## 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 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	1,800
Very good	53	80 6	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today			
How good was the GP at: Putting you at ec	seş		
Answer (score in brackets)	C	Count	Percentage
Very good (100)		53	76.8%
Good (75) Satisfactory (50) Poor (25) Very poor (0)		8	11.6%
Satisfactory (50)		6	8.7%
200r (25)		1	1.4%
Very poor (0)		1	1.4%
Does not apply Did not answer		0	
Did not answer		0	
Total	69		
20			
<b>Q2.</b> Being polite and considerate?			
Answer (score in brackets)	C	Count	Percentage
Verv good (100)		56	82.4%
Good (75)	*-	4	5.9%
Satisfactory (50)	•••••	5	7.4%
Poor (25)		2	2.9%
Very good (100) Good (75) Satisfactory (50) Poor (25) Very poor (0)		1	1.5%
Does not apply	·	0	1.076
Did not answer	·	1	
Total	69		
<b>Q3.</b> Listening to you?			
Answer (score in brackets) Very good (100)	C	Count	Percentage
√ery good (100)	Ī	52	76.5%
Good (75)		7	10.3%
Good (75) Satisfactory (50)		7	10.3%
Poor (25)		1	
	í.	1	1.5%
Very poor (0)	+-	!	1.5% 1.5%
Poor (25) Very poor (0) Does not apply		1	
Does not apply Did not answer	+- 	1 1 0 1	
Very poor (0) Does not apply Did not answer Total	69	1 0 1	
Does not apply Did not answer Total	69	1 0 1	
Does not apply Did not answer Total <b>Q4</b> .	69	1 0 1	
Does not apply Did not answer Total <b>Q4.</b> Giving you enough time?		1 0 1	1.5%
Does not apply Did not answer Total Q4. Giving you enough time?		1 0 1 20001 51	1.5%
Does not apply Did not answer Total Q4. Giving you enough time? Answer (score in brackets) Very good (100)		51	1.5% 
Does not apply Did not answer Total Q4. Giving you enough time? Answer (score in brackets) Very good (100)		1 0 1 <u>51</u> 9 4	<u>Percentage</u> 75.0% 13.2%
Does not apply Did not answer Total Q4. Giving you enough time? Answer (score in brackets) Very good (100) Good (75) Satisfactory (50)		51 9	1.5% Percentage 75.0% 13.2% 5.9%
Does not apply Did not answer Total Q4. Giving you enough time? Answer (score in brackets) Very good (100) Good (75) Satisfactory (50) Poor (25)		51 9	<u>Percentage</u> 75.0% 13.2% 5.9% 4.4%
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Good	Not Good
88.4%	11.6%

Good	Not Good
88.2%	11.8%

Mean scores for	Q3
Your patients	89.7
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	86.8%	13.2%

Mean scores fo	or Q4
Your patients	89.0
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	88.2%	11.8%

Good	Not Good
87.0%	13.0%

Answer (score in brackets) <mark>/ery good (100)</mark>	Co		centage
		52	75.4%
ood (75)	•••••	9	13.0%
isfactory (50)	· • • • • • • • • • • • • • • • • • • •	5	
or (25)	· • • • • • • • • • • • • • • • • • • •	2	7.2% 4.3%
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		0	0.0%
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olving you in decisions about your care	÷ś		
swer (score in brackets)	Со	unt Perc	centage
y good (100)		46	68.7%
		11	16.4%
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tisfactory (50)	·	6	7.0%
or (25)		2	3.0%
ry poor (0)		2	3.0%
es not apply		2	
d not answer		0	
al	69		
oviding or arranging treatment for you?	2		
swar (score in brackats)	C-	unt Darr	ontara
swer (score in brackets)			centage
ery good (100)		50	73.5%
ood (75)		10	14.7%
ttisfactory (50)		5	7.4%
oor (25)		2	2.9%
ery poor (0)		1	1.5%
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**Q6.** Explaining your condition and treatment?

Good	Not Good
88.4%	11.6%

GPPS	75.0%	12.0%
	Good	Not Good
	7010	
GPAQ Mean	90.5	
Your patients	86.2	
Mean scores fo	or Q7	

Good	Not Good
88.2%	11.8%

	Yes	No
GPPS	93.0%	4.0%
GPAQ	98.5%	1.5%

Yes	No
98.5%	1.5%

Yes	No
95.5%	4.5%

Q12. About Your Receptionists and Appointments How helpful do you find the receptionists at your GP practice?			
Answer (score in brackets)		Count	Percentage
Very helpful (100)		47	70.1%
Fairly helpful (66)		19	28.4%
Not very helpful (33)		1	1.5%
Not at all helpful (0)		0	0.0%
Don't know		0	
Did not answer		2	
Total	69		

### Q13.

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)		25	37.9%
Fairly easy (66)		32	48.5%
Not very easy (33)		9	13.6%
Not at all easy (0)		0	0.0%
Don't know		0	
Haven't tried		1	
Did not answer		2	
Total	69		

### Q14.

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	44.3%
Fairly easy (66)	30	49.2%
Not very easy (33)	3	4.9%
Not at all easy (0)	1	1.6%
Don't know	1	
Haven't tried	5	
Did not answer	2	
Total 69		

### Q15.

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

Answer	Count	Percentage
Yes	46	85.2%
No	8	14.8%
Don't know / never needed to	13	
Did not answer	2	
Total 69		

**Q16.** How important is it to you to be able to book appointments ahead of time in your practice? `

Answer	Count	Percentage
Important	59	90.8%
Not important	6	9.2%
Did not answer	4	
Total 69		
	_	

Mean scores for	r Q12
Your patients	89.4
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	98.5%	1.5%

Mean scores for	r Q13
Your patients	74.4
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	86.4%	13.6%

Mean scores for Q14		
Your patients	78.3	
GPAQ Mean	69.9	

Easy	Not Easy
93.4%	6.6%

Q17.			
How easy is it to book ahead in your practic	eș		
Answer (score in brackets)	Co	ount	Percentage
Very easy (100)		23	37.1%
airly easy (66)	· • • • • • • •	31	50.0%
Not very easy (33)		6	9.7%
lot at all easy (0)		2	3.2%
Don't know	<u> </u>	1	
laven't tried		4	
Did not answer		2	
[otal	69		
<b>Q18.</b> How do you normally book your appointmei	nts at yo	our prac	ctice?
Answer n porron			Percentage
n person	••••	10 60	14.1%
3y phone Online	· • • • • <del> </del>	00	<u>84.5%</u> 0.0%
Doesn't apply	· • • • • <del> </del>	1	1.4%
Did not answer	••••	2	1.7/0
Total	73		
Q19.			
Which of the following methods would you p	orefer to	use to	book
appointments at your practice?			
Answer	Сс	ount	Percentage
n person		17	17.5%
			17.0/0
By phone		54	
			<u>55.7%</u> 24.7%
Online	· · · · · · · · · · · · · · · · · · ·	54	55.7%
Online Doesn't apply		54 24	<u>55.7%</u> 24.7%
By phone Online Doesn't apply Did not answer Total	99	54 24	<u>55.7%</u> 24.7%
Online Doesn't apply Did not answer Total		54 24 2 2	<u>55.7%</u> 24.7% 2.1%
Online Doesn't apply Did not answer		54 24 2 2	<u>55.7%</u> 24.7% 2.1%
Online Doesn't apply Did not answer Total <b>Q20. Thinking of times when you want to see</b> How quickly do you usually get seen?	e a part	54 24 2 2 i <b>cular d</b>	<u>55.7%</u> 24.7% 2.1%
Online Doesn't apply Did not answer Total <b>Q20. Thinking of times when you want to see</b> How quickly do you usually get seen? Answer Same day or next day	e a part	54 24 2 2 cular d	<u>55.7%</u> 24.7% 2.1% octor: <u>Percentage</u> 82.1%
Online Doesn't apply Did not answer Total <b>Q20. Thinking of times when you want to see</b> How quickly do you usually get seen? Answer Same day or next day	e a part	54 24 2 2 i <b>cular d</b>	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> Percentage 82.1% 10.4%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more	e a part	54 24 2 2 i <b>cular d</b>	<u>55.7%</u> 24.7% 2.1% octor: <u>Percentage</u> 82.1% 10.4% 1.5%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly	e a part	54 24 2 2 i <b>cular d</b>	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried	e a part	54 24 2 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	<u>55.7%</u> 24.7% 2.1% octor: <u>Percentage</u> 82.1% 10.4% 1.5%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer	e a part	54 24 2 2 i <b>cular d</b>	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more dan't usually need to be seen quickly Don't know, never tried Did not answer	e a part	54 24 2 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more I don't usually need to be seen quickly Don't know, never tried Did not answer Total	e a part	54 24 2 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more [don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21.	e a part	54 24 2 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more [don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21.	e a part	54 24 2 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0	<u>55.7%</u> 24.7% 2.1% <b>octor:</b> <u>Percentage</u> 82.1% 10.4% 1.5% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more I don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	55.7% 24.7% 2.1% 2.1% octor: Percentage 82.1% 10.4% 1.5% 3.0% 3.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	55.7% 24.7% 2.1% 2.1% octor: Percentage 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 9.0%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Yery good (80)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% <u>3.0%</u> <u>47.0%</u> 30.3%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Very good (80) Good (60)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	55.7% 24.7% 2.1% 2.1% octor: 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Yery good (80) Good (60) Satisfactory (40)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 4.5%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Very good (80) Good (60) Satisfactory (40) Poor (20)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Very good (80) Good (60) Satisfactory (40) Poor (20)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 4.5%
Online Doesn't apply Did not answer Total Q20. Thinking of times when you want to see How quickly do you usually get seen? Answer Same day or next day 2-4 days 5 days or more don't usually need to be seen quickly Don't know, never tried Did not answer Total Q21. How do you rate how quickly you were seer Answer (score in brackets) Excellent (100) Very good (80) Good (60) Satisfactory (40) Poor (20)	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0
Online Doesn't apply Did not answer Total <b>Q20. Thinking of times when you want to see</b>	e a part	54 24 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u>55.7%</u> 24.7% 2.1% 0ctor: <u>Percentage</u> 82.1% 10.4% 1.5% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0% 3.0

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	87.1%	12.9%

r Q21
83.9
70.7

Good	Not Good
95.5%	4.5%

<b>Q22. Thinking of times when you are willing to see any doctor?</b> How quickly do you usually get seen?			
Answer	Cour	nt	Percentage
Same day or next day		51	76.1%
2-4 days		7	10.4%
5 days or more		1	1.5%
I don't usually need to be seen quickly		4	6.0%
Don't know, never tried		4	6.0%
Did not answer		2	
Total	69		

**Q23.** How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	31	48.4%
Very good (80)	13	20.3%
Good (60)	10	15.6%
Satisfactory (40)	8	12.5%
Poor (20)	2	3.1%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	2	
Total 69		

**Q24. Thinking of your most recent consultation with a doctor or nurse** How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	10	15.4%
5 – 10 minutes	23	35.4%
11 – 20 minutes	17	26.2%
21 – 30 minutes	5	7.7%
More than 30 minutes	10	15.4%
There was no set time for my consultation	0	0.0%
Did not answer	4	
Total 69		

# **Q25**.

<b>Q25.</b> How do you rate how long you waited?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	10	15.6%
Very good (80)	14	21.9%
Good (60)	19	29.7%
Satisfactory (40)	13	20.3%
Poor (20)	6	9.4%
Very poor (0)	2	3.1%
Does not apply	0	
Did not answer	5	
Total 69		

# **Q26. Opening** Is your GP practice currently open at times that are convenient to you?

is your of practice contentity open at times that are convertient to you?			
Answer	Count	Percentage	
Yes	53	91.4%	
No	5	8.6%	
Don't know	6		
Did not answer	5		
Total 69			

	Mean scores for	r Q25
Your pa	Your patients	60.9
	GPAQ Mean	67.8

Good	Not Good
67.2%	32.8%

Yes	No		
91.4%	8.6%		

### **Good** 84.4% Not Good 15.6%

### Q27. Opening

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

Answer	Count	Percentage
Before 8am	3	7.0%
At lunchtime	5	11.6%
After 6.30pm	10	23.3%
On a Saturday	9	20.9%
On a Sunday	11	25.6%
None of these	5	11.6%
Did not answer	35	
Total 78		

**Q28. Choice** Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	40	65.6%
No	21	34.4%
There is usually only one doctor in my surgery	0	
Did not answer	8	
Total 69		

### Q29.

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

Answer (score in brackets)	i	Count	Percentage
Always or almost always (100)		25	54.3%
A lot of the time (66)		11	23.9%
Some of the time (33)	]]]]	10	21.7%
Never or almost never (0)		0	0.0%
Not tried at this GP practice		2	
Did not answer		21	
Total	69		

Q30. How good was the Nurse you last saw at: Putting you at ease?

Answer (score in brackets)			Percentage
Very good (100)		24	51.1%
Good (75)		17	36.2%
Satisfactory (50)		5	10.6%
Poor (25)		0	0.0%
Very poor (0)		1	2.1%
Does not apply		6	
Did not answer		16	
Total	69		

**Q31.** Giving you enough time?

Answer (score in brackets)		Count	Percentage
Very good (100)		27	56.3%
Good (75)		14	29.2%
Fair (50)		5	10.4%
Poor (25)		0	0.0%
Very poor (0)		2	4.2%
Does not apply		4	
Did not answer		17	
Total	69		

Yes	No
65.6%	34.4%

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	78.3%	21.7%

Good 87.2%

Not Good

12.8%

١	Mean scores for Q31		
١	Your patients	83.3	
(	GPAQ Mean	89.2	

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	85.4%	14.6%

<b>Q32.</b> Listening to you?			
Answer (score in brackets)		Count	Percentage
Very good (100)		29	60.4%
Good (75)		12	25.0%
Fair (50)		6	12.5%
Poor (25)		0	0.0%
Very poor (0)		1	2.1%
Does not apply		4	
Did not answer		17	
Total	69		

**Q33.** Explaining your condition and treatment?

Answer (score in brackets)		Count	Percentage
Very good (100)		24	51.1%
Good (75)		16	34.0%
Fair (50)		6	12.8%
Poor (25)		0	0.0%
Very poor (0)		1	2.1%
Does not apply		5	
Did not answer		17	
Total	69		

**Q34.** Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	21	46.7%
Good (75)	16	35.6%
Fair (50)	6	13.3%
Poor (25)	0	0.0%
Very poor (0)	2	4.4%
Does not apply	7	
Did not answer	17	
Total 69		

### Q35.

Providing or arranging treatment for you?				
Answer (score in brackets)		Count	Percentage	
Very good (100)		21	46.7%	
Good (75)		17	37.8%	
Fair (50)		6	13.3%	
Poor (25)		0	0.0%	
Very poor (0)		1	2.2%	
Does not apply		7	I	
Did not answer		17	<b></b>	
Total	69		r	

### Q36.

Would you be completely	happy to see	this nurse again?

Answer (score in brackets)		Count	Percentage
Yes (100)		48	96.0%
No (0)		2	4.0%
Did not answer		19	
Total	69		

Mean scores for Q32			
85.4			
89.6			

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	85.4%	14.6%

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	85.1%	14.9%

Mean scores for	r Q34
Your patients	80.0
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	82.2%	17.8%

Good	Not Good
84.4%	15.6%

Yes	No
96.0%	4.0%

Q37. Thinking about the care you get from your doctors and nurses	
overall, how well does the practice help you to:	
Understand your health problems?	

Answer (score in brackets)		Count	Percentage
Very well (100)		56	84.8%
Unsure (50)		8	12.1%
Not very well (0)		2	3.0%
Does not apply		1	
Did not answer		2	
Total	69		

**Q38.** Cope with your health problems?

Answer (score in brackets)		Count	Percentage
Very well (100)		55	84.6%
Unsure (50)		8	12.3%
Not very well (0)		2	3.1%
Does not apply	]	2	
Did not answer		2	
Total	69		

**Q39.** Keep yourself healthy?

Answer (score in brackets)		Count	Percentage
Very well (100)		47	73.4%
Unsure (50)		14	21.9%
Not very well (0)		3	4.7%
Does not apply		3	
Did not answer		2	
Total	69		,, <b></b> , <b></b>

### Q40. Satisfaction

Overall, how would you describe your experience of your GP surgery?			
Answer (score in brackets)		Count	Percentage
Excellent (100)		35	53.0%
Very good (80)		23	34.8%
Good (60)		2	3.0%
Fair (40)		2	3.0%
Poor (20)		2	3.0%
Very poor (0)		2	3.0%
Did not answer		3	

# Total

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

69

			-
Answer (score in brackets)		Count	Percentage
Yes, definitely (100)		43	67.2%
Yes, probably (66)		17	26.6%
No, probably not (33)		2	3.1%
No, definitely not (0)		2	3.1%
Don't know		1	
Did not answer		4	
Total	69		

Mean scores for Q37		
Your patients	90.9	
GPAQ Mean	92.8	

Mean scores for Q38		
Your patients	90.8	
GPAQ Mean	91.7	

Mean scores for Q39		
84.4		
88.7		

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	90.9%	9.1%

	Yes	No
GPPS	80.0%	5.00%
GPAQ	93.8%	6.3%

Answer		Count	Percentage
Male		19	28.8%
emale	J	47	71.2%
Did not answer		3	
Total	69		

Ś		•	
	1		-

	Count	Percentage
Under 16	4	6.1%
16 to 44	45	68.2%
45 to 64	12	18.2%
65 to 74	4	6.1%
75 and over	1	1.5%
Did not answer	3	
Total 69		· · · · · · · · · · · · · · · · · · ·

Do you have a long-standing health condition?

Answer	Count	Percentage
Yes	19	31.1%
No	42	68.9%
Don't know / never needed to	5	
Did not answer	3	
Total 69		

### 045

<b>Q45.</b> What is your ethnic group?		
Answer	Count	Percentage
White	3	4.5%
Black or Black British	5	7.5%
Asian or Asian British	54	80.6%
Mixed	4	6.0%
Chinese	0	0.0%
Other ethnic group	1	1.5%
Did not answer	2	! ! !
Total 69		!

Q46. Which of the following best describes you?			
Answer	Count	Percentage	
Employed (full or part time, including self-employed)	25	37.3%	
Unemployed / looking for work	7	10.4%	
At school or in full time education	11	16.4%	
Unable to work due to long term sickness	3	4.5%	
Looking after your home/family	17	25.4%	
Retired from paid work	3	4.5%	
Other	1	1.5%	
Did not answer	2		
Total 69	2	i i	

### Comments

### Play area for kids downstairs

I think my GP practice looks after my needs and care to the best of their ability. I am confident to visit the practice to see my particular GP with confidence. Overall a very good practice!

This is an excellent practice - can't fault them at anything.

I have previously moved surgery to this practice and I could not be happier. For me it was the best decision made as all staff are helpful and friendly but most importantly the doctors here are amazing, work really hard and are very reassuring.

Brilliant practice. Very good service.