

# Post Consultation Standard Analysis Detail



## Yiewsley Health Centre

The General Practitioner Assessment Questionnaire (GPAQ) is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework (QOF). These include access to GP services, inter-personal relationships and continuity of care.

GPAQ has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester, and is based on their earlier GPAS questionnaire. It is now widely used in UK general practice and forms part of the QOF for the 2004 GP contract.

There are two forms of GPAQ. The post-consultation version is completed by patients after a consultation. The postal version is administered as a 'mail-shot' and asks people about their general experiences of their GP or practice.

### **Calculation of results for each question**

For most questions, your patients' responses are transformed to a scale of 0 to 100. 100 represents the best possible response; 0, the worst. For other questions, the value for the indicator is normally a percentage. Where it is possible to compare these scores to national averages, we have done so. In these instances, scores are given a 'traffic-light' to indicate whether they are much higher or lower than average.

### **Reading the traffic light values**

The traffic-light values relate to how one GP (or practice) compares to other GPs (or practices). They are adjusted to be comparable with the national benchmarks, published by the NPCDRC. The colour indicates whether you are lower or higher than others. For most of the GPAQ indicators, green represents a high score (you're doing well) and red a low score (not so well) in comparison to other GPs or practices. These colours are determined by your 'percentile rank'. For example, if your patients rate you more highly than 95% (19 out of 20) of other GPs' patients, then your 'percentile rank' will be 96 or higher. The converse also applies. If they rate you as poorly as the bottom 4% of GPs' patients, then your 'percentile rank' for this indicator will be 4 or less. Percentile ranks from 0 to 4 correspond to red (5% of GPs), 5 to 33 correspond to yellow (29% of GPs) and 34 to 100 correspond to green (66% or two-thirds of GPs). Not all indicators have a national mean for comparison, so only some are traffic-lighted in this way.

### **Interpretation**

For most of the Patient Survey indicators, green is better than average and yellow to red are increasingly worse than average. The results are the opinions of patients responding to the survey and may not be representative if the number of responses used in the analysis is less than 50.

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	<b>National Average</b>	<b>Your Score</b>	<b>Percentile Rank</b>
Q2 How do you rate the way you are treated by receptionists at your practice?	77.2	82.4	76
Q3a How do you rate the hours that your practice is open for appointments?	66.8	71.2	75
Q4b How do you rate - how quickly you get to see a particular doctor?	60.0	53.3	29
Q5b How do you rate - how quickly you get to see any doctor?	69.1	58.8	14
Q7b How do you rate - how long have you to wait until your consultations begin?	56.9	53.4	35
Q8a How do you rate - ability to get through to the practice on the phone?	59.4	68.5	76
Q8b How do you rate - ability to speak to the doctor on the phone?	60.6	68.5	77
Q9b How do you rate - how often you see your usual doctor?	68.8	64.4	31
Q10a How thoroughly did the doctor ask about your symptoms?	81.4	78.5	30
Q10b How well did the doctor listen to what you have to say?	83.5	79.7	25
Q10c How well did the doctor put you at ease during your physical examination?	83.6	80.8	31
Q10d How much did the doctor involve you in decisions about your care?	81.4	80.1	41
Q10e How well did the doctor explain your problems or treatment you need?	83.1	80.0	30
Q10f How much time did your doctor spend with you?	80.0	76.8	30
Q10g How was the doctor's patience with your questions and worries?	83.5	80.1	28
Q10h How did you feel about the doctor's caring & concern?	83.7	80.7	32
Q11a After seeing the doctor today, were you better able to understand your problem or	69.1	70.5	58
Q11b After seeing the doctor today, did you feel better able to cope with your problem or	65.5	65.9	52
Q11c After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7	64.3	64

## Demographic Characteristics

Question 12 & 13				
Ages & Gender				
Age Group	Male	Female	Percentage Male	Percentage Female
16-44	20	85	11.30%	48.02%
45-64	16	26	9.04%	14.69%
65-74	7	9	3.95%	5.08%
75+	2	12	1.13%	6.78%
Total	45	132	25.42%	74.58%
Unknown age or gender	27			
Total	204			

Question 14			
Do you have any long-standing illness disability or infirmity?			
Answer		Count	Percentage
Yes		77	38.69%
No		122	61.31%
Total		199	

Question 15			
Ethnic Group			
Answer		Count	Percentage
White		141	71.94%
Black or Black British		14	7.14%
Asian or Asian British		36	18.37%
Mixed		5	2.55%
Chinese		0	0.00%
Other ethnic group		8	
Total		204	

Question 16			
Accommodation			
Answer		Count	Percentage
Owner occupied / mortgaged		81	43.32%
Rented or other arrangements		106	56.68%
Total		187	

Question 17			
Employment status			
Answer		Count	Percentage
Employed		90	58.06%
Unemployed and looking for work		6	3.87%
At school or in full-time education		18	11.61%
Unable to work due to long-term illness		13	8.39%
Retired from paid work		28	18.06%
Other specified / Did not answer		49	
Total		204	

## Familiarity with the practice

<b>Question 1</b>			
In the past 12 months, how many times have you seen a doctor?			
Answer		Count	Percentage
None		12	5.88%
Once or twice		49	24.02%
Three or four times		50	24.51%
Five or six times		46	22.55%
Seven or more times		47	23.04%
Did not answer			
Total		204	

## Receptionists

<b>Question 2</b>			
How do you rate the way you are treated by receptionists at your practice?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		1	0.49%
Fair (40)		11	5.42%
Good (60)		36	17.73%
Very good (80)		70	34.48%
Excellent (100)		85	41.87%
Did not answer		1	
Total		204	

<b>Mean scores for Q2</b>	
Your patients	82.4
National Mean	77.2
Percentile Rank	76

## Opening hours

<b>Question3a</b>			
How do you rate the hours that your practice is open for appointments?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.50%
Poor (20)		3	1.49%
Fair (40)		17	8.42%
Good (60)		80	39.60%
Very good (80)		63	31.19%
Excellent (100)		38	18.81%
Did not answer		2	
Total		204	

<b>Mean scores for Q3a</b>	
Your patients	71.2
National Mean	66.8
Percentile Rank	75

<b>Question 3b</b>			
What additional hours would you like the practice to be open?			
Answer		Count	Percentage
Early morning		12	5.45%
Lunchtimes		13	5.91%
Evenings		51	23.18%
Weekends		67	30.45%
None I am satisfied		77	35.00%
Did not answer		14	
Total		234	

## Access

Question 4a		
How quickly can you get to see a doctor of your choice?		
Answer	Count	Percentage
Same day	17	9.34%
Next Working day	13	7.14%
Within 2 working days	38	20.88%
Within 3 working days	29	15.93%
Within 4 working days	40	21.98%
Within 5 working days	45	24.73%
Does not apply to me/did not answer	22	
<b>Total</b>	<b>204</b>	

Question 4b		
How do you rate - how quickly you get to see a particular doctor?		
Answer (score in brackets)	Count	Percentage
Very poor (0)	6	3.33%
Poor (20)	25	13.89%
Fair (40)	60	33.33%
Good (60)	40	22.22%
Very good (80)	30	16.67%
Excellent (100)	19	10.56%
Does not apply to me/did not answer	24	
<b>Total</b>	<b>204</b>	

Mean scores for Q4b	
Your patients	53.3
National Mean	60.0
Percentile Rank	<b>29</b>

Question 5a		
How quickly do you usually get to see any doctor at the practice?		
Answer	Count	Percentage
Same day	42	22.83%
Next Working day	33	17.93%
Within 2 working days	29	15.76%
Within 3 working days	38	20.65%
Within 4 working days	24	13.04%
Within 5 working days	18	9.78%
Does not apply to me/did not answer	20	
<b>Total</b>	<b>204</b>	

Question 5b		
How do you rate - how quickly you get to see any doctor?		
Answer (score in brackets)	Count	Percentage
Very poor (0)	4	2.31%
Poor (20)	20	11.56%
Fair (40)	45	26.01%
Good (60)	44	25.43%
Very good (80)	33	19.08%
Excellent (100)	27	15.61%
Does not apply to me/did not answer	31	
<b>Total</b>	<b>204</b>	

Mean scores for Q5b	
Your patients	58.8
National Mean	69.1
Percentile Rank	<b>14</b>

## Access (continued)

<b>Question 6</b>			
If you need to see a GP urgently, can you normally get seen on the same day?			
Answer		Count	Percentage
Yes		102	69.39%
No		45	30.61%
Did not answer / Don't know		57	
Total		204	

<b>Question 7a</b>			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Percentage
Less than 5 minutes		14	7.14%
6 to 10 minutes		67	34.18%
11 to 20 minutes		87	44.39%
21 to 30 minutes		19	9.69%
More than 30 minutes		9	4.59%
Did not answer		8	
Total		204	

<b>Question 7b</b>			
How do you rate - how long have you to wait until your consultations begin?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.04%
Poor (20)		16	8.33%
Fair (40)		75	39.06%
Good (60)		55	28.65%
Very good (80)		38	19.79%
Excellent (100)		6	3.13%
Did not answer		12	
Total		204	

<b>Mean scores for Q7b</b>	
Your patients	53.4
National Mean	56.9
Percentile Rank	35

<b>Question 8a</b>			
How do you rate - ability to get through to the practice on the phone?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		4	2.04%
Poor (20)		5	2.55%
Fair (40)		29	14.80%
Good (60)		61	31.12%
Very good (80)		60	30.61%
Excellent (100)		37	18.88%
Does not apply to me/did not answer		8	
Total		204	

<b>Mean scores for Q8a</b>	
Your patients	68.5
National Mean	59.4
Percentile Rank	76

## Access (continued)

Question 8b			
How do you rate - ability to speak to the doctor on the phone?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		3	2.24%
Poor (20)		5	3.73%
Fair (40)		21	15.67%
Good (60)		41	30.60%
Very good (80)		31	23.13%
Excellent (100)		33	24.63%
Does not apply to me/did not answer		70	
Total		204	

Mean scores for Q8b	
Your patients	68.5
National Mean	60.6
Percentile Rank	77

## Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Percentage
Always (100)		15	7.94%
Almost always (80)		57	30.16%
A lot of the time (60)		40	21.16%
Some of the time (40)		63	33.33%
Almost never (20)		12	6.35%
Never (0)		2	1.06%
Did not answer		15	
Total		204	

Question 9b			
How do you rate - how often you see your usual doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.08%
Poor (20)		9	4.84%
Fair (40)		35	18.82%
Good (60)		67	36.02%
Very good (80)		46	24.73%
Excellent (100)		27	14.52%
Did not answer		18	
Total		204	

Mean scores for Q9b	
Your patients	64.4
National Mean	68.8
Percentile Rank	31

## General practitioner care

<b>Question 10a</b>			
How thoroughly did the doctor ask about your symptoms?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.51%
Poor (20)		2	1.02%
Fair (40)		14	7.14%
Good (60)		46	23.47%
Very good (80)		64	32.65%
Excellent (100)		69	35.20%
Does not apply to me/did not answer		8	
<b>Total</b>		<b>204</b>	

<b>Mean scores for Q10a</b>	
Your patients	78.5
National Mean	81.4
Percentile Rank	<b>30</b>

<b>Question 10b</b>			
How well did the doctor listen to what you have to say?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.52%
Poor (20)		2	1.04%
Fair (40)		15	7.77%
Good (60)		39	20.21%
Very good (80)		60	31.09%
Excellent (100)		76	39.38%
Does not apply to me/did not answer		11	
<b>Total</b>		<b>204</b>	

<b>Mean scores for Q10b</b>	
Your patients	79.7
National Mean	83.5
Percentile Rank	<b>25</b>

<b>Question 10c</b>			
How well did the doctor put you at ease during your physical examination?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.58%
Poor (20)		2	1.16%
Fair (40)		10	5.78%
Good (60)		31	17.92%
Very good (80)		61	35.26%
Excellent (100)		68	39.31%
Does not apply to me/did not answer		31	
<b>Total</b>		<b>204</b>	

<b>Mean scores for Q10c</b>	
Your patients	80.8
National Mean	83.6
Percentile Rank	<b>31</b>

<b>Question 10d</b>			
How much did the doctor involve you in decisions about your care?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.57%
Poor (20)		2	1.14%
Fair (40)		16	9.14%
Good (60)		30	17.14%
Very good (80)		53	30.29%
Excellent (100)		73	41.71%
Does not apply to me/did not answer		29	
<b>Total</b>		<b>204</b>	

<b>Mean scores for Q10d</b>	
Your patients	80.1
National Mean	81.4
Percentile Rank	<b>41</b>



## General practitioner care (continued)

<b>Question 10e</b>			
How well did the doctor explain your problems or treatment you need?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.52%
Poor (20)		3	1.57%
Fair (40)		16	8.38%
Good (60)		32	16.75%
Very good (80)		62	32.46%
Excellent (100)		77	40.31%
Does not apply to me/did not answer		13	
Total		204	

<b>Mean scores for Q10e</b>	
Your patients	80.0
National Mean	83.1
Percentile Rank	<b>30</b>

<b>Question 10f</b>			
How much time did your doctor spend with you?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		5	2.73%
Fair (40)		16	8.74%
Good (60)		43	23.50%
Very good (80)		58	31.69%
Excellent (100)		61	33.33%
Does not apply to me/did not answer		21	
Total		204	

<b>Mean scores for Q10f</b>	
Your patients	76.8
National Mean	80.0
Percentile Rank	<b>30</b>

<b>Question 10g</b>			
How was the doctor's patience with your questions and worries?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.53%
Poor (20)		1	0.53%
Fair (40)		18	9.52%
Good (60)		33	17.46%
Very good (80)		59	31.22%
Excellent (100)		77	40.74%
Does not apply to me/did not answer		15	
Total		204	

<b>Mean scores for Q10g</b>	
Your patients	80.1
National Mean	83.5
Percentile Rank	<b>28</b>

<b>Question 10h</b>			
How did you feel about the doctor's caring & concern?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.53%
Poor (20)		2	1.05%
Fair (40)		14	7.37%
Good (60)		37	19.47%
Very good (80)		54	28.42%
Excellent (100)		82	43.16%
Does not apply to me/did not answer		14	
Total		204	

<b>Mean scores for Q10h</b>	
Your patients	80.7
National Mean	83.7
Percentile Rank	<b>32</b>

## Enablement

<b>Question 11a</b>			
After seeing the doctor today, were you able to understand your problem or illness?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		87	52.41%
A little more than before the visit (50)		60	36.14%
The same or less than before (0)		19	11.45%
Does not apply to me/did not answer		38	
Total		204	

<b>Mean scores for Q11a</b>	
Your patients	70.5
National Mean	69.1
Percentile Rank	58

<b>Question 11b</b>			
After seeing the doctor today, did you feel able to cope with your problem or illness?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		72	45.86%
A little more than before the visit (50)		63	40.13%
The same or less than before (0)		22	14.01%
Does not apply to me/did not answer		47	
Total		204	

<b>Mean scores for Q11b</b>	
Your patients	65.9
National Mean	65.5
Percentile Rank	52

<b>Question 11c</b>			
After seeing the doctor today, did you feel able to keep yourself healthy?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		74	47.13%
A little more than before the visit (50)		54	34.39%
The same or less than before (0)		29	18.47%
Does not apply to me/did not answer		47	
Total		204	

<b>Mean scores for Q11c</b>	
Your patients	64.3
National Mean	61.7
Percentile Rank	64