

# Patient Survey Results Analysis Detail



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### Background Information

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

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

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

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

### Calculation of results for each question

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

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

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

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

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

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

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

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

**A perfect score is 100%**

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

Answer (score in brackets)	Count	Percentage
Very helpful (100)	132	88.6%
Fairly helpful (66)	17	11.4%
Not very helpful (33)	0	0.0%
Not at all helpful (0)	0	0.0%
Don't know	1	
Did not answer	0	
<b>Total</b>	<b>150</b>	

Mean scores for Q1	
Your patients	96.1
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89%	9%
GPAQ	100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	58	39.2%
Fairly easy (66)	77	52.0%
Not very easy (33)	12	8.1%
Not at all easy (0)	1	0.7%
Don't know	1	
Haven't tried	1	
Did not answer	0	
<b>Total</b>	<b>150</b>	

Mean scores for Q2	
Your patients	76.2
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78%	18%
GPAQ	91.2%	8.8%

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	35	30.7%
Fairly easy (66)	56	49.1%
Not very easy (33)	20	17.5%
Not at all easy (0)	3	2.6%
Don't know	10	
Haven't tried	26	
Did not answer	0	
<b>Total</b>	<b>150</b>	

Mean scores for Q3	
Your patients	68.9
GPAQ Mean	60.6

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

Answer	Count	Percentage
Yes	64	56.6%
No	49	43.4%
Don't know / never needed to	35	
Did not answer	2	
<b>Total</b>	<b>150</b>	

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

Answer	Count	Percentage
Important	129	87.8%
Not important	18	12.2%
Did not answer	3	
<b>Total</b>	<b>150</b>	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	67	47.2%
Fairly easy (66)	62	43.7%
Not very easy (33)	12	8.5%
Not at all easy (0)	1	0.7%
Don't know	2	
Haven't tried	4	
Did not answer	2	
<b>Total</b>	<b>150</b>	

	Easy	Not Easy
GPPS	79%	21%
GPAQ	90.8%	9.2%

**Q7**  
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	39	22.2%
By phone	132	75.0%
Online	5	2.8%
Doesn't apply	0	0.0%
Did not answer	0	
<b>Total</b>	<b>176</b>	

**Q8**  
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	49	23.6%
By phone	130	62.5%
Online	27	13.0%
Doesn't apply	2	1.0%
Did not answer	0	
<b>Total</b>	<b>208</b>	

**Q9**  
How quickly can you get to see a particular doctor?

Answer	Count	Percentage
Same day or next day	28	19.4%
2-5 days	74	51.4%
5 days or more	29	20.1%
I don't usually need to be seen quickly	5	3.5%
Don't know, never tried	8	5.6%
Did not answer	6	
<b>Total</b>	<b>150</b>	

**Q10**  
How do you rate - how quickly you get to see a particular doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	20	15.2%
Very good (80)	34	25.8%
Good (60)	31	23.5%
Fair (40)	24	18.2%
Poor (20)	21	15.9%
Very poor (0)	2	1.5%
Does not apply	10	
Did not answer	8	
<b>Total</b>	<b>150</b>	

Mean scores for Q10	
Your patients	60.3
GPAQ Mean	68.8

<b>Q11</b>		
How quickly do you get to see any doctor at the practice?		
Answer	Count	Percentage
Same day or next day	48	33.8%
2-5 days	74	52.1%
5 days or more	12	8.5%
I don't usually need to be seen quickly	2	1.4%
Don't know, never tried	6	4.2%
Did not answer	8	
<b>Total</b>	<b>150</b>	

<b>Q12</b>		
How do you rate - how quickly you get to see any doctor?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	29	21.5%
Very good (80)	35	25.9%
Good (60)	23	17.0%
Fair (40)	29	21.5%
Poor (20)	18	13.3%
Very poor (0)	1	0.7%
Does not apply	6	
Did not answer	9	
<b>Total</b>	<b>150</b>	

<b>Q13</b>		
How long do you wait for your consultations to start?		
Answer	Count	Percentage
Less than 5 minutes	26	18.6%
6 - 10 minutes	61	43.6%
11 - 20 minutes	39	27.9%
21 - 30 minutes	7	5.0%
More than 30 minutes	4	2.9%
There was no set time for my consultation	3	2.1%
Did not answer	10	
<b>Total</b>	<b>150</b>	

<b>Q14</b>		
How do you rate - how long did you wait for your consultation to start?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	28	20.6%
Very good (80)	35	25.7%
Good (60)	31	22.8%
Fair (40)	31	22.8%
Poor (20)	7	5.1%
Very poor (0)	4	2.9%
Does not apply	1	
Did not answer	13	
<b>Total</b>	<b>150</b>	

Mean scores for Q14	
Your patients	65.0
GPAQ Mean	56.9

<b>Q15 Opening Times</b>		
If your practice currently open at times that are convenient to you?		
Answer	Count	Percentage
Yes	106	76.3%
No	22	15.8%
Don't know	11	7.9%
Did not answer	11	
<b>Total</b>	<b>150</b>	

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

Answer	Count	Percentage
Before 8am	20	16.3%
At lunchtime	10	8.1%
After 6.30pm	33	26.8%
On a Saturday	39	31.7%
On a Sunday	12	9.8%
None of these	9	7.3%
Did not answer	0	
<b>Total</b>	<b>123</b>	

**Q17 Choice**  
Is there a particular GP you prefer to see or speak to?

Answer	Count	Percentage
Yes	99	72.8%
No	37	27.2%
There is usually only one doctor in my surgery	0	0.0%
Did not answer	14	
<b>Total</b>	<b>150</b>	

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	38	35.5%
A lot of the time (66)	29	27.1%
Some of the time (33)	36	33.6%
Never or almost never (0)	4	3.7%
Not tried at this GP practice	5	
Did not answer	38	
<b>Total</b>	<b>150</b>	

**Q19 GP Care**  
How good was the last GP you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	77	57.0%
Good (75)	36	26.7%
Fair (50)	20	14.8%
Poor (25)	2	1.5%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	15	
<b>Total</b>	<b>150</b>	

**Q20**  
How good was the last GP you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	78	57.8%
Good (75)	44	32.6%
Fair (50)	10	7.4%
Poor (25)	2	1.5%
Very poor (0)	1	0.7%
Does not apply	0	
Did not answer	15	
<b>Total</b>	<b>150</b>	

	Often	Not Often
GPPS	65%	34%
GPAQ	62.6%	37.4%

Mean scores for Q19	
Your patients	84.8
GPAQ Mean	80.0

	Good	Not Good
GPPS	86%	12%
GPAQ	83.7%	16.3%

Mean scores for Q20	
Your patients	86.3
GPAQ Mean	83.5

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

**Q21**  
How good was the last GP you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	65	50.4%
Good (75)	46	35.7%
Fair (50)	16	12.4%
Poor (25)	1	0.8%
Very poor (0)	1	0.8%
Does not apply	5	
Did not answer	16	
<b>Total</b>	<b>150</b>	

Mean scores for Q21	
Your patients	83.5
GPAQ Mean	83.1

	Good	Not Good
GPPS	83%	13%
GPAQ	86.0%	14.0%

**Q22**  
How good was the last GP you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	61	48.8%
Good (75)	46	36.8%
Fair (50)	16	12.8%
Poor (25)	1	0.8%
Very poor (0)	1	0.8%
Does not apply	9	
Did not answer	16	
<b>Total</b>	<b>150</b>	

Mean scores for Q22	
Your patients	83.0
GPAQ Mean	81.4

	Good	Not Good
GPPS	76%	16%
GPAQ	85.6%	14.4%

**Q23**  
How good was the last GP you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	67	50.8%
Good (75)	51	38.6%
Fair (50)	13	9.8%
Poor (25)	0	0.0%
Very poor (0)	1	0.8%
Does not apply	2	
Did not answer	16	
<b>Total</b>	<b>150</b>	

Mean scores for Q23	
Your patients	84.7
GPAQ Mean	83.7

	Good	Not Good
GPPS	83%	14%
GPAQ	89.4%	10.6%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	100	75.8%
Yes, to some extent (50)	29	22.0%
No, not at all (0)	3	2.3%
Don't know / can't say	0	
Did not answer	18	
<b>Total</b>	<b>150</b>	

	Yes	No
GPPS	93%	4%
GPAQ	97.7%	2.3%

**Q25 Nurse Care**  
How good was the last Nurse you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	55	55.0%
Good (75)	33	33.0%
Fair (50)	10	10.0%
Poor (25)	2	2.0%
Very poor (0)	0	0.0%
Does not apply	13	
Did not answer	37	
<b>Total</b>	<b>150</b>	

Mean scores for Q25	
Your patients	85.3
GPAQ Mean	78.0

	Good	Not Good
GPPS	81%	6%
GPAQ	88.0%	12.0%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	54	54.5%
Good (75)	32	32.3%
Fair (50)	11	11.1%
Poor (25)	1	1.0%
Very poor (0)	1	1.0%
Does not apply	12	
Did not answer	39	
<b>Total</b>	<b>150</b>	

Mean scores for Q26	
Your patients	84.6
GPAQ Mean	81.0

	Good	Not Good
GPPS	80%	7%
GPAQ	86.9%	13.1%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	52	53.1%
Good (75)	33	33.7%
Fair (50)	10	10.2%
Poor (25)	2	2.0%
Very poor (0)	1	1.0%
Does not apply	13	
Did not answer	39	
<b>Total</b>	<b>150</b>	

Mean scores for Q27	
Your patients	83.9
GPAQ Mean	59.4

	Good	Not Good
GPPS	78%	8%
GPAQ	86.7%	13.3%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	52	53.6%
Good (75)	31	32.0%
Fair (50)	11	11.3%
Poor (25)	2	2.1%
Very poor (0)	1	1.0%
Does not apply	13	
Did not answer	40	
<b>Total</b>	<b>150</b>	

Mean scores for Q28	
Your patients	83.8
GPAQ Mean	59.4

	Good	Not Good
GPPS	68%	11%
GPAQ	85.6%	14.4%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	58	58.6%
Good (75)	31	31.3%
Fair (50)	8	8.1%
Poor (25)	0	0.0%
Very poor (0)	2	2.0%
Does not apply	11	
Did not answer	40	
<b>Total</b>	<b>150</b>	

Mean scores for Q29	
Your patients	86.1
GPAQ Mean	82.0

	Good	Not Good
GPPS	81%	8%
GPAQ	89.9%	10.1%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	66	70.2%
Yes, to some extent (50)	26	27.7%
No, not at all (0)	2	2.1%
Don't know / can't say	0	
Did not answer	56	
<b>Total</b>	<b>150</b>	

	Yes	No
GPPS	88%	2%
GPAQ	97.9%	2.1%

**Q31 Enablement**  
How well does the practice help you to understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	121	85.8%
Unsure (50)	18	12.8%
Not very well (0)	2	1.4%
Does not apply	0	
Did not answer	9	
<b>Total</b>	<b>150</b>	

Mean scores for Q31	
Your patients	92.2
GPAQ Mean	69.1

**Q32**  
How well does the practice help you cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	113	83.1%
Unsure (50)	19	14.0%
Not very well (0)	4	2.9%
Does not apply	0	
Did not answer	14	
<b>Total</b>	<b>150</b>	

Mean scores for Q32	
Your patients	90.1
GPAQ Mean	65.5

**Q33**  
How well does the practice help you keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	109	80.1%
Unsure (50)	24	17.6%
Not very well (0)	3	2.2%
Does not apply	0	
Did not answer	14	
<b>Total</b>	<b>150</b>	

Mean scores for Q33	
Your patients	89.0
GPAQ Mean	61.7

**Q34 Satisfaction**  
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	44	30.3%
Very good (80)	64	44.1%
Good (60)	28	19.3%
Fair (40)	9	6.2%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	5	
<b>Total</b>	<b>150</b>	

	Good	Not Good
GPPS	88%	4%
GPAQ	93.8%	6.2%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	94	67.6%
Yes, probably (66)	43	30.9%
No, probably not (33)	2	1.4%
No, definitely not (0)	0	0.0%
Don't know	6	
Did not answer	5	
<b>Total</b>	<b>150</b>	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	98.6%	1.4%



<b>Q36 Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	48	33.1%
Female	97	66.9%
Did not answer	5	
<b>Total</b>	<b>150</b>	

<b>Q37</b>		
How old are you?		
Answer	Count	Percentage
Under 15	3	2.1%
16 to 44	71	49.3%
45 to 64	55	38.2%
65 to 74	8	5.6%
75 and over	7	4.9%
Did not answer	6	
<b>Total</b>	<b>150</b>	

<b>Q38</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	67	46.5%
No	67	46.5%
Don't know / never needed to	10	6.9%
Did not answer	6	
<b>Total</b>	<b>150</b>	

<b>Q39</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	96	67.6%
Black or Black British	7	4.9%
Asian or Asian British	33	23.2%
Mixed	4	2.8%
Chinese	0	0.0%
Other ethnic group	2	1.4%
Did not answer	8	
<b>Total</b>	<b>150</b>	

<b>Q40</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	84	58.3%
Unemployed / looking for work	13	9.0%
At school or in full time education	5	3.5%
Unable to work due to long term sickness	6	4.2%
Looking after your home/family	12	8.3%
Retired from paid work	21	14.6%
Other	3	2.1%
Did not answer	6	
<b>Total</b>	<b>150</b>	