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%

By Denis Welch Associates

Analysis performed on 10/04/2015

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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)	23	69.7%
Good (75)	6	18.2%
Satisfactory (50)	2	6.1%
Poor (25)	2	6.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	33	

Good	Not Good
87.9%	12.1%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	25	75.8%
Good (75)	5	15.2%
Satisfactory (50)	2	6.1%
Poor (25)	1	3.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	33	

Good	Not Good
90.9%	9.1%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	25	75.8%
Good (75)	5	15.2%
Satisfactory (50)	2	6.1%
Poor (25)	1	3.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	33	

Mean scores for Q3	
Your patients	90.9
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	90.9%	9.1%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	24	72.7%
Good (75)	5	15.2%
Satisfactory (50)	3	9.1%
Poor (25)	1	3.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	33	

Mean scores for Q4	
Your patients	89.4
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	87.9%	12.1%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	68.8%
Good (75)	7	21.9%
Satisfactory (50)	2	6.3%
Poor (25)	1	3.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	33	

Good	Not Good
90.6%	9.4%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	68.8%
Good (75)	7	21.9%
Satisfactory (50)	2	6.3%
Poor (25)	1	3.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	33	

Good	Not Good
90.6%	9.4%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	19	57.6%
Good (75)	8	24.2%
Satisfactory (50)	3	9.1%
Poor (25)	3	9.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	0	
Total	33	

Mean scores for Q7	
Your patients	82.6
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	81.8%	18.2%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	20	62.5%
Good (75)	7	21.9%
Satisfactory (50)	3	9.4%
Poor (25)	2	6.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	0	
Total	33	

Good	Not Good
84.4%	15.6%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	28	84.8%
Yes, to some extent (50)	5	15.2%
No, not at all (0)	0	0.0%
Don't know / can't say	0	
Did not answer	0	
Total	33	

	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)	27	84.4%
Yes, to some extent (50)	5	15.6%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	0	
Total	33	

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)	30	93.8%
No (0)	2	6.3%
Did not answer	1	
Total	33	

Yes	No
93.8%	6.3%

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)	23	71.9%
Fairly helpful (66)	9	28.1%
Not very helpful (33)	0	0.0%
Not at all helpful (0)	0	0.0%
Don't know	0	
Did not answer	1	
Total	33	

Mean scores for Q12	
Your patients	90.4
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)	14	45.2%
Fairly easy (66)	6	19.4%
Not very easy (33)	7	22.6%
Not at all easy (0)	4	12.9%
Don't know	0	
Haven't tried	1	
Did not answer	1	
Total	33	

Mean scores for Q13	
Your patients	65.4
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	64.5%	35.5%

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)	11	45.8%
Fairly easy (66)	11	45.8%
Not very easy (33)	2	8.3%
Not at all easy (0)	0	0.0%
Don't know	1	
Haven't tried	7	
Did not answer	1	
Total	33	

Mean scores for Q14	
Your patients	78.8
GPAQ Mean	69.9

Easy	Not Easy
91.7%	8.3%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	22	78.6%
No	6	21.4%
Don't know / never needed to	4	
Did not answer	1	
Total	33	

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

Answer	Count	Percentage
Important	27	84.4%
Not important	5	15.6%
Did not answer	1	
Total	33	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	8	30.8%
Fairly easy (66)	13	50.0%
Not very easy (33)	3	11.5%
Not at all easy (0)	2	7.7%
Don't know	1	
Haven't tried	4	
Did not answer	2	
Total	33	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	80.8%	19.2%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	10	25.6%
By phone	25	64.1%
Online	4	10.3%
Doesn't apply	0	0.0%
Did not answer	2	
Total	41	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	13	26.0%
By phone	25	50.0%
Online	12	24.0%
Doesn't apply	0	0.0%
Did not answer	2	
Total	52	

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	24	77.4%
2-4 days	4	12.9%
5 days or more	1	3.2%
I don't usually need to be seen quickly	0	0.0%
Don't know, never tried	2	6.5%
Did not answer	2	
Total	33	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	12	40.0%
Very good (80)	10	33.3%
Good (60)	5	16.7%
Satisfactory (40)	2	6.7%
Poor (20)	1	3.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	2	
Total	33	

Mean scores for Q21	
Your patients	80.0
GPAQ Mean	70.7

Good	Not Good
90.0%	10.0%

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	25	80.6%
2-4 days	4	12.9%
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	6.5%
Did not answer	2	
Total	33	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	11	37.9%
Very good (80)	9	31.0%
Good (60)	5	17.2%
Satisfactory (40)	2	6.9%
Poor (20)	1	3.4%
Very poor (0)	1	3.4%
Does not apply	2	
Did not answer	2	
Total	33	

Good	Not Good
86.2%	13.8%

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	6	19.4%
5 – 10 minutes	8	25.8%
11 – 20 minutes	9	29.0%
21 – 30 minutes	6	19.4%
More than 30 minutes	2	6.5%
There was no set time for my consultation	0	0.0%
Did not answer	2	
Total	33	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	6	20.0%
Very good (80)	3	10.0%
Good (60)	7	23.3%
Satisfactory (40)	6	20.0%
Poor (20)	7	23.3%
Very poor (0)	1	3.3%
Does not apply	0	
Did not answer	3	
Total	33	

Mean scores for Q25	
Your patients	54.7
GPAQ Mean	67.8

Good	Not Good
53.3%	46.7%

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

Answer	Count	Percentage
Yes	31	96.9%
No	1	3.1%
Don't know	0	
Did not answer	1	
Total	33	

Yes	No
96.9%	3.1%

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	0	0.0%
At lunchtime	2	18.2%
After 6.30pm	3	27.3%
On a Saturday	2	18.2%
On a Sunday	3	27.3%
None of these	1	9.1%
Did not answer	24	
Total	35	

Q28. Choice

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

Answer	Count	Percentage
Yes	16	55.2%
No	13	44.8%
There is usually only one doctor in my surgery	0	
Did not answer	4	
Total	33	

Yes	No
55.2%	44.8%

Q29.

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	8	47.1%
A lot of the time (66)	5	29.4%
Some of the time (33)	4	23.5%
Never or almost never (0)	0	0.0%
Not tried at this GP practice	0	
Did not answer	16	
Total	33	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	76.5%	23.5%

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

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	15	53.6%
Good (75)	10	35.7%
Satisfactory (50)	2	7.1%
Poor (25)	1	3.6%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
Total	33	

Good	Not Good
89.3%	10.7%

Q31.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	13	48.1%
Good (75)	13	48.1%
Fair (50)	1	3.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	33	

Mean scores for Q31	
Your patients	86.1
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	96.3%	3.7%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	14	50.0%
Good (75)	13	46.4%
Fair (50)	0	0.0%
Poor (25)	1	3.6%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
Total	33	

Mean scores for Q32	
Your patients	85.7
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	96.4%	3.6%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	12	44.4%
Good (75)	13	48.1%
Fair (50)	2	7.4%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	6	
Total	33	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	92.6%	7.4%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	12	48.0%
Good (75)	8	32.0%
Fair (50)	5	20.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	6	
Total	33	

Mean scores for Q34	
Your patients	82.0
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	80.0%	20.0%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	10	40.0%
Good (75)	14	56.0%
Fair (50)	1	4.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	6	
Total	33	

Good	Not Good
96.0%	4.0%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	27	100.0%
No (0)	0	0.0%
Did not answer	6	
Total	33	

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)	27	84.4%
Unsure (50)	4	12.5%
Not very well (0)	1	3.1%
Does not apply	0	
Did not answer	1	
Total	33	

Mean scores for Q37	
Your patients	90.6
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	25	78.1%
Unsure (50)	4	12.5%
Not very well (0)	3	9.4%
Does not apply	0	
Did not answer	1	
Total	33	

Mean scores for Q38	
Your patients	84.4
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	25	83.3%
Unsure (50)	2	6.7%
Not very well (0)	3	10.0%
Does not apply	2	
Did not answer	1	
Total	33	

Mean scores for Q39	
Your patients	86.7
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)	15	48.4%
Very good (80)	12	38.7%
Good (60)	3	9.7%
Fair (40)	1	3.2%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	2	
Total	33	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	96.8%	3.2%

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)	24	77.4%
Yes, probably (66)	6	19.4%
No, probably not (33)	1	3.2%
No, definitely not (0)	0	0.0%
Don't know	0	
Did not answer	2	
Total	33	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	96.8%	3.2%

By Denis Welch Associates

Q42. Demographics
Are you male/female?

Answer	Count	Percentage
Male	8	26.7%
Female	22	73.3%
Did not answer	3	
Total	33	

Q43.
How old are you?

Answer	Count	Percentage
Under 16	1	3.2%
16 to 44	18	58.1%
45 to 64	9	29.0%
65 to 74	3	9.7%
75 and over	0	0.0%
Did not answer	2	
Total	33	

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

Answer	Count	Percentage
Yes	16	59.3%
No	11	40.7%
Don't know / never needed to	3	
Did not answer	3	
Total	33	

Q45.
What is your ethnic group?

Answer	Count	Percentage
White	2	6.5%
Black or Black British	0	0.0%
Asian or Asian British	27	87.1%
Mixed	2	6.5%
Chinese	0	0.0%
Other ethnic group	0	0.0%
Did not answer	2	
Total	33	

Q46.
Which of the following best describes you?

Answer	Count	Percentage
Employed (full or part time, including self-employed)	10	32.3%
Unemployed / looking for work	0	0.0%
At school or in full time education	2	6.5%
Unable to work due to long term sickness	6	19.4%
Looking after your home/family	7	22.6%
Retired from paid work	2	6.5%
Other	4	12.9%
Did not answer	2	
Total	33	

Comments

Excellent caring nature and gives you the time which all GPs should

Very hard working GPs

Dr Jameel from my last experience is an absolutely outstanding doctor! One of the best I have met. I have recommended her to many acquaintances. Many thanks