



General Practice Assessment Questionnaire

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

Stoke Aldermoor Medical Centre

Coventry, CV3 1EG

**Detailed Report
giving breakdown by
Age and Sex**

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 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 2013	Benchmarks from Data collected in 2012
Total: n	190,038	141	27,032
No practices	1,031	1	
% female	64.7	56.7	60.4
% with long term disability	49.0	33.3	48.1
Ethnicity			
% White	92.2	51.8	82.4
% Asian/Asian British	3.7	25.5	5.8
% Black/Black British	1.8	17.0	4.4
% Mixed	1.1	1.4	1.7
% Chinese	.0.3	0.0	0.4
% Other ethnic group	0.9	2.1	1.5
Employment			
% employed	48.4	51.1	46.4
% unemployed	2.5	17.0	4.8
% in full time education	3.4	5.0	2.7
% unable to work/long term sickness	7.2	9.9	5.3
% looking after home / family	9.6	5.7	7.5
% retired	27.5	5.0	27.3
% other	1.6	2.1	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	2	1			3			
16 to 44	30	58	91		88	66	39	46%
45 to 64	24	16			40			
65 to 74	0	5		46	5	34	61	54%
75 or over	1	0			1			
Total	57	80	91	46	137	100	100	100%
%	42	58						
Missing					4			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

137 of the 141 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	21	26	21	26	47	34	52	43%
No	35	51	65	20	86	62	43	55%
Don't know / can't say	2	3	5	0	5	4	5	2%
Total	58	80	91	46	138	100	100	100%
Missing					3			

138 of the 141 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	25	48	49	24	73	53	86	88%
Black or Black African	12	12	14	9	24	17	5	2%
Asian or Asian British	20	16	23	13	36	26	6	5%
Mixed	0	2	2	0	2	1	2	0%
Chinese	0	0	0	0	0	0	0	1%
Other ethnic group	1	2	3	0	3	2	2	2%
Total	58	80	91	46	138	100	100	98%
Missing					3			

138 of the 141 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

1 of these did not answer the question about age.

Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	35	37	48	24	72	53	48	58%
Unemployed / looking for work	9	15	19	4	24	18	5	5%
At school or in full time education	2	5	7	0	7	5	3	4%
Unable to work due to long term sickness	8	6	7	7	14	10	6	5%
Looking after your home/family	1	7	7	1	8	6	8	6%
Retired from paid work	1	6	0	7	7	5	28	20%
Other	1	2	2	1	3	2	2	2%
Total	57	78	90	44	135	100	100	100%
Missing					6			

135 of the 141 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

1 of these did not answer the question about age.

Results

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	54	93	71	89	127	90	75	51%
Fairly helpful	4	7	9	11	14	10	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	58	100	80	100	141	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	81	89	43	93	127	90	75	51%
Fairly helpful	10	11	3	7	14	10	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	91	100	46	100	141	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	43	74	48	60	92	65	35	29%
Fairly easy	13	22	29	36	44	31	44	38%
Not very easy	1	2	0	0	1	1	14	14%
Not at all easy	1	2	1	1	2	1	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	2	3	2	1	2	11%
Total	58	100	80	100	141	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	56	62	34	74	92	65	35	29%
Fairly easy	32	35	10	22	44	31	44	38%
Not very easy	1	1	0	0	1	1	14	14%
Not at all easy	1	1	1	2	2	1	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	1	1	1	2	2	1	2	11%
Total	91	100	46	100	141	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	30	52	31	39	61	43	24	8% / 8%
Fairly easy	14	24	26	33	42	30	33	15% / 14%
Not very easy	2	3	4	5	6	4	11	9% / 7%
Not at all easy	0	0	1	1	1	1	3	9% / 5%
Don't know	3	5	5	6	8	6	6	12% / 16%
Haven't tried	9	16	13	16	23	16	23	45% / 50%
Total	58	100	80	100	141	100	100	100% / 100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	38	42	22	48	61	43	24	8% / 8%
Fairly easy	21	23	19	41	42	30	33	15% / 14%
Not very easy	5	5	1	2	6	4	11	9% / 7%
Not at all easy	1	1	0	0	1	1	3	9% / 5%
Don't know	5	5	3	7	8	6	6	12% / 16%
Haven't tried	21	23	1	2	23	16	23	45% / 50%
Total	91	100	46	100	141	100	100	100% / 100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	48	83	62	78	112	79	67
No	5	9	8	10	13	9	15
Don't know/never needed to	5	9	10	13	16	11	18
Total	58	100	80	100	141	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	70	77	40	87	112	79	67
No	10	11	2	4	13	9	15
Don't know/never needed to	11	12	4	9	16	11	18
Total	91	100	46	100	141	100	100

Totals include any patients who did not answer Qs 36 and 37 (Sex and Age).

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Important	53	93	68	85	124	89	86
Not important	4	7	12	15	16	11	14
Total	57	100	80	100	140	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	76	84	45	98	124	89	86
Not important	15	16	1	2	16	11	14
Total	91	100	46	100	140	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	35	61	46	58	82	59	34
Fairly easy	16	28	27	34	44	31	40
Not very easy	3	5	5	6	8	6	14
Not at all easy	0	0	0	0	0	0	5
Don't know	0	0	0	0	1	1	2
Haven't tried	3	5	2	3	5	4	5
Total	57	100	80	100	140	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	45	50	36	78	82	59	34
Fairly easy	34	38	8	17	44	31	40
Not very easy	7	8	1	2	8	6	14
Not at all easy	0	0	0	0	0	0	5
Don't know	0	0	0	0	1	1	2
Haven't tried	4	4	1	2	5	4	5
Total	90	100	46	100	140	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)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % normal book Benchmark	GPPS Benchmark
In person	27	33	36	24	61	33	43	30	26%
By phone	52	69	82	38	124	67	88	70	91%
Online	0	0	0	0	0	0	0	8	2%
Doesn't apply	1	0	1	0	1	1	1	19	1%
Total Responses	80	102	119	62	186	100	132	127	
% of patients	57	72	84	44	132				

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)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % prefer to book Benchmark	GPPS Benchmark
In person	29	35	38	26	64	32	45	32	31%
By phone	48	70	80	37	121	61	86	68	84%
Online	7	4	7	4	11	6	8	22	30%
Doesn't apply	1	0	1	0	1	1	1	19	
Total	85	109	126	67	197	100	140	140	
% of patients	60	77	89	48	140				

Your patients	Total % normally booking appointments	Total % would prefer to book appointments
In person	43	45
By phone	88	86
Online	0	8
Doesn't apply	1	1
Total	132	140

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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	46	79	60	76	106	76	34
2-4 days	10	17	13	16	24	17	32
5 days or more	0	0	1	1	1	1	21
Don't usually need to be seen quickly	0	0	2	3	3	2	6
Don't know, never tried	2	3	3	4	5	4	7
Total	58	100	79	100	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	70	78	35	76	106	76	34
2-4 days	16	18	7	15	24	17	32
5 days or more	0	0	1	2	1	1	21
Don't usually need to be seen quickly	2	2	0	0	3	2	6
Don't know, never tried	2	2	3	7	5	4	7
Total	90	100	46	100	139	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	28	48	37	47	66	47	24
Very good	19	33	28	35	48	35	25
Good	7	12	9	11	16	12	17
Fair	2	3	1	1	3	2	16
Poor	0	0	2	3	2	1	9
Very poor	0	0	0	0	0	0	2
Does not apply	2	3	2	3	4	3	7
Total	58	100	79	100	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	41	46	24	52	66	47	24
Very good	30	33	17	37	48	35	25
Good	12	13	3	7	16	12	17
Fair	3	3	0	0	3	2	16
Poor	2	2	0	0	2	1	9
Very poor	0	0	0	0	0	0	2
Does not apply	2	2	2	4	4	3	7
Total	90	100	46	100	139	100	100

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

Q11 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	47	82	68	86	115	83	62
2-4 days	6	11	6	8	13	9	24
5 days or more	0	0	1	1	1	1	5
Don't usually need to be seen quickly	2	4	3	4	6	4	4
Don't know, never tried	2	4	1	1	3	2	5
Total	57	100	79	100	138	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	74	83	40	87	115	83	62
2-4 days	9	10	3	7	13	9	24
5 days or more	0	0	1	2	1	1	5
Don't usually need to be seen quickly	3	3	2	4	6	4	4
Don't know, never tried	3	3	0	0	3	2	5
Total	89	100	46	100	138	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	29	82	42	53	72	52	36
Very good	15	11	23	29	39	28	29
Good	7	12	10	13	17	12	17
Fair	1	2	2	3	3	2	9
Poor	1	2	1	1	2	1	3
Very poor	0	0	0	0	0	0	1
Does not apply	4	7	1	1	5	4	5
Total	57	100	79	100	138	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	44	49	27	59	72	52	36
Very good	24	27	14	30	39	28	29
Good	13	15	3	7	17	12	17
Fair	3	3	0	0	3	2	9
Poor	1	1	1	2	2	1	3
Very poor	0	0	0	0	0	0	1
Does not apply	4	4	1	2	5	4	5
Total	89	100	46	100	138	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	5	9	4	5	9	6	20	10%
6-10 minutes	11	19	21	27	32	23	40	} 71%
11-20 minutes	25	43	32	41	58	42	24	
21-30 minutes	8	14	10	13	18	13	9	} 6%
More than 30 minutes	6	10	11	14	18	13	6	
No set time	3	5	1	1	4	3	1	2%
Total	58	100	79	100	139	100	100	

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	5	6	4	9	9	6	20	10%
6-10 minutes	20	22	12	26	32	23	40	} 71%
11-20 minutes	36	40	21	46	58	42	24	
21-30 minutes	14	16	3	7	18	13	9	} 6%
More than 30 minutes	12	13	5	11	18	13	6	
No set time	3	3	1	2	4	3	1	2%
Total	90	100	46	100	139	100	100	

Q14 How do you rate waiting times?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	18	31	20	25	39	28	23
Very good	16	28	23	29	39	28	27
Good	14	24	11	14	25	18	22
Fair	3	5	14	18	17	12	18
Poor	4	7	10	13	15	11	6
Very poor	1	2	0	0	1	1	2
Does not apply	2	3	1	1	3	2	1
Total	58	100	79	0	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	18	20	20	43	39	28	23
Very good	27	30	12	26	39	28	27
Good	19	21	6	13	25	18	22
Fair	12	13	5	11	17	12	18
Poor	11	12	2	4	15	11	6
Very poor	1	1	0	0	1	1	2
Does not apply	2	2	1	2	3	2	1
Total	90	100	46	100	139	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?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	50	68	80	37	120	86	86
No	4	8	8	4	12	9	10
Don't know	4	3	2	5	7	5	4
Total	58	79	90	46	139	100	100

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

A total of **19** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question of these **17** answered Q 16
However a total of **17** 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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	6	10	9	7	17	12	39	
Before 8am	4	1	3	2	5	18	17	13%
At lunchtime	2	4	4	2	6	21	14	6%
After 6.30pm	2	3	3	2	5	18	22	28%
Saturday	2	6	6	2	8	29	28	47%
Sunday	1	2	3	0	3	11	9	5%
None of these	1	0	1	0	1	4	11	
Total responses	12	16	20	8	28	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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients said No or Don't know	8	11	10	9	19	13	14	
Number of these answering Q16	7	10	10	7	17			
Before 8am	4	1	3	2	5	18	16	13%
At lunchtime	2	4	4	2	6	21	13	6%
After 6.30pm	2	3	3	2	5	18	28	28%
Saturday	2	6	6	2	8	29	30	47%
Sunday	1	2	3	0	3	11	11	5%
None of these	1	0	1	0	1	4	2	
Total responses	12	16	20	8	28	100	100	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	35	48	54	29	84	60	67	61%
No	23	31	36	17	55	40	32	38%
There is only one doctor in my surgery	0	0	0	0	0	0	1	2%
Total	58	79	90	46	139	100	100	

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

84 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
81 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	35	48	54	29	84	60	67	
Always or almost always	24	33	35	22	57	70	42	48%
A lot of the time	4	7	8	3	11	14	27	22%
Some of the time	6	5	8	3	12	15	24	24%
Never or almost never	0	1	1	0	1	1	5	6%
Not tried	0	0	0	0	0	0	4	1%
Total answering this question	34	46	52	28	81	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.

Figures, except where total numbers (in bold) are given, are percentages of total answering each question.

Tables on the following two pages give these results for patients who are male, female, under and over 45.

SUMMARY Your Practice Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	55	55	51	51	57
Good	36	38	41	38	35
Fair	7	7	6	7	7
Poor	1	0	1	0	0
Very poor	0	0	0	0	0
Does not apply	1	1	2	4	1
Total %	100	100	100	100	100
Total number	138	138	138	138	138

GPPS Benchmarks %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
Total %	100%	100%	100%	100%	100%

GPAQ V3 % Benchmark	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	63	67	62	57	65
Good	29	26	28	29	26
fair	7	6	6	7	6
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	0	0	3	5	1
Total %	100	100	100	100	100
Total number	25,406	25,208	25,276	25,228	25,259

Qs19 to Q21: How good was the last GP you saw at each of the following? (continued)

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q19 Giving you enough time?	GPAQ V3 % Benchmark	Q20 Listening to you?	GPAQ V3 % Benchmark	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	45	63	45	67	50	63
Good	45	29	45	26	40	28
Fair	9	6	9	6	9	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	2	1	2	0	2	2
Total number	58	9,112	58	9,000	58	9,071
Females %						
Very good	63	63	63	67	51	61
Good	31	28	33	25	42	27
Fair	6	7	4	6	3	7
Poor	0	1	0	1	1	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	3	3
Total number	78	15,574	78	15,511	78	15,504
Under 45 %						
Very good	51	55	50	59	48	54
Good	39	33	41	30	42	31
Fair	9	9	8	8	7	9
Poor	0	1	0	2	1	2
Very poor	0	0	0	1	0	0
Does not apply	1	1	1	1	2	4
Total number	90	9,813	90	9,697	90	9,767
45 and over %						
Very good	64	68	64	72	56	67
Good	31	26	33	23	40	25
Fair	4	5	2	4	2	5
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	2	2
Total number	45	15,106	45	15,034	45	15,035

NB: Not all patients answer every question, so subtotals may vary.

Qs22 to Q23: How good was the last GP you saw at each of the following? (continued)

This table gives results for patients who are male, female, under and over 45.

Males %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	52	58	53	66
	Good	38	30	36	26
	Fair	7	7	9	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	3	4	2	1
	Total number	58	9,064	58	9,072
Females %					
	Very good	63	57	63	65
	Good	31	28	33	26
	Fair	6	8	4	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	5	0	1
	Total number	78	15,478	78	15,503
Under 45 %					
	Very good	51	51	50	57
	Good	39	31	41	30
	Fair	9	10	8	9
	Poor	0	2	0	2
	Very poor	0	1	0	1
	Does not apply	1	5	1	1
	Total number	90	9,772	90	9,768
45 and over %					
	Very good	64	62	64	71
	Good	31	27	33	24
	Fair	4	6	2	4
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	4	0	1
	Total number	45	14,992	45	15,025

NB: Not all patients answer every question, so subtotals may vary.

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.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	88	90	89	89	88	79	67%
Yes, to some extent	10	9	10	9	10	18	26%
No, not at all	2	0	0	2	1	2	4%
Don't know / can't say	0	1	1	0	1	1	3%
Total %	100	100	100	100	100	100	100%
Number answering Q24	58	78	90	45	138	25,208	

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

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

Figures, except where total numbers are given (in bold), are percentages of total answering each question.

Tables on the following pages give these results for patients who are male, female, under and over 45.

SUMMARY Your Practice Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	51	53	50	50	56
Good	39	40	43	40	38
Fair	7	5	3	5	4
Poor	0	0	0	0	0
Very poor	0	0	0	1	0
Does not apply	3	2	3	4	2
Total %	100	100	100	100	100
Total Number	132	129	129	129	128

GPPS Benchmarks %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
Total %	100%	100%	100%	100%	100%

GPAQ V3 % Benchmark	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	63	63	60	55	63
Good	26	26	26	26	25
Fair	5	5	6	6	5
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	5	5	7	12	6
Total %	100	100	100	100	100
Total number	21,770	21,493	21,389	21,286	21,366

Qs 25 to 27: How good was the last NURSE you saw at each of the following? (continued)

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q25 Giving you enough time?	GPAQ V3 % Benchmark	Q26 Listening to you?	GPAQ V3 % Benchmark	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	42	63	45	63	42	60
Good	53	26	51	26	52	26
Fair	2	4	2	4	2	5
Poor	0	0	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	4	7	2	6	4	8
Total Number	53	7,820	51	7,724	52	7,710
Females %						
Very good	57	63	58	63	56	60
Good	31	26	32	26	37	26
Fair	9	5	8	5	4	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	3	5	3	5	3	7
Total Number	77	13,360	76	13,190	75	13,114
Under 45 %						
Very good	49	56	51	57	48	56
Good	42	29	40	29	44	27
Fair	6	6	6	6	4	7
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	1
Does not apply	4	7	2	7	4	9
Total Number	84	8,231	82	8,133	81	8,101
45 and over %						
Very good	53	68	55	67	53	63
Good	38	24	39	24	42	25
Fair	7	4	5	4	2	5
Poor	0	0	0	0	0	1
Very poor	0	0	0	0	0	0
Does not apply	2	4	2	4	2	7
Total Number	45	13,148	44	12,974	45	12,912

NB: Not all patients answer every question, so subtotals may vary.

Qs 28 to 29: How good was the last NURSE you saw at each of the following? (continued)

This table gives results for patients who are male, female, under and over 45.

Males %	Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	44	55	51	63
	Good	46	26	41	25
	Fair	2	5	6	4
	Poor	0	1	0	0
	Very poor	2	0	0	0
	Does not apply	6	12	2	7
	Total Number	52	7,687	51	7,700
Females %					
	Very good	55	55	60	63
	Good	36	26	35	25
	Fair	7	6	3	5
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	3	12	3	5
	Total Number	75	13,045	75	13,113
Under 45 %					
	Very good	47	52	54	57
	Good	43	28	38	28
	Fair	5	7	5	6
	Poor	0	1	0	1
	Very poor	1	1	0	1
	Does not apply	4	12	2	7
	Total Number	81	8,073	81	8,084
45 and over %					
	Very good	56	57	59	67
	Good	36	25	36	24
	Fair	4	5	2	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	4	12	2	5
	Total Number	45	12,847	44	12,925

NB: Not all patients answer every question, so subtotals may vary.

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.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	70	76	71	77	73	77	N/A
Yes, to some extent	22	22	25	16	22	17	N/A
No, not at all	6	1	1	7	3	1	N/A
Don't know / can't say	2	1	3	0	2	5	N/A
Total	100	100	100	100	100	100	N/A
Number answering Q30	50	74	80	43	126	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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	49	84	70	88	120	86	83
Unsure	7	12	7	9	14	10	12
Not very well	0	0	1	1	1	1	2
Does not apply	2	3	2	3	4	3	3
Total	58	100	80	100	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	77	85	42	91	120	86	83
Unsure	10	11	3	7	14	10	12
Not very well	1	1	0	0	1	1	2
Does not apply	3	3	1	2	4	3	3
Total	91	100	46	100	139	100	100

Q32 Cope with your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	49	84	70	88	119	86	81
Unsure	7	12	8	10	15	11	12
Not very well	0	0	1	1	2	1	2
Does not apply	2	3	1	1	3	2	5
Total	58	100	80	100	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	76	84	42	91	119	86	81
Unsure	12	13	3	7	15	11	12
Not very well	1	1	0	0	2	1	2
Does not apply	2	2	1	2	3	2	5
Total	91	100	46	100	139	100	100

Q33 Keep yourself healthy?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	47	81	70	88	117	84	74
Unsure	6	10	8	10	15	11	16
Not very well	0	0	0	0	0	0	3
Does not apply	5	9	2	3	7	5	7
Total	58	100	80	100	139	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	75	82	41	89	117	84	74
Unsure	10	11	4	9	15	11	16
Not very well	0	0	0	0	0	0	3
Does not apply	6	7	1	2	7	5	7
Total	91	100	46	100	139	100	100

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	38	39	49	27	77	56	44	
Very good	10	27	25	12	37	27	37	51%
Good	7	13	14	6	21	15	13	38%
Fair	2	1	2	1	3	2	4	7%
Poor	0	0	0	0	0	0	1	3%
Very poor	0	0	0	0	0	0	0	1%
Total	57	80	90	46	138	100	100	100%

138 of the 141 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?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	49	61	70	39	110	79	70	60%
Yes, probably	7	16	17	6	24	17	24	24%
No, probably not	1	1	2	0	2	1	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given							4%
No, definitely not	0	1	1	0	1	1	1	2%
Don't know	1	1	1	1	2	1	2	2%
Total	58	80	91	46	139	100	100	100%

139 of the 141 patients who completed the questionnaire answered this question.

Overall Benchmarks

	Males	Females	Your practice	GPAQ V3 National Benchmark
Number	57	80	141	28,782
GP				
Q19 GP Giving enough time	84.2	89.1	86.7	88.1
Q20 GP Listening	84.2	89.7	87.2	89.3
Q21 GP Explaining	85.5	86.8	86.1	88.3
Q22 GP Involving	86.6	86.3	86.3	87.0
Q23 GP Treating with care & concern	86.4	88.5	87.6	88.8
Q24 Confidence in GP	93.1	95.5	94.2	89.1
Nurse				
Q25 Nurse Giving enough time	85.3	87.3	86.3	89.8
Q26 Nurse Listening	86.0	87.8	87.1	89.7
Q27 Nurse Explaining	85.5	88.4	87.2	88.9
Q28 Nurse Involving	84.7	87.3	86.3	88.0
Q29 Nurse treating with care & concern	86.5	89.7	88.4	89.7
Q30 Confidence in Nurse	82.7	87.7	85.5	89.8
Practice				
Q1 How helpful Receptionists	97.7	96.2	96.6	90.4
Q2 How easy to get through to practice on phone	89.5	86.1	87.3	69.5
Q3 How easy to speak to dr/nurse on phone	86.7	79.8	82.5	68.8
Q6 How easy to book ahead	86.2	83.9	84.8	69.2
Q10 Rate how quickly seen (days) by particular dr	86.1	85.2	85.6	66.9
Q12 Rate how quickly seen (days) by any dr	86.4	86.4	86.5	76.9
Q14 Rate waiting time for consultation	73.6	67.4	69.9	67.0
Q31 Understand problem	93.8	94.2	94.1	91.7
Q32 Cope with problems	93.8	93.7	93.0	90.9
Q33 Keep healthy	94.3	94.9	94.3	88.2
Q34 Overall satisfaction	89.5	86.0	87.2	83.4
Q35 Would you recommend this practice?	94.6	91.0	92.3	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto male/female with respect to overall practice scores.

Overall Benchmarks

	Under 45	45 and over	Your practice	GPAQ V3 National Benchmark
Number	91	46	141	28,782
GP				
Q19 GP Giving enough time	85.7	90.0	86.7	88.1
Q20 GP Listening	85.7	90.6	87.2	89.3
Q21 GP Explaining	84.9	88.6	86.1	88.3
Q22 GP Involving	85.9	87.2	86.3	87.0
Q23 GP Treating with care & concern	86.2	90.0	87.6	88.8
Q24 Confidence in GP	94.9	93.3	94.2	89.1
Nurse				
Q25 Nurse Giving enough time	86.1	86.9	86.3	89.8
Q26 Nurse Listening	86.6	87.8	87.1	89.7
Q27 Nurse Explaining	86.5	88.1	87.2	88.9
Q28 Nurse Involving	84.9	88.4	86.3	88.0
Q29 Nurse treating with care & concern	87.7	89.5	88.4	89.7
Q30 Confidence in Nurse	85.9	84.9	85.5	89.8
Practice				
Q1 How helpful Receptionists	96.3	97.8	96.6	90.4
Q2 How easy to get through to practice on phone	86.1	90.2	87.3	69.5
Q3 How easy to speak to dr/nurse on phone	82.3	83.0	82.5	68.8
Q6 How easy to book ahead	81.1	92.5	84.8	69.2
Q10 Rate how quickly seen (days) by particular dr	83.9	89.5	85.6	66.9
Q12 Rate how quickly seen (days) by any dr	85.2	89.3	86.5	76.9
Q14 Rate waiting time for consultation	65.9	79.1	69.9	67.0
Q31 Understand problem	93.2	96.7	94.1	91.7
Q32 Cope with problems	92.1	96.7	93.0	90.9
Q33 Keep healthy	94.1	95.6	94.3	88.2
Q34 Overall satisfaction	86.9	88.3	87.2	83.4
Q35 Would you recommend this practice?	91.0	95.5	92.3	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto over/under 45 with respect to overall practice scores.