



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**

**2016 - 2017**

**Report by**

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*GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester*

## Introduction

### The Survey

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

### Survey Development

GPAQ was introduced in 2004. This version, GPAQ-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 28.

### 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 - 2017	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	189	17,145
No practices	1,031		
% female	64.7	64.0	59.2
% over 45*	(Mean age: 50.3)	29.1	54.8
% with long term disability	49.0	43.9	48.0
<b>Ethnicity</b>			
% White	92.2	48.7	80.3
% Asian/Asian British	3.7	21.7	6.6
% Black/Black British	1.8	18.5	3.2
% Mixed	1.1	0.5	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	3.7	2.2
<b>Employment</b>			
% employed	48.4	52.4	44.6
% unemployed	2.5	4.8	3.8
% in full time education	3.4	4.2	3.8
% unable to work/long term sickness	7.2	10.6	6.0
% looking after home / family	9.6	11.1	7.0
% retired	27.5	5.3	24.3
% other	1.6	3.2	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	106	or	56% who answered the question
	75	saw the GP/nurse	for themselves
	31	saw the GP/nurse	for their child
	0	saw the GP/nurse	for another reason or person.

**Q42 Are you male or female?**

	Number	%
Male	56	29.6
Female	121	64.0
Missing	12	6.3
Total	189	100.0

**Q43 How old are you?**

	Number	%
Under 16	6	3.2
16 to 44	116	61.4
45 to 64	47	24.9
65 to 74	5	2.6
75 or over	3	1.6
Missing	12	6.3
Total	189	100.0

**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
<b>Age</b>								
Under 16	2	4			6			}
16 to 44	32	84	122		116	<b>68.9</b>	41.7	} 46%
45 to 64	18	29			47			{
65 to 74	3	2		55	5	<b>31.1</b>	58.3	} 54%
75 or over	1	2			3			{
<b>Total</b>	<b>56</b>	<b>121</b>	122	55	<b>177</b>	100.0	100.0	<b>100%</b>
<b>%</b>	<b>31.6</b>	<b>68.4</b>						
Missing					12			
Benchmark %	36.8	63.2						
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>						

177 of the 189 patients who completed the questionnaire answered both these questions.

#### Q44 Do you have a long standing health condition?

						% of total responses		
Yes	22	61	45	38	83	47.7		
No	30	46	63	13	76	43.7		
Don't know / can't say	3	12	12	3	15	8.6		
Total %						91.4		
<b>Total Number</b>	55	119	120	54				
Missing					15			

174 of the 189 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	24	68	62	30	92	52.3		
Black or Black British	9	26	25	10	35	19.9		
Asian or Asian British	19	22	26	15	41	23.3		
Mixed	0	1	1	0	1	0.6		
Chinese	0	0	0	0	0	0.0		
Other ethnic group	4	3	7	0	7	4.0		
Total %						96.0		
<b>Total Number</b>	56	120	121	55				
Missing					13			

176 of the 189 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.

#### 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)	40	59	75	24	99	57.2	48.5	58%
Unemployed / looking for work	0	9	7	2	9	5.2	4.2	5%
At school or in full time education	1	7	8	0	8	4.6	4.1	4%
Unable to work due to long term sickness	7	13	7	13	20	11.6	6.6	5%
Looking after your home/family	0	21	17	4	21	12.1	7.6	6%
Retired from paid work	5	5	0	10	10	5.8	26.4	20%
Other	1	5	5	1	6	3.5	2.6	2%
Total %						96.5	100.0	98%
<b>Total Number</b>	54	119	119	54	173		15,757	
Missing					16			

173 of the 189 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

### 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	67.3	64	52.9	107	56.9	76.8	N/A
Good	14	25.5	41	33.9	61	32.4	18.0	
Satisfactory	2	3.6	14	11.6	16	8.5	4.4	
Poor	2	3.6	0	0.0	2	1.1	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	2	1.7	2	1.1	0.3	
Total %		100.0		100.0		98.9	100.0	
<b>No answering</b>	<b>55</b>		<b>121</b>		<b>188</b>		<b>16,425</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	66	54.5	35	63.6	107	56.9	76.8	N/A
Good	37	30.6	18	32.7	61	32.4	18.0	
Satisfactory	14	11.6	2	3.6	16	8.5	4.4	
Poor	2	1.7	0	0.0	2	1.1	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	2	1.7	0	0.0	2	1.1	0.3	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>121</b>		<b>55</b>		<b>188</b>		<b>16,425</b>	

#### Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	40	72.7	73	61.3	120	64.5	82.0	N/A
Good	12	21.8	39	32.8	55	29.6	14.7	
Satisfactory	3	5.5	6	5.0	10	5.4	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	0	0.0	1	0.8	1	0.5	0.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>55</b>		<b>119</b>		<b>186</b>		<b>16,402</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	77	64.7	36	65.5	120	64.5	82.0	N/A
Good	34	28.6	17	30.9	55	29.6	14.7	
Satisfactory	7	5.9	2	3.6	10	5.4	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	0.8	0	0.0	1	0.5	0.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>119</b>		<b>55</b>		<b>186</b>		<b>16,402</b>	

**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	38	69.1	79	65.3	124	66.0	79.5	52%
Good	16	29.1	34	28.1	53	28.2	16.2	36%
Satisfactory	1	1.8	7	5.8	10	5.3	3.6	7%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	1	0.8	1	0.5	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
<b>No answering</b>	<b>55</b>		<b>121</b>		<b>188</b>		<b>16,419</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	82	67.8	35	63.6	124	66.0	79.5	49%
Good	31	25.6	19	34.5	53	28.2	16.2	37%
Satisfactory	7	5.8	1	1.8	10	5.3	3.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	1	0.8	0	0.0	1	0.5	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>121</b>		<b>55</b>		<b>188</b>		<b>16,419</b>	

**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	66.7	66	54.5	108	58.1	73.6	49%
Good	13	24.1	38	31.4	56	30.1	19.7	37%
Satisfactory	4	7.4	14	11.6	18	9.7	5.6	9%
Poor	1	1.9	1	0.8	3	1.6	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	1	0.8	1	0.5	0.2	2%
Total %		100.0		99.2		100.0	100.0	100%
<b>No answering</b>	<b>54</b>		<b>120</b>		<b>186</b>		<b>16,413</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	72	60.5	30	54.5	108	58.1	73.6	49%
Good	30	25.2	21	38.2	56	30.1	19.7	37%
Satisfactory	14	11.8	4	7.3	18	9.7	5.6	9%
Poor	2	1.7	0	0.0	3	1.6	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	1	0.8	0	0.0	1	0.5	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>119</b>		<b>55</b>		<b>186</b>		<b>16,413</b>	

**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	37	67.3	59	49.6	103	55.4	72.5	N/A
Good	16	29.1	42	35.3	62	33.3	20.1	
Satisfactory	2	3.6	15	12.6	18	9.7	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	3	2.5	3	1.6	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>55</b>		<b>119</b>		<b>186</b>		<b>16,374</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	66	55.0	30	55.6	103	55.4	72.5	N/A
Good	39	32.5	19	35.2	62	33.3	20.1	
Satisfactory	13	10.8	4	7.4	18	9.7	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	2	1.7	1	1.9	3	1.6	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>120</b>		<b>54</b>		<b>186</b>		<b>16,374</b>	

**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	40	72.7	63	52.5	112	59.9	70.4	47%
Good	13	23.6	43	35.8	58	31.0	21.3	36%
Satisfactory	2	3.6	11	9.2	14	7.5	5.5	10%
Poor	0	0.0	0	0.0	0	0.0	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	3	2.5	3	1.6	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>55</b>		<b>120</b>		<b>187</b>		<b>16,387</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	67	55.8	36	65.5	112	59.9	70.4	47%
Good	40	33.3	16	29.1	58	31.0	21.3	36%
Satisfactory	11	9.2	2	3.6	14	7.5	5.5	10%
Poor	0	0.0	0	0.0	0	0.0	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	2	1.7	1	1.8	3	1.6	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>120</b>		<b>55</b>		<b>187</b>		<b>16,387</b>	



**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	37	67.3	60	50.4	103	55.4	67.2	41%
Good	11	20.0	45	37.8	60	32.3	21.9	35%
Satisfactory	5	9.1	9	7.6	16	8.6	6.3	12%
Poor	0	0.0	2	1.7	2	1.1	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	2	3.6	3	2.5	5	2.7	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>55</b>		<b>119</b>		<b>186</b>		<b>16,278</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	67	56.3	30	54.5	103	55.4	67.2	41%
Good	35	29.4	21	38.2	60	32.3	21.9	35%
Satisfactory	11	9.2	3	5.5	16	8.6	6.3	12%
Poor	2	1.7	0	0.0	2	1.1	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	4	3.4	1	1.8	5	2.7	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>119</b>		<b>55</b>		<b>186</b>		<b>16,278</b>	

**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	37	67.3	60	51.3	102	56.0	70.8	N/A
Good	13	23.6	45	38.5	62	34.1	18.8	
Satisfactory	3	5.5	8	6.8	12	6.6	4.8	
Poor	0	0.0	0	0.0	0	0.0	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	2	3.6	4	3.4	6	3.3	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>55</b>		<b>117</b>		<b>182</b>		<b>16,169</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	64	54.2	33	61.1	102	56.0	70.8	N/A
Good	41	34.7	17	31.5	62	34.1	18.8	
Satisfactory	8	6.8	3	5.6	12	6.6	4.8	
Poor	0	0.0	0	0.0	0	0.0	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	5	4.2	1	1.9	6	3.3	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>118</b>		<b>54</b>		<b>182</b>		<b>16,169</b>	

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

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	56.9	76.8	64.5	82.0	66.0	79.5	58.1	73.6
Good	32.4	18.0	29.6	14.7	28.2	16.2	30.1	19.7
Satisfactory	8.5	4.4	5.4	2.8	5.3	3.6	9.7	5.6
Poor	1.1	0.3	0.0	0.2	0.0	0.4	1.6	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	1.1	0.3	0.5	0.1	0.5	0.2	0.5	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>188</b>	<b>16,425</b>	<b>186</b>	<b>16,402</b>	<b>188</b>	<b>16,419</b>	<b>186</b>	<b>16,413</b>

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	55.4	73	59.9	70	55.4	67	56.0	71
Good	33.3	20	31.0	21	32.3	22	34.1	19
Satisfactory	9.7	6	7.5	6	8.6	6	6.6	5
Poor	0.0	1	0.0	1	1.1	0	0.0	0
Very poor	0.0	0	0.0	0	0.0	0	0.0	0
Does not apply	1.6	1	1.6	2	2.7	4	3.3	5
Total %	100.0	100	100.0	100	100.0	100	100	100
<b>Total Number of responses</b>	<b>186</b>	<b>16,374</b>	<b>187</b>	<b>16,387</b>	<b>186</b>	<b>16,278</b>	<b>182</b>	<b>16,169</b>

**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
<b>Males %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	67.3	76.8	72.7	82.1	69.1	79.3	66.7	73.0
Good	25.5	18.0	21.8	14.4	29.1	16.2	24.1	19.9
Satisfactory	3.6	4.5	5.5	2.9	1.8	3.5	7.4	5.6
Poor	3.6	0.3	0.0	0.2	0.0	0.5	1.9	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	0.0	0.2	0.0	0.2	0.0	0.3
<b>Total Number</b>	<b>55</b>	<b>5,739</b>	<b>55</b>	<b>5,743</b>	<b>55</b>	<b>5,749</b>	<b>54</b>	<b>5,746</b>
<b>Females %</b>								
Very good	52.9	76.9	61.3	82.2	65.3	79.8	54.5	74.1
Good	33.9	18.0	32.8	14.8	28.1	16.0	31.4	19.5
Satisfactory	11.6	4.3	5.0	2.6	5.8	3.6	11.6	5.5
Poor	0.0	0.3	0.0	0.3	0.0	0.3	0.8	0.6
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	1.7	0.3	0.8	0.1	0.8	0.1	0.8	0.2
<b>Total Number</b>	<b>121</b>	<b>9,848</b>	<b>119</b>	<b>9,822</b>	<b>121</b>	<b>9,831</b>	<b>120</b>	<b>9,834</b>
<b>Under 45 %</b>								
Very good	54.5	72.3	64.7	79.1	67.8	77.0	60.5	71.4
Good	30.6	21.7	28.6	17.3	25.6	18.2	25.2	21.7
Satisfactory	11.6	5.0	5.9	3.1	5.8	4.0	11.8	5.8
Poor	1.7	0.5	0.0	0.3	0.0	0.5	1.7	0.7
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	1.7	0.2	0.8	0.1	0.8	0.1	0.8	0.2
<b>Total Number</b>	<b>121</b>	<b>6,749</b>	<b>119</b>	<b>6,760</b>	<b>121</b>	<b>6,773</b>	<b>119</b>	<b>6,765</b>
<b>Over 45 %</b>								
Very good	63.6	80.8	65.5	84.6	63.6	81.8	54.5	75.7
Good	32.7	14.9	30.9	12.5	34.5	14.3	38.2	18.1
Satisfactory	3.6	3.8	3.6	2.4	1.8	3.2	7.3	5.2
Poor	0.0	0.2	0.0	0.2	0.0	0.3	0.0	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
<b>Total Number</b>	<b>55</b>	<b>9,082</b>	<b>55</b>	<b>9,050</b>	<b>55</b>	<b>9,054</b>	<b>55</b>	<b>9,057</b>

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your tests and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	67.3	72.2	72.7	70.5	67.3	67.2	67.3	70.5
Good	29.1	20.4	23.6	21.3	20.0	21.4	23.6	19.5
Satisfactory	3.6	5.5	3.6	5.6	9.1	7.0	5.5	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	0.0	1.0	0.0	1.8	3.6	3.7	3.6	4.4
<b>Total Number</b>	<b>55</b>	<b>5,737</b>	<b>55</b>	<b>5,741</b>	<b>55</b>	<b>5,721</b>	<b>55</b>	<b>5,667</b>
<b>Females %</b>								
Very good	49.6	72.9	52.5	70.4	50.4	67.2	51.3	70.6
Good	35.3	19.9	35.8	21.3	37.8	22.2	38.5	18.6
Satisfactory	12.6	5.4	9.2	5.4	7.6	5.7	6.8	4.6
Poor	0.0	0.5	0.0	0.5	1.7	0.5	0.0	0.4
Very poor	0.0	0.1	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	2.5	1.2	2.5	2.2	2.5	4.2	3.4	5.7
<b>Total Number</b>	<b>119</b>	<b>9,811</b>	<b>120</b>	<b>9,820</b>	<b>119</b>	<b>9,748</b>	<b>117</b>	<b>9,691</b>
<b>Under 45 %</b>								
Very good	55.0	69.5	55.8	66.6	56.3	64.4	54.2	68.6
Good	32.5	22.3	33.3	23.8	29.4	23.8	34.7	20.6
Satisfactory	10.8	6.1	9.2	6.3	9.2	6.9	6.8	5.4
Poor	0.0	0.7	0.0	0.7	1.7	0.6	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	1.7	1.2	1.7	2.4	3.4	4.1	4.2	4.7
<b>Total Number</b>	<b>120</b>	<b>6,753</b>	<b>120</b>	<b>6,764</b>	<b>119</b>	<b>6,737</b>	<b>118</b>	<b>6,722</b>
<b>Over 45 %</b>								
Very good	55.6	75.3	65.5	73.6	54.5	69.7	61.1	72.8
Good	35.2	18.1	29.1	19.1	38.2	20.2	31.5	17.1
Satisfactory	7.4	5.0	3.6	4.8	5.5	5.7	5.6	4.1
Poor	0.0	0.5	0.0	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	1.9	1.1	1.8	1.8	1.8	3.9	1.9	5.3
<b>Total Number</b>	<b>54</b>	<b>9,039</b>	<b>55</b>	<b>9,042</b>	<b>55</b>	<b>8,972</b>	<b>54</b>	<b>8,880</b>

**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	52	92.9	101	84.2	163	87.2	91.2	66%
Yes, to some extent	3	5.4	16	13.3	20	10.7	7.6	27%
No, not at all	0	0.0	1	0.8	1	0.5	0.4	4%
Don't know, can't say	1	1.8	2	1.7	3	1.6	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>56</b>		<b>120</b>		<b>187</b>		<b>16,331</b>	

	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	103	85.1	50	90.9	163	87.2	91.2	66%
Yes, to some extent	14	11.6	5	9.1	20	10.7	7.6	27%
No, not at all	1	0.8	0	0.0	1	0.5	0.4	4%
Don't know, can't say	3	2.5	0	0.0	3	1.6	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>121</b>		<b>55</b>		<b>187</b>		<b>16,331</b>	

**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	50	92.6	103	86.6	163	88.6	93.0
Yes, to some extent	4	7.4	12	10.1	17	9.2	5.2
No, not at all	0	0.0	0	0.0	0	0.0	0.3
Don't know, can't say	0	0.0	4	3.4	4	2.2	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>54</b>		<b>119</b>		<b>184</b>		<b>16,286</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	103	87.3	50	90.9	163	88.6	93.0
Yes, to some extent	12	10.2	4	7.3	17	9.2	5.2
No, not at all	0	0.0	0	0.0	0	0.0	0.3
Don't know, can't say	3	2.5	1	1.8	4	2.2	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>118</b>		<b>55</b>		<b>184</b>		<b>16,286</b>

**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	52	98.1	117	99.2	179	98.9	98.8
No	1	1.9	1	0.8	2	1.1	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>53</b>		<b>118</b>		<b>181</b>		<b>15,491</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	117	98.3	52	100.0	179	98.9	98.8
No	2	1.7	0	0.0	2	1.1	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>119</b>		<b>52</b>		<b>181</b>		<b>15,491</b>

**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	38	71.7	85	70.8	126	70.0	70.5	48%
Fairly	15	28.3	33	27.5	52	28.9	26.3	41%
Not Very	0	0.0	0	0.0	0	0.0	2.1	7%
Not at all	0	0.0	1	0.8	1	0.6	0.5	2%
Don't know	0	0.0	1	0.8	1	0.6	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>53</b>		<b>120</b>		<b>180</b>		<b>16,430</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	85	71.4	38	70.4	126	70.0	70.5	48%
Fairly	32	26.9	16	29.6	52	28.9	26.3	41%
Not Very	0	0.0	0	0.0	0	0.0	2.1	7%
Not at all	1	0.8	0	0.0	1	0.6	0.5	2%
Don't know	1	0.8	0	0.0	1	0.6	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>119</b>		<b>54</b>		<b>180</b>		<b>16,430</b>	<b>1</b>

**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	23	43.4	40	33.3	64	35.6	32.5	31%
Fairly easy	25	47.2	55	45.8	83	46.1	44.3	47%
Not very easy	3	5.7	15	12.5	20	11.1	14.9	13%
Not at all easy	2	3.8	9	7.5	12	6.7	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	0	0.0	1	0.8	1	0.6	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>53</b>		<b>120</b>		<b>180</b>		<b>16,512</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	42	35.3	21	38.9	64	35.6	32.5	31%
Fairly easy	55	46.2	25	46.3	83	46.1	44.3	47%
Not very easy	12	10.1	6	11.1	20	11.1	14.9	13%
Not at all easy	9	7.6	2	3.7	12	6.7	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	1	0.8	0	0.0	1	0.6	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>119</b>		<b>54</b>		<b>180</b>		<b>16,512</b>	<b>1</b>

**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	16	30.2	38	31.7	56	30.9	26.0	8% / 8%
Fairly easy	26	49.1	35	29.2	62	34.3	35.2	15% / 14%
Not very easy	2	3.8	11	9.2	15	8.3	12.1	9% / 7%
Not at all easy	1	1.9	4	3.3	6	3.3	2.8	9% / 5%
Don't know	1	1.9	12	10.0	14	7.7	4.3	12% / 16%
Haven't tried	7	13.2	20	16.7	28	15.5	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>53</b>		<b>120</b>		<b>181</b>		<b>16,437</b>	<b>100% / 100%</b>

	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	38	31.9	16	29.6	56	30.9	26.0	8% / 8%
Fairly easy	42	35.3	19	35.2	62	34.3	35.2	15% / 14%
Not very easy	9	7.6	4	7.4	15	8.3	12.1	9% / 7%
Not at all easy	3	2.5	2	3.7	6	3.3	2.8	9% / 5%
Don't know	8	6.7	5	9.3	14	7.7	4.3	12% / 16%
Haven't tried	19	16.0	8	14.8	28	15.5	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>119</b>		<b>54</b>		<b>181</b>		<b>16,437</b>	<b>100% / 100%</b>

**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	33	63.5	54	45.4	90	50.6	62.0
No	12	23.1	41	34.5	57	32.0	17.7
Don't know/nev	7	13.5	24	20.2	31	17.4	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>52</b>		<b>119</b>		<b>178</b>		<b>16,382</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	58	49.2	29	54.7	90	50.6	62.0
No	37	31.4	16	30.2	57	32.0	17.7
Don't know/nev	23	19.5	8	15.1	31	17.4	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>118</b>		<b>53</b>		<b>178</b>		<b>16,382</b>

**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	49	94.2	103	89.6	159	91.4	86.2
Not important	3	5.8	12	10.4	15	8.6	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>52</b>		<b>115</b>		<b>174</b>		<b>16,210</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	106	91.4	46	90.2	159	91.4	86.2
Not important	10	8.6	5	9.8	15	8.6	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>116</b>		<b>51</b>		<b>174</b>		<b>16,210</b>

**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	24	46.2	40	33.9	66	37.3	34.4
Fairly easy	22	42.3	52	44.1	79	44.6	42.2
Not very easy	2	3.8	14	11.9	16	9.0	13.5
Not at all easy	2	3.8	5	4.2	7	4.0	4.0
Don't know	1	1.9	2	1.7	3	1.7	1.8
Haven't tried	1	1.9	5	4.2	6	3.4	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>52</b>		<b>118</b>		<b>177</b>		<b>16102</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	46	39.3	18	34.0	66	37.3	34.4
Fairly easy	47	40.2	27	50.9	79	44.6	42.2
Not very easy	13	11.1	3	5.7	16	9.0	13.5
Not at all easy	6	5.1	1	1.9	7	4.0	4.0
Don't know	2	1.7	1	1.9	3	1.7	1.8
Haven't tried	3	2.6	3	5.7	6	3.4	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>117</b>		<b>53</b>		<b>177</b>		<b>16102</b>



### 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	16	28	32	12	46	21.6	24.3	26.5	30%
By phone	46	110	108	48	163	76.5	86.2	80.1	90%
Online	2	2	4	0	4	1.9	2.1	3.4	3%
Doesn't apply	0	0	0	0	0	0.0	0.0	0.6	1%
<b>Total Response</b>	64	140	144	60	213	100.0	112.7	110.6	124%
<b>From your</b>	<b>56</b>	<b>121</b>	<b>122</b>	<b>55</b>	<b>189</b>	<b>patients</b>			

\*(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	12	27	25	14	42	18.2	22.2	29.0	31%
By phone	44	101	100	45	151	65.4	79.9	76.2	81%
Online	17	21	32	6	38	16.5	20.1	21.7	29%
Doesn't apply	0	0	0	0	0	0.0	0.0	1.2	
<b>Total</b>	73	149	157	65	231	100.0	122.2	128.2	141%
<b>From your</b>	<b>56</b>	<b>121</b>	<b>122</b>	<b>55</b>	<b>189</b>	<b>patients*</b>			

\*(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	24.3	22.2
By phone	86.2	79.9
Online	2.1	20.1
Doesn't apply	0.0	0.0
<b>Total</b>	<b>112.7</b>	<b>122.2</b>

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	29	54.7	55	46.2	89	49.4	30.9
2-4 days	21	39.6	47	39.5	69	38.3	31.0
5 days or more	0	0.0	6	5.0	8	4.4	24.2
Don't usually need to be seen quickly	2	3.8	4	3.4	6	3.3	6.6
Don't know, never tried	1	1.9	7	5.9	8	4.4	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>53</b>		<b>119</b>		<b>180</b>		<b>16,283</b>

	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	56	47.5	28	51.9	89	49.4	30.9
2-4 days	45	38.1	23	42.6	69	38.3	31.0
5 days or more	4	3.4	2	3.7	8	4.4	24.2
Don't usually need to be seen quickly	5	4.2	1	1.9	6	3.3	6.6
Don't know, never tried	8	6.8	0	0.0	8	4.4	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>118</b>		<b>54</b>		<b>180</b>		<b>16,283</b>

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
	20	37.7	18	15.1	39	21.8	25.8
Very good	15	28.3	37	31.1	53	29.6	28.6
Good	10	18.9	31	26.1	43	24.0	20.4
Fair	5	9.4	20	16.8	26	14.5	14.5
Poor	2	3.8	7	5.9	11	6.1	5.8
Very poor	0	0.0	3	2.5	3	1.7	0.9
Does not apply	1	1.9	3	2.5	4	2.2	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>53</b>		<b>119</b>		<b>179</b>		<b>16289</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	21	17.8	17	31.5	39	21.8	25.8
Very good	38	32.2	14	25.9	53	29.6	28.6
Good	29	24.6	12	22.2	43	24.0	20.4
Fair	16	13.6	9	16.7	26	14.5	14.5
Poor	7	5.9	2	3.7	11	6.1	5.8
Very poor	3	2.5	0	0.0	3	1.7	0.9
Does not apply	4	3.4	0	0.0	4	2.2	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>118</b>		<b>54</b>		<b>179</b>		<b>16,289</b>

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	34	66.7	60	50.8	97	55.4	56.7
2-4 days	15	29.4	39	33.1	55	31.4	26.2
5 days or more	0	0.0	8	6.8	9	5.1	7.0
Don't usually need to be seen qu	1	2.0	2	1.7	4	2.3	4.3
Don't know, never tried	1	2.0	9	7.6	10	5.7	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>51</b>		<b>118</b>		<b>175</b>		<b>16,282</b>

	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	69	58.0	25	50.0	97	55.4	56.7
2-4 days	38	31.9	16	32.0	55	31.4	26.2
5 days or more	5	4.2	3	6.0	9	5.1	7.0
Don't usually need to be seen qu	3	2.5	0	0.0	4	2.3	4.3
Don't know, never tried	4	3.4	6	12.0	10	5.7	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>119</b>		<b>50</b>		<b>175</b>		<b>16,282</b>

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	20	40.0	22	18.8	45	26.0	31.0
Very good	11	22.0	39	33.3	50	28.9	29.7
Good	15	30.0	28	23.9	45	26.0	19.5
Fair	3	6.0	18	15.4	21	12.1	11.1
Poor	1	2.0	6	5.1	8	4.6	3.5
Very poor	0	0.0	2	1.7	2	1.2	0.7
Does not apply	0	0.0	2	1.7	2	1.2	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>50</b>		<b>117</b>		<b>173</b>		<b>15,668</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	28	23.7	14	28.6	45	26.0	31.0
Very good	34	28.8	16	32.7	50	28.9	29.7
Good	32	27.1	11	22.4	45	26.0	19.5
Fair	15	12.7	6	12.2	21	12.1	11.1
Poor	5	4.2	2	4.1	8	4.6	3.5
Very poor	2	1.7	0	0.0	2	1.2	0.7
Does not apply	2	1.7	0	0.0	2	1.2	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>118</b>		<b>49</b>		<b>173</b>		<b>15,668</b>

**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	9	16.4	15	14.0	26	15.4	22.8	10%
6-10 minutes	13	23.6	27	25.2	42	24.9	39.5	5-15 mins 58%
11-20 minutes	14	25.5	25	23.4	41	24.3	22.2	
21-30 minutes	9	16.4	18	16.8	27	16.0	9.0	>15 mins 24%
More than 30 minutes	8	14.5	21	19.6	29	17.2	5.2	
No set time	2	3.6	1	0.9	4	2.4	1.3	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>55</b>		<b>107</b>		<b>169</b>		<b>15,664</b>	

	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	18	15.8	6	12.5	26	15.4	19.6	10%
6-10 minutes	29	25.4	11	22.9	42	24.9	40.0	5-15 mins 58%
11-20 minutes	21	18.4	18	37.5	41	24.3	24.2	
21-30 minutes	22	19.3	5	10.4	27	16.0	8.8	>15 mins 24%
More than 30 minutes	22	19.3	7	14.6	29	17.2	5.9	
No set time	2	1.8	1	2.1	4	2.4	1.5	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>114</b>		<b>48</b>		<b>169</b>		<b>15,664</b>	

**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	8	14.5	9	8.0	19	10.8	24.1
Very good	11	20.0	22	19.6	35	19.9	26.6
Good	17	30.9	31	27.7	50	28.4	21.6
Satisfactory	13	23.6	31	27.7	44	25.0	19.6
Poor	2	3.6	11	9.8	15	8.5	6.1
Very poor	4	7.3	8	7.1	13	7.4	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
<b>Total no responses</b>	<b>55</b>		<b>112</b>		<b>176</b>		<b>15,701</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	14	12.1	3	5.9	19	10.8	24.1
Very good	24	20.7	9	17.6	35	19.9	26.6
Good	30	25.9	18	35.3	50	28.4	21.6
Satisfactory	28	24.1	16	31.4	44	25.0	19.6
Poor	10	8.6	3	5.9	15	8.5	6.1
Very poor	10	8.6	2	3.9	13	7.4	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
<b>Total no responses</b>	<b>116</b>		<b>51</b>		<b>176</b>		<b>15,701</b>

<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.

### 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	37	81	77	41	123	68.0	86.3
Answered Q27	12	21	21	12			
No	16	30	34	12	47	26.0	9.2
Don't know	2	7	8	1	11	6.1	4.6
Answered Q27	18	34	40	12			
Total %						100.0	100.0
<b>Total no responses</b>	<b>55</b>	<b>118</b>	<b>119</b>	<b>54</b>	<b>181</b>		<b>15,538</b>

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

A total of **57** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **48** also answered Q27

However a total of **87** 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 responses 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 respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number / % of patients responding</b>	<b>30</b>	<b>55</b>	<b>61</b>	<b>24</b>	<b>87</b>	100.0		<b>6,598</b>	
Before 8am	3	9	11	2	13	14.9	10.3	16.6	13%
At lunchtime	5	16	13	8	22	25.3	17.5	12.0	6%
After 6.30pm	8	19	20	7	28	32.2	22.2	22.6	28%
Saturday	13	24	28	9	37	42.5	29.4	28.8	47%
Sunday	6	10	12	3	15	17.2	11.9	10.2	5%
None of these	5	7	7	4	11	12.6	8.7	9.8	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>40</b>	<b>85</b>	<b>91</b>	<b>33</b>	<b>126</b>			<b>9,367</b>	

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 respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number of patients said No or Don't know answered Q27</b>	<b>17</b>	<b>29</b>	<b>36</b>	<b>10</b>	<b>48</b>	100.0		<b>1,864</b>	
Before 8am	0	3	3	0	4	8.3	5.5	15.6	13%
At lunchtime	5	9	9	5	15	31.3	20.5	8.0	6%
After 6.30pm	3	11	13	1	14	29.2	19.2	29.2	28%
Saturday	11	13	21	3	24	50.0	32.9	32.2	47%
Sunday	4	6	8	2	10	20.8	13.7	12.8	5%
None of these	1	5	4	2	6	12.5	8.2	2.2	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>24</b>	<b>47</b>	<b>58</b>	<b>13</b>	<b>73</b>			<b>3,645</b>	

**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	40	73	76	37	120	68.2	64.6	61%
No	13	41	37	17	54	30.7	33.7	38%
There is only one doctor in my surgery	0	2	2	0	2	1.1	1.7	2%
<b>Total %</b>						100.0	100.0	
<b>Total no responses</b>	<b>53</b>	<b>116</b>	<b>115</b>	<b>54</b>	<b>176</b>		<b>15,634</b>	

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

120 Patients answered "Yes" to Q28 so prefer to speak to a particular GP

121 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number said "Yes" to Q28</b>	<b>40</b>	<b>73</b>	<b>76</b>	<b>37</b>	<b>120</b>	68.2	<b>10,098</b>	
Always or almost always	23	25	30	18	47	40.5	45.1	48%
A lot of the time	9	17	18	8	24	23.1	25.6	22%
Some of the time	7	27	22	12	31	30.6	19.7	24%
Never or almost never	0	3	3	0	3	2.5	2.5	6%
Not tried	1	3	3	1	0	3.3	1.0	1%
<b>Total answering this question</b>	<b>40</b>	<b>75</b>	<b>76</b>	<b>39</b>	<b>105</b>	100.0	<b>10,098</b>	

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	69.3	62.3	65.6	63.6	58.3	60.5
Good	26.8	33.1	30.5	29.2	31.8	28.3
Satisfactory	2.6	3.2	2.6	4.5	6.0	5.3
Poor	0.0	0.0	0.0	0.6	0.7	0.7
Very poor	0.0	0.0	0.0	0.0	0.7	0.7
Does not apply	1.3	1.3	1.3	1.9	2.6	4.6
Total %	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>153</b>	<b>154</b>	<b>154</b>	<b>154</b>	<b>151</b>	<b>152</b>

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%	
<b>Total %</b>		<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

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
<b>Total Number of responses</b>	<b>12,540</b>	<b>12,380</b>	<b>12,345</b>	<b>12,306</b>	<b>12,247</b>	<b>12,212</b>

**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.*

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q30 Putting you at ease?</b>	<b>Q30 Putting you at ease?</b>	<b>Q31 Giving you enough time?</b>	<b>Q31 Giving you enough time?</b>	<b>Q32 Listening to you?</b>	<b>Q32 Listening to you?</b>
Very good	68.2	68.5	64.4	64.1	71.1	66.5
Good	27.3	21.7	28.9	26.5	22.2	23.8
Satisfactory	2.3	4.4	4.4	4.9	4.4	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	2.3	4.9	2.2	4.0	2.2	4.1
<b>Total Number of responses</b>	<b>44</b>	<b>4,483</b>	<b>45</b>	<b>4,431</b>	<b>45</b>	<b>4,416</b>
<b>Females %</b>						
Very good	69.2	65.4	60.6	61.9	62.5	63.7
Good	26.9	23.7	35.6	27.4	34.6	25.0
Satisfactory	2.9	5.6	2.9	6.8	1.9	6.7
Poor	0.0	1.0	0.0	0.7	0.0	0.9
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	1.0	3.8	1.0	2.9	1.0	3.4
<b>Total Number of responses</b>	<b>104</b>	<b>7,660</b>	<b>104</b>	<b>7,559</b>	<b>104</b>	<b>7,544</b>
<b>Under 45 %</b>						
Very good	71.3	60.4	63.3	58.3	65.1	60.6
Good	23.1	26.1	31.2	29.4	30.3	26.5
Satisfactory	3.7	5.9	3.7	6.5	2.8	6.6
Poor	0.0	1.1	0.0	0.8	0.0	1.0
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	1.9	6.1	1.8	4.8	1.8	4.8
<b>Total Number of responses</b>	<b>108</b>	<b>5,001</b>	<b>109</b>	<b>4,918</b>	<b>109</b>	<b>4,904</b>
<b>Over 45 %</b>						
Very good	62.5	71.0	57.5	66.1	65.0	67.7
Good	37.5	20.7	40.0	25.4	32.5	23.3
Satisfactory	0.0	4.5	2.5	5.7	2.5	5.5
Poor	0.0	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	0.0	2.8	0.0	2.2	0.0	2.8
<b>Total Number of responses</b>	<b>40</b>	<b>7,340</b>	<b>40</b>	<b>7,269</b>	<b>40</b>	<b>7,252</b>

*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.

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q33 Explaining your condition and treatment?</b>	<b>Q33 Explaining your tests and treatment?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q35 Providing or arranging treatment for you?</b>	<b>Q35 Providing or arranging treatment for you?</b>
Very good	68.9	62.6	67.4	55.8	65.9	58.2
Good	22.2	24.8	20.9	26.6	22.7	24.9
Fair	4.4	6.0	9.3	7.1	4.5	5.6
Poor	2.2	0.5	0.0	0.5	2.3	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	2.2	5.9	2.3	9.9	4.5	10.8
<b>Total Number</b>	<b>45</b>	<b>4,400</b>	<b>43</b>	<b>4,384</b>	<b>44</b>	<b>4,380</b>
<b>Females %</b>						
Very good	61.5	60.4	53.4	54.2	58.3	55.1
Good	32.7	24.8	36.9	26.1	31.1	24.3
Fair	3.8	7.5	4.9	7.3	5.8	6.4
Poor	0.0	1.0	1.0	1.0	0.0	0.7
Very poor	0.0	0.3	1.0	0.4	1.0	0.4
Does not apply	1.9	6.0	2.9	11.0	3.9	13.1
<b>Total Number</b>	<b>104</b>	<b>7,526</b>	<b>103</b>	<b>7,487</b>	<b>103</b>	<b>7,464</b>
<b>Under 45 %</b>						
Very good	65.1	57.3	59.4	53.3	62.6	55.6
Good	27.5	27.1	30.2	27.7	26.2	25.9
Fair	3.7	7.4	5.7	7.2	5.6	6.3
Poor	0.9	1.0	0.9	1.1	0.9	0.8
Very poor	0.0	0.3	0.9	0.3	0.9	0.3
Does not apply	2.8	6.8	2.8	10.5	3.7	11.0
<b>Total Number</b>	<b>109</b>	<b>4,891</b>	<b>106</b>	<b>4,868</b>	<b>107</b>	<b>4,859</b>
<b>Over 45 %</b>						
Very good	60.0	63.9	52.5	56.2	55.0	57.8
Good	35.0	23.3	37.5	25.2	35.0	22.9
Fair	5.0	6.5	7.5	7.0	5.0	5.7
Poor	0.0	0.6	0.0	0.7	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	0.0	5.4	2.5	10.7	5.0	12.8
<b>Total Number</b>	<b>40</b>	<b>7,225</b>	<b>40</b>	<b>7,194</b>	<b>40</b>	<b>7,175</b>

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	95.3	98.1	97.2	97.5	97.3	97.1	N/A
No	4.7	1.9	2.8	2.5	2.7	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
<b>Number answering Q36</b>	<b>43</b>	<b>103</b>	<b>106</b>	<b>40</b>	<b>150</b>	<b>11,676</b>	N/A

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

**Q37 Understand your health problems**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	48	87.3	95	79.8	145	81.9	13,789	85.0
Unsure	7	12.7	14	11.8	21	11.9	1,783	11.0
Not very well	0	0.0	3	2.5	3	1.7	246	1.5
Does not apply	0	0.0	7	5.9	8	4.5	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>55</b>		<b>119</b>		<b>177</b>		<b>16,226</b>	

	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	99	82.5	44	81.5	145	81.9	13,789	85.0
Unsure	13	10.8	8	14.8	21	11.9	1,783	11.0
Not very well	2	1.7	1	1.9	3	1.7	246	1.5
Does not apply	6	5.0	1	1.9	8	4.5	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>120</b>		<b>54</b>		<b>177</b>		<b>16,226</b>	

**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	46	82.1	92	76.7	140	78.2	13,295	82.4
Unsure	9	16.1	15	12.5	24	13.4	1,920	11.9
Not very well	0	0.0	5	4.2	5	2.8	333	2.1
Does not apply	1	1.8	8	6.7	10	5.6	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>56</b>		<b>120</b>		<b>179</b>		<b>16,137</b>	

	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	94	77.0	44	81.5	140	78.2	13,295	82.4
Unsure	18	14.8	6	11.1	24	13.4	1,920	11.9
Not very well	3	2.5	2	3.7	5	2.8	333	2.1
Does not apply	7	5.7	2	3.7	10	5.6	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>122</b>		<b>54</b>		<b>179</b>		<b>16,137</b>	

**Q39 Keep yourself healthy**

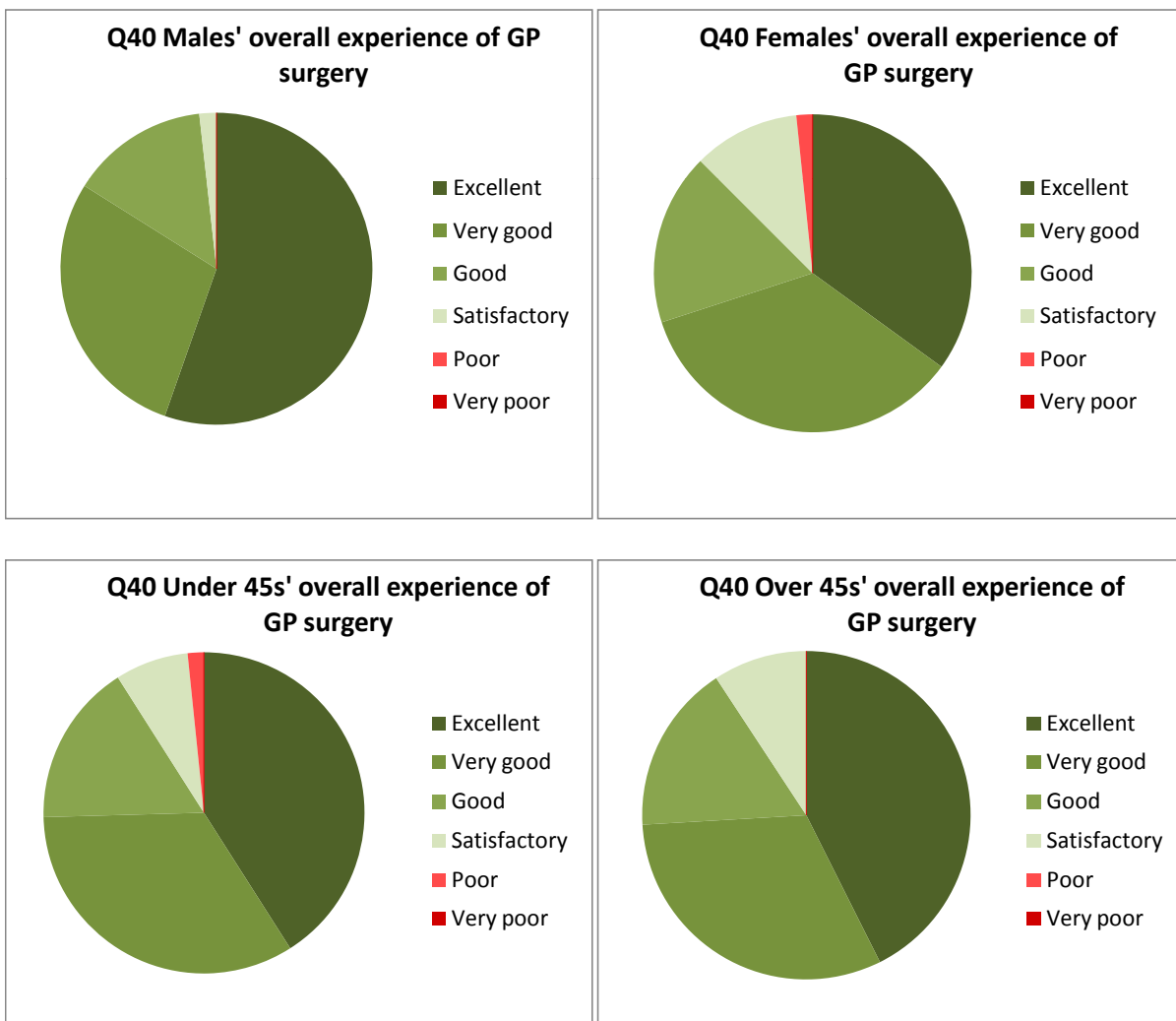
	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	41	74.5	82	69.5	125	71.0	12,073	75.2
Unsure	13	23.6	19	16.1	32	18.2	2,581	16.1
Not very well	0	0.0	4	3.4	4	2.3	406	2.5
Does not apply	1	1.8	13	11.0	15	8.5	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>55</b>		<b>118</b>		<b>176</b>		<b>16,048</b>	

	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	84	69.4	39	75.0	125	71.0	12,073	75.2
Unsure	23	19.0	9	17.3	32	18.2	2,581	16.1
Not very well	3	2.5	1	1.9	4	2.3	406	2.5
Does not apply	11	9.1	3	5.8	15	8.5	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>121</b>		<b>52</b>		<b>176</b>		<b>16,048</b>	

**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	31	42	50	23	75	41.9	45.9	
Very good	16	42	41	17	59	33.0	34.6	51%
Good	8	21	20	9	29	16.2	14.0	38%
Satisfactory	1	13	9	5	14	7.8	4.6	7%
Poor	0	2	2	0	2	1.1	0.8	3%
Very poor	0	0	0	0	0	0.0	0.2	1%
Total %						100.0	100.0	100%
<b>Total number</b>	<b>56</b>	<b>120</b>	<b>122</b>	<b>54</b>	<b>179</b>		<b>16,287</b>	

179 of the 189 patients who completed the questionnaire answered this question.



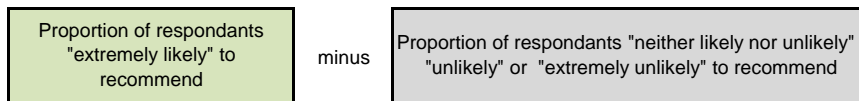
## Friends and Family Test

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	35	53	59	29	89	49.7
Likely	19	40	42	17	60	33.5
Neither likely nor unlikely	2	19	15	6	21	11.7
Unlikely	0	5	3	2	5	2.8
Extremely unlikely	0	2	2	0	2	1.1
Don't know	0	1	1	0	2	1.1
Total %						97.2
<b>Total number responses</b>	<b>56</b>	<b>120</b>	<b>122</b>	<b>54</b>	<b>179</b>	
<b>FFT NPS Scores:</b>	<b>58.9</b>	<b>23.7</b>	<b>33.1</b>	<b>40.4</b>	<b>35.5</b>	

179 of the 189 patients who completed the questionnaire answered this question.

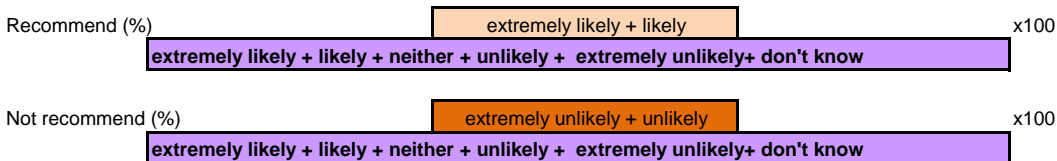
The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:



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	35	53	59	29	89	49.7
Likely	19	40	42	17	60	33.5
Neither likely nor unlikely	2	19	15	6	21	11.7
Unlikely	0	5	3	2	5	2.8
Extremely unlikely	0	2	2	0	2	1.1
Don't know	0	1	1	0	2	1.1
Total %						97.2
<b>Total number responses</b>	<b>56</b>	<b>120</b>	<b>122</b>	<b>54</b>	<b>179</b>	
<b>Recommend (%)</b>	<b>96.4</b>	<b>77.5</b>	<b>82.8</b>	<b>85.2</b>	<b>83.2</b>	
<b>Not recommend (%)</b>	<b>0.0</b>	<b>5.8</b>	<b>4.1</b>	<b>3.7</b>	<b>3.9</b>	

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



## Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
<b>Number of Questionnaires</b>	56	121	189	17,145
<b>GP</b>				
Q1 Putting you at ease?	89.1	85.5	86.7	92.8
Q2 Being polite and considerate?	91.8	89.2	89.9	94.6
Q3 Listening to you?	91.8	90.0	90.2	93.7
Q4 Giving you enough time?	88.9	85.5	86.4	91.5
Q5 Assessing your medical condition?	90.9	84.5	86.6	91.5
Q6 Explaining your condition and treatment?	92.3	86.1	88.3	91.1
Q7 Involving you in decisions about your care?	90.1	85.1	86.5	90.5
Q8 Providing or arranging treatment for you?	91.0	86.5	87.8	92.0
Q9 Confidence that the GP is honest and trustworthy?	97.3	92.4	94.0	95.7
Q10 Confidence that the dr will keep your information confidential?	96.3	94.8	95.3	97.0
Q11 Would you be completely happy to see this GP again?	98.1	99.2	98.9	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	91.9	91.7	91.9	90.3
Q31 Giving you enough time?	90.3	89.6	90.0	89.2
Q32 Listening to you?	92.0	90.3	91.0	89.6
Q33 Explaining your condition and treatment?	90.3	89.7	89.7	88.8
Q34 Involving you in decisions about your care?	89.9	86.3	87.6	87.6
Q35 Providing or arranging treatment for you?	89.9	87.9	88.6	88.9
Q36 Would you be completely happy to see this Nurse again?	95.3	98.1	97.3	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	90.4	89.7	89.6	89.1
Q13 How easy is it to get through to the practice on the phone?	76.4	68.3	70.0	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	75.2	73.6	73.3	69.9
Q17 How easy to book ahead?	78.4	71.1	73.5	70.9
Q21 How do you rate how quickly you were seen (partic dr)	77.7	65.2	68.5	70.7
Q23 How do you rate how quickly you were seen (any dr)	78.4	68.2	71.3	75.0
Q25 How do you rate how long you waited	59.3	53.4	55.5	67.8
Q37 Understand your health problems	93.6	91.1	92.0	92.8
Q38 Cope with your health problems	91.8	88.8	89.9	91.7
Q39 Keep yourself healthy	88.0	87.1	87.6	88.7
Q40 Overall, how would you describe your experience?	87.5	78.2	81.3	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

yellow
pale yellow
cream
v pale green
pale green
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
<b>Number of Questionnaires</b>	122	55	189	17,145
<b>GP</b>				
Q1 Putting you at ease?	85.1	90.0	86.7	92.8
Q2 Being polite and considerate?	89.8	90.5	89.9	94.6
Q3 Listening to you?	90.6	90.5	90.2	93.7
Q4 Giving you enough time?	86.4	86.8	86.4	91.5
Q5 Assessing your medical condition?	86.2	87.3	86.6	91.5
Q6 Explaining your condition and treatment?	86.9	90.7	88.3	91.1
Q7 Involving you in decisions about your care?	86.3	87.5	86.5	90.5
Q8 Providing or arranging treatment for you?	87.4	89.2	87.8	92.0
Q9 Confidence that the GP is honest and trustworthy?	93.2	95.5	94.0	95.7
Q10 Confidence that the dr will keep your information confidential?	94.8	96.3	95.3	97.0
Q11 Would you be completely happy to see this GP again?	98.3	100.0	98.9	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	92.2	90.6	91.9	90.3
Q31 Giving you enough time?	90.2	88.8	90.0	89.2
Q32 Listening to you?	90.9	90.6	91.0	89.6
Q33 Explaining your condition and treatment?	90.3	88.8	89.7	88.8
Q34 Involving you in decisions about your care?	87.6	86.5	87.6	87.6
Q35 Providing or arranging treatment for you?	88.6	88.2	88.6	88.9
Q36 Would you be completely happy to see this Nurse again?	97.2	97.5	97.3	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	89.9	89.9	89.6	89.1
Q13 How easy is it to get through to the practice on the phone?	69.7	73.1	70.0	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.7	72.8	73.3	69.9
Q17 How easy to book ahead?	72.6	75.1	73.5	70.9
Q21 How do you rate how quickly you were seen (partic dr)	67.2	73.0	68.5	70.7
Q23 How do you rate how quickly you were seen (any dr)	70.2	73.9	71.3	75.0
Q25 How do you rate how long you waited	55.5	54.9	55.5	67.8
Q37 Understand your health problems	92.5	90.6	92.0	92.8
Q38 Cope with your health problems	89.6	90.4	89.9	91.7
Q39 Keep yourself healthy	86.8	88.8	87.6	88.7
Q40 Overall, how would you describe your experience?	81.0	81.5	81.3	83.9

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

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

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

Practice benchmarks **below** the national benchmark are highlighted in

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

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

yellow
pale yellow
cream
v pale green
pale green
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.