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	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 ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	24	70.6%
Good (75)	9	26.5%
Satisfactory (50)	1	2.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Good	Not Good
97.1%	2.9%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	29	85.3%
Good (75)	4	11.8%
Satisfactory (50)	1	2.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Good	Not Good
97.1%	2.9%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	28	82.4%
Good (75)	5	14.7%
Satisfactory (50)	1	2.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Mean scores for Q3	
Your patients	94.9
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	97.1%	2.9%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	25	73.5%
Good (75)	6	17.6%
Satisfactory (50)	2	5.9%
Poor (25)	1	2.9%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Mean scores for Q4	
Your patients	90.4
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	91.2%	8.8%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	26	76.5%
Good (75)	6	17.6%
Satisfactory (50)	1	2.9%
Poor (25)	1	2.9%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Good	Not Good
94.1%	5.9%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	24	70.6%
Good (75)	6	17.6%
Satisfactory (50)	3	8.8%
Poor (25)	1	2.9%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Good	Not Good
88.2%	11.8%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	23	67.6%
Good (75)	7	20.6%
Satisfactory (50)	4	11.8%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Mean scores for Q7	
Your patients	89.0
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	88.2%	11.8%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	26	78.8%
Good (75)	4	12.1%
Satisfactory (50)	3	9.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	2	
Total	35	

Good	Not Good
90.9%	9.1%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	32	94.1%
Yes, to some extent (50)	2	5.9%
No, not at all (0)	0	0.0%
Don't know / can't say	0	
Did not answer	1	
Total	35	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	32	97.0%
Yes, to some extent (50)	1	3.0%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	1	
Total	35	

Yes	No
100.0%	0.0%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	34	100.0%
No (0)	0	0.0%
Did not answer	1	
Total	35	

Yes	No
100.0%	0.0%

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)	31	88.6%
Fairly helpful (66)	4	11.4%
Not very helpful (33)	0	0.0%
Not at all helpful (0)	0	0.0%
Don't know	0	
Did not answer	0	
Total	35	

Mean scores for Q12	
Your patients	96.1
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	100.0%	0.0%

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)	18	51.4%
Fairly easy (66)	8	22.9%
Not very easy (33)	7	20.0%
Not at all easy (0)	2	5.7%
Don't know	0	
Haven't tried	0	
Did not answer	0	
Total	35	

Mean scores for Q13	
Your patients	73.1
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	74.3%	25.7%

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)	16	50.0%
Fairly easy (66)	12	37.5%
Not very easy (33)	3	9.4%
Not at all easy (0)	1	3.1%
Don't know	2	
Haven't tried	0	
Did not answer	1	
Total	35	

Mean scores for Q14	
Your patients	77.8
GPAQ Mean	69.9

Easy	Not Easy
87.5%	12.5%

Q15.

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

Answer	Count	Percentage
Yes	26	81.3%
No	6	18.8%
Don't know / never needed to	3	
Did not answer	0	
Total	35	

Q16.

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

Answer	Count	Percentage
Important	29	85.3%
Not important	5	14.7%
Did not answer	1	
Total	35	

Q17.

How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	11	32.4%
Fairly easy (66)	20	58.8%
Not very easy (33)	2	5.9%
Not at all easy (0)	1	2.9%
Don't know	1	
Haven't tried	0	
Did not answer	0	
Total	35	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	91.2%	8.8%

Q18.

How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	10	23.8%
By phone	30	71.4%
Online	2	4.8%
Doesn't apply	0	0.0%
Did not answer	0	
Total	42	

Q19.

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

Answer	Count	Percentage
In person	16	28.6%
By phone	28	50.0%
Online	12	21.4%
Doesn't apply	0	0.0%
Did not answer	0	
Total	56	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	27	77.1%
2-4 days	6	17.1%
5 days or more	0	0.0%
I don't usually need to be seen quickly	0	0.0%
Don't know, never tried	2	5.7%
Did not answer	0	
Total	35	

Q21.

How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	11	31.4%
Very good (80)	15	42.9%
Good (60)	7	20.0%
Satisfactory (40)	2	5.7%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	35	

Mean scores for Q21	
Your patients	80.0
GPAQ Mean	70.7

Good	Not Good
94.3%	5.7%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	30	88.2%
2-4 days	2	5.9%
5 days or more	0	0.0%
I don't usually need to be seen quickly	1	2.9%
Don't know, never tried	1	2.9%
Did not answer	1	
Total	35	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	12	35.3%
Very good (80)	12	35.3%
Good (60)	7	20.6%
Satisfactory (40)	1	2.9%
Poor (20)	2	5.9%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	35	

Good	Not Good
91.2%	8.8%

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	8	23.5%
5 – 10 minutes	6	17.6%
11 – 20 minutes	9	26.5%
21 – 30 minutes	9	26.5%
More than 30 minutes	2	5.9%
There was no set time for my consultation	0	0.0%
Did not answer	1	
Total	35	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	9	27.3%
Very good (80)	4	12.1%
Good (60)	13	39.4%
Satisfactory (40)	3	9.1%
Poor (20)	4	12.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	2	
Total	35	

Mean scores for Q25	
Your patients	66.7
GPAQ Mean	67.8

Good	Not Good
78.8%	21.2%

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

Answer	Count	Percentage
Yes	27	87.1%
No	4	12.9%
Don't know	0	
Did not answer	4	
Total	35	

Yes	No
87.1%	12.9%

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	5	23.8%
At lunchtime	4	19.0%
After 6.30pm	6	28.6%
On a Saturday	3	14.3%
On a Sunday	3	14.3%
None of these	0	0.0%
Did not answer	25	
Total	46	

Q28. Choice

Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	23	67.6%
No	11	32.4%
There is usually only one doctor in my surgery	0	
Did not answer	1	
Total	35	

Yes	No
67.6%	32.4%

Q29.

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	14	66.7%
A lot of the time (66)	5	23.8%
Some of the time (33)	2	9.5%
Never or almost never (0)	0	0.0%
Not tried at this GP practice	0	
Did not answer	14	
Total	35	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	90.5%	9.5%

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

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	23	76.7%
Good (75)	6	20.0%
Satisfactory (50)	1	3.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
Total	35	

Good	Not Good
96.7%	3.3%

Q31.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	23	76.7%
Good (75)	7	23.3%
Fair (50)	0	0.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
Total	35	

Mean scores for Q31	
Your patients	94.2
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	100.0%	0.0%

Q32.

Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	23	79.3%
Good (75)	6	20.7%
Fair (50)	0	0.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	35	

Mean scores for Q32	
Your patients	94.8
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	100.0%	0.0%

Q33.

Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	21	72.4%
Good (75)	7	24.1%
Fair (50)	1	3.4%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	35	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	96.6%	3.4%

Q34.

Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	21	72.4%
Good (75)	6	20.7%
Fair (50)	2	6.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	35	

Mean scores for Q34	
Your patients	91.4
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	93.1%	6.9%

Q35.

Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	21	72.4%
Good (75)	8	27.6%
Fair (50)	0	0.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	35	

Good	Not Good
100.0%	0.0%

Q36.

Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	30	100.0%
No (0)	0	0.0%
Did not answer	5	
Total	35	

Yes	No
100.0%	0.0%

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)	30	90.9%
Unsure (50)	3	9.1%
Not very well (0)	0	0.0%
Does not apply	0	
Did not answer	2	
Total	35	

Mean scores for Q37	
Your patients	95.5
GPAQ Mean	92.8

Q38.

Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	29	87.9%
Unsure (50)	3	9.1%
Not very well (0)	1	3.0%
Does not apply	0	
Did not answer	2	
Total	35	

Mean scores for Q38	
Your patients	92.4
GPAQ Mean	91.7

Q39.

Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	31	93.9%
Unsure (50)	1	3.0%
Not very well (0)	1	3.0%
Does not apply	0	
Did not answer	2	
Total	35	

Mean scores for Q39	
Your patients	95.5
GPAQ Mean	88.7

Q40. Satisfaction

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	21	63.6%
Very good (80)	8	24.2%
Good (60)	4	12.1%
Fair (40)	0	0.0%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	2	
Total	35	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	100.0%	0.0%

Q41.

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	29	87.9%
Yes, probably (66)	4	12.1%
No, probably not (33)	0	0.0%
No, definitely not (0)	0	0.0%
Don't know	0	
Did not answer	2	
Total	35	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	100.0%	0.0%

Q42. Demographics
Are you male/female?

Answer	Count	Percentage
Male	14	42.4%
Female	19	57.6%
Did not answer	2	
Total	35	

Q43.
How old are you?

Answer	Count	Percentage
Under 16	1	3.0%
16 to 44	23	69.7%
45 to 64	5	15.2%
65 to 74	4	12.1%
75 and over	0	0.0%
Did not answer	2	
Total	35	

Q44.
Do you have a long-standing health condition?

Answer	Count	Percentage
Yes	16	55.2%
No	13	44.8%
Don't know / never needed to	4	
Did not answer	2	
Total	35	

Q45.
What is your ethnic group?

Answer	Count	Percentage
White	2	6.3%
Black or Black British	1	3.1%
Asian or Asian British	25	78.1%
Mixed	1	3.1%
Chinese	0	0.0%
Other ethnic group	3	9.4%
Did not answer	3	
Total	35	

Q46.
Which of the following best describes you?

Answer	Count	Percentage
Employed (full or part time, including self-employed)	13	39.4%
Unemployed / looking for work	4	12.1%
At school or in full time education	2	6.1%
Unable to work due to long term sickness	5	15.2%
Looking after your home/family	5	15.2%
Retired from paid work	2	6.1%
Other	2	6.1%
Did not answer	2	
Total	35	

Comments

Very helpful GPs and caring

Dr Bhatti has always been polite + caring understanding & I am happy with my care. Sophia was also very friendly

I am very happy with our family Doctor Bhatti. He always look after my helath and very plite (sic) with patients

Outstanding service provided by the GP. He first listen to what your needs are and what the symptoms are

Warm, friendly, approachable

Good human being

Dr Bhatti is an outstanding doctor. He is very professional in the manner he deal with the patient. He is a credit to the NHS. I am lucky to be a patient of this outstanding person. I pray he live a long, healthy life and continue to do what he is good at and trained for "A DOCTOR"

He is an amazing doctor wouldn't change GP at all. Brilliant care at all times

Dr Bhatti is extremely Good doctor very caring always listening very caring