Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

Cedars Surgery

Deal, Kent, CT14 7DN

2015 - 2016

Report by

CMI Publishing Ltd
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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-R2 (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. GPAQ-R2 now includes the Friends and Family Test (Q41).

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 (p21) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Friends and Family Test

Results are given on page 20.

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:
http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf

How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2015 - 2016	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	273	17,145
No practices	1,031		
% female	64.7	61.9	59.2
% over 45*	(Mean age: 50.3)	74.4	54.8
% with long term disability	49.0	63.0	48.0
Ethnicity			
% White	92.2	96.0	80.3
% Asian/Asian British	3.7	0.0	6.6
% Black/Black British	1.8	0.4	3.2
% Mixed	1.1	0.7	1.7
% Chinese	.0.3	0.7	0.6
% Other ethnic group	0.9	1.1	2.2
Employment			
% employed	48.4	33.0	44.6
% unemployed	2.5	1.1	3.8
% in full time education	3.4	1.1	3.8
% unable to work/long term sickness	7.2	4.4	6.0
% looking after home / family	9.6	4.8	7.0
% retired	27.5	51.3	24.3
% other	1.6	2.9	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 269 or 99% who answered the question

260 saw the GP/nurse for themselves
8 saw the GP/nurse for their child
1 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	3	7			10			}
16 to 44	13	40	63		53	24.1	41.7	} 45%
45 to 64	27	47			74			{
65 to 74	34	41		198	75	75.9	58.3	54% {
75 or over	19	30			49			{
Total number	96	165	63	198	261	100.0	100.0	100%
%	36.8	63.2						
Missing					12			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

261 of the 273 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	172	63.7	51.0	53%
No	90	33.3	44.0	45%
Don't know / can't say	8	3.0	5.3	2%
Total	270	100.0	100.0	100%
Missing	3			

270 of the 273 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	262	97.0	84.9	87%
Black or Black	1	0.4	3.4	2%
Asian or Asian	0	0.0	7.0	5%
Mixed	2	0.7	1.8	0%
Chinese	2	0.7	0.6	1%
Other ethnic gr	3	1.1	2.3	2%
Total	270	100.0	100.0	97%
Missing	3			

270 of the 273 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)	90	33.5	48.5	58%
Unemployed / looking for work	3	1.1	4.2	6%
At school or in full time education	3	1.1	4.1	4%
Unable to work due to long term sickness	12	4.5	6.6	5%
Looking after your home/family	13	4.8	7.6	6%
Retired from paid work	140	52.0	26.4	21%
Other	8	3.0	2.6	2%
Total	269	100.0	100.0	102%
Missing	4			

269 of the 273 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	GPPS Benchmark
Very good	229	84.2	76.8	N/A
Good	37	13.6	18.0	
Satisfactory	5	1.8	4.4	
Poor	1	0.4	0.3	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	0.3	
Total %		100.0	100.0	
No answering	**272**		**16,425**	
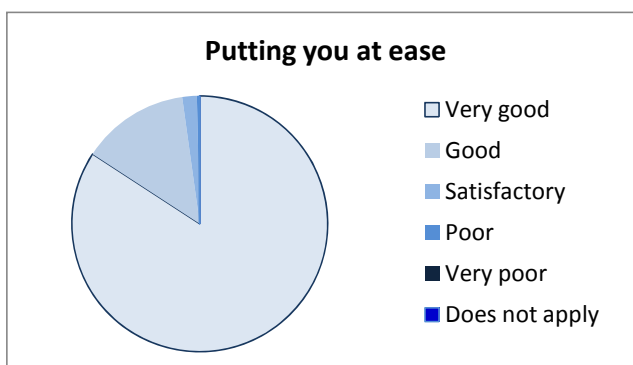
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	239	87.5	82.0	N/A
Good	30	11.0	14.7	
Satisfactory	4	1.5	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	**273**		**16,402**	
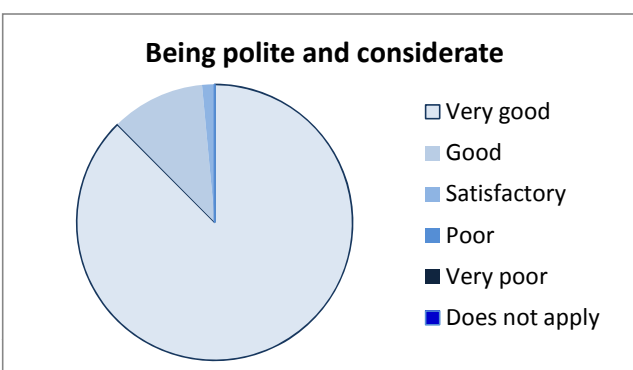
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	236	86.4	79.5	52%
Good	29	10.6	16.2	36%
Satisfactory	8	2.9	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	**273**		**16,419**	
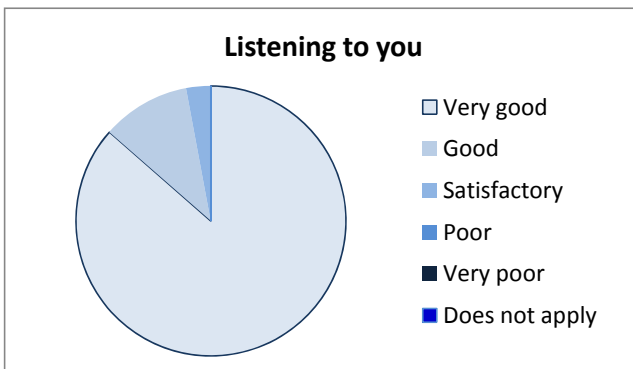
Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	217	79.5	73.6	49%
Good	41	15.0	19.7	37%
Satisfactory	15	5.5	5.6	9%
Poor	0	0.0	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	**273**		**16,413**	
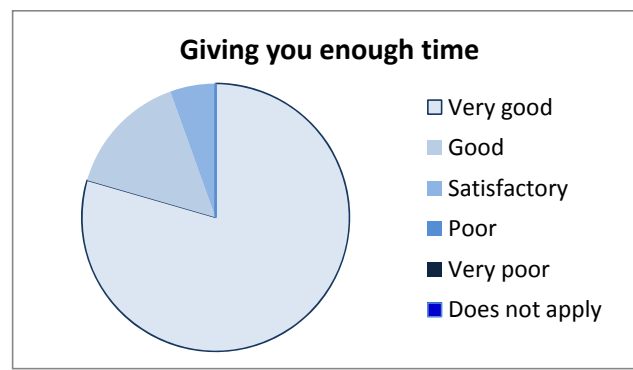
About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	203	74.4	72.5	N/A
Good	53	19.4	20.1	
Satisfactory	13	4.8	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	4	1.5	1.1	
Total %		100.0	100.0	
No answering	**273**		**16,374**	
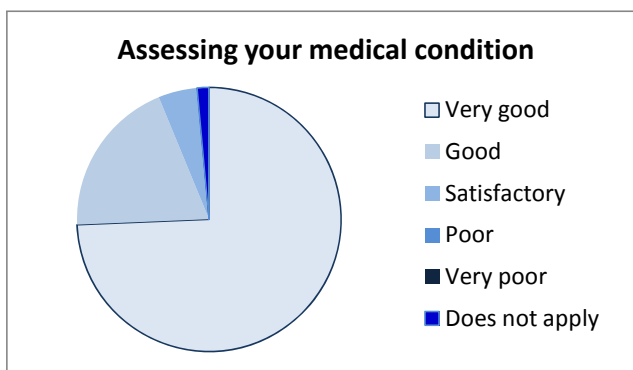
Assessing your medical condition

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ■ Poor
- ■ Very poor
- ■ Does not apply

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	199	72.9	70.4	47%
Good	50	18.3	21.3	36%
Satisfactory	13	4.8	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	11	4.0	2.1	5%
Total %		100.0	100.0	101%
No answering	**273**		**16,387**	
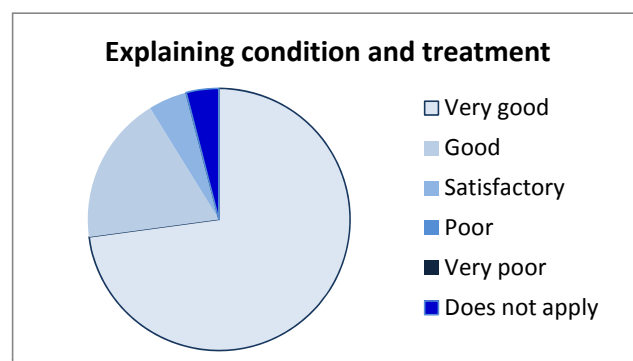
Explaining condition and treatment

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ■ Poor
- ■ Very poor
- ■ Does not apply

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	187	68.5	67.2	41%
Good	63	23.1	21.9	35%
Satisfactory	10	3.7	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	1	0.4	0.2	1%
Does not apply	12	4.4	4.0	8%
Total %		100.0	100.0	100%
No answering	**273**		**16,278**	
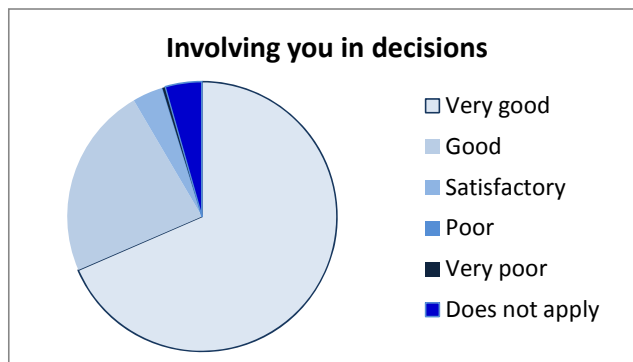
Involving you in decisions

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ■ Poor
- ■ Very poor
- ■ Does not apply

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	195	71.4	70.8	N/A
Good	48	17.6	18.8	
Satisfactory	9	3.3	4.8	
Poor	1	0.4	0.4	
Very poor	0	0.0	0.2	
Does not apply	20	7.3	5.0	
Total %		100.0	100.0	
No answering	**273**		**16,169**	

Providing or arranging treatment

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ■ Poor
- ■ Very poor
- ■ Does not apply
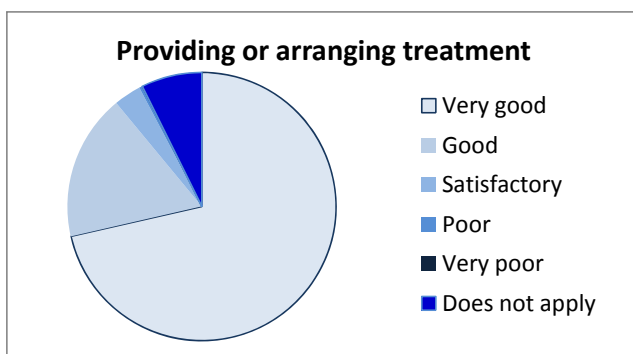
Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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	84.2	76.8	87.5	82.0	86.4	79.5	79.5	73.6
Good	13.6	18.0	11.0	14.7	10.6	16.2	15.0	19.7
Satisfactory	1.8	4.4	1.5	2.8	2.9	3.6	5.5	5.6
Poor	0.4	0.3	0.0	0.2	0.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.0	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	**272**	**16,425**	**273**	**16,402**	**273**	**16,419**	**273**	**16,413**

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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	74.4	72.5	72.9	70.4	68.5	67.2	71.4	70.8
Good	19.4	20.1	18.3	21.3	23.1	21.9	17.6	18.8
Satisfactory	4.8	5.6	4.8	5.5	3.7	6.3	3.3	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	0.4	0.4
Very poor	0.0	0.2	0.0	0.2	0.4	0.2	0.0	0.2
Does not apply	1.5	1.1	4.0	2.1	4.4	4.0	7.3	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**273**	**16,374**	**273**	**16,387**	**273**	**16,278**	**273**	**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	258	94.5	91.2	66%
Yes, to some e	13	4.8	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, car	2	0.7	0.7	3%
Total %		100.0	100.0	100%
No answering	**273**		**16,331**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	263	96.3	93.0
Yes, to some e	8	2.9	5.2
No, not at all	0	0.0	0.3
Don't know, car	2	0.7	1.4
Total %		100.0	100.0
No answering	**273**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	273	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	**273**		**15,491**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	244	89.7	70.5	48%
Fairly	28	10.3	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	**272**		**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	99	36.3	32.5	31%
Fairly easy	144	52.7	44.3	47%
Not very easy	21	7.7	14.9	13%
Not at all easy	2	0.7	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	7	2.6	2.5	4%
Total %		100.0	100.0	100%
No answering	**273**		**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	64	23.4	26.0	8% / 8%
Fairly easy	84	30.8	35.2	15% / 14%
Not very easy	19	7.0	12.1	9% / 7%
Not at all easy	1	0.4	2.8	9% / 5%
Don't know	16	5.9	4.3	12% / 16%
Haven't tried	89	32.6	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**273**		**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	199	72.9	62.0
No	23	8.4	17.7
Don't know/nev	51	18.7	20.2
Total %		100.0	100.0
No answering	**273**		**16,382**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	224	82.1	86.2
Not important	49	17.9	13.8
Total %		100.0	100.0
No answering	**273**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	148	54.4	34.4
Fairly easy	97	35.7	42.2
Not very easy	7	2.6	13.5
Not at all easy	0	0.0	4.0
Don't know	7	2.6	1.8
Haven't tried	13	4.8	4.1
Total %		100.0	100.0
No answering	**272**		**16,102**

Q17   How easy to book ahead?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried
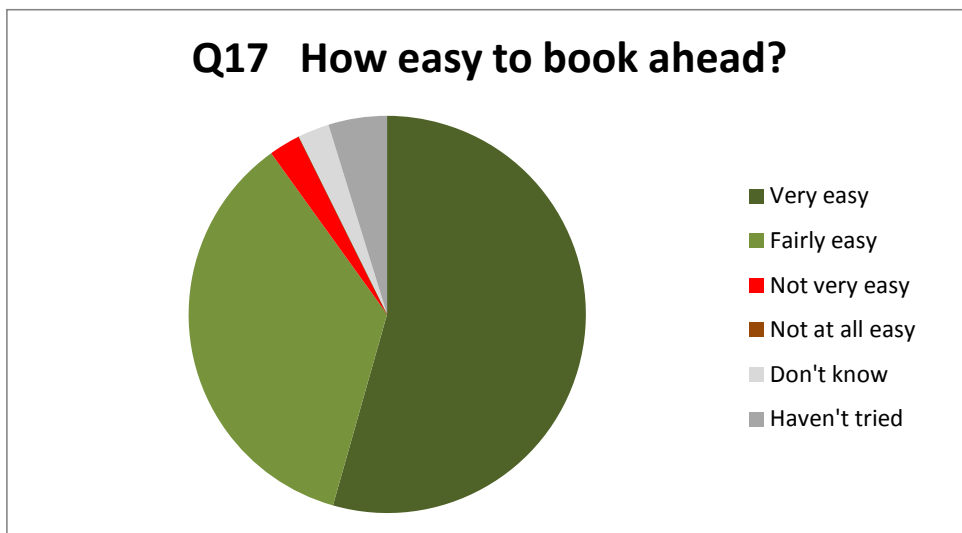
Q18 How do you normally book appointments?

(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	67	20.5	24.5	26.5	30%
By phone	238	72.8	87.2	80.1	90%
Online	22	6.7	8.1	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	119.8	110.6	124%
Total Number	327				
From your	**273**	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	74	20.7	27.1	29.0	31%
By phone	232	65.0	85.0	76.2	81%
Online	51	14.3	18.7	21.7	29%
Doesn't apply	0	0.0	0.0	1.2	
Total %		100.0	130.8	128.2	141%
Total Number	357				
From your	**273**	patients *(though some may not have answered this question)*			

For your practice:	% **normally** booking appointments	% would **prefer** to book appointments
In person	24.5	27.1
By phone	87.2	85.0
Online	8.1	18.7
Doesn't apply	0.0	0.0
Total	119.8	130.8

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	87	31.9	30.9
2-4 days	107	39.2	31.0
5 days or more	47	17.2	24.2
Don't usually need to be seen q	16	5.9	6.6
Don't know, never tried	16	5.9	7.3
Total %		100.0	100.0
Total Responses	**273**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	100	36.6	25.8
Very good	102	37.4	28.6
Good	43	15.8	20.4
Satisfactory	23	8.4	14.5
Poor	2	0.7	5.8
Very poor	0	0.0	0.9
Does not apply	3	1.1	3.9
Total %		100.0	100.0
Total Response	**273**		**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	179	65.8	56.7
2-4 days	62	22.8	26.2
5 days or more	7	2.6	7.0
Don't usually need to be seen q	7	2.6	4.3
Don't know, never tried	17	6.3	5.8
Total %		100.0	100.0
Total Responses	**272**		**16,282**

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	117	43.0	31.0
Very good	97	35.7	29.7
Good	35	12.9	19.5
Satisfactory	9	3.3	11.1
Poor	3	1.1	3.5
Very poor	0	0.0	0.7
Does not apply	11	4.0	4.5
Total %		100.0	100.0
Total Response	**272**		**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	87	31.9	22.8	10%
6-10 minutes	121	44.3	39.5	5-15 mins 58%
11-20 minutes	45	16.5	22.2	
21-30 minutes	12	4.4	9.0	>15 mins 24%
More than 30 minutes	6	2.2	5.2	
No set time	2	0.7	1.3	
Total %		100.0	100.0	
Total Responses	**273**		**15,664**	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	97	35.5	24.1
Very good	93	34.1	26.6
Good	46	16.8	21.6
Satisfactory	28	10.3	19.6
Poor	6	2.2	6.1
Very poor	1	0.4	1.4
Does not apply	2	0.7	0.5
Total %		100.0	100.0
Total Responses	**273**		**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	250	92.9	86.3	78%
No	10	3.7	9.2	16%
Don't know	9	3.3	4.6	7%
Total %		100.0	100.0	
Total no responses	**269**		**15,538**	101%

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

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

However a total of   **107**   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 reponses 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	**107**	**39.8%**	42.5%	**22%**
Before 8am	20	13.5%	16.6%	33%
At lunchtime	16	10.8%	12.0%	13%
After 6.30pm	22	14.9%	22.6%	68%
Saturday	48	32.4%	28.8%	71%
Sunday	16	10.8%	10.2%	32%
None of these	26	17.6%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	**148**		**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	**19**	**7.1%**	13.7%	
Number of these answering Q27	**15**			**22%**
Before 8am	**4**	**14.8%**	16.4%	33%
At lunchtime	**1**	**3.7%**	6.3%	13%
After 6.30pm	**10**	**37.0%**	31.1%	68%
Saturday	**9**	**33.3%**	33.2%	71%
Sunday	**3**	**11.1%**	11.0%	32%
None of these	**0**	**0.0%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**27**		**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	198	72.8	64.6	56%
No	74	27.2	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	272	100.0	100.0	

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

| 198	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
236	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	198	72.8			**10,098**	
Always or almost always	96	48.5	103	43.6	45.1	42%
A lot of the time	60	30.3	80	33.9	25.6	23%
Some of the time	28	14.1	37	15.7	19.7	28%
Never or almost never	3	1.5	9	3.8	2.5	6%
Not tried	2	1.0	7	3.0	1.0	1%
Total answering this question	198	95.5	236	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	GPPS Benchmark
Very good	184	82.9	66.6	N/A
Good	37	16.7	23.0	
Satisfactory	0	0.0	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	1	0.5	4.1	
Total %		100.0	100.0	
Total number	**222**		**12,540**	
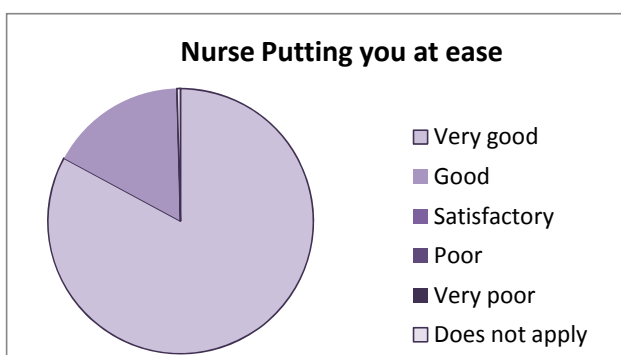
Nurse Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	178	80.2	62.7	48%
Good	40	18.0	27.1	33%
Satisfactory	3	1.4	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	0.5	3.3	12%
Total %		100.0	100.0	87%
Total number	**222**		**12,380**	

Nurse Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
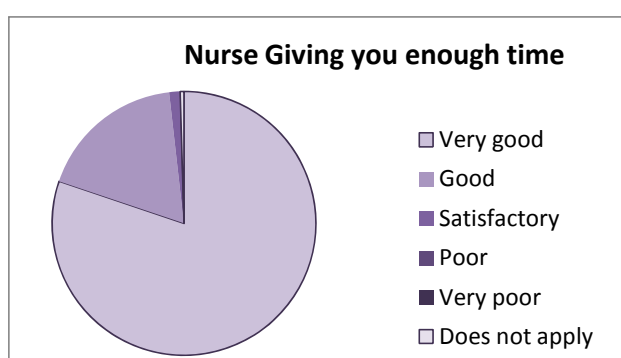
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	178	80.2	64.6	47%
Good	40	18.0	24.7	33%
Satisfactory	2	0.9	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	0.9	3.6	13%
Total %		100.0	100.0	87%
Total number	**222**		**12,345**	
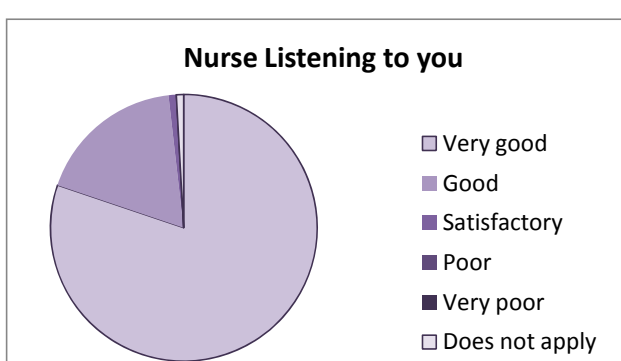
Nurse Listening to you

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	162	73.6	61.1	46%
Good	43	19.5	24.9	32%
Satisfactory	5	2.3	7.0	7%
Poor	1	0.5	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	9	4.1	6.0	14%
Total %		100.0	100.0	86%
Total number	**220**		**12,306**	
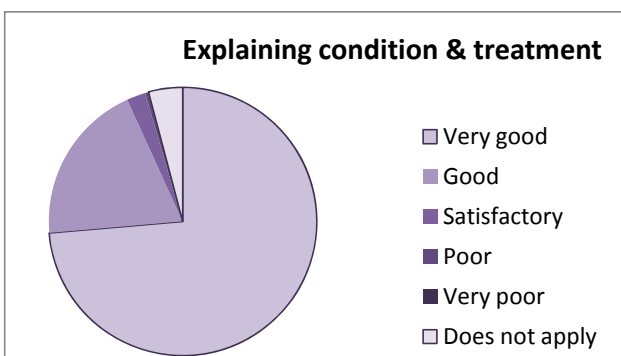
Explaining condition & treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	158	71.5	54.9	38%
Good	41	18.6	26.2	30%
Satisfactory	3	1.4	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	19	8.6	10.6	21%
Total %		100.0	100.0	100%
Total number	**221**		**12,247**	
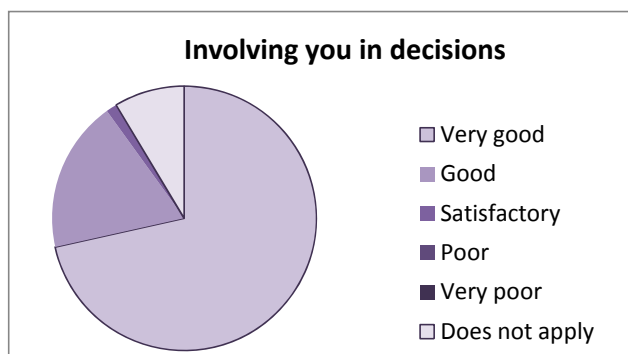
Involving you in decisions

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	154	69.7	56.9	N/A
Good	37	16.7	24.2	
Satisfactory	2	0.9	6.0	
Poor	0	0.0	0.6	
Very poor	1	0.5	0.3	
Does not apply	27	12.2	12.0	
Total %		100.0	100.0	
Total number	**221**		**12,212**	

Providing or arranging treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
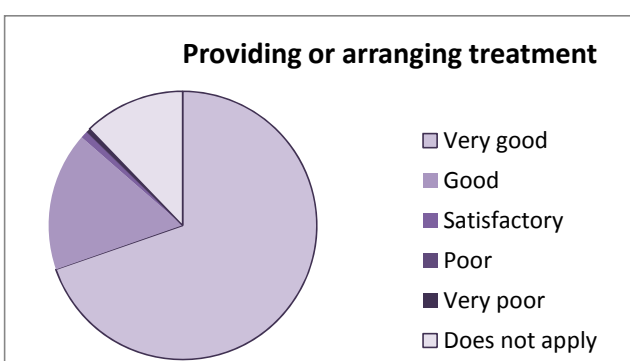
Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

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	83	80	80	74	71	70
Good	17	18	18	20	19	17
Satisfactory	0	1	1	2	1	1
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	0	0	1	4	9	12
Total %	100	100	100	100	100	100
Total Number of responses	**222**	**222**	**222**	**220**	**221**	**221**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	221	99.5	97.1
No	1	0.5	2.9
Total %		100.0	100.0
Total Number of responses	**222**		**11,676**

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

Q37 Understand you health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	244	90.0	85.0
Unsure	23	8.5	11.0
Not very well	1	0.4	1.5
Does not apply	3	1.1	2.5
Total %		100.0	100.0
Total number	**271**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	230	84.9	82.4
Unsure	27	10.0	11.9
Not very well	2	0.7	2.1
Does not apply	12	4.4	3.6
Total %		100.0	100.0
Total number	**271**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	217	80.7	75.2
Unsure	34	12.6	16.1
Not very well	2	0.7	2.5
Does not apply	16	5.9	6.2
Total %		100.0	100.0
Total number	**269**		**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	62.4	45.9	-
Very good	86	31.7	34.6	51%
Good	10	3.7	14.0	38%
Satisfactory	5	1.8	4.6	7%
Poor	1	0.4	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	**271**		**16,287**	100%

271   of the   273   patients who completed the questionnaire answered this question.

Q 40 Overall experience of GP surgery

- Excellent
- Very good
- Good
- Satisfactory
- Poor
- Very poor
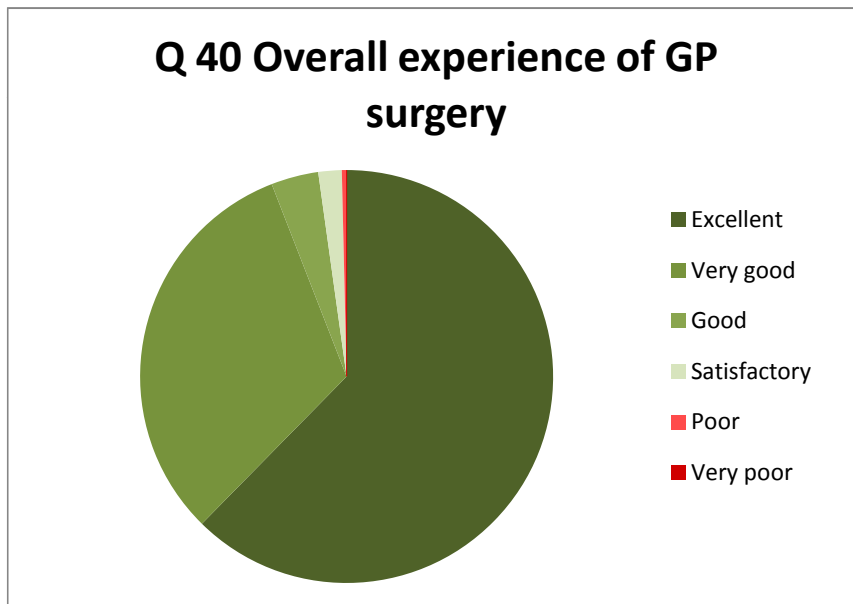
Friends and Family Test

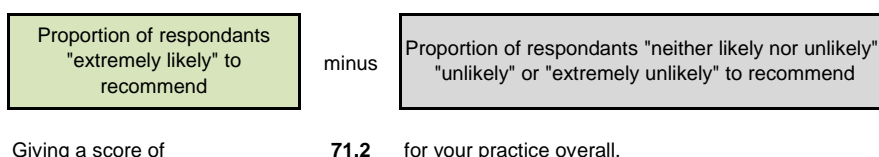**Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?**

	Total Number responses	% of total
Extremely likely	198	73.1
Likely	68	25.1
Neither likely nor unlikely	4	1.5
Unlikely	1	0.4
Extremely unlikely	0	0.0
Don't know	0	0.0
Total %		100.0
Total number responses	**271**	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

271 of the 273 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf
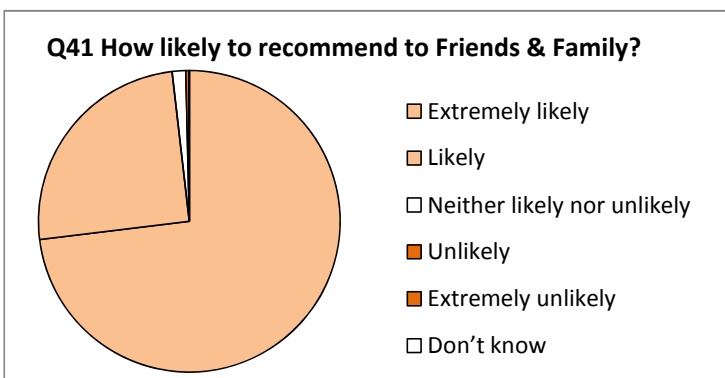
Proportion of respondants "extremely likely" to recommend	minus	Proportion of respondants "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend

Giving a score of **71.2** for your practice overall.

The FFT score for Cedars Surgery is **71** based on **271** responses

However, following a review, NHS England recommended (http://www.england.nhs.uk/ourwork/pe/fft/calculations/) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

Q41 FFT	Total Number responses	% of total
Extremely likely	198	73.1
Likely	68	25.1
Neither likely nor unlikely	4	1.5
Unlikely	1	0.4
Extremely unlikely	0	0.0
Don't know	0	0.0
Total %		100.0
Total number responses	**271**	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Percentage measures is calculated as follows:

Your score:

Recommend (%)   extremely likely + likely   x100   **98.2**
extremely likely + likely + neither + unlikely + extremely unlikely+ don't know

Not recommend (%)   extremely unlikely + unlikely   x100   **0.4**
extremely likely + likely + neither + unlikely + extremely unlikely+ don't know

Sunmmary of your scores:

NPS	**71.2**	based on	271	responses
Recommend (%)	**98.2**	based on	271	responses
Not recommend (%)	**0.4**	based on	271	responses

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	**273**		**17,145**
GP			
Q1 Putting you at ease?	95.4		92.8
Q2 Being polite and considerate?	96.5		94.6
Q3 Listening to you?	95.9		93.7
Q4 Giving you enough time?	93.5		91.5
Q5 Assessing your medical condition?	92.7		91.5
Q6 Explaining your condition and treatment?	92.7		91.1
Q7 Involving you in decisions about your care?	91.7		90.5
Q8 Providing or arranging treatment for you?	93.2		92.0
Q9 Confidence that the GP is honest and trustworthy?	97.6		95.7
Q10 Confidence that the dr will keep your information confidential?	98.5		97.0
Q11 Would you be completely happy to see this GP again?	100.0		98.8
Nurse			
Q30 Putting you at ease?	95.8		90.3
Q31 Giving you enough time?	94.8		89.2
Q32 Listening to you?	95.0		89.6
Q33 Explaining your condition and treatment?	93.4		88.8
Q34 Involving you in decisions about your care?	94.2		87.6
Q35 Providing or arranging treatment for you?	94.2		88.9
Q36 Would you be completely happy to see this Nurse again?	99.5		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	96.5		89.1
Q13 How easy is it to get through to the practice on the phone?	75.6		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.8		69.9
Q17 How easy to book ahead?	85.1		70.9
Q21 How do you rate how quickly you were seen (partic dr)	80.4		70.7
Q23 How do you rate how quickly you were seen (any dr)	84.2		75.0
Q25 How do you rate how long you waited	78.0		67.8
Q37 Understand your health problems	95.3		92.8
Q38 Cope with your health problems	94.0		91.7
Q39 Keep yourself healthy	92.5		88.7
Q40 Overall, how would you describe your experience?	90.8		83.9

*Practice benchmarks 10 points or more **above** the national benchmark are highlighted in*	*yellow*
*Practice benchmarks 5 points or more **above** the national benchmark are highlighted in*	*pale yellow*
*Practice benchmarks **above** the national benchmark are highlighted in*	*cream*
*Practice benchmarks **below** the national benchmark are highlighted in*	*v pale green*
*Practice benchmarks 5 points or more **below** the national benchmark are highlighted in*	*pale green*
*Practice benchmarks 10 points or more **below** the national benchmark are highlighted in*	*green*

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