

Question Total: 335 100

Q5a. How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day	90	26
2	Next working day	90	26
3	Within 2 working days	98	28
4	Within 3 working days	40	11
5	Within 4 working days	12	3
6	5 or more working days	1	0
7	Does not apply	14	4

Question Total: 345 100

Q5b. How do you rate how quickly you get seen?

		Number of Responses	% of Responses
1	Very poor	4	1
2	Poor	21	7
3	Fair	68	21
4	Good	108	32
5	Very good	62	19
6	Excellent	59	17
7	Does not apply	12	4

Question Total: 334 100

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

		Number of Responses	% of Responses
1	Yes	212	65
2	No	37	11
3	Don't know/never needed to	81	24

Question Total: 330 100

Q7a. How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)

		Number of Responses	% of Responses
1	5 minutes or less	78	23
2	6-10 minutes	189	54
3	11-20 minutes	64	18
4	21-30 minutes	15	4
5	More than 30 minutes	4	1

Question Total: 350 100

Q7b. How do you rate how long you have to wait?

		Number of Responses	% of Responses
1	Very poor	6	2
2	Poor	25	7
3	Fair	102	30
4	Good	97	28
5	Very good	64	20
6	Excellent	44	13

Question Total: 338 100

Q8a. Ability to get through to the practice on the phone?

		Number of Responses	% of Responses
1	Very poor	56	17
2	Poor	61	18
3	Fair	88	25
4	Good	81	23
5	Very good	24	7
6	Excellent	14	4
7	Don't know/never tried	24	7

Question Total: 348 100

Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?

		Number of Responses	% of Responses
1	Very poor	10	3
2	Poor	15	4
3	Fair	31	9
4	Good	45	12
5	Very good	25	7
6	Excellent	15	4
7	Don't know/never tried	206	60

Question Total: 347 100

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

		Number of Responses	% of Responses
1	Always	61	20
2	Almost always	117	38
3	A lot of the time	72	23
4	Some of the time	47	16
5	Almost never	9	3
6	Never	2	1

Question Total: 308 100

Q9b. How do you rate how often you get to see your usual doctor?

		Number of Responses	% of Responses
1	Very poor	4	1
2	Poor	4	1
3	Fair	44	16
4	Good	99	33
5	Very good	78	26
6	Excellent	64	22

Question Total: 293 100

Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	5	1
3	Fair	24	7
4	Good	96	27
5	Very good	94	27
6	Excellent	123	36
7	Does not apply	6	2

Question Total: 348 100

Q10b. How well the doctor listened to what you had to say?		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	3	1
3	Fair	20	6
4	Good	88	25
5	Very good	96	27
6	Excellent	139	40
7	Does not apply	3	1
Question Total:		349	100

Q10c. How well the doctor put you at ease during your physical examination?		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	0
3	Fair	16	5
4	Good	74	21
5	Very good	93	26
6	Excellent	117	34
7	Does not apply	49	14
Question Total:		350	100

Q10d. How much the doctor involved you in decisions about your care?		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	5	2
3	Fair	18	5
4	Good	64	18
5	Very good	85	24
6	Excellent	119	35
7	Does not apply	53	16
Question Total:		344	100

Q10e. How well the doctor explained your problems or any treatment that you need?		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	6	2
3	Fair	15	4
4	Good	81	23
5	Very good	82	24
6	Excellent	142	41
7	Does not apply	23	7
Question Total:		349	100

Q10f. The amount of time your doctor spent with you today?

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	4	1
3	Fair	33	10
4	Good	83	24
5	Very good	84	25
6	Excellent	133	39
7	Does not apply	7	2

Question Total: 344 100

Q10g. The doctor's patience with your questions or worries?

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	5	2
3	Fair	15	4
4	Good	59	17
5	Very good	93	27
6	Excellent	144	42
7	Does not apply	29	8

Question Total: 345 100

Q10h. The doctor's caring and concern for you?

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	4	1
3	Fair	20	6
4	Good	69	20
5	Very good	87	25
6	Excellent	148	43
7	Does not apply	19	5

Question Total: 347 100

Q11a. Able to understand your problem(s) or illness?

		Number of Responses	% of Responses
1	Much more than before the visit	153	44
2	A little more than before the visit	91	27
3	The same or less than before the visit	49	14
4	Does not apply	49	14

Question Total: 342 100

Q11b. Able to cope with your problem(s) or illness?

		Number of Responses	% of Responses
1	Much more than before the visit	119	37
2	A little more than before the visit	94	28
3	The same or less than before the visit	59	18
4	Does not apply	56	17
Question Total:		328	100

Q11c. Able to keep yourself healthy?

		Number of Responses	% of Responses
1	Much more than before the visit	114	35
2	A little more than before the visit	66	20
3	The same or less than before the visit	59	18
4	Does not apply	81	27
Question Total:		320	100

Q12. All things considered, how satisfied are you with your practice?

		Number of Responses	% of Responses
1	Completely dissatisfied	4	1
2	Very dissatisfied	3	1
3	Fairly dissatisfied	13	4
4	Neutral	37	10
5	Fairly satisfied	76	22
6	Very satisfied	125	36
7	Completely satisfied	91	26
Question Total:		349	100

Q13. Are you:

		Number of Responses	% of Responses
1	Male	137	37
2	Female	215	63
Question Total:		352	100

Q14. How old are you?

		Number of Responses	% of Responses
1	16-24	20	6
2	25-34	38	11
3	35-44	53	15
4	45-54	52	15
5	55-64	76	22
6	65-74	61	18
7	75 and older	48	14
Question Total:		348	100

Q15. Do you have any long-standing illness, disability or infirmity?

		Number of Responses	% of Responses
1	Yes	177	53
2	No	160	47

Question Total: 337 100

Q16. Which ethnic group do you belong to?

		Number of Responses	% of Responses
1	White	280	82
2	Black or Black British	14	4
3	Asian or Asian British	29	8
4	Mixed	12	3
5	Chinese	7	2
6	Other ethnic group	7	2

Question Total: 349 100

Q17. Is your accomodation:

		Number of Responses	% of Responses
1	Owner-occupied/mortgaged	249	74
2	Rented or other arrangements	90	26

Question Total: 339 100

Q18. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part time, including self-employed)	139	42
2	Unemployed and looking for work	24	7
3	At school or in full time education	8	2
4	Unable to work due to long term sickness	23	7
5	Looking after your home/family	18	5
6	Retired from paid work	114	34
7	Other	11	3

Question Total: 337 100

This report is based on a total of 356 completed questionnaires

Report - Open Ended Comments

Q19a. Is there anything particularly good about your health care?

All staff are very caring.

Exceptionally helpful at all times.

Local. More like a clinic than just a doctors. Like self check in system and then don't wait long.

Asthma clinic.

Dr Godfey was helpful.

I am very pleased with my doctor and health centre.

Always receive full support from doctor. Excellent treatment etc.

Convenient location of surgery. Confident in GP expertise and he doesn't make decisions without discussion and explanation of risks.

Everything, doctors very good and nurses and the rest of the staff.

Receptionists could be improved, some ask too many questions.

We have a disabled child and the doctors have been excellent.

Good friendly staff. Comfortable surroundings, located in town centre.

Quick action by Dr Singh referred to hospital and made full recovery from stroke.

The practice I attend is helpful, professional and caring. The doctors listen and take in any concerns I may have.

Friendly, efficient.

It is always a quick polite session.

Caring doctors.

Dr listens to you, he acts on any concerns keeping any worries at bay for peace of mind. I feel he saved my life.

Well kept and helpful surgery. A very good treatment section.

Always friendly.

Feel fortunate in my healthcare.

Staff and doctors are very kind and thorough.

Cholesterol has improved thanks to doctors help.

My healthcare over the years has been excellent.

I had a TIA and the doctor was brilliant.

All or most of the doctors I have seen over the years have been excellent.

Dr Singh always shows concern for the well being of my husband and myself although he is very busy.

Dr Singh is amazing, very understanding and has a lot of patience. An asset to the practice.

Our GP knows our family - remembers and is caring, friendly and takes time to care.

After a heart attack the hospital and the practice gave me my life back what more can I say.

My Dr listens and seems to care.

If urgently need to see a doctor, staff go out of their way to fit me in same day.

Although a large practice, I am recognised by the doctor and he remembers my case history. Provides very good level of care.

Very friendly helpful. Very pleased with doctor.

Very satisfied.

Quite satisfied.

The Drs do everything possible to help.

It is easily accessible.

I have confidence in my own doctor but also several others in the practice.

I know and trust my doctor who helped with my heart attack well.

Practice - very forward thinking.

We have a wide selection of care and facilities at our health centre.

A whole range of care/facilities are available within our health centre.

Always have good care.

Very appreciative of Dr Dawson's care, compassion and sensitivity. Can relate to needs of mother and daughter.

It's a pleasure to visit my doctor - even if I'm poorly!

Dr Dawson has been excellent in every way, the fact that she sees me and my mother has also been invaluable as she understands mums health problems affect my health too. She has given time, sensitivity compassion alongside practical care. Couldn't be bettered.

Everyone here has always treated me with compassion and understanding even at their busiest times.

The care at this practice is second to none. All staff are very caring and supportive.

Diversity of clinics at the surgery.

Having a lady doctor.

New modern practice offering lots of services.

Seeing my doctor that listens.

Caring and compassionate at all times, appreciation of problems involved.

Doctors interested in what I have to say.

Care has always been first class.

I only visit when absolutely necessary or to get new prescription for asthma, but have always been very pleased with my treatment.

Most doctors are very caring, encouraging and understanding. Always been able to have treatment required.

Q19b. Is there anything that could be improved?

Reception staff not using their mobile phones.

I have low blood pressure which could have been treated.

The ability to get through to the practice.

Background music would improve privacy.

Being able to get through on the phone. Evening or weekend appointments.

Some receptionists attitudes. Everything else is very good.

Repeat prescription- difficult in getting through on phone.

Attitude of staff on reception could be improved. Rather abrupt and rude.

More women doctors.

None.

Thank you to hospital staff and doctor for their help.

Doctor availability out of hours.

Difficulty getting through on phone to repeat prescription service.

Better communication from hospitals to doctors regarding results of patients from consultations.

Answering phone more promptly.

I would like to get an appointment with own doctor sooner.

The phones.

Getting through quicker when phoning for appointments. Phone rings for 15 mins sometimes.

A little later in the evenings, perhaps 1 hour later opening- one or two evenings.

When you phone for an appointment, for the phone to be answered quicker.

None.

Amount of time taken for receptionist to answer phone. Several times the call has cancelled due to it being unanswered for over 5 mins.

To be able to contact the practice by phone in the morning easier, lines usually very busy.

More disability space.

No.

Out of hours service not good at all.

Could be open a little later in the evening and perhaps Sat morning.

Initially I could see my doctor quite quickly, now unless it's an emergency it takes longer.

Length of time to answer phone.

The length of time it takes for the phone to be answered and the friendliness of the receptionists.

Doctors could spend longer on consultations and dig a bit deeper.

Car parking.

Answering the phone quicker.

Extremely difficult and time consuming to contact district nurses.

Waiting time for telephone to be answered.

The attitude of the reception staff could be improved when phoning for an appointment. I have experienced rudeness and unhelpfulness when phoning for an emergency appointment.

Answering the phone quicker.

The answering of the phone at reception could be greatly improved, have to wait a long time for it to be answered.

Receptionists attitude.

More evening appointments.

Reception staff should not be able to use their phones on the front desk.

A larger consulting room.

Receptionists should listen to patients more and understand them.

Phone answering.

Having to wait to get in to see a doctor. To get to see own doctor a rarity.

No.

The phone system is very poor and the phone just rings continuously when I try to get through. This is at all times of the day.

Opening at night or weekend to accommodate workers.

Answering of the phone.

Get the correct name.

Late nights or weekends would be good.

More communication and notes between GP and specialist what we need is a database so all medical professionals and GPs can access your notes at all times.

Reception- answering the phone.

Physiotherapy treatment, evenings weekends.

More medication for longer spells instead of a month at a time.

Possibly an emergency surgery on Sat morning.

Phone answering wait too long.

The receptionists could go.

Telephone answering could be better.

Receptionist could be a bit more friendly.

Q19c. Any other comments?

The doctor cared about me and listened to me.

My doctor is excellent. Dr Zarub.

It's ok the way it runs. Thank you.

One Dr is rude, arrogant, insulting. Not willing to investigate.

Don't think the computerised system is inclusive for people in the community. Noticed it's been confusing for the elderly.

Only more doctors to have same attitude as Dr Dawson (not our surgery everywhere).

Very well organised.

Dr Dawson is brilliant and my daughter and I will request to see her every time.

Dr Dawson is the best doctor at this practice. Very patient and listens.

All staff are very pleasant and helpful.

The receptionists have been caring, helpful, patient and done their utmost to find suitable appointments. The nurses are great- kind, professional, gentle, friendly and caring. I am impressed by the way everyone I've seen takes time to ask about mum as well.

We are so lucky to belong to this practice, don't change anything.

A very good health practice.

Easy for me to get to. No polyclinics.

First class practice.

Should get same day appointment.

My doctor has given me wonderful support over the years with my injury and helped me achieve a better quality of life.

Compared to other practices, health centre is excellent and so are the doctors.

Very friendly practice and helpful. Can be a little busy in reception at times.

In general the practice is a nice environment, always improving.

Some doctors tell you your problems are down to old age, not what I want to hear when I have a medical problem.

The doctor I saw today has looked after me and my illness brilliantly and he listens and puts me at ease.

The group of doctors I am under do their utmost to provide, care and help whenever required.

We want to keep our local practice local and open.

Impressed with Dr Dawson and Dr Godfrey great doctors.

Sometimes difficult to contact health centre when phone is engaged for a long time.

My health centre is friendly and caring. I'm grateful to all esp. my doctor.

Very satisfied with the attention I receive.

Staunch supporter of NHS.

I know the health centre are trying to improve. It's better now than it used to be a few years ago.

Getting rid of my practice would be terrible.

Most doctors are fine. I have no complaints.

Happy so far.

The treat room nurses are very helpful and caring.



You can also complete this survey on our website:
www.gpaqsurvey.co.uk

(Enter the number on the questionnaire to identify the practice)

XXXXXX

3rd FOLD

RESPONSE SERVICE
 Licence No SCE14177

PatientDynamics
 Riverside House
 5 Nutfield Lane
 High Wycombe
 Buckinghamshire
 HP11 2ND



4th FOLD, TUCK IN UNDER FLAP 3

The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice and your visit today.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses. Re-fold the completed questionnaire, tucking this flap inside the blank flap to form the reply-paid envelope. Post directly back to PatientDynamics.

Thank you.

2nd FOLD

The General Practice Assessment Questionnaire (GPAQ)

Because part of the survey is about the doctor you saw today, please write the doctor's name below:

The doctor I saw today was Dr _____

1 In the past 12 months, how many times have you seen a doctor from your practice?	None	Once or twice	Three or four times	Five or six times	Seven times or more
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2 How do you rate the way you are treated by receptionists at your practice?	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3 a) How do you rate the hours that your practice is open for appointments?	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) What additional hours would you like the practice to be open? (please tick all that apply)	Early morning	Lunch-times	Evenings	Weekends	None, I am satisfied	
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

4 Thinking of times when you want to see a particular doctor: (please tick one box only)							
a) How quickly do you usually get to see that doctor?	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

5 Thinking of times when you are willing to see any doctor: (please tick one box only)							
a) How quickly do you usually get seen?	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

6 If you need to see a GP urgently, can you normally get seen on the same day?	Yes	No	Don't know / never needed to
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7 a) How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

8 Thinking of times you have phoned the practice, how do you rate the following:							
a) Ability to get through to the practice on the phone?	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) Ability to speak to a doctor on the phone when you have a question or need medical advice?	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

1st FOLD

9 This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 10.

a) In general, how often do you see your **usual doctor**?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

10 Thinking about your consultation with the doctor today, how do you rate the following:

a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) How well the doctor **listened** to what you had to say?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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c) How well the doctor **put you at ease** during your physical examination?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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d) How much the doctor **involved you in decisions** about your care?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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e) How well the doctor **explained** your problems or any treatment that you need?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

f) The amount of **time** your doctor spent with you today?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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g) The doctor's **patience** with your questions or worries?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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h) The doctor's **caring and concern** for you?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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11 After seeing the doctor today do you feel...

a) able to **understand** your problem(s) or illness?

Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

b) able to **cope** with your problem(s) or illness?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
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c) able to **keep yourself** healthy?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
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12 All things considered, how **satisfied** are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Finally, it will help us to understand your answers if you could tell us a little about yourself:

13 Are you: 1 Male 2 Female

14 How old are you? years

15 Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time. 1 Yes 2 No

16 Which ethnic group do you belong to? (please tick one box)

<input type="checkbox"/> 1 White	<input type="checkbox"/> 4 Mixed
<input type="checkbox"/> 2 Black or Black British	<input type="checkbox"/> 5 Chinese
<input type="checkbox"/> 3 Asian or Asian British	<input type="checkbox"/> 6 Other ethnic group

17 Is your accommodation: (please tick one box)

<input type="checkbox"/> 1 Owner-occupied / mortgaged?	<input type="checkbox"/> 2 Rented or other arrangements?
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18 Which of the following best describes you? (please tick one box)

<input type="checkbox"/> 1 Employed (full or part time, including self-employed)	<input type="checkbox"/> 4 Unable to work due to long term sickness
<input type="checkbox"/> 2 Unemployed and looking for work	<input type="checkbox"/> 5 Looking after your home/family
<input type="checkbox"/> 3 At school or in full time education	<input type="checkbox"/> 6 Retired from paid work
<input type="checkbox"/> 7 Other (please describe) _____	

19 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire.

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