



General Practice Assessment Questionnaire

Patient Survey using the General Practice Assessment Questionnaire GPAQ for

Stoke Aldermoor Medical Centre

Stoke Aldermoor, Coventry, CV3 1EG

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 table at the end of this report (p22) gives 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 21.

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
Ethnicity			
% 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
Employment			
% 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, GPAQ V4 and GPAQ-R, 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 107 or 57% who answered the question

76 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
Age								
Under 16	2	4			6			
16 to 44	32	84	122		116	68.9	41.7	} 45%
45 to 64	18	29			47			{
65 to 74	3	2		55	5	31.1	58.3	54% {
75 or over	1	2			3			{
Total number	56	121	122	55	177	100.0	100.0	100%
%	31.6	68.4						
Missing					12			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

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

Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	83	47.7	51.0	53%
No	76	43.7	44.0	45%
Don't know / can't say	15	8.6	5.3	2%
Total	174	100.0	100.0	100%
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?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	92	52.3	84.9	87%
Black or Black	35	19.9	3.4	2%
Asian or Asian	41	23.3	7.0	5%
Mixed	1	0.6	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	7	4.0	2.3	2%
Total	176	100.0	100.0	97%
Missing	13			

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

Q46 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	99	57.2	48.5	58%
Unemployed / looking for work	9	5.2	4.2	6%
At school or in full time education	8	4.6	4.1	4%
Unable to work due to long term sickness	20	11.6	6.6	5%
Looking after your home/family	21	12.1	7.6	6%
Retired from paid work	10	5.8	26.4	21%
Other	6	3.5	2.6	2%
Total	173	100.0	100.0	102%
Missing	16			

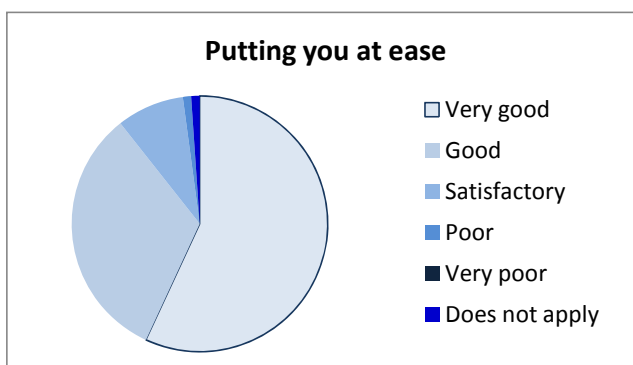
173 of the 189 patients who completed the questionnaire answered this question.

Results

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

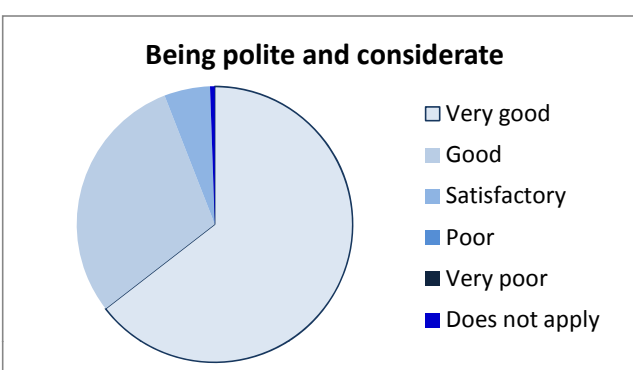
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	107	56.9	76.8	N/A
Good	61	32.4	18.0	
Satisfactory	16	8.5	4.4	
Poor	2	1.1	0.3	
Very poor	0	0.0	0.2	
Does not apply	2	1.1	0.3	
Total %		100.0	100.0	
No answering	188		16,425	



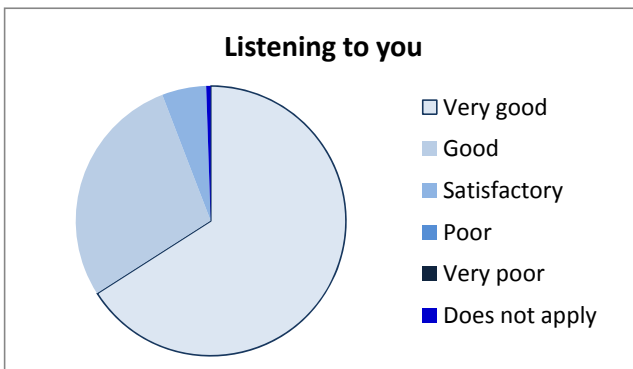
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	120	64.5	82.0	N/A
Good	55	29.6	14.7	
Satisfactory	10	5.4	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	1	0.5	0.1	
Total %		100.0	100.0	
No answering	186		16,402	



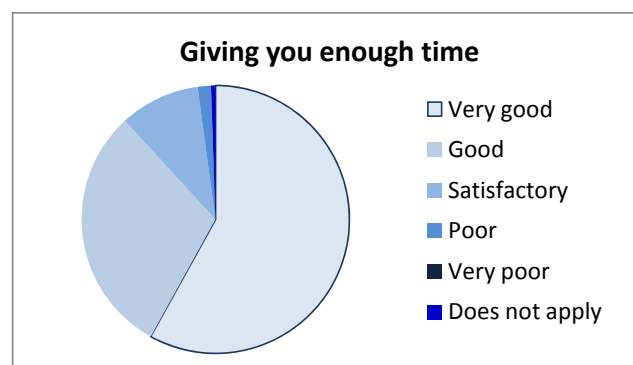
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	124	66.0	79.5	52%
Good	53	28.2	16.2	36%
Satisfactory	10	5.3	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	1	0.5	0.2	1%
Total %		100.0	100.0	99%
No answering	188		16,419	



Q4 Giving you enough time?

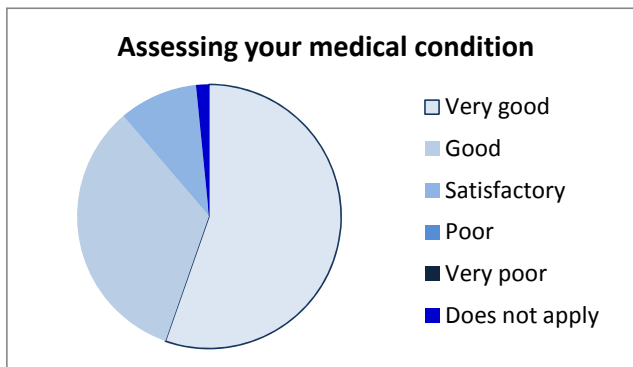
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	108	58.1	73.6	49%
Good	56	30.1	19.7	37%
Satisfactory	18	9.7	5.6	9%
Poor	3	1.6	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	1	0.5	0.2	2%
Total %		100.0	100.0	100%
No answering	186		16,413	



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

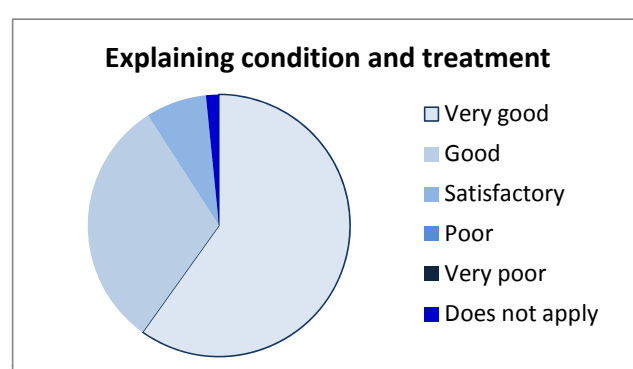
Q5 Assessing your medical condition?

		% of Total		
Very good	103	55.4		
Good	62	33.3		
Satisfactory	18	9.7		
Poor	0	0.0		
Very poor	0	0.0		
Does not apply	3	1.6		
Total %		100.0		
No answering	186			



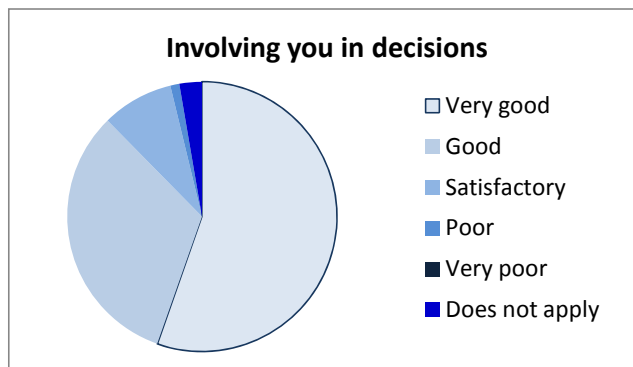
Q6 Explaining your condition and treatment?

		% of Total		
Very good	112	59.9		
Good	58	31.0		
Satisfactory	14	7.5		
Poor	0	0.0		
Very poor	0	0.0		
Does not apply	3	1.6		
Total %		100.0		
No answering	187			



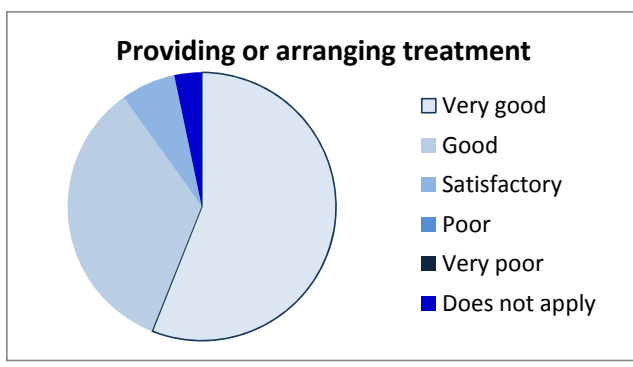
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	103	55.4	67.2	41%
Good	60	32.3	21.9	35%
Satisfactory	16	8.6	6.3	12%
Poor	2	1.1	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	5	2.7	4.0	8%
Total %		100.0	100.0	100%
No answering	186		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	102	56.0	70.8	N/A
Good	62	34.1	18.8	
Satisfactory	12	6.6	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	6	3.3	5.0	
Total %		100.0	100.0	
No answering	182		16,169	



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
Total %	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	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
Total Number of responses	188	16,425	186	16,402	188	16,419	186	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	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	55.4	72.5	59.9	70.4	55.4	67.2	56.0	70.8
Good	33.3	20.1	31.0	21.3	32.3	21.9	34.1	18.8
Satisfactory	9.7	5.6	7.5	5.5	8.6	6.3	6.6	4.8
Poor	0.0	0.6	0.0	0.5	1.1	0.5	0.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	1.6	1.1	1.6	2.1	2.7	4.0	3.3	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	186	16,374	187	16,387	186	16,278	182	16,169

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	163	87.2	91.2	66%
Yes, to some extent	20	10.7	7.6	27%
No, not at all	1	0.5	0.4	4%
Don't know, can't say	3	1.6	0.7	3%
Total %		100.0	100.0	100%
No answering	187		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	163	88.6	93.0
Yes, to some extent	17	9.2	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	4	2.2	1.4
Total %		100.0	100.0
No answering	184		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	179	98.9	98.8
No	2	1.1	1.2
Total %		100.0	100.0
No answering	181		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmar k	GPPS Benchma rk
Very	126	70.0	70.5	48%
Fairly	52	28.9	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	1	0.6	0.5	2%
Don't know	1	0.6	0.6	2%
Total %		100.0	100.0	100%
No answering	180		16,430	

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

	Total Number	% of Total	GPAQ V4 % benchmar k	GPPS Benchma rk
Very easy	64	35.6	32.5	31%
Fairly easy	83	46.1	44.3	47%
Not very easy	20	11.1	14.9	13%
Not at all easy	12	6.7	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	1	0.6	2.5	4%
Total %		100.0	100.0	100%
No answering	180		16,512	

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

	Total Number	% of Total	GPAQ V4 % benchmar k	GPPS Benchmark GP/Nurse
Very easy	56	30.9	26.0	8% / 8%
Fairly easy	62	34.3	35.2	15% / 14%
Not very easy	15	8.3	12.1	9% / 7%
Not at all easy	6	3.3	2.8	9% / 5%
Don't know	14	7.7	4.3	12% / 16%
Haven't tried	28	15.5	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	181		16,437	

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

	Total Number	% of Total	GPAQ V4 % benchmar k
Yes	90	50.6	62.0
No	57	32.0	17.7
Don't know/never	31	17.4	20.2
Total %		100.0	100.0
No answering	178		16,382

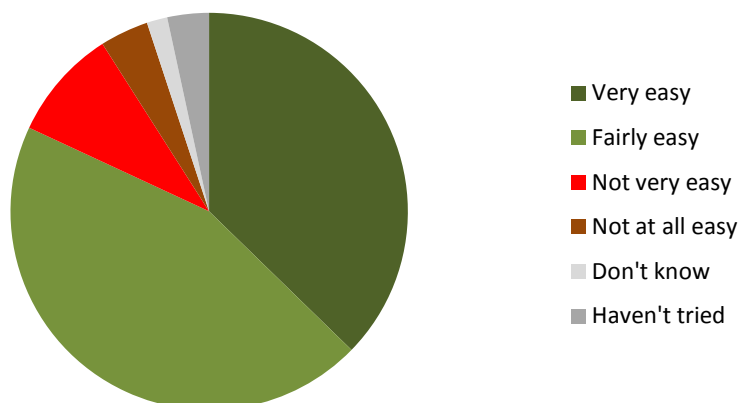
Q16 How important is it to you to be able to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Important	159	91.4	86.2
Not important	15	8.6	13.8
Total %		100.0	100.0
No answering	174		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	66	37.3	34.4
Fairly easy	79	44.6	42.2
Not very easy	16	9.0	13.5
Not at all easy	7	4.0	4.0
Don't know	3	1.7	1.8
Haven't tried	6	3.4	4.1
Total %		100.0	100.0
No answering	177		16,102

Q17 How easy to book ahead?



Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	46	21.6	24.3	26.5	30%
By phone	163	76.5	86.2	80.1	90%
Online	4	1.9	2.1	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	112.7	110.6	124%
Total Number	213	patients (though some may not have answered this question)			
From your	189				

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)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	42	18.2	22.2	29.0	31%
By phone	151	65.4	79.9	76.2	81%
Online	38	16.5	20.1	21.7	29%
Doesn't apply	0	0.0	0.0	1.2	
Total %		100.0	122.2	128.2	141%
Total Number	231	patients (though some may not have answered this question)			
From your	189				

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> 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
Total	112.7	122.2

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 18 and 19 above

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

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	89	49.4	30.9
2-4 days	69	38.3	31.0
5 days or more	8	4.4	24.2
Don't usually need to be seen q	6	3.3	6.6
Don't know, never tried	8	4.4	7.3
Total %		100.0	100.0
Total Responses	180		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	39	21.8	25.8
Very good	53	29.6	28.6
Good	43	24.0	20.4
Satisfactory	26	14.5	14.5
Poor	11	6.1	5.8
Very poor	3	1.7	0.9
Does not apply	4	2.2	3.9
Total %		100.0	100.0
Total Response	179		16,289

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

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	97	55.4	56.7
2-4 days	55	31.4	26.2
5 days or more	9	5.1	7.0
Don't usually need to be seen q	4	2.3	4.3
Don't know, never tried	10	5.7	5.8
Total %		100.0	100.0
Total Responses	175		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	45	26.0	31.0
Very good	50	28.9	29.7
Good	45	26.0	19.5
Satisfactory	21	12.1	11.1
Poor	8	4.6	3.5
Very poor	2	1.2	0.7
Does not apply	2	1.2	4.5
Total %		100.0	100.0
Total Response	173		15,668

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

	Total Number	% of Total	GPAQ V4 % benchmar k	GPPS Benchma rk
Less than 5 minutes	26	15.4	22.8	10%
6-10 minutes	42	24.9	39.5	5-15 mins
11-20 minutes	41	24.3	22.2	58%
21-30 minutes	27	16.0	9.0	>15 mins
More than 30 minutes	29	17.2	5.2	24%
No set time	4	2.4	1.3	
Total %		100.0	100.0	
Total Responses	169		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmar k
Excellent	19	10.8	24.1
Very good	35	19.9	26.6
Good	50	28.4	21.6
Satisfactory	44	25.0	19.6
Poor	15	8.5	6.1
Very poor	13	7.4	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	176		15,701

GPPS National Results:
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	123	68.0	86.3	78%
No	47	26.0	9.2	16%
Don't know	11	6.1	4.6	7%
Total %		100.0	100.0	
Total no responses	181		15,538	101%

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

57 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of **87** patients who answered Q26, answered Q27; and some may 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:

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	87	48.1%	42.5%	22%
Before 8am	13	10.3%	16.6%	33%
At lunchtime	22	17.5%	12.0%	13%
After 6.30pm	28	22.2%	22.6%	68%
Saturday	37	29.4%	28.8%	71%
Sunday	15	11.9%	10.2%	32%
None of these	11	8.7%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	126		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:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No	57	31.5%	13.7%	
Number of these answering Q27	48			22%
Before 8am	4	5.5%	16.4%	33%
At lunchtime	15	20.5%	6.3%	13%
After 6.30pm	14	19.2%	31.1%	68%
Saturday	24	32.9%	33.2%	71%
Sunday	10	13.7%	11.0%	32%
None of these	6	8.2%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	73		1,388	

Q28 Is there a particular GP you usually prefer to see or speak to?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	120	68.2	64.6	56%
No	54	30.7	33.7	42%
There is only one doctor in my surgery	2	1.1	1.7	2%
Total	176	100.0	100.0	

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.

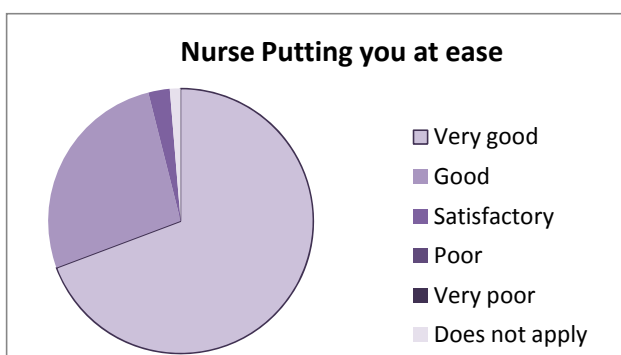
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	120	68.2			10,098	
Always or almost always	47	39.2	49	40.5	45.1	42%
A lot of the time	24	20.0	28	23.1	25.6	23%
Some of the time	31	25.8	37	30.6	19.7	28%
Never or almost never	3	2.5	3	2.5	2.5	6%
Not tried	4	3.3	4	3.3	1.0	1%
Missing	11	9.2				
Total answering this question	120	100.0	121	100	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.

About your last visit to the practice nurse: How good was the nurse at:

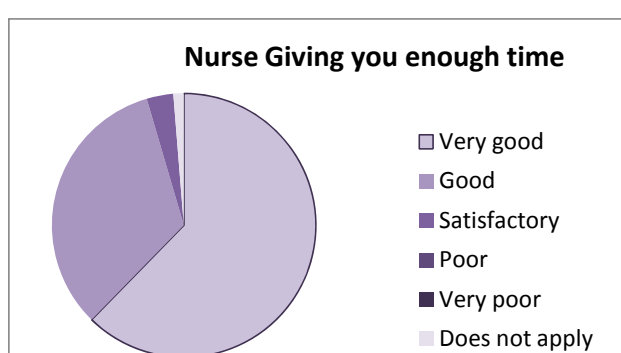
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	106	69.3	66.6	N/A
Good	41	26.8	23.0	
Satisfactory	4	2.6	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	2	1.3	4.1	
Total %		100.0	100.0	
Total number	153		12,540	



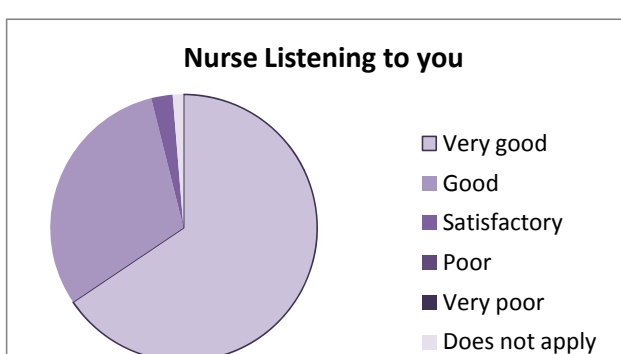
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	96	62.3	62.7	48%
Good	51	33.1	27.1	33%
Satisfactory	5	3.2	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	1.3	3.3	12%
Total %		100.0	100.0	87%
Total number	154		12,380	



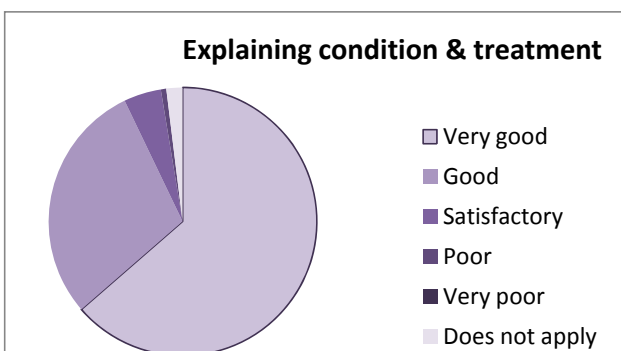
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	101	65.6	64.6	47%
Good	47	30.5	24.7	33%
Satisfactory	4	2.6	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	1.3	3.6	13%
Total %		100.0	100.0	87%
Total number	154		12,345	



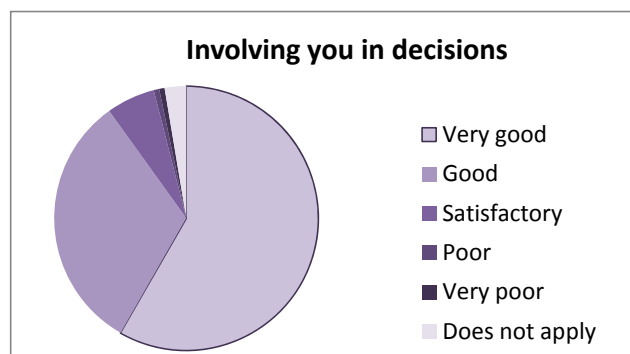
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	98	63.6	61.1	46%
Good	45	29.2	24.9	32%
Satisfactory	7	4.5	7.0	7%
Poor	1	0.6	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	3	1.9	6.0	14%
Total %		100.0	100.0	86%
Total number	154		12,306	



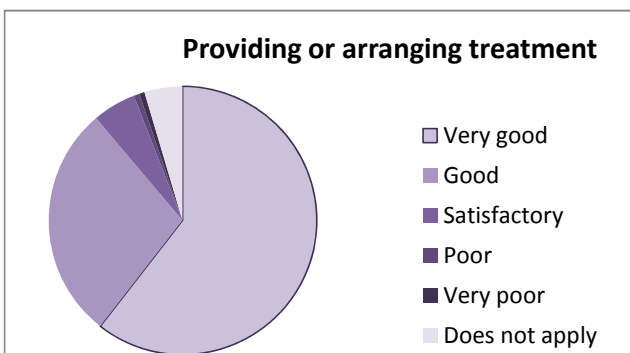
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	88	58.3	54.9	38%
Good	48	31.8	26.2	30%
Satisfactory	9	6.0	7.2	9%
Poor	1	0.7	0.8	1%
Very poor	1	0.7	0.3	1%
Does not apply	4	2.6	10.6	21%
Total %		100.0	100.0	100%
Total number	151		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	92	60.5	56.9	N/A
Good	43	28.3	24.2	
Satisfactory	8	5.3	6.0	
Poor	1	0.7	0.6	
Very poor	1	0.7	0.3	
Does not apply	7	4.6	12.0	
Total %		100.0	100.0	
Total number	152		12,212	



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

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	62	66	64	58	61
Good	27	33	31	29	32	28
Satisfactory	3	3	3	5	6	5
Poor	0	0	0	1	1	1
Very poor	0	0	0	0	1	1
Does not apply	1	1	1	2	3	5
Total %	100	100	100	100	100	100
Total Number of responses	153	154	154	154	151	152

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	146	97.3	97.1
No	4	2.7	2.9
Total %		100.0	100.0
Total Number of responses	150		11,676

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

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	145	81.9	85.0
Unsure	21	11.9	11.0
Not very well	3	1.7	1.5
Does not apply	8	4.5	2.5
Total %		100.0	100.0
Total number	177		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	140	78.2	82.4
Unsure	24	13.4	11.9
Not very well	5	2.8	2.1
Does not apply	10	5.6	3.6
Total %		100.0	100.0
Total number	179		16,137

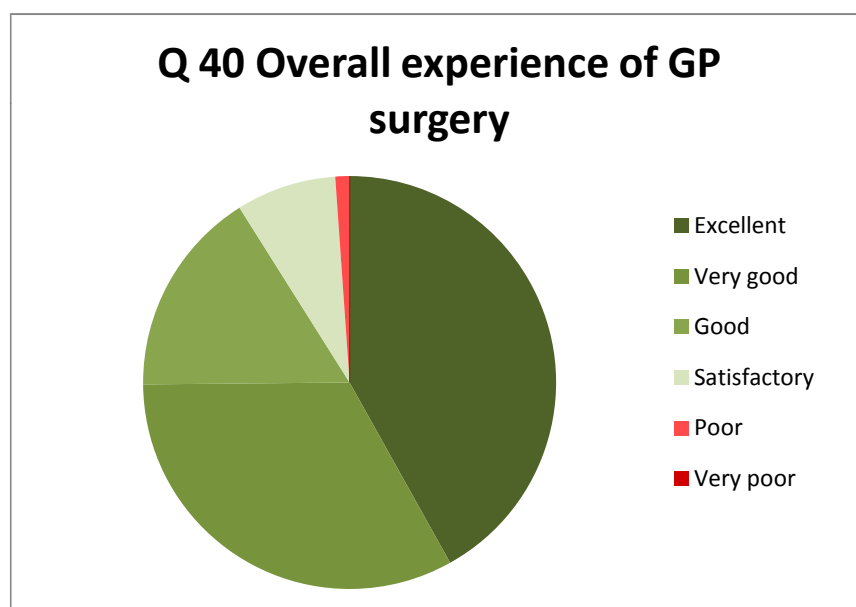
Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	125	71.0	75.2
Unsure	32	18.2	16.1
Not very well	4	2.3	2.5
Does not apply	15	8.5	6.2
Total %		100.0	100.0
Total number	176		16,048

Q40 Overall, how would you describe your experience of your GP surgery?

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	75	41.9	45.9	-
Very good	59	33.0	34.6	51%
Good	29	16.2	14.0	38%
Satisfactory	14	7.8	4.6	7%
Poor	2	1.1	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	179		16,287	100%

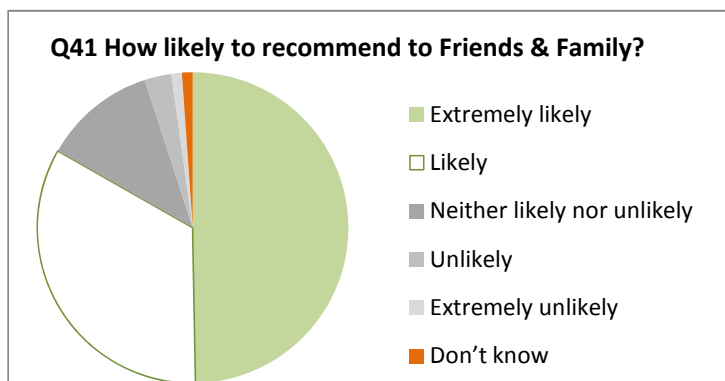
179 of the 189 patients who completed the questionnaire answered this question.



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?

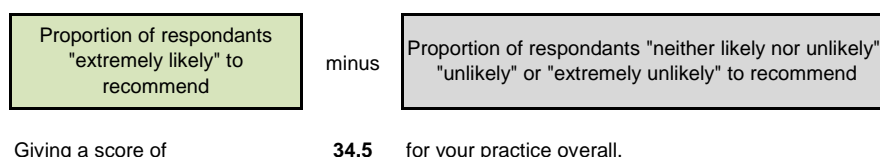
	Total Number responses	% of total
Extremely likely	89	49.7
Likely	60	33.5
Neither likely nor unlikely	21	11.7
Unlikely	5	2.8
Extremely unlikely	2	1.1
Don't know	2	1.1
Total %		98.9
Total number responses	179	



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:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf

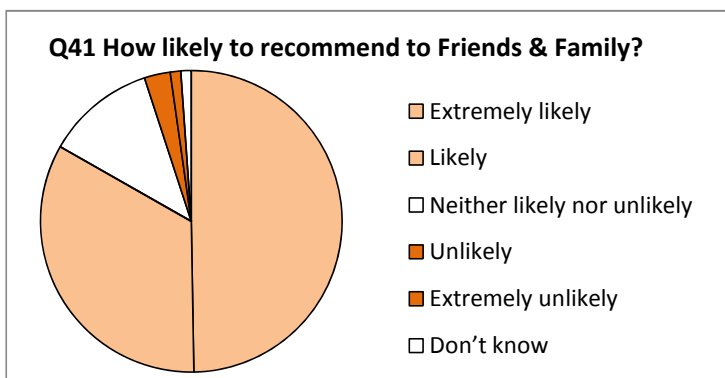


The FFT score for Stoke Aldermoor Medical Centre is **34** based on **179** responses

However, following a review, NHS England recommended (<http://www.england.nhs.uk/ourwork/pe/fft/calculations/>) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

Q41 FFT	Total Number responses	% of total
Extremely likely	89	49.7
Likely	60	33.5
Neither likely nor unlikely	21	11.7
Unlikely	5	2.8
Extremely unlikely	2	1.1
Don't know	2	1.1
Total %		98.9
Total number responses	179	



Percentage measures is calculated as follows:

Recommend (%)	extremely likely + likely	x100	Your score: 83.2
	extremely likely + likely + neither + unlikely + extremely unlikely + don't know		
Not recommend (%)	extremely unlikely + unlikely	x100	3.9
	extremely likely + likely + neither + unlikely + extremely unlikely + don't know		

Summary of your scores:

NPS	34.5	based on	179	responses
Recommend (%)	83.2	based on	179	responses
Not recommend (%)	3.9	based on	179	responses

Benchmarks

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

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