



General Practice Assessment Questionnaire

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

**Stoke Aldermoor Medical Centre  
Stoke Aldermoor Coventry CV3 1EG**

**2012**

**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**

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

### **Benchmarks**

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

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](http://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 2011/2012
Total: n	190,038	102
No practices	1,031	1
% female	64.7	65.7
% with long term disability	49.0	36.3
<b>Ethnicity</b>		
% White	92.2	52.9
% Asian/Asian British	3.7	11.8
% Black/Black British	1.8	30.4
% Mixed	1.1	0.0
% Chinese	.0.3	0.0
% Other ethnic group	0.9	2.0
<b>Employment</b>		
% employed	48.4	52.0
% unemployed	2.5	9.8
% in full time education	3.4	3.9
% unable to work/long term sickness	7.2	6.9
% looking after home / family	9.6	18.6
% retired	27.5	3.9
% other	1.6	3.9

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

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
<b>Age</b>							
Under 16	1	1			2		
16 to 44	23	45	70		68	69	46%
45 to 64	11	17			28		
65 to 74	0	4		32	4	31	54%
75 or over	0	0			0		
<b>Total</b>	<b>35</b>	<b>67</b>	<b>70</b>	<b>32</b>	<b>102</b>	<b>100</b>	<b>100%</b>
Missing					0		
%	34	66					
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>					

102 of the 102 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	GPPS Benchmark
Yes	10	27	19	18	37	36	43%
No	23	37	46	14	60	59	55%
Don't know / can't say	2	3	5	0	5	5	2%
<b>Total</b>	<b>35</b>	<b>67</b>	<b>70</b>	<b>32</b>	<b>102</b>	<b>100</b>	<b>100%</b>
Missing					0		

102 of the 102 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	GPPS Benchmark
White	14	40	33	21	54	55	88%
Black or Black British	7	5	11	1	12	12	2%
Asian or Asian British	12	19	23	8	31	31	5%
Mixed	0	0	0	0	0	0	0%
Chinese	0	0	0	0	0	0	1%
Other ethnic group	1	1	1	1	2	2	2%
<b>Total</b>	34	65	68	31	99	100	98%
Missing					3		

99 of the 102 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 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	GPPS Benchmark
Employed (full or part time, including self-employed)	25	28	38	15	53	52	58%
Unemployed / looking for work	4	6	7	3	10	10	5%
At school or in full time education	2	2	4	0	4	4	4%
Unable to work due to long term sickness	2	5	3	4	7	7	5%
Looking after your home/family	2	17	15	4	19	19	6%
Retired from paid work	0	4	0	4	4	4	20%
Other	0	4	2	2	4	4	2%
<b>Total</b>	35	66	69	32	101	100	100%
Missing					1		

101 of the 102 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

## Results

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	84	82	29	83	55	82	51%
Fairly	18	18	6	17	12	18	41%
Not Very	0	0	0	0	0	0	6%
Not at all	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	84	82	57	81	27	84	51%
Fairly	18	18	13	19	5	16	41%
Not Very	0	0	0	0	0	0	6%
Not at all	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>	<b>100%</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	56	55	21	60	35	52	29%
Fairly easy	44	43	14	40	30	45	38%
Not very easy	0	0	0	0	0	0	14%
Not at all easy	1	1	0	0	1	1	8%
Don't know	1	1	0	0	1	1	1%
Haven't tried	0	0	0	0	0	0	11%
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	56	55	38	54	18	56	29%
Fairly easy	44	43	30	43	14	44	38%
Not very easy	0	0	0	0	0	0	14%
Not at all easy	1	1	1	1	0	0	8%
Don't know	1	1	1	1	0	0	1%
Haven't tried	0	0	0	0	0	0	11%
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>	<b>100%</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	35	35	14	40	21	32	8% / 8%
Fairly easy	36	36	12	34	24	36	15% / 14%
Not very easy	6	6	0	0	6	9	9% / 7%
Not at all easy	0	0	0	0	0	0	9% / 5%
Don't know	11	11	3	9	8	12	12% / 16%
Haven't tried	13	13	6	17	7	11	45% / 50%
<b>Total</b>	<b>101</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>66</b>	<b>100</b>	<b>100% / 100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	35	35	23	33	12	38	8% / 8%
Fairly easy	36	36	27	39	9	28	15% / 14%
Not very easy	6	6	4	6	2	6	9% / 7%
Not at all easy	0	0	0	0	0	0	9% / 5%
Don't know	11	11	6	9	5	16	12% / 16%
Haven't tried	13	13	9	13	4	13	45% / 50%
<b>Total</b>	<b>101</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>32</b>	<b>100</b>	<b>100% / 100%</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Yes	81	79	27	77	54	81
No	7	7	2	6	5	7
Don't know/never needed to	14	14	6	17	8	12
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	81	79	55	79	26	81
No	7	7	6	9	1	3
Don't know/never needed to	14	14	9	13	5	16
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>

**Totals** include 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?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	86	85	30	88	56	84
Not important	15	15	4	12	11	16
<b>Total</b>	101	100	34	100	67	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	86	85	57	83	29	91
Not important	15	15	12	17	3	9
<b>Total</b>	101	100	69	100	32	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	54	53	22	63	32	48
Fairly easy	39	38	12	34	27	40
Not very easy	5	5	0	0	5	7
Not at all easy	2	2	1	3	1	1
Don't know	2	2	0	0	2	3
Haven't tried	0	0	0	0	0	0
<b>Total</b>	102	100	35	100	67	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	54	53	36	51	18	56
Fairly easy	39	38	27	39	12	38
Not very easy	5	5	4	6	1	3
Not at all easy	2	2	1	1	1	3
Don't know	2	2	2	3	0	0
Haven't tried	0	0	0	0	0	0
<b>Total</b>	102	100	70	100	32	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	GPPS Benchmark
In person	12	28	23	17	40	30	39	26%
By phone	33	56	64	25	89	67	87	91%
Online	1	1	2	0	2	2	2	2%
Doesn't apply	1	0	1	0	1	1	1	1%
<b>Total Respons</b>	47	85	90	42	132	100	129	
<b>% of patients</b>	46	83	88	41	129			

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	GPPS Benchmark
In person	13	27	25	15	40	27	39	31%
By phone	34	54	63	25	88	59	86	84%
Online	5	14	14	5	19	13	19	30%
Doesn't apply	2	0	2	0	2	1	2	
<b>Total</b>	54	95	104	45	149	100	146	
<b>% of patients</b>	53	93	102	44	146			

	% normally booking appointments	% would prefer to book appointments
In person	39	39
By phone	87	86
Online	2	19
Doesn't apply	1	2
<b>Total</b>	129	146

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	Number Males	% Males	Number Females	% Females
Same day or next day	84	83	30	86	54	82
2-4 days	11	11	1	3	10	15
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	2	2	1	3	1	2
Don't know, never tried	4	4	3	9	1	2
<b>Total</b>	<b>101</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>66</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	84	83	57	81	27	87
2-4 days	11	11	8	11	3	10
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	2	2	2	3	0	0
Don't know, never tried	4	4	3	4	1	3
<b>Total</b>	<b>101</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>31</b>	<b>100</b>

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	54	53	21	60	33	49
Very good	28	27	8	23	20	30
Good	15	15	4	11	11	16
Fair	2	2	1	3	1	1
Poor	2	2	0	0	2	3
Very poor	0	0	0	0	0	0
Does not apply	1	1	1	3	0	0
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	54	53	31	44	23	72
Very good	28	27	21	30	7	22
Good	15	15	13	19	2	6
Fair	2	2	2	3	0	0
Poor	2	2	2	3	0	0
Very poor	0	0	0	0	0	0
Does not apply	1	1	1	1	0	0
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	91	90	33	94	58	88
2-4 days	7	7	1	3	6	9
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	1	1	0	0	1	2
Don't know, never tried	2	2	1	3	1	2
Total	101	100	35	100	66	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	91	90	62	89	29	94
2-4 days	7	7	5	7	2	6
5 days or more	0	0	0	0	0	0
Don't usually need to be seen quickly	1	1	1	1	0	0
Don't know, never tried	2	2	2	3	0	0
Total	101	100	70	100	31	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	52	51	21	94	31	46
Very good	32	31	9	3	23	34
Good	11	11	2	6	9	13
Fair	5	5	2	6	3	4
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	2	2	1	3	1	1
Total	102	100	35	100	67	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	52	51	34	49	18	56
Very good	32	31	21	30	11	34
Good	11	11	8	11	3	9
Fair	5	5	5	7	0	0
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	2	2	2	3	0	0
Total	102	100	70	100	32	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	8	8	3	9	5	7	10%
6-10 minutes	26	25	6	17	20	30	} 71%
11-20 minutes	31	30	12	34	19	28	
21-30 minutes	17	17	5	14	12	18	} 6%
More than 30 minutes	14	14	6	17	8	12	
No set time	6	6	3	9	3	4	2%
<b>Total</b>	102	100	35	100	67	100	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	8	8	6	9	2	6	10%
6-10 minutes	26	25	19	27	7	22	} 71%
11-20 minutes	31	30	19	27	12	38	
21-30 minutes	17	17	10	14	7	22	} 6%
More than 30 minutes	14	14	11	16	3	9	
No set time	6	6	5	7	1	3	2%
<b>Total</b>	102	100	70	100	32	100	

**Q14 How do you rate waiting times?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	19	19	9	26	10	15
Very good	30	29	12	34	18	27
Good	22	22	5	14	17	25
Fair	14	14	6	17	8	12
Poor	12	12	1	3	11	16
Very poor	3	3	1	3	2	3
Does not apply	2	2	1	3	1	1
<b>Total</b>	102	100	35	100	67	0

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	19	19	17	24	2	6
Very good	30	29	15	21	15	47
Good	22	22	14	20	8	25
Fair	14	14	9	13	5	16
Poor	12	12	10	14	2	6
Very poor	3	3	3	4	0	0
Does not apply	2	2	2	3	0	0
<b>Total</b>	102	100	70	100	32	100

<b>GPPS National Results:</b>	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
Yes	27	57	57	27	84	84
No	5	7	8	4	12	12
Don't know	2	2	3	1	4	4
<b>Total</b>	<b>34</b>	<b>66</b>	<b>68</b>	<b>32</b>	<b>100</b>	<b>100</b>

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

16 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question  
However a total of 46 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 reponses 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	GPPS Benchmark
<b>Number of patients responding</b>	<b>15</b>	<b>31</b>	<b>31</b>	<b>15</b>	<b>46</b>	<b>45</b>	
Before 8am	1	7	6	2	8	14	13%
At lunchtime	1	10	9	2	11	19	6%
After 6.30pm	3	6	6	3	9	16	28%
Saturday	6	6	10	2	12	21	47%
Sunday	5	0	4	1	5	9	5%
None of these	3	9	6	6	12	21	
<b>Total responses</b>	<b>19</b>	<b>38</b>	<b>41</b>	<b>16</b>	<b>57</b>	<b>100</b>	

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	GPPS Benchmark
<b>Number of patients responding</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>16</b>	
Before 8am	1	3	2	2	4	18	13%
At lunchtime	1	1	2	0	2	9	6%
After 6.30pm	3	3	3	3	6	27	28%
Saturday	2	3	5	0	5	23	47%
Sunday	3	0	2	1	3	14	5%
None of these	0	2	2	0	2	9	
<b>Total responses</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>6</b>	<b>22</b>	<b>100</b>	

**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	GPPS Benchmark
Yes	24	42	45	21	66	65	61%
No	11	24	24	11	35	34	38%
There is only one doctor in my surgery	0	1	1	0	1	1	2%
<b>Total</b>	35	67	70	32	102	100	

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

66 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
78 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	24	42	45	21	66	65	
Always or almost always	19	33	28	24	52	67	48%
A lot of the time	5	9	10	4	14	18	22%
Some of the time	4	8	11	1	12	15	24%
Never or almost never	0	0	0	0	0	0	6%
Not tried	0	0	0	0	0	0	1%
<b>Total answering this question</b>	28	50	49	29	78	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 are percentage of total answering each question.

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	52	57	47	47	51
Good	35	34	37	39	40
Fair	13	9	13	12	7
Poor	0	0	1	1	2
Very poor	0	0	0	0	0
Does not apply	0	0	2	1	0
<b>Total %</b>	100	100	100	100	100

Total Number answering Q19:  
102

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

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%
<b>Total %</b>	100%	100%	100%	100%	100%

### Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

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

Males %	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	49	63	57	54	63
Good	37	31	29	31	29
Fair	14	6	11	11	9
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	3	3	0
<b>Total %</b>	100	100	100	100	100
Females %					
Very good	54	54	42	43	45
Good	34	36	42	43	45
Fair	12	10	13	12	6
Poor	0	0	1	1	3
Very poor	0	0	0	0	0
Does not apply	0	0	1	0	0
<b>Total %</b>	100	100	100	100	100
Under 45 %					
Very good	47	51	43	41	51
Good	36	37	40	41	38
Fair	17	11	14	14	9
Poor	0	0	1	1	3
Very poor	0	0	0	0	0
Does not apply	0	0	1	1	0
<b>Total %</b>	100	100	100	100	100
45 and over %					
Very good	63	69	56	59	53
Good	34	28	31	34	44
Fair	3	3	9	6	3
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	3	0	0
<b>Total %</b>	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q19:  
35

Number of Females answering Q19:  
67

Number Under 45 answering Q19:  
70

Number 45 and over answering Q19:  
32

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	GPPS Benchmark
Yes, definitely	83	70	74	75	75	67%
Yes, to some extent	14	27	23	22	23	26%
No, not at all	0	1	1	0	1	4%
Don't know / can't say	3	1	1	3	2	3%
<b>Total %</b>	100	100	100	100	100	100%
Number answering Q24	35	67	70	32	102	

**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 are percentage of total answering each question.

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	54	51	49	49	51
Good	31	34	35	31	32
Fair	7	7	7	10	8
Poor	1	0	1	1	1
Very poor	3	4	4	4	3
Does not apply	4	3	3	4	4
<b>Total %</b>	97	96	96	96	96

Total Number answering Q19:  
97

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

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%
<b>Total %</b>	100%	100%	100%	100%	100%



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

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

Males %	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	67	58	55	52	61
Good	27	39	39	39	33
Fair	6	0	3	6	3
Poor	0	0	0	0	0
Very poor	0	3	3	3	3
Does not apply	0	0	0	0	0
<b>Total %</b>	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q25:  
33

Females %	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?
Males %	47	48	46	0	46
Very good	33	32	33	52	32
Good	8	11	10	24	11
Fair	2	0	2	3	2
Poor	5	5	5	9	3
Very poor	6	5	5	12	6
<b>Total %</b>	100	100	100	100	100

Number of Females answering Q25:  
64

Under 45 %	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?
Males %	53	51	50	47	50
Very good	31	31	32	31	29
Good	7	10	9	13	12
Fair	1	0	1	1	0
Poor	3	4	4	4	4
Very poor	4	3	3	3	4
<b>Total %</b>	100	100	100	100	100

Number Under 45 answering Q25:  
68

45 and over %	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?
Males %	55	50	46	54	54
Very good	31	43	43	32	39
Good	7	0	4	4	0
Fair	0	0	0	0	4
Poor	3	4	4	4	0
Very poor	3	4	4	7	4
<b>Total %</b>	100	100	100	100	100

Number 45 and over answering Q25:  
29

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	GPPS Benchmark
Yes, definitely	66	65	66	64	65	N/A
Yes, to some extent	25	19	22	18	21	N/A
No, not at all	0	5	4	0	3	N/A
Don't know / can't say	9	11	7	18	11	N/A
<b>Total</b>	100	100	100	100	100	N/A
Number answering Q30	32	63	67	28	95	

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	Number Males	% Males	Number Females	% Females
Very well	80	79	23	68	57	85
Unsure	16	16	9	26	7	10
Not very well	1	1	0	0	1	1
Does not apply	4	4	2	6	2	3
<b>Total</b>	<b>101</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>67</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	80	79	50	72	30	94
Unsure	16	16	15	22	1	3
Not very well	1	1	1	1	0	0
Does not apply	4	4	3	4	1	3
<b>Total</b>	<b>101</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>32</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	79	77	24	69	55	82
Unsure	15	15	9	26	6	9
Not very well	2	2	0	0	2	3
Does not apply	6	6	2	6	4	6
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	79	77	50	71	29	91
Unsure	15	15	13	19	2	6
Not very well	2	2	2	3	0	0
Does not apply	6	6	5	7	1	3
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	74	73	26	74	48	72
Unsure	18	18	7	20	11	16
Not very well	2	2	0	0	2	3
Does not apply	8	8	2	6	6	9
<b>Total</b>	<b>102</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>67</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	74	73	49	70	25	78
Unsure	18	18	13	19	5	16
Not very well	2	2	1	1	1	3
Does not apply	8	8	7	10	1	3
<b>Total</b>	<b>102</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>32</b>	<b>100</b>

**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	GPPS Benchmark
Excellent	18	28	27	19	46	45	
Very good	14	21	25	10	35	34	51%
Good	2	15	14	3	17	17	38%
Fair	1	3	4	0	4	4	7%
Poor	0	0	0	0	0	0	3%
Very poor	0	0	0	0	0	0	1%
<b>Total</b>	35	67	70	32	102	100	100%

102 of the 102 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	GPPS Benchmark
Yes, definitely	27	36	37	26	63	62	60%
Yes, probably	6	26	26	6	32	31	24%
No, probably not	1	1	2	0	2	2	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	0	0	0	0	0	2%
Don't know	1	4	5	0	5	5	2%
<b>Total</b>	35	67	70	32	102	100	100%

102 of the 102 patients who completed the questionnaire answered this question.