



General Practice Assessment Questionnaire

**Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for**

Cedars Surgery

Deal, Kent, CT14 7DN

2013

Report by

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Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey.

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

Benchmarks

Benchmarks are averages, and as such should be treated with caution and in context.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4. These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "**Improving your practice with patient surveys**" which can be downloaded from the GPAQ website: www.gpaq.info

How the Survey was carried out

GPAQ-R questionnaires were given out to our patients on the basis of 50 questionnaires per GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2013	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	348	17,145
No practices	1,031		
% female	64.7	58.6	59.2
% over 45*	(Mean age: 50.3)	65.2	54.8
% with long term disability	49.0	55.5	48.0
Ethnicity			
% White	92.2	96.3	80.3
% Asian/Asian British	3.7	0.6	6.6
% Black/Black British	1.8	0.3	3.2
% Mixed	1.1	0.6	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.6	2.2
Employment			
% employed	48.4	43.1	44.6
% unemployed	2.5	3.2	3.8
% in full time education	3.4	3.2	3.8
% unable to work/long term sickness	7.2	6.9	6.0
% looking after home / family	9.6	5.7	7.0
% retired	27.5	34.8	24.3
% other	1.6	2.3	2.4

* for GPAQ V3, GPAQ V4 and GPAQ-R, information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.			
Of the	194	or	56% who answered the question
	177	saw the GP/nurse	for themselves
	12	saw the GP/nurse	for their child
	5	saw the GP/nurse	for another reason or person.

Qs 42 and 43 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Age								
Under 16	6	10			16			} 45%
16 to 44	34	66	116		100	34.3	41.7	
45 to 64	46	59			105			{ 54%
65 to 74	29	41		222	70	65.7	58.3	
75 or over	25	22			47			{
Total number	140	198	116	222	338	100.0	100.0	100%
%	41.4	58.6						
Missing					10			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

338 of the 348 patients who completed the questionnaire answered both these questions.

Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	193	55.9	51.0	53%
No	132	38.3	44.0	45%
Don't know / can't say	20	5.8	5.3	2%
Total	345	100.0	100.0	100%
Missing	3			

345 of the 348 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

Q45 What is your ethnic group?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	335	98.0	84.9	87%
Black or Black	1	0.3	3.4	2%
Asian or Asian	2	0.6	7.0	5%
Mixed	2	0.6	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	2	0.6	2.3	2%
Total	342	100.0	100.0	97%
Missing	6			

342 of the 348 patients who completed the questionnaire answered this question.

Q46 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	150	43.5	48.5	58%
Unemployed / looking for work	11	3.2	4.2	6%
At school or in full time education	11	3.2	4.1	4%
Unable to work due to long term sickness	24	7.0	6.6	5%
Looking after your home/family	20	5.8	7.6	6%
Retired from paid work	121	35.1	26.4	21%
Other	8	2.3	2.6	2%
Total	345	100.0	100.0	102%
Missing	3			

345 of the 348 patients who completed the questionnaire answered this question.

Results

About your Visit to the GP Today: How good was the GP at:

Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	263	74.9	76.8	N/A
Good	76	21.7	18.0	
Satisfactory	10	2.8	4.4	
Poor	0	0.0	0.3	
Very poor	1	0.3	0.2	
Does not apply	1	0.3	0.3	
Total %		100.0	100.0	
No answering	351		16,425	

Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	291	82.9	82.0	N/A
Good	58	16.5	14.7	
Satisfactory	2	0.6	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	351		16,402	

Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	286	81.3	79.5	52%
Good	59	16.8	16.2	36%
Satisfactory	6	1.7	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	1	0.3	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	352		16,419	

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	271	77.7	73.6	49%
Good	65	18.6	19.7	37%
Satisfactory	12	3.4	5.6	9%
Poor	1	0.3	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	349		16,413	

About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	252	72.2	72.5	N/A
Good	77	22.1	20.1	
Satisfactory	15	4.3	5.6	
Poor	0	0.0	0.6	
Very poor	1	0.3	0.2	
Does not apply	4	1.1	1.1	
Total %		100.0	100.0	
No answering	349		16,374	

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	246	70.7	70.4	47%
Good	77	22.1	21.3	36%
Satisfactory	13	3.7	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	12	3.4	2.1	5%
Total %		100.0	100.0	101%
No answering	348		16,387	

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	234	67.4	67.2	41%
Good	85	24.5	21.9	35%
Satisfactory	10	2.9	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	2	0.6	0.2	1%
Does not apply	16	4.6	4.0	8%
Total %		100.0	100.0	100%
No answering	347		16,278	

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	252	72.6	70.8	N/A
Good	62	17.9	18.8	
Satisfactory	9	2.6	4.8	
Poor	1	0.3	0.4	
Very poor	0	0.0	0.2	
Does not apply	23	6.6	5.0	
Total %		100.0	100.0	
No answering	347		16,169	

Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	74.9	76.8	82.9	82.0	81.3	79.5	77.7	73.6
Good	21.7	18.0	16.5	14.7	16.8	16.2	18.6	19.7
Satisfactory	2.8	4.4	0.6	2.8	1.7	3.6	3.4	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.3	0.7
Very poor	0.3	0.2	0.0	0.1	0.3	0.1	0.0	0.2
Does not apply	0.3	0.3	0.0	0.1	0.0	0.2	0.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	351	16,425	351	16,402	352	16,419	349	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	72.2	72.5	70.7	70.4	67.4	67.2	72.6	70.8
Good	22.1	20.1	22.1	21.3	24.5	21.9	17.9	18.8
Satisfactory	4.3	5.6	3.7	5.5	2.9	6.3	2.6	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	0.3	0.4
Very poor	0.3	0.2	0.0	0.2	0.6	0.2	0.0	0.2
Does not apply	1.1	1.1	3.4	2.1	4.6	4.0	6.6	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	349	16,374	348	16,387	347	16,278	347	16,169

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	336	96.8	91.2	66%
Yes, to some extent	8	2.3	7.6	27%
No, not at all	2	0.6	0.4	4%
Don't know, can't say	1	0.3	0.7	3%
Total %		100.0	100.0	100%
No answering	347		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	329	95.1	93.0
Yes, to some extent	8	2.3	5.2
No, not at all	1	0.3	0.3
Don't know, can't say	8	2.3	1.4
Total %		100.0	100.0
No answering	346		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	335	99.4	98.8
No	2	0.6	1.2
Total %		100.0	100.0
No answering	337		15,491

Q12 How helpful do you find the receptionists at your practice?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	296	84.6	70.5	48%
Fairly	52	14.9	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	1	0.3	0.5	2%
Don't know	1	0.3	0.6	2%
Total %		100.0	100.0	100%
No answering	350		16,430	

Q13 How easy is it to get through to the practice on the phone?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	118	33.7	32.5	31%
Fairly easy	175	50.0	44.3	47%
Not very easy	33	9.4	14.9	13%
Not at all easy	5	1.4	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	19	5.4	2.5	4%
Total %		100.0	100.0	100%
No answering	350		16,512	

Q14 How easy is it to speak to a doctor or nurse on the phone?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	82	23.6	26.0	8% / 8%
Fairly easy	97	28.0	35.2	15% / 14%
Not very easy	21	6.1	12.1	9% / 7%
Not at all easy	6	1.7	2.8	9% / 5%
Don't know	29	8.4	4.3	12% / 16%
Haven't tried	112	32.3	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	347		16,437	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	257	73.0	62.0
No	42	11.9	17.7
Don't know/never	53	15.1	20.2
Total %		100.0	100.0
No answering	352		16,382

Q16 How important is it to you to be able to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Important	284	82.1	86.2
Not important	62	17.9	13.8
Total %		100.0	100.0
No answering	346		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	166	48.0	34.4
Fairly easy	144	41.6	42.2
Not very easy	16	4.6	13.5
Not at all easy	2	0.6	4.0
Don't know	1	0.3	1.8
Haven't tried	17	4.9	4.1
Total %		100.0	100.0
No answering	346		16,102

Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	80	19.1	23.0	26.5	30%
By phone	303	72.5	87.1	80.1	90%
Online	31	7.4	8.9	3.4	3%
Doesn't apply	4	1.0	1.1	0.6	1%
Total %		100.0	120.1	110.6	124%
Total Number	418				
From your	348	patients (though some may not have answered this question)			

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	97	20.8	27.9	29.0	31%
By phone	298	63.9	85.6	76.2	81%
Online	68	14.6	19.5	21.7	29%
Doesn't apply	3	0.6	0.9	1.2	
Total %		100.0	133.9	128.2	141%
Total Number	466				
From your	348	patients (though some may not have answered this question)			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	23.0	27.9
By phone	87.1	85.6
Online	8.9	19.5
Doesn't apply	1.1	0.9
Total	120.1	133.9

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 18 and 19 above

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	97	28.0	30.9
2-4 days	131	37.8	31.0
5 days or more	59	17.0	24.2
Don't usually need to be seen q	29	8.4	6.6
Don't know, never tried	31	8.9	7.3
Total %		100.0	100.0
Total Responses	347		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	101	28.9	25.8
Very good	119	34.1	28.6
Good	78	22.3	20.4
Satisfactory	32	9.2	14.5
Poor	10	2.9	5.8
Very poor	0	0.0	0.9
Does not apply	9	2.6	3.9
Total %		100.0	100.0
Total Response	349		16,289

Thinking of times when you are willing to see any doctor:

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	230	66.1	56.7
2-4 days	73	21.0	26.2
5 days or more	11	3.2	7.0
Don't usually need to be seen q	17	4.9	4.3
Don't know, never tried	17	4.9	5.8
Total %		100.0	100.0
Total Responses	348		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	127	36.3	31.0
Very good	119	34.0	29.7
Good	55	15.7	19.5
Satisfactory	32	9.1	11.1
Poor	4	1.1	3.5
Very poor	1	0.3	0.7
Does not apply	12	3.4	4.5
Total %		100.0	100.0
Total Response	350		15,668

Q24 How long did you wait for your most recent consultation to start?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	83	26.2	22.8	10%
6-10 minutes	129	40.7	39.5	5-15 mins
11-20 minutes	69	21.8	22.2	58%
21-30 minutes	24	7.6	9.0	>15 mins 24%
More than 30 minutes	9	2.8	5.2	
No set time	3	0.9	1.3	
Total %		100.0	100.0	
Total Responses	317		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	78	24.5	24.1
Very good	87	27.4	26.6
Good	68	21.4	21.6
Satisfactory	69	21.7	19.6
Poor	13	4.1	6.1
Very poor	2	0.6	1.4
Does not apply	1	0.3	0.5
Total %		100.0	100.0
Total Responses	318		15,701

GPPS National Results:
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	292	86.9	86.3	78%
No	29	8.6	9.2	16%
Don't know	15	4.5	4.6	7%
Total %		100.0	100.0	
Total no responses	336		15,538	101%

Q27 Which of the following would make it easier to see or speak to someone?

43 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of 142 patients who answered Q26, answered Q27; and some may answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	142	42.3%	42.5%	22%
Before 8am	46	18.8%	16.6%	33%
At lunchtime	22	9.0%	12.0%	13%
After 6.30pm	54	22.0%	22.6%	68%
Saturday	77	31.4%	28.8%	71%
Sunday	29	11.8%	10.2%	32%
None of these	17	6.9%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	245		9,367	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27.

They could tick more than one box:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No	43	12.8%	13.7%	
Number of these answering Q27	39			22%
Before 8am	15	18.8%	16.4%	33%
At lunchtime	5	6.3%	6.3%	13%
After 6.30pm	22	27.5%	31.1%	68%
Saturday	25	31.3%	33.2%	71%
Sunday	12	15.0%	11.0%	32%
None of these	1	1.3%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	80		1,388	

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

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	232	68.4	64.6	56%
No	107	31.6	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	339	100.0	100.0	

Q29 How often do you see or speak to the GP you prefer?

232	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
260	Patients answered this question.

	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	232	68.4			10,098	
Always or almost always	109	47.0	118	45.4	45.1	42%
A lot of the time	59	25.4	69	26.5	25.6	23%
Some of the time	36	15.5	48	18.5	19.7	28%
Never or almost never	6	2.6	10	3.8	2.5	6%
Not tried	2	0.9	15	5.8	1.0	1%
Total answering this question	232	91.4	260	100	10,098	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank; and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

About your last visit to the practice nurse: How good was the nurse at:

Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	197	74.3	66.6	N/A
Good	53	20.0	23.0	
Satisfactory	5	1.9	5.2	
Poor	1	0.4	0.8	
Very poor	1	0.4	0.3	
Does not apply	8	3.0	4.1	
Total %		100.0	100.0	
Total number	265		12,540	

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	177	67.8	62.7	48%
Good	71	27.2	27.1	33%
Satisfactory	4	1.5	6.1	5%
Poor	2	0.8	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	7	2.7	3.3	12%
Total %		100.0	100.0	87%
Total number	261		12,380	

Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	180	68.4	64.6	47%
Good	66	25.1	24.7	33%
Satisfactory	7	2.7	6.1	6%
Poor	2	0.8	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	8	3.0	3.6	13%
Total %		100.0	100.0	87%
Total number	263		12,345	

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPSS Benchmark
Very good	163	62.5	61.1	46%
Good	71	27.2	24.9	32%
Satisfactory	12	4.6	7.0	7%
Poor	1	0.4	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	14	5.4	6.0	14%
Total %		100.0	100.0	86%
Total number	261		12,306	

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	147	56.5	54.9	38%
Good	67	25.8	26.2	30%
Satisfactory	14	5.4	7.2	9%
Poor	1	0.4	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	31	11.9	10.6	21%
Total %		100.0	100.0	100%
Total number	260		12,247	

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	151	58.5	56.9	N/A
Good	59	22.9	24.2	
Satisfactory	10	3.9	6.0	
Poor	1	0.4	0.6	
Very poor	0	0.0	0.3	
Does not apply	37	14.3	12.0	
Total %		100.0	100.0	
Total number	258		12,212	

Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	74	68	68	62	57	59
Good	20	27	25	27	26	23
Satisfactory	2	2	3	5	5	4
Poor	0	1	1	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	3	3	3	5	12	14
Total %	100	100	100	100	100	100
Total Number of responses	265	261	263	261	260	258

Q36 Would you be completely happy to see this Nurse again?

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	241	97.2	97.1
No	7	2.8	2.9
Total %		100.0	100.0
Total Number of responses	248		11,676

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	295	86.5	85.0
Unsure	34	10.0	11.0
Not very well	2	0.6	1.5
Does not apply	10	2.9	2.5
Total %		100.0	100.0
Total number	341		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	290	85.3	82.4
Unsure	31	9.1	11.9
Not very well	3	0.9	2.1
Does not apply	16	4.7	3.6
Total %		100.0	100.0
Total number	340		16,137

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	247	73.1	75.2
Unsure	62	18.3	16.1
Not very well	4	1.2	2.5
Does not apply	25	7.4	6.2
Total %		100.0	100.0
Total number	338		16,048

Q40 Overall, how would you describe your experience of your GP surgery?

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	169	49.1	45.9	-
Very good	133	38.7	34.6	51%
Good	31	9.0	14.0	38%
Satisfactory	10	2.9	4.6	7%
Poor	1	0.3	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	344		16,287	100%

344 of the 348 patients who completed the questionnaire answered this question.

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes, definitely	262	76.2	69.0	60%
Yes, probably	69	20.1	25.5	24%
No, probably not	8	2.3	3.2	9%
No, definitely not	1	0.3	0.6	2%
Not sure	Option not in GPAQ but GPPS Benchmark given			4%
Don't know	4	1.2	1.8	2%
Total %		100.0	100.0	
Total number	344			100%

344 of the 348 patients who completed the questionnaire answered this question.

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	348		17,145
GP			
Q1 Putting you at ease?	92.9		92.8
Q2 Being polite and considerate?	95.6		94.6
Q3 Listening to you?	94.7		93.7
Q4 Giving you enough time?	93.4		91.5
Q5 Assessing your medical condition?	92.0		91.5
Q6 Explaining your condition and treatment?	92.3		91.1
Q7 Involving you in decisions about your care?	91.5		90.5
Q8 Providing or arranging treatment for you?	93.6		92.0
Nurse			
Q30 Putting you at ease?	93.2		90.3
Q31 Giving you enough time?	91.6		89.2
Q32 Listening to you?	91.6		89.6
Q33 Explaining your condition and treatment?	90.1		88.8
Q34 Involving you in decisions about your care?	89.3		87.6
Q35 Providing or arranging treatment for you?	90.7		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	94.6		89.1
Q13 How easy is it to get through to the practice on the phone?	73.8		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.2		69.9
Q17 How easy to book ahead?	81.2		70.9
Q21 How do you rate how quickly you were seen (partic dr)	75.8		70.7
Q23 How do you rate how quickly you were seen (any dr)	79.5		75.0
Q25 How do you rate how long you waited	69.0		67.8
Q37 Understand your health problems	94.3		92.8
Q38 Cope with your health problems	94.3		91.7
Q39 Keep yourself healthy	88.8		88.7
Q40 Overall, how would you describe your experience?	86.7		83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in
Practice benchmarks **above** the national benchmark are highlighted in
Practice benchmarks **below** the national benchmark are highlighted in
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

NB Benchmarks are averages, and as such should be treated with caution and in context.