



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**

2013

Report by

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Introduction

The Survey

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

Survey Development

GPAQ was introduced in 2004. This version, GPAQ V3, has been revised (2011) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

This Report

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

A Note about Numbers /Subtotals

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

Benchmarks

We now have benchmarks from 27,000 questionnaires collected for GPAQ V3, these are highlighted in yellow. For the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey, for which the numbers collected are much greater.

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

Taking Action on Results

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

Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice Survey 2013	Benchmarks from Data collected in 2012
Total: n	190,038	130	27,032
No practices	1,031	1	
% female	64.7	60.0	60.4
% with long term disability	49.0	39.2	48.1
Ethnicity			
% White	92.2	50.8	82.4
% Asian/Asian British	3.7	28.5	5.8
% Black/Black British	1.8	13.8	4.4
% Mixed	1.1	2.3	1.7
% Chinese	.0.3	0.8	0.4
% Other ethnic group	0.9	3.8	1.5
Employment			
% employed	48.4	53.1	46.4
% unemployed	2.5	5.4	4.8
% in full time education	3.4	3.8	2.7
% unable to work/long term sickness	7.2	10.0	5.3
% looking after home / family	9.6	12.3	7.5
% retired	27.5	13.1	27.3
% other	1.6	2.3	2.0

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

	Male	Female	Under 45	45 and over	Total	% Under & over 45	Benchmark % Under & over 45	GPPS Benchmark
Age								
Under 16	1	0			1			
16 to 44	26	55	82		81	64	39	46%
45 to 64	16	19			35			
65 to 74	8	3		47	11	36	61	54%
75 or over	1	0			1			
Total	52	77	82	47	129	100	100	100%
%	40	60						
Missing					1			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

129 of the 130 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	22	29	25	25	51	40	52	43%
No	28	45	53	20	73	57	43	55%
Don't know / can't say	2	3	3	2	5	4	5	2%
Total	52	77	81	47	129	100	100	100%
Missing					1			

129 of the 130 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPS Benchmark
White	24	42	35	30	66	51	86	88%
Black or Black British	6	12	15	3	18	14	5	2%
Asian or Asian British	19	18	25	12	37	28	6	5%
Mixed	1	2	3	0	3	2	2	0%
Chinese	1	0	1	0	1	1	0	1%
Other ethnic group	1	4	3	2	5	4	2	2%
Total	52	78	82	47	130	100	100	98%
Missing					0			

130 of the 130 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

1 of these did not answer the question about age.

Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPS Benchmark
Employed (full or part time, including self-employed)	28	41	52	16	69	53	48	58%
Unemployed / looking for work	3	4	5	2	7	5	5	5%
At school or in full time education	2	3	5	0	5	4	3	4%
Unable to work due to long term sickness	6	7	5	8	13	10	6	5%
Looking after your home/family	1	15	13	3	16	12	8	6%
Retired from paid work	10	7	0	17	17	13	28	20%
Other	2	1	2	1	3	2	2	2%
Total	52	78	82	47	130	100	100	100%
Missing					0			

130 of the 130 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

1 of these did not answer the question about age.

Results

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very	48	92	67	86	115	88	75	51%
Fairly	4	8	11	14	15	12	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	52	100	78	100	130	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very	72	88	42	89	115	88	75	51%
Fairly	10	12	5	11	15	12	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
Total	82	100	47	100	130	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	38	73	41	53	79	61	35	29%
Fairly easy	12	23	33	42	45	35	44	38%
Not very easy	1	2	3	4	4	3	14	14%
Not at all easy	0	0	1	1	1	1	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	1	2	0	0	1	1	2	11%
Total	52	100	78	100	130	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	45	55	33	70	79	61	35	29%
Fairly easy	33	40	12	26	45	35	44	38%
Not very easy	3	4	1	2	4	3	14	14%
Not at all easy	1	1	0	0	1	1	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	0	0	1	2	1	1	2	11%
Total	82	100	47	100	130	100	100	100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	22	42	32	42	54	42	24	8% / 8%
Fairly easy	20	38	29	38	49	38	33	15% / 14%
Not very easy	1	2	6	8	7	5	11	9% / 7%
Not at all easy	0	0	1	1	1	1	3	9% / 5%
Don't know	4	8	3	4	7	5	6	12% / 16%
Haven't tried	5	10	6	8	11	9	23	45% / 50%
Total	52	100	77	100	129	100	100	100% / 100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	27	33	26	57	54	42	24	8% / 8%
Fairly easy	35	43	14	30	49	38	33	15% / 14%
Not very easy	6	7	1	2	7	5	11	9% / 7%
Not at all easy	1	1	0	0	1	1	3	9% / 5%
Don't know	6	7	1	2	7	5	6	12% / 16%
Haven't tried	7	9	4	9	11	9	23	45% / 50%
Total	82	100	46	100	129	100	100	100% / 100%

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	45	88	64	83	109	85	67
No	3	6	8	10	11	9	15
Don't know/never needed to	3	6	5	6	8	6	18
Total	51	100	77	100	128	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	66	81	42	91	109	85	67
No	9	11	2	4	11	9	15
Don't know/never needed to	6	7	2	4	8	6	18
Total	81	100	46	100	128	100	100

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

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Important	48	92	68	87	116	89	86
Not important	4	8	10	13	14	11	14
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	73	89	42	89	116	89	86
Not important	9	11	5	11	14	11	14
Total	82	100	47	100	130	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	34	65	40	51	74	57	34
Fairly easy	15	29	27	35	42	32	40
Not very easy	0	0	5	6	5	4	14
Not at all easy	1	2	2	3	3	2	5
Don't know	1	2	0	0	1	1	2
Haven't tried	1	2	4	5	5	4	5
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	40	49	33	70	74	57	34
Fairly easy	33	40	9	19	42	32	40
Not very easy	4	5	1	2	5	4	14
Not at all easy	1	1	2	4	3	2	5
Don't know	0	0	1	2	1	1	2
Haven't tried	4	5	1	2	5	4	5
Total	82	100	47	100	130	100	100

Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % normal book Benchmark	GPPS Benchmark
In person	25	22	27	20	47	29	36	30	26%
By phone	42	72	74	39	114	71	88	70	91%
Online	0	0	0	0	0	0	0	8	2%
Doesn't apply	0	0	0	0	0	0	0	19	1%
Total Responses	67	94	101	59	161	100	124	127	
% of patients	52	72	78	45	124				

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

Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % prefer to book Benchmark	GPPS Benchmark
In person	28	24	30	22	52	30	40	32	31%
By phone	45	66	71	39	111	65	85	68	84%
Online	4	5	9	0	9	5	7	22	30%
Doesn't apply	0	0	0	0	0	0	0	19	
Total	77	95	110	61	172	100	132	140	
% of patients	59	73	85	47	132				

Your patients	Total % <u>normally</u> booking appointments	Total % would <u>prefer</u> to book appointments
In person	36	40
By phone	88	85
Online	0	7
Doesn't apply	0	0
Total	124	132

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

Q9 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	50	96	67	86	117	90	34
2-4 days	2	4	8	10	10	8	32
5 days or more	0	0	0	0	0	0	21
Don't usually need to be seen quickly	0	0	2	3	2	2	6
Don't know, never tried	0	0	1	1	1	1	7
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	71	87	45	96	117	90	34
2-4 days	8	10	2	4	10	8	32
5 days or more	0	0	0	0	0	0	21
Don't usually need to be seen quickly	2	2	0	0	2	2	6
Don't know, never tried	1	1	0	0	1	1	7
Total	82	100	47	100	130	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	32	62	38	49	70	54	24
Very good	16	31	31	40	47	36	25
Good	4	8	6	8	10	8	17
Fair	0	0	2	3	2	2	16
Poor	0	0	1	1	1	1	9
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	7
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	39	48	30	64	70	54	24
Very good	33	40	14	30	47	36	25
Good	8	10	2	4	10	8	17
Fair	1	1	1	2	2	2	16
Poor	1	1	0	0	1	1	9
Very poor	0	0	0	0	0	0	2
Does not apply	0	0	0	0	0	0	7
Total	82	100	47	100	130	100	100

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

Q11 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	44	85	66	85	110	85	62
2-4 days	4	8	8	10	12	9	24
5 days or more	0	0	0	0	0	0	5
Don't usually need to be seen quickly	1	2	2	3	3	2	4
Don't know, never tried	3	6	2	3	5	4	5
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	69	84	41	87	110	85	62
2-4 days	8	10	3	6	12	9	24
5 days or more	0	0	0	0	0	0	5
Don't usually need to be seen quickly	2	2	1	2	3	2	4
Don't know, never tried	3	4	2	4	5	4	5
Total	82	100	47	100	130	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	30	85	44	56	74	57	36
Very good	15	8	21	27	36	28	29
Good	5	10	7	9	12	9	17
Fair	0	0	5	6	5	4	9
Poor	0	0	0	0	0	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	2	4	1	1	3	2	5
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	44	54	30	64	74	57	36
Very good	22	27	13	28	36	28	29
Good	10	12	2	4	12	9	17
Fair	4	5	1	2	5	4	9
Poor	0	0	0	0	0	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	2	2	1	2	3	2	5
Total	82	100	47	100	130	100	100

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	6	12	9	12	15	12	20	10%
6-10 minutes	10	19	24	31	34	26	40	}
11-20 minutes	24	46	26	33	50	38	24	} 71%
21-30 minutes	6	12	9	12	15	12	9	}
More than 30 minutes	6	12	9	12	15	12	6	6%
No set time	0	0	1	1	1	1	1	2%
Total	52	100	78	100	130	100	100	

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	5	6	10	21	15	12	20	10%
6-10 minutes	23	28	10	21	34	26	40	}
11-20 minutes	32	39	18	38	50	38	24	} 71%
21-30 minutes	9	11	6	13	15	12	9	}
More than 30 minutes	12	15	3	6	15	12	6	6%
No set time	1	1	0	0	1	1	1	2%
Total	82	100	47	100	130	100	100	

Q14 How do you rate waiting times?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	16	31	20	26	36	28	23
Very good	20	38	27	35	47	36	27
Good	6	12	12	15	18	14	22
Fair	4	8	10	13	14	11	18
Poor	6	12	8	10	14	11	6
Very poor	0	0	1	1	1	1	2
Does not apply	0	0	0	0	0	0	1
Total	52	100	78	0	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	21	26	14	30	36	28	23
Very good	25	30	22	47	47	36	27
Good	11	13	7	15	18	14	22
Fair	12	15	2	4	14	11	18
Poor	12	15	2	4	14	11	6
Very poor	1	1	0	0	1	1	2
Does not apply	0	0	0	0	0	0	1
Total	82	100	47	100	130	100	100

GPPS National Results:	62% don't normally have to wait too long.
	24% have to wait a bit too long.
	7% have to wait far too long.

Q15 Is your GP practice currently open at times that are convenient to you?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	49	68	73	43	117	93	86
No	2	6	6	2	8	6	10
Don't know	0	1	1	0	1	1	4
Total	51	75	80	45	126	100	100

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

A total of **9** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
of these **9** answered Q 16

However a total of **45** patients who answered Q15, answered Q16;
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

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

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	2	7	7	2	45	35	39	
Before 8am	5	7	7	5	12	21	17	13%
At lunchtime	1	9	4	6	10	17	14	6%
After 6.30pm	1	8	7	2	9	16	22	28%
Saturday	4	13	13	3	17	29	28	47%
Sunday	2	3	5	0	5	9	9	5%
None of these	3	2	2	3	5	9	11	
Total responses	16	42	38	19	58	100	100	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.
They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients said No or Don't know	2	7	7	2	9	7	14	
Number of these answering Q16	2	7	7	2	9			
Before 8am	0	1	1	0	1	7	16	13%
At lunchtime	1	2	2	1	3	20	13	6%
After 6.30pm	1	3	4	0	4	27	28	28%
Saturday	2	4	4	2	6	40	30	47%
Sunday	1	0	1	0	1	7	11	5%
None of these	0	0	0	0	0	0	2	
Total responses	5	10	12	3	15	100	100	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	36	53	53	35	89	69	67	61%
No	15	24	27	12	39	30	32	38%
There is only one doctor in my surgery	1	0	1	0	1	1	1	2%
Total	52	77	81	47	129	100	100	

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

89 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
111 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	36	53	53	35	89	69	67	
Always or almost always	31	39	42	27	70	63	42	48%
A lot of the time	12	9	12	9	21	19	27	22%
Some of the time	3	13	11	5	16	14	24	24%
Never or almost never	0	2	2	0	2	2	5	6%
Not tried	0	2	2	0	2	2	4	1%
Total answering this question	46	65	69	41	111	100	100	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank;
and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

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

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

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

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

SUMMARY Your Practice Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	64	65	56	60	67
Good	30	29	37	32	29
Fair	3	4	5	5	3
Poor	2	1	2	2	0
Very poor	0	1	0	1	0
Does not apply	1	1	1	1	1
Total %	100	100	100	100	100
Total number	130	130	129	130	130

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

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

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

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

Males %	Q19 Giving you enough time?	GPAQ V3 % Benchmark		Q20 Listening to you?	GPAQ V3 % Benchmark		Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	65	63		69	67		55	63
Good	35	29		29	26		41	28
Fair	0	6		2	6		4	6
Poor	0	1		0	1		0	1
Very poor	0	0		0	0		0	0
Does not apply	0	1		0	0		0	2
Total number	52	9,112		52	9,000		51	9,071
Females %								
Very good	63	63		62	67		56	61
Good	27	28		29	25		35	27
Fair	5	7		5	6		5	7
Poor	4	1		1	1		3	1
Very poor	0	0		1	0		0	0
Does not apply	1	0		1	0		1	3
Total number	78	15,574		78	15,511		78	15,504
Under 45 %								
Very good	60	55		61	59		54	54
Good	33	33		32	30		37	31
Fair	4	9		4	8		5	9
Poor	2	1		1	2		2	2
Very poor	0	0		1	1		0	0
Does not apply	1	1		1	1		1	4
Total number	82	9,813		82	9,697		81	9,767
45 and over %								
Very good	70	68		70	72		57	67
Good	26	26		26	23		38	25
Fair	2	5		4	4		4	5
Poor	2	1		0	1		0	1
Very poor	0	0		0	0		0	0
Does not apply	0	0		0	0		0	2
Total number	47	15,106		47	15,034		47	15,035

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

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

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

Males %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark		Q23 Treating you with care and concern?	GPAQ V3 % Benchmark
Very good	58	58		67	66
Good	37	30		31	26
Fair	6	7		2	6
Poor	0	1		0	1
Very poor	0	0		0	0
Does not apply	0	4		0	1
Total number	52	9,064		52	9,072
Females %					
Very good	63	57		62	65
Good	27	28		29	26
Fair	5	8		5	6
Poor	4	1		1	1
Very poor	0	0		1	0
Does not apply	1	5		1	1
Total number	78	15,478		78	15,503
Under 45 %					
Very good	60	51		61	57
Good	33	31		32	30
Fair	4	10		4	9
Poor	2	2		1	2
Very poor	0	1		1	1
Does not apply	1	5		1	1
Total number	82	9,772		82	9,768
45 and over %					
Very good	70	62		70	71
Good	26	27		26	24
Fair	2	6		4	4
Poor	2	1		0	1
Very poor	0	0		0	0
Does not apply	0	4		0	1
Total number	47	14,992		47	15,025

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

Q24 Did you have confidence and trust in the GP you saw or spoke to?

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

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	87	81	83	83	83	79	67%
Yes, to some extent	13	17	15	17	15	18	26%
No, not at all	0	0	0	0	0	2	4%
Don't know / can't say	0	3	2	0	2	1	3%
Total %	100	100	100	100	100	100	100%
Number answering Q24	52	78	82	47	130	25,208	

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

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

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

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

SUMMARY Your Practice Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	43	51	43	46	47
Good	43	32	37	33	36
Fair	2	4	7	8	3
Poor	1	2	2	2	2
Very poor	1	1	2	2	2
Does not apply	10	10	10	10	10
Total %	100	100	100	100	100
Total Number	130	130	130	129	130

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

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

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

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

Males %	Q25 Giving you enough time?	GPAQ V3 % Benchmark		Q26 Listening to you?	GPAQ V3 % Benchmark		Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	46	63		52	63		46	60
Good	42	26		35	26		38	26
Fair	0	4		2	4		6	5
Poor	2	0		2	1		0	1
Very poor	0	0		0	0		0	0
Does not apply	10	7		10	6		10	8
Total Number	52	7,820		52	7,724		52	7,710
Females %								
Very good	41	63		50	63		41	60
Good	44	26		31	26		36	26
Fair	4	5		5	5		8	6
Poor	0	1		3	1		3	1
Very poor	1	0		1	0		3	0
Does not apply	10	5		10	5		10	7
Total Number	78	13,360		78	13,190		78	13,114
Under 45 %								
Very good	45	56		51	57		44	56
Good	37	29		28	29		32	27
Fair	2	6		4	6		7	7
Poor	1	1		2	1		1	1
Very poor	1	0		1	0		2	1
Does not apply	13	7		13	7		13	9
Total Number	82	8,231		82	8,133		82	8,101
45 and over %								
Very good	40	68		51	67		40	63
Good	53	24		38	24		47	25
Fair	2	4		4	4		6	5
Poor	0	0		2	0		2	1
Very poor	0	0		0	0		0	0
Does not apply	4	4		4	4		4	7
Total Number	47	13,148		47	12,974		47	12,912

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

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

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

Males %	Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark		Q29 Treating you with care and concern?	GPAQ V3 % Benchmark
Very good	48	55		48	63
Good	31	26		38	25
Fair	12	5		2	4
Poor	0	1		2	0
Very poor	0	0		0	0
Does not apply	10	12		10	7
Total Number	52	7,687		52	7,700
Females %					
Very good	44	55		46	63
Good	35	26		35	25
Fair	5	6		4	5
Poor	3	1		3	1
Very poor	3	0		3	0
Does not apply	10	12		10	5
Total Number	77	13,045		78	13,113
Under 45 %					
Very good	44	52		45	57
Good	28	28		32	28
Fair	10	7		5	6
Poor	1	1		2	1
Very poor	2	1		2	1
Does not apply	14	12		13	7
Total Number	81	8,073		82	8,084
45 and over %					
Very good	47	57		49	67
Good	43	25		45	24
Fair	4	5		0	4
Poor	2	1		2	0
Very poor	0	0		0	0
Does not apply	4	12		4	5
Total Number	47	12,847		47	12,925

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

Q30 Did you have confidence and trust in the Nurse you saw or spoke to?

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

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	67	67	63	72	67	77	N/A
Yes, to some extent	23	18	18	23	20	17	N/A
No, not at all	0	4	4	0	2	1	N/A
Don't know / can't say	10	12	15	4	11	5	N/A
Total	100	100	100	100	100	100	N/A
Number answering Q30	52	78	82	47	130	21,161	

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

Q31 Understand your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	42	81	63	81	105	81	83
Unsure	8	15	11	14	19	15	12
Not very well	1	2	2	3	3	2	2
Does not apply	1	2	2	3	3	2	3
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	65	79	39	83	105	81	83
Unsure	13	16	6	13	19	15	12
Not very well	3	4	0	0	3	2	2
Does not apply	1	1	2	4	3	2	3
Total	82	100	47	100	130	100	100

Q32 Cope with your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	43	83	63	81	106	82	81
Unsure	6	12	10	13	16	12	12
Not very well	2	4	3	4	5	4	2
Does not apply	1	2	2	3	3	2	5
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	66	80	39	83	106	82	81
Unsure	11	13	5	11	16	12	12
Not very well	4	5	1	2	5	4	2
Does not apply	1	1	2	4	3	2	5
Total	82	100	47	100	130	100	100

Q33 Keep yourself healthy?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	45	87	66	85	111	85	74
Unsure	5	10	8	10	13	10	16
Not very well	1	2	2	3	3	2	3
Does not apply	1	2	2	3	3	2	7
Total	52	100	78	100	130	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	71	87	40	85	111	85	74
Unsure	8	10	4	9	13	10	16
Not very well	2	2	1	2	3	2	3
Does not apply	1	1	2	4	3	2	7
Total	82	100	47	100	130	100	100

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	34	36	39	30	70	54	44	
Very good	14	30	33	11	44	34	37	51%
Good	3	7	7	3	10	8	13	38%
Fair	1	2	1	2	3	2	4	7%
Poor	0	2	2	0	2	2	1	3%
Very poor	0	1	0	1	1	1	0	1%
Total	52	78	82	47	130	100	100	100%

130 of the 130 patients who completed the questionnaire answered this question.

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	45	58	62	41	103	79	70	60%
Yes, probably	7	13	15	4	20	15	24	24%
No, probably not	0	4	3	1	4	3	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given							4%
No, definitely not	0	1	1	0	1	1	1	2%
Don't know	0	2	1	1	2	2	2	2%
Total	52	78	82	47	130	100	100	100%

130 of the 130 patients who completed the questionnaire answered this question.