# Patient Survey Results Analysis Detail



### **Dr Dhital's Practice**

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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 you 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 N	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. Reception How helpful do you find the receptionists at your GP practice?				
How neiptul ao you tina the recepti	onists at your	GP practi	ce¢	
Answer (score in brackets)		Count	Percentage	
Very helpful (100)		119	86.25	
Fairly helpful (66)		19	13.85	
Not very helpful (33)		0	0.05	
Not at all helpful (0)		0	0.05	
Don't know		0		
Did not answer		0		
Total	138			

### 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)		33	24.6%
Fairly easy (66)		71	53.0%
Not very easy (33)		23	17.2%
Not at all easy (0)		7	5.2%
Don't know		2	
Haven't tried		2	
Did not answer		0	
Total	138		

### 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)	27	25.7%
Fairly easy (66)	61	58.1%
Not very easy (33)	13	12.4%
Not at all easy (0)	4	3.8%
Don't know	9	
Haven't tried	24	
Did not answer	0	
Total 138		· · · · · · · · · · · · · · · · · · ·

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

Answer	Count	Percentage
Yes	110	88.0%
No	15	12.0%
Don't know / never needed to	12	
Did not answer	1	
Total 138		

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

Answer	Count	Percentage
Important	127	92.0%
Not important	11	8.0%
Did not answer	0	
Total 138		

Mean scores fo	r Q1
Your patients	95.3
GPAQ Mean	77.2

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

Mean scores fo	r Q2
Your patients	65.3
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78%	18%
GPAQ	77.6%	22.4%

Mean scores for Q3		
Your patients	68.1	
GPAQ Mean	60.6	

Q6					
How easy is it to book ahead in your practice?					
			<b>D</b>		
Answer (score in brackets)	<mark></mark>		Percentage		
Very easy (100)	<mark></mark>	46	35.1%		
Fairly easy (66)		61	46.6%		
Not very easy (33)		21	16.0%		
Not at all easy (0)		3	2.3%		
Don't know		2			
Haven't tried		4			
Did not answer		1			
Total	138				
Q7					
How do you normally book your appointments at your practice?					
		-			
Answer		Count	Percentage		
In person		70			

	70	40.070
By phone	101	58.4%
Online	1	0.6%
Doesn't apply	1	0.6%
Did not answer	0	
Total 173		

### Q8

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

Count	Percentage
62	31.3%
108	54.5%
28	14.1%
0	0.0%
0	
	<u>Count</u> 62 108 28 0 0

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

Answer	Count	Percentage
Same day or next day	69	50.0%
2-5 days	43	31.2%
5 days or more	20	14.5%
I don't usually need to be seen quickly	2	1.4%
Don't know, never tried	4	2.9%
Did not answer	0	
Total 1	38	:

### Q10

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	40	30.1%
Very good (80)	47	35.3%
Good (60)	26	19.5%
Fair (40)	16	12.0%
Poor (20)	4	3.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	0	
Total 138		

	Easy	Not Easy
GPPS	79%	21%
GPAQ	81.7%	18.3%

Mean scores fo	or Q10
Your patients	75.5
GPAQ Mean	68.8

Q11 How quickly do you get to see any doctor at the practice?		
Answer	Count	Percentage
Same day or next day	96	69.6%
2-5 days	30	21.7%
5 days or more	7	5.1%
I don't usually need to be seen quickly	1	0.7%
Don't know, never tried	4	2.9%
Did not answer	0	
Total 138		

Q12 How do you rate - how quickly you get to see any doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	51	38.1%
Very good (80)	44	32.8%
Good (60)	24	17.9%
Fair (40)	13	9.7%
Poor (20)	2	
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	0	
Total 138		

**Q13** How long do you wait for your consultations to start?

Answer	Count	Percentage
Less than 5 minutes	25	18.1%
6 – 10 minutes	56	40.6%
11 – 20 minutes	39	28.3%
21 – 30 minutes	12	8.7%
More than 30 minutes	5	3.6%
There was no set time for my consultation	1	0.7%
Did not answer	0	
Total 138		

**Q14** How do you rate - how long did you wait for your consultation to start?

Answer (score in brackets)	Count	Percentage
Excellent (100)	39	28.7%
Very good (80)	47	34.6%
Good (60)	31	22.8%
Fair (40)	16	11.8%
Poor (20)	3	2.2%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	0	·
Total 138		

## Q15 Opening Times

If your practice currently open at times that are convenient to you?			
Answer		Count	Percentage
Yes		118	86.1%
No		15	10.9%
Don't know		4	2.9%
Did not answer		1	
Total	138		

Mean scores fo	or Q14
Your patients	75.1
GPAQ Mean	56.9

### Which of the following opening hours would make it easier for you to see or speak to someone? Answer Before 8am Percentage 1 17.7% Count 14 At lunchtime 10 12.7% After 6.30pm 19 24.1% 30.4% On a Saturday 24 On a Sunday 8 10.1% None of these 4 5.1% 79 Did not answer [otal 158

Q16

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

Answer	Count	Percentage
Yes	98	71.5%
No	39	28.5%
There is usually only one doctor in my surgery	0	0.0%
Did not answer	1	
Total 138		

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

Answer (score in brackets)		Count	Percentage
Always or almost always (100)		48	44.9%
A lot of the time (66)		42	39.3%
Some of the time (33)		16	15.0%
Never or almost never (0)		1	0.9%
Not tried at this GP practice		1	
Did not answer		30	
Total	138		

### 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)		96	69.6%
Good (75)		41	29.7%
Fair (50)	]	1	0.7%
Poor (25)	l	0	0.0%
Very poor (0)		0	0.0%
Does not apply		0	
Did not answer		0	
Total	138		

### Q20

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

Answer (score in brackets)	Count	Percentage
Very good (100)	99	71.7%
Good (75)	39	28.3%
Fair (50)	0	0.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	38	

	Often	Not Often
GPPS	65%	34%
GPAQ	84.1%	15.9%

Mean scores for Q19		
Your patients	92.2	
GPAQ Mean	80.0	

	Good	Not Good
GPPS	86%	12%
GPAQ	99.3%	0.7%

Mean scores for	r Q20
Your patients	92.9
GPAQ Mean	83.5

	Good	Not Good
GPPS	88%	11%
GPAQ	100.0%	0.0%

Q21 How good was the last GP you saw at explaining tests and treatments?			
Answer (score in brackets)		Count	Percentage
Very good (100)		90	65.7%
Good (75)		46	33.6%
Fair (50)		1	0.7%
Poor (25)		0	0.0%
Very poor (0)		0	0.0%
Does not apply		1	
Did not answer		0	
Total	138		

### 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)		04	68.6%
Good (75)		39	28.5%
Fair (50)	i	4	2.9%
Poor (25)		0	0.0%
Very poor (0)		0	0.0%
Does not apply		1	
Did not answer		0	
Total	138		

**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)		99	71.7%
Good (75)		39	28.3%
Fair (50)		0	0.0%
Poor (25)		0	0.0%
Very poor (0)		0	0.0%
Does not apply		0	
Did not answer		0	
Total	138		· · · · · · · · · · · · · · · · · · ·

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

Answer (score in brackets)		Count	Percentage
Yes, definitely (100)		127	92.0%
Yes, to some extent (50)		11	8.0%
No, not at all (0)		0	0.0%
Don't know / can't say		0	
Did not answer		0	
Total	138		

### 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)		97	71.3%
Good (75)		36	26.5%
Fair (50)		3	2.2%
Poor (25)		0	0.0%
Very poor (0)		0	0.0%
Does not apply		2	
Did not answer		0	
Total	138		

r Q21	
91.2	
83.1	
Good	Not Good
<b>Good</b> 83%	Not Good
	91.2

Mean scores for Q22		
Your patients	91.4	
GPAQ Mean	81.4	

	Good	Not Good
GPPS	76%	16%
GPAQ	97.1%	2.9%

Mean scores for Q23		
Your patients	92.9	
GPAQ Mean	83.7	

	Good	Not Good
GPPS	83%	14%
GPAQ	100.0%	0.0%

	Yes	No
GPPS	93%	4%
GPAQ	100.0%	0.0%

Mean scores fo	r Q25
Your patients	92
GPAQ Mean	78

	Good	Not Good
GPPS	81%	6%
GPAQ	97.8%	2.2%

Good (75)     29     2       Fair (50)     6     7       Poor (25)     1     0       Does not apply     1     0       Did not answer     0     0       Total     138     0 <b>Q27</b> How good was the last Nurse you saw at explaining tests and treatments?       Answer (score in brackets)     Count     Percentage       Very good (100)     23     64       Good (75)     33     22       Fair (50)     9     6       Poor (25)     0     0       Does not apply     3     0       Did not answer     0     0       Does not apply     3     0       Did not answer     0     0       Total     138     0       Good (75)     39     22       Answer (score in brackets)     Count     Percentage       Very good (100)     88     6       Good (75)     39     22       Fair (50)     5     39	3.79 1.29 4.49 0.79 0.09
Very good (100)     101     7:       Good (75)     29     2       Fair (50)     6     7       Poor (25)     1     0       Uses not apply     1     0       Did not answer     0     0       Total     138     0       Q27     How good was the last Nurse you saw at explaining tests and treatments?     Percentage       Answer (score in brackets)     Count     Percentage       Yery good (100)     93     66       Good (75)     33     2       Fair (50)     9     0     0       Percentage     0     0     0       Yery good (100)     9     9     0       Poor (25)     0     0     0       Yery poor (0)     0     0     0       Did not answer     0     0     0       Fotal     138     138     138       Q28     How good was the last Nurse you saw at Involving you in decisions about your care?     6     6       Answer (score in brackets)     Count <th>3.79 1.29 4.49 0.79 0.09</th>	3.79 1.29 4.49 0.79 0.09
Good (75)     29     2       Fair (50)     6     7       Poor (25)     0     0       Did not answer     0     0       Total     138     0       Q27     138     0       How good was the last Nurse you saw at explaining tests and treatments?     9     6       Answer (score in brackets)     Count     Percentage       Yery good (100)     93     64       Good (75)     33     22       Fair (50)     9     0       Poor (25)     0     0       Ooes not apply     3     0       Does not apply     3     0       Did not answer     0     0     0       Total     138     0     0     0       Opes not apply     3     0     0     0     0     0     0     0     0     0     0 <td< td=""><td>1.29 4.49 0.79 0.09</td></td<>	1.29 4.49 0.79 0.09
air (50)   6     Poor (25)   0     Yery poor (0)   0     Does not apply   1     Did not answer   0     Total   138     Q27	0.79
Yery poor (0)   0   0     Does not apply   1     Did not answer   0     Total   138     Q27	0.09
Does not apply   1     Did not answer   0     Total   138     Q27     How good was the last Nurse you saw at explaining tests and treatments?     Answer (score in brackets)   Count     Very good (100)   93     Good (75)   33     Good (75)   0     Coor (25)   0     Did not answer   0     Did not answer   0     Octal   138	
Did not answer   0     Total   138     G27   How good was the last Nurse you saw at explaining tests and reatments?     Answer (score in brackets)   Count   Percentage     Very good (100)   93   66     Good (75)   33   2     Gair (50)   9   6     Coor (25)   0   0     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   Count   Percentage     Coor (25)   0   0   0     Coor (25) <td></td>	
Iotal   138     Q27     How good was the last Nurse you saw at explaining tests and reatments?     Answer (score in brackets)   Count   Percentage (score in brackets)     Answer (score in brackets)   Count   Percentage (score in brackets)     Yery good (100)   93   66     Soor (75)   0   0     Soor (25)   0   0     Yery poor (0)   0   0     Does not apply   3   0     Did not answer   0   0     Total   138   0     Q28   Count your care?   Percentage (score in brackets)     Answer (score in brackets)   Count   Percentage (score in brackets)     Yery good (100)   88   66     Soor (25)   0   0     Very good (100)   88   66     Soor (25)   0   0   0     Very poor (0)   0   0   0     Door (25)   0   0   0     Very poor (0)   0   0   0     Ooor (25)   0   0   0     Yery poor (0)<	
Q27     How good was the last Nurse you saw at explaining tests and treatments?     Answer (score in brackets)   Count   Percentage     Very good (100)   93   66     Good (75)   33   2     Fair (50)   9   60     Poor (25)   0   0     Object not apply   3   0     Does not apply   3   0     Cotal   138   0     Q28   How good was the last Nurse you saw at Involving you in decisions about your care?   39     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   Count   Percentage     Very good (100)   88   66     Good (75)   39   22     Fair (50)   5   39     Coor (25)   0   0     Very poor (0)   0   0     Opes not apply   6   0     Count (25)   0   0     Opes not apply   6   0     Opes not apply   6   0     Opes not apply   6   0     Opes not ap	
How good was the last Nurse you saw at explaining tests and treatments?     Answer (score in brackets)   Count   Percentage     Very good (100)   93   64     Good (75)   33   22     Fair (50)   9   64     Poor (25)   0   0   0     Ores not apply   3   0   0     Did not answer   0   0   0     Total   138   0   0     Q28   How good (100)   88   66     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   Count   Percentage     Very good (100)   88   66     Good (75)   39   22     Good (75)   39   22     Good (75)   0   0   0     Count (25)   0   0   0     Opercentage   0   0   0     Opercentage   0   0   0     Opercentage   0   0   0     Opercentage<	20
How good was the last Nurse you saw at explaining tests and reatments?     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   93   64     Good (75)   33   22     Gir (50)   9   64     Good (75)   0   0     Good (75)   0   0     Good (25)   0   0     Oor (25)   0   0     Does not apply   3   0     Did not answer   0   0     Total   138   0     G28	10
Answer (score in brackets) Count Percentage Very good (100) 93 64 Good (75) 33 22 Fair (50) 9 9 Poor (25) 0 0 0 Very poor (0) 0 0 Does not apply 3 Did not answer 0 Fotal 138 Count Percentage Answer (score in brackets) Count Percentage Very good (100) 88 6 Good (75) 39 22 Fair (50) 5 3 Poor (25) 0 0 0 Very poor (0) 0 Does not apply 6 Did not answer 0 Total 138	10
Very good (100)   93   64     Good (75)   33   20     Gor (50)   9   0     Poor (25)   0   0   0     Coes not apply   3   0   0   0     Does not apply   3   0   0   0   0     Does not apply   3   0   0   0   0   0     Does not apply   3   0 <td>20</td>	20
Very good (100)   93   64     Good (75)   33   20     Gor (50)   9   0     Poor (25)   0   0   0     Coes not apply   3   0   0   0     Does not apply   3   0   0   0   0     Does not apply   3   0   0   0   0   0     Does not apply   3   0 <td>20</td>	20
Very good (100)   93   64     Good (75)   33   2     Grip (50)   9   0     Ooor (25)   0   0     Obes not apply   0   0     Did not answer   0   0     otal   138   0     Q28	Je
Good (75)     33     2       air (50)     9     9       Poor (25)     0     0     0       Corry poor (0)     0     0     0     0       Does not apply     3     0     0     0     0     0       Did not answer     0 </td <td>8.9%</td>	8.9%
cair (50)   9     Poor (25)   0     Coor (25)   0     Does not apply   3     Did not answer   0     Cotal   138	4.4%
Yery poor (25)   0     Very poor (0)   0     Does not apply   3     Did not answer   0     otal   138     228     How good was the last Nurse you saw at Involving you in decisions about your care?     Answer (score in brackets)   Count     Percentage     Answer (score in brackets)   Count     Percentage     Yery good (100)   88     Sood (75)   39     or (25)   0     Yery poor (0)   0     Oper not apply   6     Ood (75)   0     Oper not apply   6     Ood (75)   0     Oper not apply   6     Ood (75)   0	6.7%
Does not apply   3     Did not answer   0     otal   138     Did not answer   0     Sold was the last Nurse you saw at Involving you in decisions about your care?     Answer (score in brackets)   Count     Very good (100)   88     Sood (75)   39     or (25)   0     Oor (25)   0     Oor (25)   0     Did not answer   0     otal   138	0.09
Did not answer 0   Total 138   Q28   How good was the last Nurse you saw at Involving you in decisions about your care?   Answer (score in brackets) Count   Yery good (100) 88   Good (75) 39   Good (75) 5   Soor (25) 0   Very poor (0) 0   Does not apply 6   Did not answer 0	0.0%
Initial 138   Q28   How good was the last Nurse you saw at Involving you in decisions about your care?   Answer (score in brackets) Count   Very good (100) 88   Good (75) 39   Fair (50) 5   Poor (25) 0   Very poor (0) 0   Does not apply 6   Did not answer 0	
Q28     How good was the last Nurse you saw at Involving you in decisions about your care?     Answer (score in brackets)   Count   Percentage     Answer (score in brackets)   Count   Percentage     Yery good (100)   88   66     Good (75)   39   22     Gair (50)   5   5     Poor (25)   0   0     Very poor (0)   0   0     Does not apply   6   0     Did not answer   0   138	
How good was the last Nurse you saw at Involving you in decisions     about your care?     Answer (score in brackets)   Count   Percentage     Yery good (100)   88   66     Good (75)   39   22     Gir (50)   5   5     Poor (25)   0   0     Yery poor (0)   0   0     Does not apply   6   0     Did not answer   0   138	
How good was the last Nurse you saw at Involving you in decisions about your care?     Answer (score in brackets)   Count   Percentage     Yery good (100)   88   66     Good (75)   39   22     Fair (50)   5   5     Poor (25)   0   0     Opes not apply   6   0     Did not answer   0   138	
about your care?   Count   Percentage     Answer (score in brackets)   Count   Percentage     Yery good (100)   88   66     Good (75)   39   22     Fair (50)   5   5     Poor (25)   0   0     Very poor (0)   0   0     Does not apply   6   0     Did not answer   0   138	
Very good (100)     88     6       Good (75)     39     22       Fair (50)     5     5       Poor (25)     0     0       Very poor (0)     0     0       Does not apply     6     0       Did not answer     0     0       Total     138     0	
Very good (100)     88     6       Good (75)     39     22       Fair (50)     5     5       Poor (25)     0     0       Very poor (0)     0     0       Does not apply     6     0       Did not answer     0     0       Total     138     0	
Good (75)     39     22       air (50)     5     5       Coor (25)     0     0       Very poor (0)     0     0       Does not apply     6     0       Did not answer     0     0       Total     138     0	
coir (50)     5       Poor (25)     0       (ery poor (0)     0       Does not apply     6       Did not answer     0       otal     138	6.7%
Poor [25] 0   Very poor (0) 0   Does not apply 6   Did not answer 0   Total 138	
/ery poor (0) 0 0 Does not apply 6 Did not answer 0 Total 138	3.89
Does not apply 6 Did not answer 0 Total 138	0.09
Did not answer 0 Total 138	
otal 138	0.0%
~~~	
329	
How good was the last Nurse you saw at treating you with care and	
concern?	
Answer (score in brackets) Count Percentac	
	0.09
Good (75) 32 2	0.09

Good (75)		32	23.4%
Fair (50)		6	4.4%
Poor (25)		0	0.0%
Very poor (0)		0	0.0%
Does not apply		1	
Did not answer		0	
Total	138	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)		111	82.8%
Yes, to some extent (50)		23	17.2%
No, not at all (0)		0	0.0%
Don't know / can't say		0	
Did not answer		4	
Total	138		

r Q26	
92.0	
81.0	
Good	Not Good
<b>Good</b> 80%	Not Good 7%
	<mark>92.0</mark> 81.0

Your patients 90.6 GPAQ Mean 59.4	Mean scores for Q27		
GPAQ Mean 59.4	Your patients	90.6	
	GPAQ Mean	59.4	

	Good	Not Good
GPPS	78%	8%
GPAQ	93.3%	6.7%

	Good	Not Go
	_	
GPAQ Mean	59.4	
Your patients	90.7	
Mean scores fo	r Q28	

	Good	Not Good
GPPS	68%	11%
GPAQ	96.2%	3.8%

Mean scores for Q29		
Your patients	92.0	
GPAQ Mean	82.0	

	Good	Not Good
GPPS	81%	8%
GPAQ	95.6%	4.4%

	Yes	No
GPPS	88%	2%
GPAQ	100.0%	0.0%

## Q31 Enablement

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

Answer (score in brackets)		Count	Percentage
Very well (100)		121	88.3%
Unsure (50)		15	10.9%
Not very well (0)		1	0.7%
Does not apply		0	
Did not answer		1	
Total	138		

### Q32

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

Answer (score in brackets)		Count	Percentage
Very well (100)		118	88.1%
Unsure (50)		14	10.4%
Not very well (0)		2	1.5%
Does not apply		0	
Did not answer		4	
Total	138		

### Q33

How well does the practice help you keep yourself healthy?

Answer (score in brackets)		Count	Percentage
Very well (100)		112	
Unsure (50)		17	12.9%
Not very well (0)		3	2.3%
Does not apply		0	
Did not answer		6	
Total	138		

## Q34 Satisfaction

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

Answer (score in brackets)		Count	Percentage
Excellent (100)		71	51.4%
Very good (80)		49	35.5%
Good (60)		17	12.3%
Fair (40)		1	0.7%
Poor (20)		0	0.0%
Very poor (0)		0	0.0%
Did not answer		0	
Total	138		

### 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)		113	83.1%
Yes, probably (66)		23	16.9%
No, probably not (33)		0	0.0%
No, definitely not (0)		0	0.0%
Don't know		2	
Did not answer		0	
Total	138		

Mean scores for Q31				
Your patients	93.8			
GPAQ Mean	69.1			

Mean scores for	r Q32
Your patients	93.3
GPAQ Mean	65.5

Mean scores for	r Q33
Your patients	91.3
GPAQ Mean	61.7

	Good	Not Good
GPPS	88%	4%
GPAQ	99.3%	0.7%

	Yes	No
GPPS	82.0%	6.00%
GPAQ	100.0%	0.0%

<b>Q36 Demographics</b> Are you male/female?		
Answer	Count	Percentage
Male	52	38.0%
Female	85	62.0%
Did not answer	1	
Total 138		

**Q37** How old are you?

,		
Answer	Count	Percentage
Under 15	0	0.0%
16 to 44	77	55.8%
45 to 64	41	29.7%
65 to 74	11	8.0%
75 and over	9	6.5%
Did not answer	0	
Total 138		

**Q38** Do you have a long-standing health condition?

Answer	Count	Percentage
Yes	54	39.1%
No	76	55.1%
Don't know / never needed to	8	5.8%
Did not answer	0	
Total 138		

## Q39

What is your ethnic group?		
Answer	Count	Percentage
White	67	48.9%
Black or Black British	29	21.2%
Asian or Asian British	29	21.2%
Mixed	7	5.1%
Chinese	0	0.0%
Other ethnic group	5	3.6%
Did not answer	1	
Total 138		

### Q40

Which of the following best describes you? Percentage Count Answer Employed (full or part time, including . . . . 72 Employed (full of part lime, including self-employed) Unemployed / looking for work At school or in full time education Unable to work due to long term sickness Looking after your home/family Retired from paid work Other 52.2% 16 11.6% 3 2.2% 11 8.0% 16 11.6% 20 0 0 14.5% Other Did not answer 0.0% Total 138