



General Practice Assessment Questionnaire

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

Cedars Surgery

Deal, Kent, CT14 7DN

2013

Report by

CMI Publishing Ltd

GPAQ Analysis and Reporting

Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB

Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>

E-mail: gpaq@dsl.pipex.com or gpaq@hotmail.co.uk

Report © 2011 - 2012 CMI Publishing Ltd

GPAQ V3 © 2011 University of Cambridge/University of Manchester

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 V3, has been revised (2011) to encompass 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

We now have benchmarks from 27,000 questionnaires collected for GPAQ V3, these are highlighted in yellow. For the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey, for which the numbers collected are much greater.

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

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

Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice Survey 2012	Benchmarks from GPAQ V3 Data collected in 2012
Total: n	190,038	416	27,032
No practices	1,031	1	
% female	64.7	58.2	60.4
% with long term disability	49.0	53.1	48.1
Ethnicity			
% White	92.2	88.5	82.4
% Asian/Asian British	3.7	0.0	5.8
% Black/Black British	1.8	1.0	4.4
% Mixed	1.1	1.4	1.7
% Chinese	.0.3	0.5	0.4
% Other ethnic group	0.9	1.0	1.5
Employment			
% employed	48.4	37.5	46.4
% unemployed	2.5	2.9	4.8
% in full time education	3.4	2.6	2.7
% unable to work/long term sickness	7.2	5.8	5.3
% looking after home / family	9.6	7.5	7.5
% retired	27.5	32.2	27.3
% other	1.6	4.3	2.0

Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	Benchmark % Under & over 45	GPPS Benchmark
Age								
Under 16	4	6			10			
16 to 44	35	92	137		127	35	39	46%
45 to 64	46	63			109			
65 to 74	41	43		250	84	65	61	54%
75 or over	20	37			57			
Total	146	241	137	250	387	100	100	100%
%	38	62						
Missing					29			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

387 of the 416 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	221	58	52	43%
No	147	38	43	55%
Don't know / can't say	14	4	5	2%
Total	382	100	100	100%
Missing	34			

382 of the 416 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	368	96	86	88%
Black or Black	4	1	5	2%
Asian or Asian	0	0	6	5%
Mixed	6	2	2	0%
Chinese	2	1	0	1%
Other ethnic group	4	1	2	2%
Total	384	100	100	98%
Missing	32			

384 of the 416 patients who completed the questionnaire answered this question.

Q40 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	156	40	48	58%
Unemployed / looking for work	12	3	5	5%
At school or in full time education	11	3	3	4%
Unable to work due to long term sickness	24	6	6	5%
Looking after your home/family	31	8	8	6%
Retired from paid work	134	35	28	20%
Other	18	5	2	2%
Total	386	100	100	100%
Missing	30			

386 of the 416 patients who completed the questionnaire answered this question.

Results

Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very	352	86	75	51%
Fairly	52	13	23	41%
Not Very	0	0	2	6%
Not at all	2	0	0	2%
Don't know	2	0	0	
Total	408	100	100	100%

Q2 How easy is it to get through to someone at your practice on the phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	126	31	35	29%
Fairly easy	219	54	44	38%
Not very easy	38	9	14	14%
Not at all easy	14	3	5	8%
Don't know	0	0	1	1%
Haven't tried	12	3	2	11%
Total	409	100	100	100%

Q3 How easy to speak to doctor or nurse on phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	95	24	24	8% / 8%
Fairly easy	110	27	33	15% / 14%
Not very easy	26	6	11	9% / 7%
Not at all easy	7	2	3	9% / 5%
Don't know	28	7	6	12% / 16%
Haven't tried	138	34	23	45% / 50%
Total	404	100	100	100% / 100%

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	268	66	67
No	52	13	15
Don't know/never needed to	84	21	18
Total	404	100	100

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

	Total Number	% of Total	GPAQ V3 % Benchmark
Important	333	83	86
Not important	66	17	14
Total	399	100	100

Q6 How easy is it to book ahead in your practice?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	172	43	34
Fairly easy	164	41	40
Not very easy	32	8	14
Not at all easy	2	0	5
Don't know	9	2	2
Haven't tried	23	6	5
Total	402	100	100

Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % Benchmark	GPPS Benchmark
In person	121	24	29	30	26%
By phone	362	71	87	70	91%
Online	26	5	6	8	2%
Doesn't apply	1	0	0	19	1%
Total Responses	510	100	123	127	
% of patients	123				

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

Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % Benchmark	GPPS Benchmark
In person	132	24	32	32	31%
By phone	338	61	81	68	84%
Online	83	15	20	22	30%
Doesn't apply	3	1	1	19	
Total	556	100	134	140	
% of patients	134				

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	29	32
By phone	87	81
Online	6	20
Doesn't apply	0	1
Total	123	134

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

Q9 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	101	26	34
2-4 days	120	30	32
5 days or more	108	27	21
Don't usually need to be seen quickly	29	7	6
Don't know, never tried	37	9	7
Total	395	100	100

Q10 How do you rate how quickly you can see a particular doctor?

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	90	23	24
Very good	76	19	25
Good	86	22	17
Fair	80	20	16
Poor	17	4	9
Very poor	4	1	2
Does not a	39	10	7
Total	392	100	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	250	63	62
2-4 days	85	22	24
5 days or more	17	4	5
Don't usually need to be seen quickly	20	5	4
Don't know, never tried	22	6	5
Total	394	100	100

Q12 How do you rate how quickly you can see any doctor?

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	138	36	36
Very good	121	31	29
Good	62	16	17
Fair	33	9	9
Poor	5	1	3
Very poor	0	0	1
Does not a	26	7	5
Total	385	100	100

Q13 How long did you wait for your consultation to start?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	75	19	20	10%
6-10 minutes	162	42	40	} 71%
11-20 minutes	76	20	24	
21-30 minutes	39	10	9	}
More than 30 minutes	20	5	6	
No set time	13	3	1	2%
Total	385	100	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	94	25	23
Very good	91	24	27
Good	92	24	22
Fair	70	19	18
Poor	15	4	6
Very poor	5	1	2
Does not apply	9	2	1
Total	376	100	100

GPPS National Results:	
62% don't normally have to wait too long.	
24% have to wait a bit too long.	
7% have to wait far too long.	

Q15 Is your GP practice currently open at times that are convenient to you?

	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	348	91	86
No	15	4	10
Don't know	21	5	4
Total	384	100	100

Q16 Which of the following opening hours would make it easier to see or speak to someone?

36 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
However a total of 141 patients who answered Q15, answered Q16;
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	141	34	39	
Before 8am	37	18	17	13%
At lunchtime	20	10	14	6%
After 6.30pm	46	22	22	28%
Saturday	59	28	28	47%
Sunday	25	12	9	5%
None of these	22	11	11	
Total responses	209	100	100	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.
They could tick more than one box:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients said No or Don't know	36	9	14	
Number of these answering Q16	33			
Before 8am	9	14	16	13%
At lunchtime	2	3	13	6%
After 6.30pm	18	28	28	28%
Saturday	22	34	30	47%
Sunday	12	18	11	5%
None of these	2	3	2	
Total responses	65	100	100	

Q17 Is there a particular GP you usually prefer to see or speak to?

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	292	75	67	61%
No	98	25	32	38%
There is only one doctor in my surgery	0	0	1	2%
Total	390	100	100	

Q18 How often do you see or speak to the GP you prefer?

292 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
311 Patients answered this question.

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	292	75	67	
Always or almost always	140	45	42	48%
A lot of the time	82	26	27	22%
Some of the time	62	20	24	24%
Never or almost never	12	4	5	6%
Not tried	15	5	4	1%
Total answering this question	311	100	100	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank; and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

Qs19 to 23 How good was the last GP you saw at each of the following?

Only patients who have seen a GP in the last 6 months should have answered this question.

Your practice results, columns headed purple
Benchmarks based on 27,000 GPQ V3 results, columns in yellow
GPPS Benchmarks, columns in green

Qs 19 & 20	Q19 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q20 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	66	63		51%	72
% Good	26	29	37%	21	26	37%
% Fair	6	7	8%	5	6	7%
% Poor	1	1	2%	1	1	3%
% Very poor	1	0	1%	0	0	1%
% Does not apply	1	0	1%	1	0	1%
Total number	378	25,406	100%	378	25,208	100%

Qs 21 & 22	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	66	62		43%	61
% Good	22	28	33%	25	29	32%
% Fair	5	6	10%	5	7	13%
% Poor	1	1	3%	1	1	3%
% Very poor	0	0	1%	1	0	1%
% Does not apply	5	3	9%	8	5	11%
Total number	379	25,276	100%	378	25,228	100%

Q24 Did you have confidence and trust in the GP you saw or spoke to?

Only patients who have seen a GP in the last 6 months should have answered this question.

Q 23	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	70	65	47%
% Good	23	26	36%
% Fair	5	6	10%
% Poor	1	1	3%
% Very poor	0	0	2%
% Does not apply	1	1	3%
Total number	377	25,259	100%

	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	82	79	67%
Yes, to some extent	15	18	26%
No, not at all	1	2	4%
Don't know / can't say	1	1	3%
Total %	100	100	100%
No. answering Q24	376	25,208	

Qs 25 to 29: How good was the last NURSE you saw at each of the following?

Cedars Surgery
GPAQ Report 2013

Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures, except where total numbers are given, are percentages of total answering each question.

Your practice results, columns headed purple

Benchmarks based on 27,000 GPQ V3 results, columns in yellow

GPPS Benchmarks, columns in green

Qs 25 & 26	Q25 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q26 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	67	63	45%		65	63	40%
% Good	22	26	32%		23	26	32%
% Fair	3	5	5%		4	5	6%
% Poor	0	1	1%		0	1	1%
% Very poor	0	0	*		0	0	*
% Does not apply	8	5	17%		8	5	20%
Total number	334	21,770	100%		332	21,493	100%

Qs 27 & 28	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	62	60	38%		54	55	32%
% Good	24	26	30%		25	26	27%
% Fair	4	6	7%		4	6	9%
% Poor	0	1	1%		0	1	2%
% Very poor	0	0	*		0	0	1%
% Does not apply	10	7	23%		17	12	30%
Total number	330	21,389	100%		326	21,286	100%

Q30 Did you have confidence and trust in the Nurse you saw or spoke to?

Only patients who have seen a nurse in the last 6 months should have answered this question.

Q 29	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	64	63	41%
% Good	23	25	32%
% Fair	4	5	6%
% Poor	0	1	1%
% Very poor	0	0	1%
% Does not apply	9	6	19%
Total number	329	21,366	100%

%	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	80	77	N/A
Yes, to some extent	12	17	N/A
No, not at all	0	1	N/A
Don't know / can't say	8	5	N/A
Total	100	100	N/A
No. answering Q30	324	21,161	

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

Q31 Understand your health problems?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	324	83	83
Unsure	46	12	12
Not very well	5	1	2
Does not apply	14	4	3
Total	389	100	100

Q32 Cope with your health problems?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	301	78	81
Unsure	58	15	12
Not very well	5	1	2
Does not apply	22	6	5
Total	386	100	100

Q33 Keep yourself healthy?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	271	70	74
Unsure	68	18	16
Not very well	9	2	3
Does not apply	37	10	7
Total	385	100	100

Q34 Overall how would you describe your experience of your GP surgery?

	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	187	48	44	
Very good	144	37	37	51%
Good	46	12	13	38%
Fair	9	2	4	7%
Poor	2	1	1	3%
Very poor	0	0	0	1%
Total	388	100	100	100%

388 of the 416 patients who completed the questionnaire answered this question.

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	309	80	70	60%
Yes, probably	65	17	24	24%
No, probably not	6	2	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given			4%
No, definitely not	1	0	1	2%
Don't know	6	2	2	2%
Total	387	0	0	0%

387 of the 416 patients who completed the questionnaire answered this question.