General Practice Assessment Questionnaire

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

Stoke Aldermoor Medical Centre

Stoke Aldermoor, Coventry CV3 1EG

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

2015 - 2016

Report by

CMI Publishing Ltd
GPAQ Analysis and Reporting

Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

Benchmarks

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

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

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4, These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The tables at the end of this report give your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Friends and Family Test
Results are given on page 27.

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website:
http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf

How the Survey was carried out

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

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2016	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	163	17,145
No practices	1,031		
% female	64.7	62.0	59.2
% over 45*	(Mean age: 50.3)	31.9	54.8
% with long term disability	49.0	43.6	48.0
Ethnicity			
% White	92.2	42.9	80.3
% Asian/Asian British	3.7	27.6	6.6
% Black/Black British	1.8	19.0	3.2
% Mixed	1.1	2.5	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	2.5	2.2
Employment			
% employed	48.4	46.6	44.6
% unemployed	2.5	9.8	3.8
% in full time education	3.4	4.3	3.8
% unable to work/long term sickness	7.2	10.4	6.0
% looking after home / family	9.6	14.1	7.0
% retired	27.5	6.1	24.3
% other	1.6	1.8	2.4

* for GPAQ V3 and V4 information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.

Of the   82   or   50%   who answered the question

     56   saw the GP/nurse   for themselves
     25   saw the GP/nurse   for their child
     1   saw the GP/nurse for another reason or person.

Qs 42 and 43 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Age								
Under 16	0	1			1			}
16 to 44	28	70	99		98	68.3	41.7	} 46%
45 to 64	15	21			36			{
65 to 74	5	3		46	8	31.7	58.3	54% {
75 or over	2	0			2			{
Total	50	95	99	46	145	100.0	100.0	100%
%	34.5	65.5						
Missing					18			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

     145   of the   163   patients who completed the questionnaire answered both these questions.

Q44 Do you have a long standing health condition?

						% of total responses		
Yes	28	42	35	36	71	47.0		
No	15	43	47	11	58	38.4		
Don't know / can't say	7	15	18	4	22	14.6		
Total %						85.4		
Total Number	50	100	100	51				
Missing					12			

151 of the 163 patients who completed the questionnaire answered this question.

This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

Q45 What is your ethnic group?

						% of total responses		
White	16	53	44	25	70	45.5		
Black or Black	9	22	23	8	31	20.1		
Asian or Asian	24	20	27	18	45	29.2		
Mixed	1	3	3	1	4	2.6		
Chinese	0	0	0	0	0	0.0		
Other ethnic gro	1	3	4	0	4	2.6		
Total %						97.4		
Total Number	51	101	101	52				
Missing					9			

154 of the 163 patients who completed the questionnaire answered this question.

2 of these did not answer the question about sex.

1 of these did not answer the question about age.

Q46 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	32	44	57	19	76	50.0	48.5	58%
Unemployed / looking for work	2	14	12	4	16	10.5	4.2	5%
At school or in full time education	2	5	7	0	7	4.6	4.1	4%
Unable to work due to long term sickness	7	9	3	13	17	11.2	6.6	5%
Looking after your home/family	0	22	20	3	23	15.1	7.6	6%
Retired from paid work	5	5	0	10	10	6.6	26.4	20%
Other	2	1	2	1	3	2.0	2.6	2%
Total %						98.0	100.0	98%
Total Number	50	100	101	50	152		**15,757**	
Missing					11			

152 of the 163 patients who completed the questionnaire answered this question.

2 of these did not answer the question about sex.

1 of these did not answer the question about age.

Results

About your Visit to the GP Today: How good was the GP at:

Q1 Putting you at ease?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	37	71.2	48	48.0	92	57.1	76.8	N/A
Good	14	26.9	34	34.0	50	31.1	18.0	
Satisfactory	1	1.9	17	17.0	18	11.2	4.4	
Poor	0	0.0	1	1.0	1	0.6	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	**52**		**100**		**161**		**16,425**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	46	45.5	40	76.9	92	57.1	76.8	N/A
Good	39	38.6	9	17.3	50	31.1	18.0	
Satisfactory	15	14.9	3	5.8	18	11.2	4.4	
Poor	1	1.0	0	0.0	1	0.6	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	**101**		**52**		**161**		**16,425**	

Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	39	76.5	60	59.4	107	66.0	82.0	N/A
Good	8	15.7	31	30.7	41	25.3	14.7	
Satisfactory	3	5.9	10	9.9	13	8.0	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	1	2.0	0	0.0	1	0.6	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**51**		**101**		**162**		**16,402**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	59	58.4	41	78.8	107	66.0	82.0	N/A
Good	31	30.7	8	15.4	41	25.3	14.7	
Satisfactory	10	9.9	3	5.8	13	8.0	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	1	1.0	0	0.0	1	0.6	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**101**		**52**		**162**		**16,402**	

About your Visit to the GP Today (continued): How good was the GP at:

Q3 Listening to you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	40	76.9	48	48.0	94	58.0	79.5	52%
Good	9	17.3	39	39.0	51	31.5	16.2	36%
Satisfactory	3	5.8	11	11.0	15	9.3	3.6	7%
Poor	0	0.0	2	2.0	2	1.2	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
No answering	**52**		**100**		**162**		**16,419**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	58	56.9	31	60.8	94	58.0	79.5	49%
Good	32	31.4	16	31.4	51	31.5	16.2	37%
Satisfactory	10	9.8	4	7.8	15	9.3	3.6	9%
Poor	2	2.0	0	0.0	2	1.2	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**102**		**51**		**162**		**16,419**	

Q4 Giving you enough time?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	36	69.2	45	45.0	86	52.8	73.6	49%
Good	11	21.2	37	37.0	53	32.5	19.7	37%
Satisfactory	3	5.8	14	14.0	17	10.4	5.6	9%
Poor	2	3.8	4	4.0	6	3.7	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	1	1.0	1	0.6	0.2	2%
Total %		100.0		101.0		100.0	100.0	100%
No answering	**52**		**101**		**163**		**16,413**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	51	50.0	31	59.6	86	52.8	73.6	49%
Good	30	29.4	18	34.6	53	32.5	19.7	37%
Satisfactory	16	15.7	1	1.9	17	10.4	5.6	9%
Poor	4	3.9	2	3.8	6	3.7	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	1	1.0	0	0.0	1	0.6	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**102**		**52**		**163**		**16,413**	

About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	40	76.9	45	45.0	90	55.9	72.5	N/A
Good	7	13.5	39	39.0	50	31.1	20.1	
Satisfactory	4	7.7	13	13.0	17	10.6	5.6	
Poor	0	0.0	1	1.0	1	0.6	0.6	
Very poor	0	0.0	2	2.0	2	1.2	0.2	
Does not apply	1	1.9	0	0.0	1	0.6	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	52		100		161		16,374	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	52	51.0	34	66.7	90	55.9	72.5	N/A
Good	33	32.4	13	25.5	50	31.1	20.1	
Satisfactory	13	12.7	4	7.8	17	10.6	5.6	
Poor	1	1.0	0	0.0	1	0.6	0.6	
Very poor	2	2.0	0	0.0	2	1.2	0.2	
Does not apply	1	1.0	0	0.0	1	0.6	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	102		51		161		16,374	

Q6 Explaining your condition and treatment?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	35	70.0	40	40.4	81	50.9	70.4	47%
Good	13	26.0	39	39.4	55	34.6	21.3	36%
Satisfactory	2	4.0	15	15.2	18	11.3	5.5	10%
Poor	0	0.0	3	3.0	3	1.9	0.5	2%
Very poor	0	0.0	1	1.0	1	0.6	0.2	1%
Does not apply	0	0.0	1	1.0	1	0.6	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	50		99		159		16,387	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	47	48.0	29	55.8	81	50.9	70.4	47%
Good	36	36.7	16	30.8	55	34.6	21.3	36%
Satisfactory	11	11.2	6	11.5	18	11.3	5.5	10%
Poor	2	2.0	1	1.9	3	1.9	0.5	2%
Very poor	1	1.0	0	0.0	1	0.6	0.2	1%
Does not apply	1	1.0	0	0.0	1	0.6	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	98		52		159		16,387	

About your Visit to the GP Today (continued): How good was the GP at:

Q7 Involving you in decisions about your care?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	35	67.3	34	34.3	74	46.0	67.2	41%
Good	14	26.9	48	48.5	66	41.0	21.9	35%
Satisfactory	3	5.8	11	11.1	14	8.7	6.3	12%
Poor	0	0.0	3	3.0	3	1.9	0.5	3%
Very poor	0	0.0	1	1.0	1	0.6	0.2	1%
Does not apply	0	0.0	2	2.0	3	1.9	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**52**		**99**		**161**		**16,278**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	42	41.6	28	54.9	74	46.0	67.2	41%
Good	45	44.6	17	33.3	66	41.0	21.9	35%
Satisfactory	9	8.9	5	9.8	14	8.7	6.3	12%
Poor	3	3.0	0	0.0	3	1.9	0.5	3%
Very poor	1	1.0	0	0.0	1	0.6	0.2	1%
Does not apply	1	1.0	1	2.0	3	1.9	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**101**		**51**		**161**		**16,278**	

Q8 Providing or arranging treatment for you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	36	69.2	40	40.4	81	50.3	70.8	N/A
Good	10	19.2	43	43.4	58	36.0	18.8	
Satisfactory	5	9.6	9	9.1	14	8.7	4.8	
Poor	0	0.0	2	2.0	2	1.2	0.4	
Very poor	0	0.0	2	2.0	2	1.2	0.2	
Does not apply	1	1.9	3	3.0	4	2.5	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**52**		**99**		**161**		**16,169**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	47	46.5	30	58.8	81	50.3	70.8	N/A
Good	36	35.6	17	33.3	58	36.0	18.8	
Satisfactory	11	10.9	3	5.9	14	8.7	4.8	
Poor	2	2.0	0	0.0	2	1.2	0.4	
Very poor	2	2.0	0	0.0	2	1.2	0.2	
Does not apply	3	3.0	1	2.0	4	2.5	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**101**		**51**		**161**		**16,169**	

Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	57.1	76.8	66.0	82.0	58.0	79.5	52.8	73.6
Good	31.1	18.0	25.3	14.7	31.5	16.2	32.5	19.7
Satisfactory	11.2	4.4	8.0	2.8	9.3	3.6	10.4	5.6
Poor	0.6	0.3	0.0	0.2	1.2	0.4	3.7	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.0	0.3	0.6	0.1	0.0	0.2	0.6	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**161**	**16,425**	**162**	**16,402**	**162**	**16,419**	**163**	**16,413**

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	55.9	73	50.9	70	46.0	67	50.3	71
Good	31.1	20	34.6	21	41.0	22	36.0	19
Satisfactory	10.6	6	11.3	6	8.7	6	8.7	5
Poor	0.6	1	1.9	1	1.9	0	1.2	0
Very poor	1.2	0	0.6	0	0.6	0	1.2	0
Does not apply	0.6	1	0.6	2	1.9	4	2.5	5
Total %	100.0	100	100.0	100	100.0	100	100	100
Total Number of responses	**161**	**16,374**	**159**	**16,387**	**161**	**16,278**	**161**	**16,169**

Qs 1 to 4: Summary of how good the GP was perceived to be at the following:

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
Males %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	71.2	76.8	76.5	82.1	76.9	79.3	69.2	73.0
Good	26.9	18.0	15.7	14.4	17.3	16.2	21.2	19.9
Satisfactory	1.9	4.5	5.9	2.9	5.8	3.5	5.8	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.5	3.8	1.0
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	0.0	0.2	2.0	0.2	0.0	0.2	0.0	0.3
Total Number	**52**	**5,739**	**51**	**5,743**	**52**	**5,749**	**52**	**5,746**
Females %								
Very good	48.0	76.9	59.4	82.2	48.0	79.8	45.0	74.1
Good	34.0	18.0	30.7	14.8	39.0	16.0	37.0	19.5
Satisfactory	17.0	4.3	9.9	2.6	11.0	3.6	14.0	5.5
Poor	1.0	0.3	0.0	0.3	2.0	0.3	4.0	0.6
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	0.0	0.3	0.0	0.1	0.0	0.1	1.0	0.2
Total Number	**100**	**9,848**	**101**	**9,822**	**100**	**9,831**	**101**	**9,834**
Under 45 %								
Very good	45.5	72.3	58.4	79.1	56.9	77.0	50.0	71.4
Good	38.6	21.7	30.7	17.3	31.4	18.2	29.4	21.7
Satisfactory	14.9	5.0	9.9	3.1	9.8	4.0	15.7	5.8
Poor	1.0	0.5	0.0	0.3	2.0	0.5	3.9	0.7
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	0.0	0.2	1.0	0.1	0.0	0.1	1.0	0.2
Total Number	**101**	**6,749**	**101**	**6,760**	**102**	**6,773**	**102**	**6,765**
Over 45 %								
Very good	76.9	80.8	78.8	84.6	60.8	81.8	59.6	75.7
Good	17.3	14.9	15.4	12.5	31.4	14.3	34.6	18.1
Satisfactory	5.8	3.8	5.8	2.4	7.8	3.2	1.9	5.2
Poor	0.0	0.2	0.0	0.2	0.0	0.3	3.8	0.7
Very poor	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	0.0	0.3	0.0	0.2	0.0	0.2	0.0	0.2
Total Number	**52**	**9,082**	**52**	**9,050**	**51**	**9,054**	**52**	**9,057**

Qs 5 to 8: Summary of how good the GP was perceived to be at the following for your practice

Males %	Q5 Assessing your medical condition?	GPAQ V4 % benchmark Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	GPAQ V4 % benchmark Q6 Explaining your tests and treatment?	Q7 Involving you in decisions about your care?	GPAQ V4 % benchmark Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	GPAQ V4 % benchmark Q8 Providing or arranging treatment for you?
Very good	76.9	72.2	70.0	70.5	67.3	67.2	69.2	70.5
Good	13.5	20.4	26.0	21.3	26.9	21.4	19.2	19.5
Satisfactory	7.7	5.5	4.0	5.6	5.8	7.0	9.6	4.9
Poor	0.0	0.7	0.0	0.6	0.0	0.5	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	1.9	1.0	0.0	1.8	0.0	3.7	1.9	4.4
Total Number	**52**	**5,737**	**50**	**5,741**	**52**	**5,721**	**52**	**5,667**
Females %								
Very good	45.0	72.9	40.4	70.4	34.3	67.2	40.4	70.6
Good	39.0	19.9	39.4	21.3	48.5	22.2	43.4	18.6
Satisfactory	13.0	5.4	15.2	5.4	11.1	5.7	9.1	4.6
Poor	1.0	0.5	3.0	0.5	3.0	0.5	2.0	0.4
Very poor	2.0	0.1	1.0	0.2	1.0	0.2	2.0	0.2
Does not apply	0.0	1.2	1.0	2.2	2.0	4.2	3.0	5.7
Total Number	**100**	**9,811**	**99**	**9,820**	**99**	**9,748**	**99**	**9,691**
Under 45 %								
Very good	51.0	69.5	48.0	66.6	41.6	64.4	46.5	68.6
Good	32.4	22.3	36.7	23.8	44.6	23.8	35.6	20.6
Satisfactory	12.7	6.1	11.2	6.3	8.9	6.9	10.9	5.4
Poor	1.0	0.7	2.0	0.7	3.0	0.6	2.0	0.5
Very poor	2.0	0.2	1.0	0.2	1.0	0.2	2.0	0.2
Does not apply	1.0	1.2	1.0	2.4	1.0	4.1	3.0	4.7
Total Number	**102**	**6,753**	**98**	**6,764**	**101**	**6,737**	**101**	**6,722**
Over 45 %								
Very good	66.7	75.3	55.8	73.6	54.9	69.7	58.8	72.8
Good	25.5	18.1	30.8	19.1	33.3	20.2	33.3	17.1
Satisfactory	7.8	5.0	11.5	4.8	9.8	5.7	5.9	4.1
Poor	0.0	0.5	1.9	0.5	0.0	0.3	0.0	0.4
Very poor	0.0	0.1	0.0	0.1	0.0	0.2	0.0	0.2
Does not apply	0.0	1.1	0.0	1.8	2.0	3.9	2.0	5.3
Total Number	**51**	**9,039**	**52**	**9,042**	**51**	**8,972**	**51**	**8,880**

Q9 Did you have confidence that the GP is honest and trustworthy?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	44	86.3	73	72.3	125	77.2	91.2	66%
Yes, to some ex	5	9.8	26	25.7	33	20.4	7.6	27%
No, not at all	0	0.0	0	0.0	0	0.0	0.4	4%
Don't know, can	2	3.9	2	2.0	4	2.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**51**		**101**		**162**		**16,331**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	75	74.3	43	82.7	125	77.2	91.2	66%
Yes, to some ex	23	22.8	8	15.4	33	20.4	7.6	27%
No, not at all	0	0.0	0	0.0	0	0.0	0.4	4%
Don't know, can	3	3.0	1	1.9	4	2.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**101**		**52**		**162**		**16,331**	

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	47	90.4	74	74.7	131	81.4	93.0
Yes, to some ex	4	7.7	20	20.2	24	14.9	5.2
No, not at all	0	0.0	1	1.0	1	0.6	0.3
Don't know, can	1	1.9	4	4.0	5	3.1	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**52**		**99**		**161**		**16,286**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	79	77.5	43	86.0	131	81.4	93.0
Yes, to some ex	17	16.7	7	14.0	24	14.9	5.2
No, not at all	1	1.0	0	0.0	1	0.6	0.3
Don't know, can	5	4.9	0	0.0	5	3.1	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**102**		**50**		**161**		**16,286**

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	49	100.0	94	96.9	153	98.1	98.8
No	0	0.0	3	3.1	3	1.9	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**49**		**97**		**156**		**15,491**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	93	96.9	51	100.0	153	98.1	98.8
No	3	3.1	0	0.0	3	1.9	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**96**		**51**		**156**		**15,491**

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	37	74.0	71	70.3	113	72.4	70.5	48%
Fairly	13	26.0	28	27.7	41	26.3	26.3	41%
Not Very	0	0.0	2	2.0	2	1.3	2.1	7%
Not at all	0	0.0	0	0.0	0	0.0	0.5	2%
Don't know	0	0.0	0	0.0	0	0.0	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	50		101		156		16,430	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	70	69.3	39	76.5	113	72.4	70.5	48%
Fairly	30	29.7	11	21.6	41	26.3	26.3	41%
Not Very	1	1.0	1	2.0	2	1.3	2.1	7%
Not at all	0	0.0	0	0.0	0	0.0	0.5	2%
Don't know	0	0.0	0	0.0	0	0.0	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	101		51		156		16,430	1

Q13 How easy is it to get through to the practice on the phone?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	20	40.0	36	35.6	59	38.1	32.5	31%
Fairly easy	21	42.0	35	34.7	56	36.1	44.3	47%
Not very easy	7	14.0	23	22.8	31	20.0	14.9	13%
Not at all easy	2	4.0	4	4.0	6	3.9	5.2	5%
Don't know	0	0.0	1	1.0	1	0.6	0.7	-
Haven't tried	0	0.0	2	2.0	2	1.3	2.5	4%
Total %		100.0		100.0		100.0		
No answering	50		101		155		16,512	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	38	37.6	19	37.3	59	38.1	32.5	31%
Fairly easy	35	34.7	21	41.2	56	36.1	44.3	47%
Not very easy	22	21.8	8	15.7	31	20.0	14.9	13%
Not at all easy	4	4.0	2	3.9	6	3.9	5.2	5%
Don't know	1	1.0	0	0.0	1	0.6	0.7	-
Haven't tried	1	1.0	1	2.0	2	1.3	2.5	4%
Total %		100.0		100.0		100.0		
No answering	101		51		155		16,512	1

Q14 How easy is it to speak to a doctor or nurse on the phone?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	15	30.0	24	24.0	41	26.6	26.0	8% / 8%
Fairly easy	18	36.0	33	33.0	52	33.8	35.2	15% / 14%
Not very easy	5	10.0	15	15.0	21	13.6	12.1	9% / 7%
Not at all easy	1	2.0	2	2.0	3	1.9	2.8	9% / 5%
Don't know	2	4.0	6	6.0	8	5.2	4.3	12% / 16%
Haven't tried	9	18.0	20	20.0	29	18.8	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	**50**		**100**		**154**		**16,437**	**100% / 100%**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	23	23.0	17	33.3	41	26.6	26.0	8% / 8%
Fairly easy	30	30.0	21	41.2	52	33.8	35.2	15% / 14%
Not very easy	16	16.0	4	7.8	21	13.6	12.1	9% / 7%
Not at all easy	3	3.0	0	0.0	3	1.9	2.8	9% / 5%
Don't know	8	8.0	0	0.0	8	5.2	4.3	12% / 16%
Haven't tried	20	20.0	9	17.6	29	18.8	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	**100**		**51**		**154**		**16,437**	**100% / 100%**

Q15 If you need to see a GP urgently, can you normally get seen same day?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	39	78.0	60	60.0	101	65.6	62.0
No	5	10.0	29	29.0	35	22.7	17.7
Don't know/nev	6	12.0	11	11.0	18	11.7	20.2
Total %		100.0		100.0		100.0	100.0
No answering	**50**		**100**		**154**		**16,382**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	58	58.0	42	82.4	101	65.6	62.0
No	28	28.0	6	11.8	35	22.7	17.7
Don't know/nev	14	14.0	3	5.9	18	11.7	20.2
Total %		100.0		100.0		100.0	100.0
No answering	**100**		**51**		**154**		**16,382**

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Important	46	93.9	87	87.9	136	89.5	86.2
Not important	3	6.1	12	12.1	16	10.5	13.8
Total %		100.0		100.0		100.0	
No answering	49		99		152		16,210

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	89	89.9	45	90.0	136	89.5	86.2
Not important	10	10.1	5	10.0	16	10.5	13.8
Total %		100.0		100.0		100.0	
No answering	99		50		152		16,210

Q17 How easy is it to book ahead?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	26	53.1	34	34.3	64	42.1	34.4
Fairly easy	19	38.8	44	44.4	63	41.4	42.2
Not very easy	2	4.1	11	11.1	13	8.6	13.5
Not at all easy	0	0.0	4	4.0	4	2.6	4.0
Don't know	0	0.0	2	2.0	2	1.3	1.8
Haven't tried	2	4.1	4	4.0	6	3.9	4.1
Total %		100.0		100.0		100.0	100.0
No answering	49		99		152		16102

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	34	34.7	27	52.9	64	42.1	34.4
Fairly easy	48	49.0	15	29.4	63	41.4	42.2
Not very easy	6	6.1	7	13.7	13	8.6	13.5
Not at all easy	4	4.1	0	0.0	4	2.6	4.0
Don't know	2	2.0	0	0.0	2	1.3	1.8
Haven't tried	4	4.1	2	3.9	6	3.9	4.1
Total %		100.0		100.0		100.0	100.0
No answering	98		51		152		16102

Q18 How do you normally book appointments?

(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 V4 Benchmark % of patients prefer	GPPS Benchmark
In person	14	18	25	8	34	19.2	20.9	26.5	30%
By phone	39	94	88	45	137	77.4	84.0	80.1	90%
Online	2	3	4	1	5	2.8	3.1	3.4	3%
Doesn't apply	1	0	0	1	1	0.6	0.6	0.6	1%
Total Response	56	115	117	55	177	100.0	108.6	110.6	124%
From your	**52**	**101**	**102**	**52**	**163**	patients			

(though some may not have answered this question)

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

Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	13	21	25	10	36	18.0	22.1	29.0	31%
By phone	41	87	84	44	131	65.5	80.4	76.2	81%
Online	10	21	26	5	31	15.5	19.0	21.7	29%
Doesn't apply	1	1	1	1	2	1.0	1.2	1.2	
Total	65	130	136	60	200	100.0	122.7	128.2	141%
From your	**52**	**101**	**102**	**52**	**163**	patients*			

(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	20.9	22.1
By phone	84.0	80.4
Online	3.1	19.0
Doesn't apply	0.6	1.2
Total	108.6	122.7

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical,

*please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above*

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

Q20 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	32	62.7	59	58.4	95	60.5	30.9
2-4 days	16	31.4	35	34.7	52	33.1	31.0
5 days or more	0	0.0	2	2.0	2	1.3	24.2
Don't usually need to be seen quickly	2	3.9	2	2.0	4	2.5	6.6
Don't know, never tried	1	2.0	3	3.0	4	2.5	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**51**		**101**		**157**		**16,283**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	60	58.8	32	62.7	95	60.5	30.9
2-4 days	34	33.3	17	33.3	52	33.1	31.0
5 days or more	2	2.0	0	0.0	2	1.3	24.2
Don't usually need to be seen quickly	2	2.0	2	3.9	4	2.5	6.6
Don't know, never tried	4	3.9	0	0.0	4	2.5	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**102**		**51**		**157**		**16,283**

Q21 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
	21	42.0	19	18.8	42	26.9	25.8
Very good	11	22.0	31	30.7	44	28.2	28.6
Good	12	24.0	21	20.8	34	21.8	20.4
Fair	5	10.0	19	18.8	24	15.4	14.5
Poor	0	0.0	7	6.9	7	4.5	5.8
Very poor	0	0.0	3	3.0	3	1.9	0.9
Does not apply	1	2.0	1	1.0	2	1.3	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**50**		**101**		**156**		16289

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	21	20.8	20	39.2	42	26.9	25.8
Very good	26	25.7	16	31.4	44	28.2	28.6
Good	25	24.8	8	15.7	34	21.8	20.4
Fair	21	20.8	3	5.9	24	15.4	14.5
Poor	4	4.0	3	5.9	7	4.5	5.8
Very poor	2	2.0	1	2.0	3	1.9	0.9
Does not apply	2	2.0	0	0.0	2	1.3	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**101**		**51**		**156**		**16,289**

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

Q22 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	31	60.8	72	72.0	107	68.6	56.7
2-4 days	15	29.4	23	23.0	39	25.0	26.2
5 days or more	0	0.0	1	1.0	1	0.6	7.0
Don't usually need to be seen qu	2	3.9	2	2.0	4	2.6	4.3
Don't know, never tried	3	5.9	2	2.0	5	3.2	5.8
Total %		100.0		100.0		100	100.0
Total Responses	**51**		**100**		**156**		**16,282**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	66	65.3	38	74.5	107	68.6	56.7
2-4 days	28	27.7	10	19.6	39	25.0	26.2
5 days or more	0	0.0	1	2.0	1	0.6	7.0
Don't usually need to be seen qu	3	3.0	1	2.0	4	2.6	4.3
Don't know, never tried	4	4.0	1	2.0	5	3.2	5.8
Total %		100.0		100.0		100	100.0
Total Responses	**101**		**51**		**156**		**16,282**

Q23 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	21	41.2	22	21.8	45	28.7	31.0
Very good	14	27.5	27	26.7	42	26.8	29.7
Good	10	19.6	20	19.8	32	20.4	19.5
Fair	5	9.8	21	20.8	26	16.6	11.1
Poor	0	0.0	6	5.9	6	3.8	3.5
Very poor	0	0.0	3	3.0	3	1.9	0.7
Does not apply	1	2.0	2	2.0	3	1.9	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	**51**		**101**		**157**		**15,668**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	24	23.5	20	39.2	45	28.7	31.0
Very good	25	24.5	16	31.4	42	26.8	29.7
Good	24	23.5	6	11.8	32	20.4	19.5
Fair	22	21.6	4	7.8	26	16.6	11.1
Poor	2	2.0	4	7.8	6	3.8	3.5
Very poor	2	2.0	1	2.0	3	1.9	0.7
Does not apply	3	2.9	0	0.0	3	1.9	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	**102**		**51**		**157**		**15,668**

Q24 How long did you wait for your most recent consultation to start?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	8	16.0	6	6.3	14	9.4	22.8	10%
6-10 minutes	15	30.0	24	25.3	41	27.5	39.5	5-15 mins 58%
11-20 minutes	13	26.0	26	27.4	40	26.8	22.2	
21-30 minutes	6	12.0	12	12.6	19	12.8	9.0	
More than 30 minutes	7	14.0	21	22.1	28	18.8	5.2	>15 mins 24%
No set time	1	2.0	6	6.3	7	4.7	1.3	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**50**		**95**		**149**		**15,664**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	10	10.2	4	8.3	14	9.4	19.6	10%
6-10 minutes	23	23.5	17	35.4	41	27.5	40.0	5-15 mins 58%
11-20 minutes	29	29.6	10	20.8	40	26.8	24.2	
21-30 minutes	12	12.2	6	12.5	19	12.8	8.8	
More than 30 minutes	19	19.4	9	18.8	28	18.8	5.9	>15 mins 24%
No set time	5	5.1	2	4.2	7	4.7	1.5	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**98**		**48**		**149**		**15,664**	

Q25 How do you rate how long you waited?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	11	22.0	6	6.3	18	12.0	24.1
Very good	14	28.0	14	14.6	28	18.7	26.6
Good	10	20.0	25	26.0	35	23.3	21.6
Satisfactory	12	24.0	25	26.0	40	26.7	19.6
Poor	2	4.0	16	16.7	18	12.0	6.1
Very poor	1	2.0	10	10.4	11	7.3	1.4
Does not apply	0	0.0	0	0.0	0	0.0	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**50**		**96**		**150**		**15,701**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	10	10.2	8	16.3	18	12.0	24.1
Very good	15	15.3	13	26.5	28	18.7	26.6
Good	25	25.5	10	20.4	35	23.3	21.6
Satisfactory	27	27.6	10	20.4	40	26.7	19.6
Poor	13	13.3	5	10.2	18	12.0	6.1
Very poor	8	8.2	3	6.1	11	7.3	1.4
Does not apply	0	0.0	0	0.0	0	0.0	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**98**		**49**		**150**		**15,701**

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.

Q26 Is your GP surgery open at convenient times?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark
Yes	41	83	80	45	128	88.9	86.3
Answered Q27	*17*	*28*	*28*	*18*			
No	2	6	8	0	8	5.6	9.2
Don't know	4	4	7	1	8	5.6	4.6
Answered Q27	*6*	*8*	*13*	*1*			
Total %						100.0	100.0
Total no responses	**47**	**93**	**95**	**46**	**144**		**15,538**

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

A total of **16** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

of these, **13** also answered Q27

However a total of **63** patients who answered Q26, also answered Q27;

Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows reponses from all patients answering this question (Q27). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	**23**	**36**	**41**	**19**	**63**	100.0		**6,598**	
Before 8am	7	9	8	8	16	25.4	17.4	16.6	13%
At lunchtime	7	10	14	3	17	27.0	18.5	12.0	6%
After 6.30pm	5	10	12	4	15	23.8	16.3	22.6	28%
Saturday	9	11	15	5	20	31.7	21.7	28.8	47%
Sunday	6	10	14	1	15	23.8	16.3	10.2	5%
None of these	3	4	5	3	9	14.3	9.8	9.8	
Total %							100.0	100.0	
Total no responses	**37**	**54**	**68**	**24**	**92**			**9,367**	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27. They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No or Don't know answered Q27	**5**	**8**	**12**	**1**	**13**	100.0		**1,864**	
Before 8am	0	1	1	0	1	7.7	4.5	15.6	13%
At lunchtime	1	4	4	1	5	38.5	22.7	8.0	6%
After 6.30pm	1	1	2	0	2	15.4	9.1	29.2	28%
Saturday	4	3	7	0	7	53.8	31.8	32.2	47%
Sunday	3	3	6	0	6	46.2	27.3	12.8	5%
None of these	1	0	1	0	1	7.7	4.5	2.2	
Total %							100.0	100.0	
Total no responses	**10**	**12**	**21**	**1**	**22**			**3,645**	

Q28 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 V4 % benchmark	GPPS Benchmark
Yes	33	58	60	32	95	65.1	64.6	61%
No	15	35	35	15	50	34.2	33.7	38%
There is only one doctor in my surgery	0	1	1	0	1	0.7	1.7	2%
Total %						100.0	100.0	
Total no responses	**48**	**94**	**96**	**47**	**146**		**15,634**	

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

95 Patients answered "Yes" to Q28 so prefer to speak to a particular GP
108 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Number said "Yes" to Q28	33	58	60	32	95	65.1	**10,098**	
Always or almost always	23	30	32	22	55	50.9	45.1	48%
A lot of the time	8	14	13	9	23	21.3	25.6	22%
Some of the time	5	20	19	6	26	24.1	19.7	24%
Never or almost never	0	2	2	0	2	1.9	2.5	6%
Not tried	1	1	2	0	2	1.9	1.0	1%
Total answering this question	**37**	**67**	**68**	**37**	**108**	100.0	**10,098**	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

Qs 30 to 35: Summary of how good the Nurse was perceived to be at 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.

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	55.2	52.2	56.7	55.2	48.5	47.4
Good	27.6	29.9	26.9	28.4	32.8	33.1
Satisfactory	6.7	8.2	6.7	6.7	7.5	8.3
Poor	1.5	1.5	0.7	0.7	1.5	1.5
Very poor	0.0	0.0	0.7	0.7	0.0	0.0
Does not apply	9.0	8.2	8.2	8.2	9.7	9.8
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**134**	**134**	**134**	**134**	**134**	**133**

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

GPPS Benchmarks %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	N/A	48%	47%	46%	38%	N/A
Good		33%	33%	32%	30%	
Satisfactory		5%	6%	7%	9%	
Poor		1%	1%	1%	1%	
Very poor		0%	0%	0%	1%	
Does not apply		12%	13%	14%	21%	
Total %		99%	100%	100%	100%	

GPAQ V4 % benchmark	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	66.6	62.7	64.6	61.1	54.9	56.9
Good	23.0	27.1	24.7	24.9	26.2	24.2
Fair	5.2	6.1	6.1	7.0	7.2	6.0
Poor	0.8	0.6	0.7	0.8	0.8	0.6
Very poor	0.3	0.2	0.2	0.3	0.3	0.3
Does not apply	4.1	3.3	3.6	6.0	10.6	12.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**12,540**	**12,380**	**12,345**	**12,306**	**12,247**	**12,212**

Qs 30 to 32: Summary of how good the Nurse was perceived to be at the following:

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

Males %	Q30 Putting you at ease?	GPAQ V4 % benchmark Q30 Putting you at ease?	Q31 Giving you enough time?	GPAQ V4 % benchmark Q31 Giving you enough time?	Q32 Listening to you?	GPAQ V4 % benchmark Q32 Listening to you?
Very good	65.9	68.5	54.8	64.1	59.5	66.5
Good	19.5	21.7	28.6	26.5	26.2	23.8
Satisfactory	4.9	4.4	7.1	4.9	4.8	5.0
Poor	0.0	0.4	0.0	0.4	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	9.8	4.9	9.5	4.0	9.5	4.1
Total Number	**41**	**4,483**	**42**	**4,431**	**42**	**4,416**
Females %						
Very good	51.1	65.4	51.7	61.9	56.3	63.7
Good	30.7	23.7	29.9	27.4	27.6	25.0
Satisfactory	8.0	5.6	9.2	6.8	6.9	6.7
Poor	1.1	1.0	1.1	0.7	0.0	0.9
Very poor	0.0	0.4	0.0	0.2	1.1	0.3
Does not apply	9.1	3.8	8.0	2.9	8.0	3.4
Total Number	**88**	**7,660**	**87**	**7,559**	**87**	**7,544**
Under 45 %						
Very good	48.8	60.4	48.8	58.3	50.0	60.6
Good	31.4	26.1	31.4	29.4	34.9	26.5
Satisfactory	9.3	5.9	9.3	6.5	4.7	6.6
Poor	0.0	1.1	1.2	0.8	0.0	1.0
Very poor	0.0	0.4	0.0	0.2	1.2	0.3
Does not apply	10.5	6.1	9.3	4.8	9.3	4.8
Total Number	**86**	**5,001**	**86**	**4,918**	**86**	**4,904**
Over 45 %						
Very good	68.2	71.0	59.1	66.1	70.5	67.7
Good	20.5	20.7	27.3	25.4	11.4	23.3
Satisfactory	2.3	4.5	6.8	5.7	11.4	5.5
Poor	2.3	0.6	0.0	0.4	0.0	0.6
Very poor	0.0	0.3	0.0	0.1	0.0	0.2
Does not apply	6.8	2.8	6.8	2.2	6.8	2.8
Total Number	**44**	**7,340**	**44**	**7,269**	**44**	**7,252**

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

Qs 33 to 35: Summary of how good the Nurse was perceived to be at the following

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

Males %	Q33 Explaining your condition and treatment?	GPAQ V4 % benchmark Q33 Explaining your tests and treatment?	Q34 Involving you in decisions about your care?	GPAQ V4 % benchmark Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?	GPAQ V4 % benchmark Q35 Providing or arranging treatment for you?
Very good	57.1	62.6	52.4	55.8	55.0	58.2
Good	26.2	24.8	31.0	26.6	30.0	24.9
Fair	7.1	6.0	7.1	7.1	7.5	5.6
Poor	0.0	0.5	0.0	0.5	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	9.5	5.9	9.5	9.9	7.5	10.8
Total Number	**42**	**4,400**	**42**	**4,384**	**40**	**4,380**
Females %						
Very good	55.2	60.4	48.3	54.2	45.5	55.1
Good	28.7	24.8	32.2	26.1	34.1	24.3
Fair	6.9	7.5	8.0	7.3	8.0	6.4
Poor	0.0	1.0	1.1	1.0	1.1	0.7
Very poor	1.1	0.3	0.0	0.4	0.0	0.4
Does not apply	8.0	6.0	10.3	11.0	11.4	13.1
Total Number	**87**	**7,526**	**87**	**7,487**	**88**	**7,464**
Under 45 %						
Very good	53.5	57.3	41.9	53.3	44.7	55.6
Good	31.4	27.1	39.5	27.7	36.5	25.9
Fair	4.7	7.4	8.1	7.2	7.1	6.3
Poor	0.0	1.0	0.0	1.1	0.0	0.8
Very poor	1.2	0.3	0.0	0.3	0.0	0.3
Does not apply	9.3	6.8	10.5	10.5	11.8	11.0
Total Number	**86**	**4,891**	**86**	**4,868**	**85**	**4,859**
Over 45 %						
Very good	59.1	63.9	63.6	56.2	54.5	57.8
Good	22.7	23.3	18.2	25.2	25.0	22.9
Fair	11.4	6.5	6.8	7.0	11.4	5.7
Poor	0.0	0.6	2.3	0.7	2.3	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	6.8	5.4	9.1	10.7	6.8	12.8
Total Number	**44**	**7,225**	**44**	**7,194**	**44**	**7,175**

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

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

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	Total GPAQ V4 % benchmark	GPPS Benchmark
Yes	100.0	98.8	98.7	100.0	98.4	97.1	N/A
No	0.0	1.3	1.3	0.0	1.6	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
Number answering Q36	**38**	**80**	**77**	**42**	**122**	**11,676**	N/A

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

Q37 Understand you health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	43	84.3	65	67.0	110	73.3	13,789	85.0
Unsure	7	13.7	20	20.6	27	18.0	1,783	11.0
Not very well	1	2.0	6	6.2	7	4.7	246	1.5
Does not apply	0	0.0	6	6.2	6	4.0	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	51		97		150		16,226	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	65	66.3	44	86.3	110	73.3	13,789	85.0
Unsure	22	22.4	5	9.8	27	18.0	1,783	11.0
Not very well	5	5.1	2	3.9	7	4.7	246	1.5
Does not apply	6	6.1	0	0.0	6	4.0	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	98		51		150		16,226	

Q38 Cope with your health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	39	76.5	64	64.6	104	68.4	13,295	82.4
Unsure	9	17.6	21	21.2	31	20.4	1,920	11.9
Not very well	0	0.0	7	7.1	7	4.6	333	2.1
Does not apply	3	5.9	7	7.1	10	6.6	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	51		99		152		16,137	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	60	60.6	44	84.6	104	68.4	13,295	82.4
Unsure	25	25.3	5	9.6	31	20.4	1,920	11.9
Not very well	5	5.1	2	3.8	7	4.6	333	2.1
Does not apply	9	9.1	1	1.9	10	6.6	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	99		52		152		16,137	

Q39 Keep yourself healthy

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	38	74.5	70	70.7	109	71.7	12,073	75.2
Unsure	9	17.6	16	16.2	26	17.1	2,581	16.1
Not very well	2	3.9	7	7.1	9	5.9	406	2.5
Does not apply	2	3.9	6	6.1	8	5.3	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	51		99		152		16,048	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	67	67.7	42	80.8	109	71.7	12,073	75.2
Unsure	18	18.2	7	13.5	26	17.1	2,581	16.1
Not very well	7	7.1	2	3.8	9	5.9	406	2.5
Does not apply	7	7.1	1	1.9	8	5.3	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	99		52		152		16,048	

Q40 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 V4 % benchmark	GPPS Benchmark
Excellent	25	24	30	20	50	32.9	45.9	
Very good	16	39	37	18	55	36.2	34.6	51%
Good	6	22	19	9	29	19.1	14.0	38%
Satisfactory	4	13	12	5	17	11.2	4.6	7%
Poor	0	1	1	0	1	0.7	0.8	3%
Very poor	0	0	0	0	0	0.0	0.2	1%
Total %						100.0	100.0	100%
Total number	**51**	**99**	**99**	**52**	**152**		**16,287**	

152 of the 163 patients who completed the questionnaire answered this question.
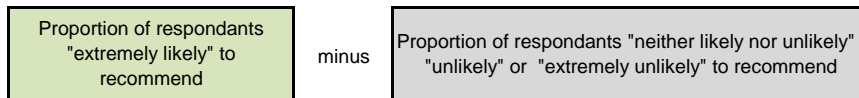
Friends and Family Test

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	31	31	36	27	63	42.0
Likely	16	50	45	21	66	44.0
Neither likely nor unlikely	3	8	9	2	11	7.3
Unlikely	0	4	4	0	4	2.7
Extremely unlikely	0	1	1	0	1	0.7
Don't know	1	4	3	2	5	3.3
Total %						97.3
Total number responses	**51**	**98**	**98**	**52**	**150**	
FFT NPS Scores:	**54.9**	**19.1**	**23.4**	**48.1**	**32.2**	

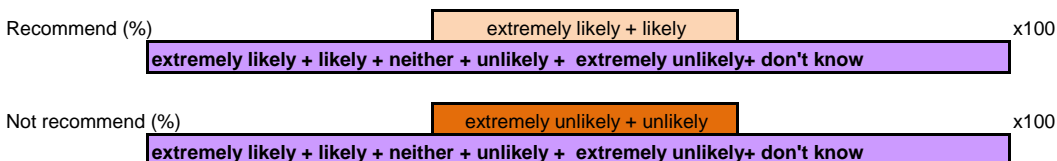150 of the 163 patients who completed the questionnaire answered this question.

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

Proportion of respondents "extremely likely" to recommend	minus	Proportion of respondents "neither likely nor unlikely" , "unlikely" or "extremely unlikely" to recommend

However there is a move to present the scores as percentages of those who would, or would not recommend:

Q41 FFT	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	31	31	36	27	63	42.0
Likely	16	50	45	21	66	44.0
Neither likely nor unlikely	3	8	9	2	11	7.3
Unlikely	0	4	4	0	4	2.7
Extremely unlikely	0	1	1	0	1	0.7
Don't know	1	4	3	2	5	3.3
Total %						97.3
Total number responses	**51**	**98**	**98**	**52**	**150**	
Recommend (%)	**92.2**	**82.7**	**82.7**	**92.3**	**86.0**	
Not recommend (%)	**0.0**	**5.1**	**5.1**	**0.0**	**3.3**	

FFT results as a percentage of respondents who would/would not recommend the service to their friends and family

Recommend (%)
$$\frac{\text{extremely likely + likely}}{\text{extremely likely + likely + neither + unlikely + extremely unlikely+ don't know}} \times 100$$

Not recommend (%)
$$\frac{\text{extremely unlikely + unlikely}}{\text{extremely likely + likely + neither + unlikely + extremely unlikely+ don't know}} \times 100$$

Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	**52**	**101**	**163**	**17,145**
GP				
Q1 Putting you at ease?	92.3	82.3	86.2	92.8
Q2 Being polite and considerate?	93.0	87.4	89.6	94.6
Q3 Listening to you?	92.8	83.3	86.6	93.7
Q4 Giving you enough time?	88.9	80.8	83.8	91.5
Q5 Assessing your medical condition?	92.6	81.0	85.2	91.5
Q6 Explaining your condition and treatment?	91.5	79.1	83.5	91.1
Q7 Involving you in decisions about your care?	90.4	78.6	83.1	90.5
Q8 Providing or arranging treatment for you?	90.2	80.5	84.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	94.9	86.9	89.6	95.7
Q10 Confidence that the dr will keep your information confidential?	96.1	88.4	91.7	97.0
Q11 Would you be completely happy to see this GP again?	100.0	96.9	98.1	98.8
Nurse				
Q30 Putting you at ease?	91.9	86.3	87.5	90.3
Q31 Giving you enough time?	88.2	85.9	86.2	89.2
Q32 Listening to you?	90.1	87.5	87.6	89.6
Q33 Explaining your condition and treatment?	88.8	87.2	87.2	88.8
Q34 Involving you in decisions about your care?	87.5	85.6	85.5	87.6
Q35 Providing or arranging treatment for you?	87.8	84.9	85.0	88.9
Q36 Would you be completely happy to see this Nurse again?	100.0	98.8	98.4	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	91.2	89.2	90.2	89.1
Q13 How easy is it to get through to the practice on the phone?	72.3	68.1	69.9	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	73.2	68.6	70.3	69.9
Q17 How easy to book ahead?	83.4	71.7	76.3	70.9
Q21 How do you rate how quickly you were seen (partic dr)	79.6	65.4	70.5	70.7
Q23 How do you rate how quickly you were seen (any dr)	80.4	65.9	71.0	75.0
Q25 How do you rate how long you waited	66.8	47.3	54.0	67.8
Q37 Understand your health problems	91.2	82.4	85.8	92.8
Q38 Cope with your health problems	90.6	81.0	84.2	91.7
Q39 Keep yourself healthy	86.7	83.9	84.7	88.7
Q40 Overall, how would you describe your experience?	84.3	74.5	77.9	83.9

*Practice benchmarks 10 points or more **above** the national benchmark are highlighted in*   yellow

*Practice benchmarks 5 points or more **above** the national benchmark are highlighted in*   *pale yellow*

*Practice benchmarks **above** the national benchmark are highlighted in*   cream

*Practice benchmarks **below** the national benchmark are highlighted in*   v pale green

*Practice benchmarks 5 points or more **below** the national benchmark are highlighted in*   pale green

*Practice benchmarks 10 points or more **below** the national benchmark are highlighted in*   green

Ditto Male/Female with respect to overall practice benchmarks.

Caution: *Where numbers are not split equally between comparison groups, results may appear skewed.*

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

Benchmarks

	Under 45	Over 45	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	102	52	163	17,145
GP				
Q1 Putting you at ease?	82.2	92.8	86.2	92.8
Q2 Being polite and considerate?	87.3	93.3	89.6	94.6
Q3 Listening to you?	85.8	88.2	86.6	93.7
Q4 Giving you enough time?	81.7	87.5	83.8	91.5
Q5 Assessing your medical condition?	82.7	89.7	85.2	91.5
Q6 Explaining your condition and treatment?	82.5	85.1	83.5	91.1
Q7 Involving you in decisions about your care?	81.0	86.5	83.1	90.5
Q8 Providing or arranging treatment for you?	81.6	88.5	84.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	88.3	92.2	89.6	95.7
Q10 Confidence that the dr will keep your information confidential?	90.2	93.0	91.7	97.0
Q11 Would you be completely happy to see this GP again?	96.9	100.0	98.1	98.8
Nurse				
Q30 Putting you at ease?	86.0	91.5	87.5	90.3
Q31 Giving you enough time?	85.3	89.0	86.2	89.2
Q32 Listening to you?	86.5	90.9	87.6	89.6
Q33 Explaining your condition and treatment?	87.5	87.8	87.2	88.8
Q34 Involving you in decisions about your care?	84.4	89.4	85.5	87.6
Q35 Providing or arranging treatment for you?	85.7	85.4	85.0	88.9
Q36 Would you be completely happy to see this Nurse again?	98.7	100.0	98.4	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	89.2	91.4	90.2	89.1
Q13 How easy is it to get through to the practice on the phone?	69.1	71.0	69.9	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	66.8	76.6	70.3	69.9
Q17 How easy to book ahead?	73.5	80.0	76.3	70.9
Q21 How do you rate how quickly you were seen (partic dr)	66.7	77.3	70.5	70.7
Q23 How do you rate how quickly you were seen (any dr)	68.3	76.1	71.0	75.0
Q25 How do you rate how long you waited	51.4	60.0	54.0	67.8
Q37 Understand your health problems	82.6	91.2	85.8	92.8
Q38 Cope with your health problems	80.6	91.2	84.2	91.7
Q39 Keep yourself healthy	82.6	89.2	84.7	88.7
Q40 Overall, how would you describe your experience?	76.8	80.4	77.9	83.9

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

Ditto Under/Over 45 with respect to overall practice benchmarks.

Caution: *Where numbers are not split equally between comparison groups, results may appear skewed.*

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