



General Practice Assessment Questionnaire

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

Stoke Aldermoor Medical Centre

Coventry, CV3 1EG

2014

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 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 2014	Benchmarks from GPAQ V3 Data collected in 2012
Total: n	190,038	151	27,032
No practices	1,031	1	
% female	64.7	60.9	60.4
% with long term disability	49.0	39.7	48.1
Ethnicity			
% White	92.2	42.4	82.4
% Asian/Asian British	3.7	25.2	5.8
% Black/Black British	1.8	23.8	4.4
% Mixed	1.1	1.3	1.7
% Chinese	.0.3	0.7	0.4
% Other ethnic group	0.9	6.6	1.5
Employment			
% employed	48.4	51.0	46.4
% unemployed	2.5	12.6	4.8
% in full time education	3.4	7.3	2.7
% unable to work/long term sickness	7.2	7.9	5.3
% looking after home / family	9.6	14.6	7.5
% retired	27.5	3.3	27.3
% other	1.6	3.3	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	2	0			2			
16 to 44	42	70	114		112	75	39	46%
45 to 64	12	22			34			
65 to 74	2	0		37	2	25	61	54%
75 or over	1	0			1			
Total	59	92	114	37	151	100	100	100%
%	39	61						
Missing					0			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

151 of the 151 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	60	40	52	43%
No	80	53	43	55%
Don't know / can't say	11	7	5	2%
Total	151	100	100	100%
Missing	0			

151 of the 151 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	64	42	86	88%
Black or Black	36	24	5	2%
Asian or Asian	38	25	6	5%
Mixed	2	1	2	0%
Chinese	1	1	0	1%
Other ethnic gr	10	7	2	2%
Total	151	100	100	98%
Missing	0			

151 of the 151 patients who completed the questionnaire answered this question.

Q40 Which of the following best describes you?

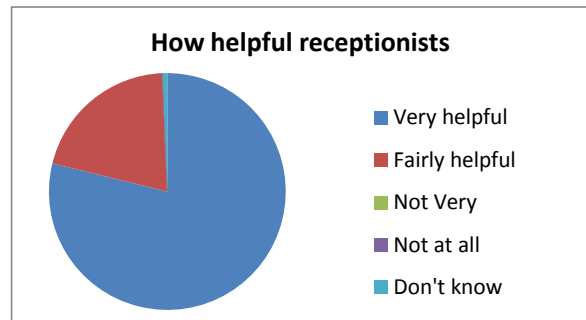
	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	77	51	48	58%
Unemployed / looking for work	19	13	5	5%
At school or in full time education	11	7	3	4%
Unable to work due to long term sickness	12	8	6	5%
Looking after your home/family	22	15	8	6%
Retired from paid work	5	3	28	20%
Other	5	3	2	2%
Total	151	100	100	100%
Missing	0			

151 of the 151 patients who completed the questionnaire answered this question.

Results

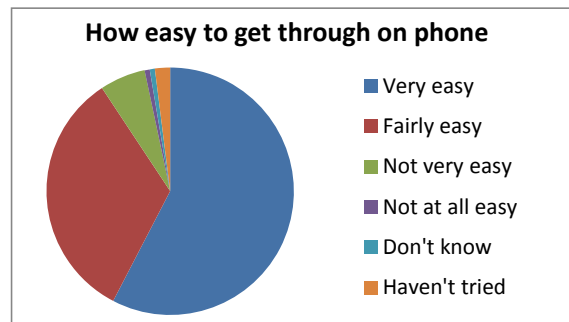
Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	119	79	75	51%
Fairly helpful	31	21	23	41%
Not Very	0	0	2	6%
Not at all	0	0	0	2%
Don't know	1	1	0	
Total	151	100	100	100%



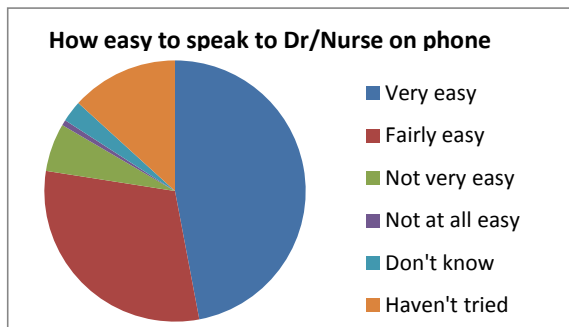
Q2 How easy is it to get through to someone at your practice on the phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	87	58	35	29%
Fairly easy	50	33	44	38%
Not very easy	9	6	14	14%
Not at all easy	1	1	5	8%
Don't know	1	1	1	1%
Haven't tried	3	2	2	11%
Total	151	100	100	100%



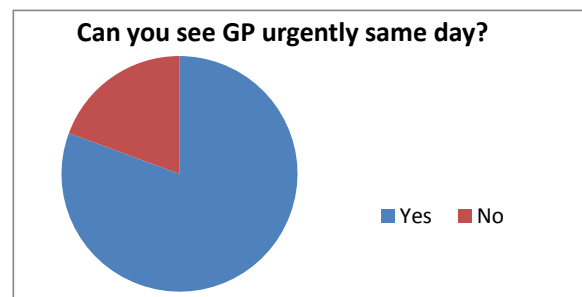
Q3 How easy to speak to doctor or nurse on phone?

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	71	47	24	8% / 8%
Fairly easy	46	30	33	15% / 14%
Not very easy	9	6	11	9% / 7%
Not at all easy	1	1	3	9% / 5%
Don't know	4	3	6	12% / 16%
Haven't tried	20	13	23	45% / 50%
Total	151	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	104	69	67
No	25	17	15
Don't know/never needed to	21	14	18
Total	150	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	139	92	86
Not important	12	8	14
Total	151	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	78	52	34
Fairly easy	53	35	40
Not very easy	11	7	14
Not at all easy	4	3	5
Don't know	1	1	2
Haven't tried	4	3	5
Total	151	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	37	21	25	30	26%
By phone	138	78	91	70	91%
Online	1	1	1	8	2%
Doesn't apply	0	0	0	19	1%
Total Responses	176	100	117	127	
% of patients	117				

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	44	23	29	32	31%
By phone	134	69	89	68	84%
Online	15	8	10	22	30%
Doesn't apply	1	1	1	19	
Total	194	100	128	140	
% of patients	128				

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	25	29
By phone	91	89
Online	1	10
Doesn't apply	0	1
Total	117	128

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	123	81	34
2-4 days	22	15	32
5 days or more	3	2	21
Don't usually need to be seen quickly	0	0	6
Don't know, never tried	3	2	7
Total	151	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	71	47	24
Very good	42	28	25
Good	23	15	17
Fair	9	6	16
Poor	4	3	9
Very poor	1	1	2
Does not a	1	1	7
Total	151	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	121	80	62
2-4 days	22	15	24
5 days or more	1	1	5
Don't usually need to be seen quickly	1	1	4
Don't know, never tried	6	4	5
Total	151	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	76	50	36
Very good	39	26	29
Good	22	15	17
Fair	8	5	9
Poor	3	2	3
Very poor	1	1	1
Does not a	2	1	5
Total	151	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	13	9	20	10%
6-10 minutes	22	15	40	} 71%
11-20 minutes	55	36	24	
21-30 minutes	29	19	9	} 6%
More than 30 minutes	26	17	6	
No set time	6	4	1	2%
Total	151	100	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	35	23	23
Very good	37	25	27
Good	36	24	22
Fair	17	11	18
Poor	16	11	6
Very poor	7	5	2
Does not apply	3	2	1
Total	151	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?

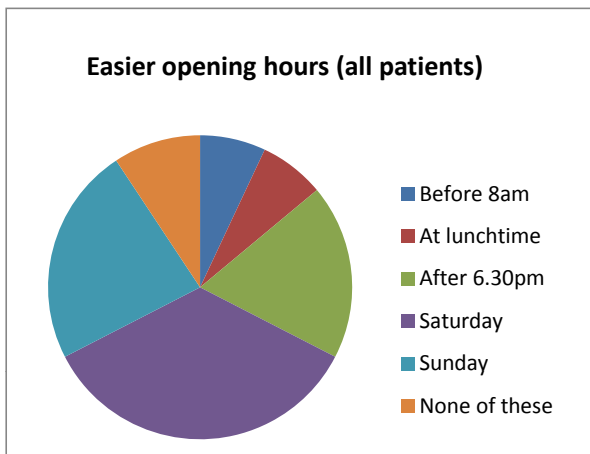
	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	124	82	86
No	18	12	10
Don't know	9	6	4
Total	151	100	100

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

27 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question. However a total of 27 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.

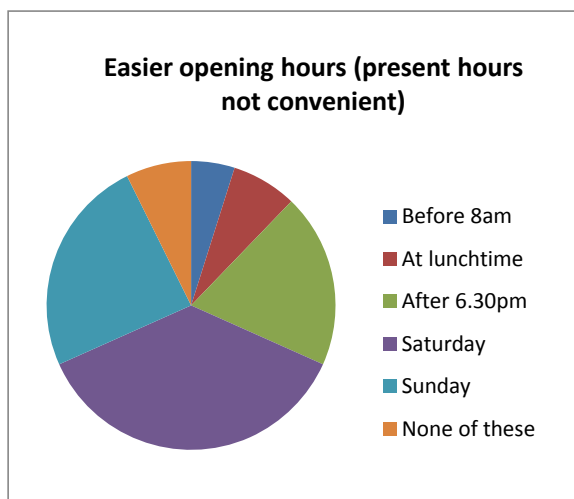
This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	27	18	39	
Before 8am	3	7	17	13%
At lunchtime	3	7	14	6%
After 6.30pm	8	19	22	28%
Saturday	15	35	28	47%
Sunday	10	23	9	5%
None of these	4	9	11	
Total responses	43	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	27	18	14	
Number of these answering Q16	25			
Before 8am	2	5	16	13%
At lunchtime	3	7	13	6%
After 6.30pm	8	20	28	28%
Saturday	15	37	30	47%
Sunday	10	24	11	5%
None of these	3	7	2	
Total responses	41	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	95	63	67	61%
No	55	36	32	38%
There is only one doctor in my surgery	1	1	1	2%
Total	151	100	100	

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

95 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
97 Patients answered this question.

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	95	63	67	
Always or almost always	50	52	42	48%
A lot of the time	30	31	27	22%
Some of the time	16	16	24	24%
Never or almost never	0	0	5	6%
Not tried	1	1	4	1%
Total answering this question	97	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.

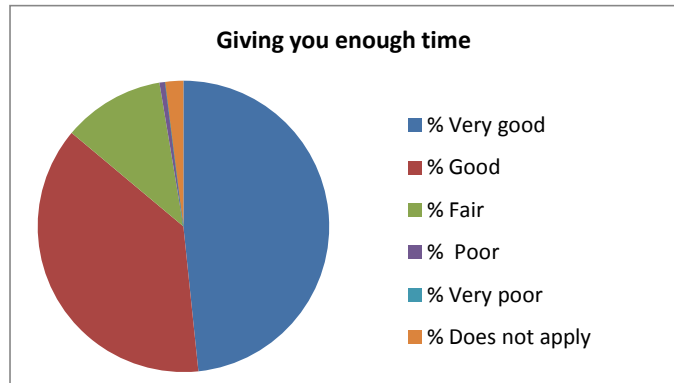
Qs19 to 23 How good was the last GP you saw at each of the following?

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

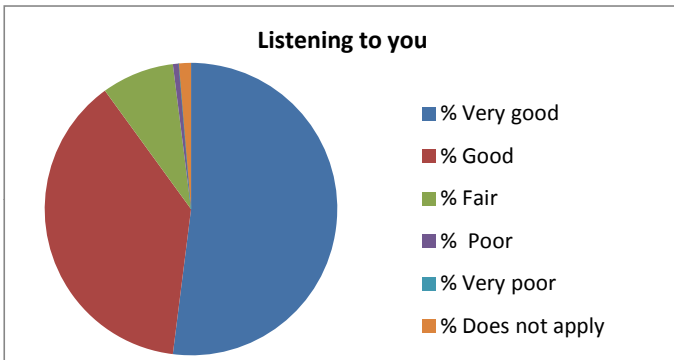
Q19 Giving you enough time?

	Q19 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	48	63	51%
% Good	38	29	37%
% Fair	11	7	8%
% Poor	1	1	2%
% Very poor	0	0	1%
% Does not apply	2	0	1%
Total no.	151	25,406	100%



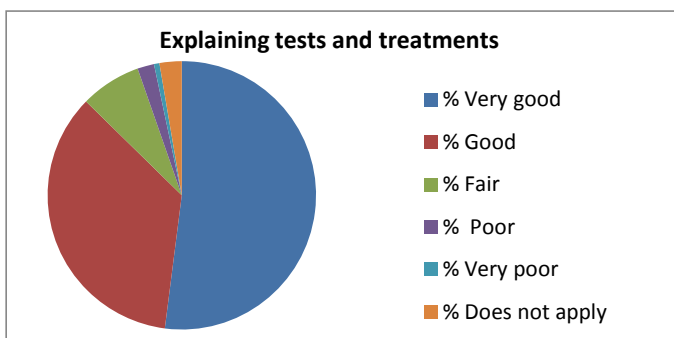
Q20 Listening to you?

	Q20 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	52	67	51%
% Good	38	26	37%
% Fair	8	6	7%
% Poor	1	1	3%
% Very poor	0	0	1%
% Does not apply	1	0	1%
Total no.	150	25,208	100%



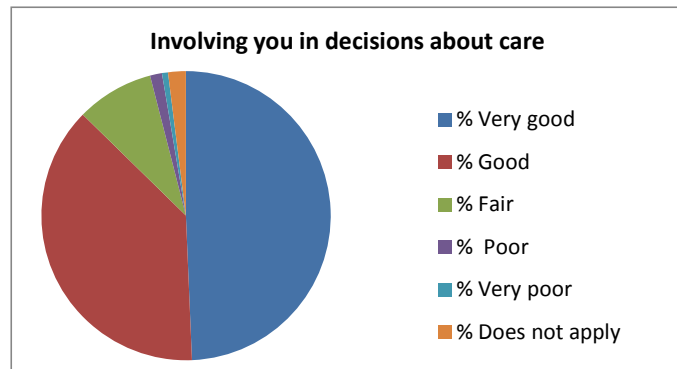
Q21 Explaining tests and treatments?

	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	52	62	43%
% Good	35	28	33%
% Fair	7	6	10%
% Poor	2	1	3%
% Very poor	1	0	1%
% Does not apply	3	3	9%
Total no.	150	25,276	100%



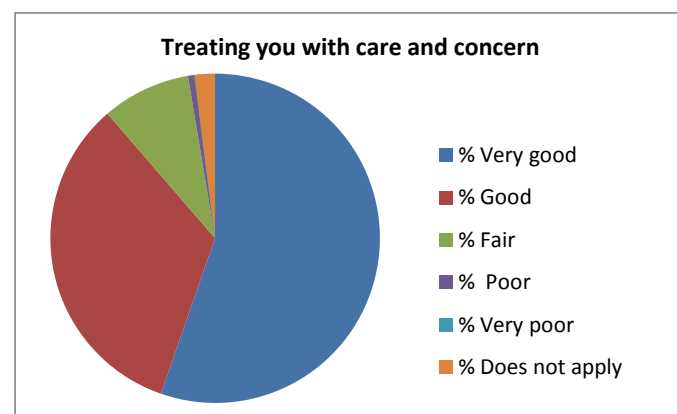
Q22 Involving you in decisions about your care?

	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	49	57	39%
% Good	38	29	32%
% Fair	9	7	13%
% Poor	1	1	3%
% Very poor	1	0	1%
% Does not apply	2	5	11%
Total no.	150	25,228	100%



Q23 Treating you with care and concern?

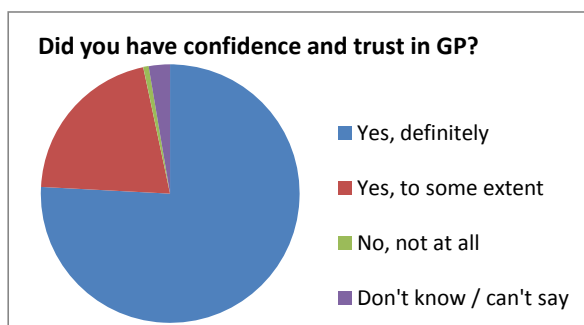
	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	55	65	47%
% Good	33	26	36%
% Fair	9	6	10%
% Poor	1	1	3%
% Very poor	0	0	2%
% Does not apply	2	1	3%
Total no.	150	25,259	100%



Q24 Did you have confidence and trust in the GP you

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

	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	76	79	67%
Yes, to some extent	21	18	26%
No, not at all	1	2	4%
Don't know / can't say	3	1	3%
Total %	100	100	100%
No. answering Q24	149	25,208	



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

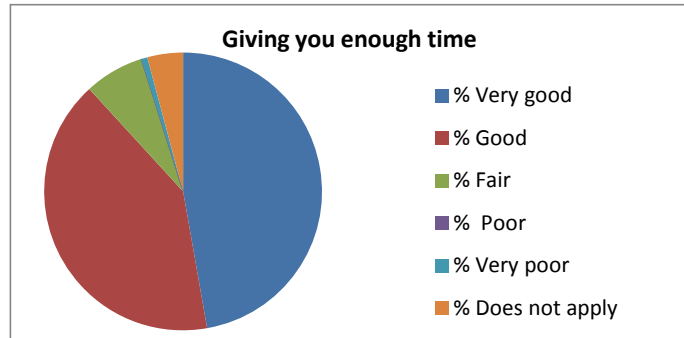
Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures, except where total numbers are given, 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

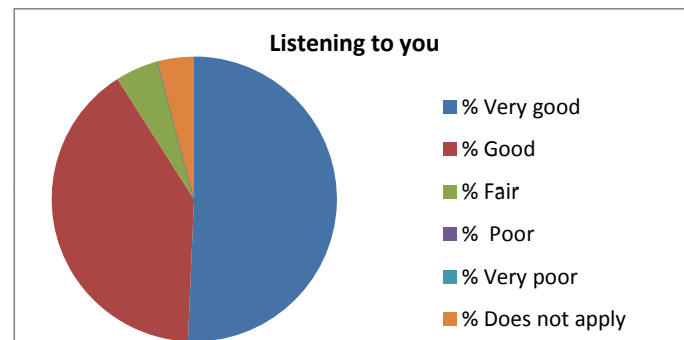
Q25 Giving you enough time?

	Q25 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	47	63	45%
% Good	41	26	32%
% Fair	7	5	5%
% Poor	0	1	1%
% Very poor	1	0	*
% Does not app	4	5	17%
Total no.	144	21,770	100%



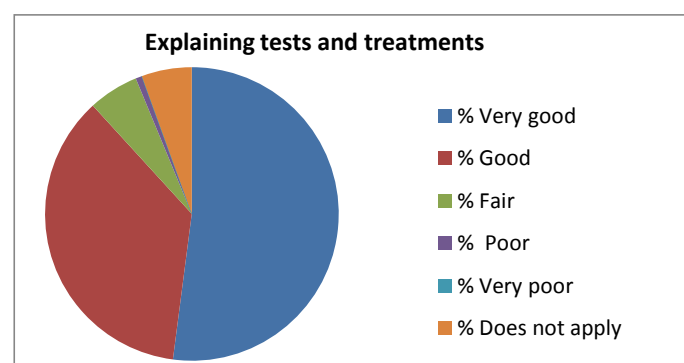
Q26 Listening to you?

	Q26 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	51	63	40%
% Good	40	26	32%
% Fair	5	5	6%
% Poor	0	1	1%
% Very poor	0	0	*
% Does not app	4	5	20%
Total no.	144	21,493	100%



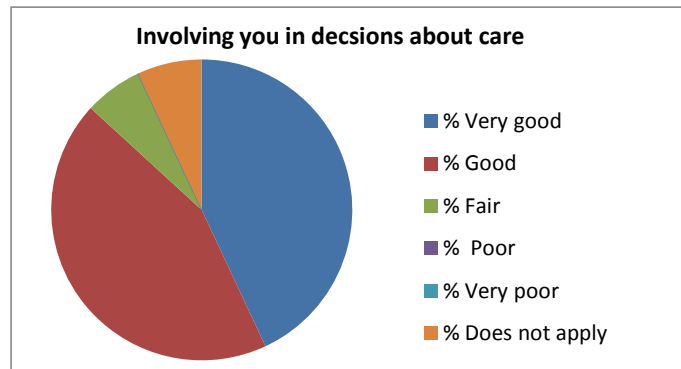
Q27 Explaining tests and treatments?

	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	52	60	38%
% Good	36	26	30%
% Fair	6	6	7%
% Poor	1	1	1%
% Very poor	0	0	*
% Does not app	6	7	23%
Total no.	144	21,389	100%



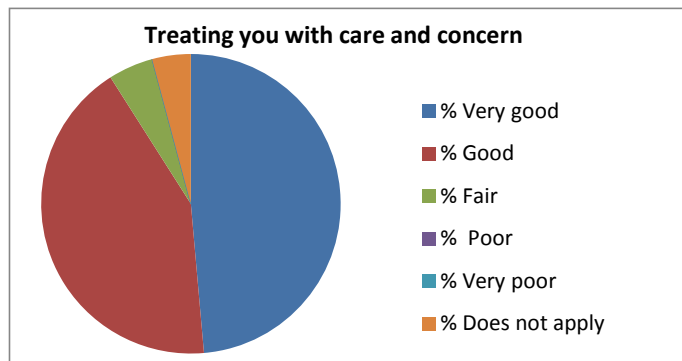
Q28 Involving you in decisions about your care?

	Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	43	55	32%
% Good	44	26	27%
% Fair	6	6	9%
% Poor	0	1	2%
% Very poor	0	0	1%
% Does not app	7	12	30%
Total no.	144	21,286	100%



Q29 Treating you with care and concern?

	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	49	63	41%
% Good	42	25	32%
% Fair	5	5	6%
% Poor	0	1	1%
% Very poor	0	0	1%
% Does not app	4	6	19%
Total no.	144	21,366	100%



Q30 Did you have confidence and trust in the Nurse

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

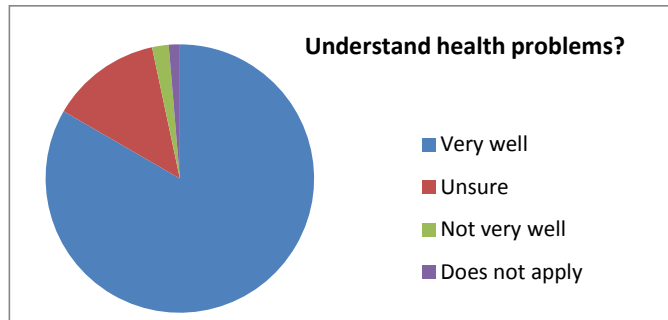
%	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	71	77	N/A
Yes, to some extent	22	17	N/A
No, not at all	1	1	N/A
Don't know / can't say	6	5	N/A
Total	100	100	N/A
No. answering Q30	143	21,161	



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

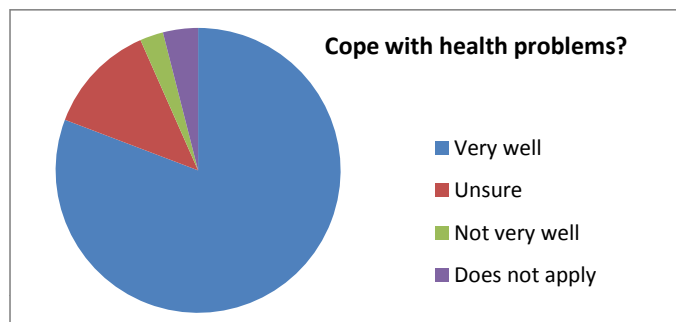
Q31 Understand your health problems?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	125	83	83
Unsure	20	13	12
Not very well	3	2	2
Does not apply	2	1	3
Total	150	100	100



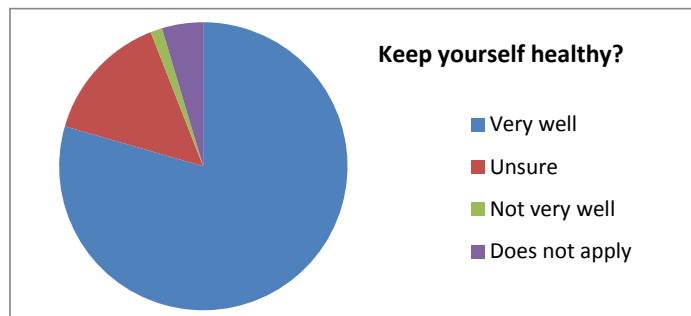
Q32 Cope with your health problems?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	122	81	81
Unsure	19	13	12
Not very well	4	3	2
Does not apply	6	4	5
Total	151	100	100



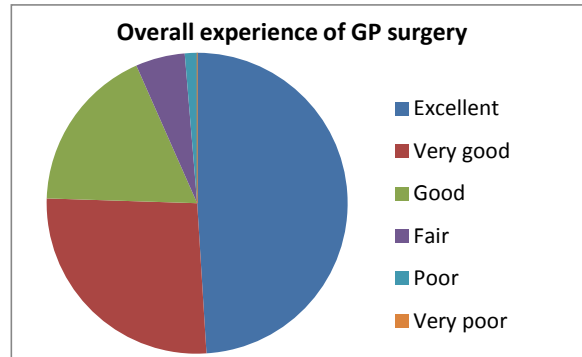
Q33 Keep yourself healthy?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	120	79	74
Unsure	22	15	16
Not very well	2	1	3
Does not apply	7	5	7
Total	151	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	74	49	44	
Very good	40	26	37	51%
Good	27	18	13	38%
Fair	8	5	4	7%
Poor	2	1	1	3%
Very poor	0	0	0	1%
Total	151	100	100	100%



151 of the 151 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	104	69	70	60%
Yes, probably	38	25	24	24%
No, probably not	5	3	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given			4%
No, definitely not	1	1	1	2%
Don't know	3	2	2	2%
Total	151	0	0	0%

151 of the 151 patients who completed the questionnaire answered this question.

Overall Benchmarks

	Your practice	GPAQ V3 National Benchmark
Number	151	28,782
GP		
Q19 GP Giving enough time	84.1	88.1
Q20 GP Listening	85.8	89.3
Q21 GP Explaining	84.9	88.3
Q22 GP Involving	84.2	87.0
Q23 GP Treating with care & concern	86.6	88.8
Q24 Confidence in GP	88.6	89.1
Nurse		
Q25 Nurse Giving enough time	85.0	89.8
Q26 Nurse Listening	87.0	89.7
Q27 Nurse Explaining	86.9	88.9
Q28 Nurse Involving	84.9	88.0
Q29 Nurse treating with care & concern	86.4	89.7
Q30 Confidence in Nurse	87.4	89.8
Practice		
Q1 How helpful Receptionists	93.0	90.4
Q2 How easy to get through to practice on phone	83.7	69.5
Q3 How easy to speak to dr/nurse on phone	82.1	68.8
Q6 How easy to book ahead	79.9	69.2
Q10 Rate how quickly seen (days) by particular dr	81.9	66.9
Q12 Rate how quickly seen (days) by any dr	83.4	76.9
Q14 Rate waiting time for consultation	65.0	67.0
Q31 Understand problem	91.2	91.7
Q32 Cope with problems	90.7	90.9
Q33 Keep healthy	91.0	88.2
Q34 Overall satisfaction	83.3	83.4
Q35 Would you recommend this practice?	88.3	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.