



General Practice Assessment Questionnaire

Patient Survey using the General Practice Assessment Questionnaire GPAQ for

Stoke Aldermoor Medical Centre

Coventry, CV3 1EG

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

2014

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 2014	Benchmarks from Data collected in 2012
Total: n	190,038	151	27,032
No practices	1,031	1	
% female	64.7	60.9	60.4
% with long term disability	49.0	39.7	48.1
Ethnicity			
% White	92.2	42.4	82.4
% Asian/Asian British	3.7	25.2	5.8
% Black/Black British	1.8	23.8	4.4
% Mixed	1.1	1.3	1.7
% Chinese	.0.3	0.7	0.4
% Other ethnic group	0.9	6.6	1.5
Employment			
% employed	48.4	51.0	46.4
% unemployed	2.5	12.6	4.8
% in full time education	3.4	7.3	2.7
% unable to work/long term sickness	7.2	7.9	5.3
% looking after home / family	9.6	14.6	7.5
% retired	27.5	3.3	27.3
% other	1.6	3.3	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	2	0			2			
16 to 44	42	70	114		112	75	39	46%
45 to 64	12	22			34			
65 to 74	2	0		37	2	25	61	54%
75 or over	1	0			1			
Total	59	92	114	37	151	100	100	100%
%	39	61						
Missing					0			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

151 of the 151 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	38	38	22	60	40	52	43%
No	33	47	67	13	80	53	43	55%
Don't know / can't say	4	7	9	2	11	7	5	2%
Total	59	92	114	37	151	100	100	100%
Missing					0			

151 of the 151 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	GPPS Benchmark
White	22	42	45	19	64	42	86	88%
Black or Black African	16	20	27	9	36	24	5	2%
Asian or Asian British	17	21	30	8	38	25	6	5%
Mixed	2	0	2	0	2	1	2	0%
Chinese	0	1	1	0	1	1	0	1%
Other ethnic group	2	8	9	1	10	7	2	2%
Total	59	92	114	37	151	100	100	98%
Missing					0			

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

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	35	42	59	18	77	51	48	58%
Unemployed / looking for work	10	9	14	5	19	13	5	5%
At school or in full time education	3	8	9	2	11	7	3	4%
Unable to work due to long term sickness	7	5	10	2	12	8	6	5%
Looking after your home/family	1	21	18	4	22	15	8	6%
Retired from paid work	3	2	0	5	5	3	28	20%
Other	0	5	4	1	5	3	2	2%
Total	59	92	114	37	151	100	100	100%
Missing					0			

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

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Results

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	51	86	68	74	119	79	75	51%
Fairly helpful	7	12	24	26	31	21	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	1	2	0	0	1	1	0	
Total	59	100	92	100	151	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	87	76	32	86	119	79	75	51%
Fairly helpful	26	23	5	14	31	21	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	1	1	0	0	1	1	0	
Total	114	100	37	100	151	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	43	73	44	48	87	58	35	29%
Fairly easy	11	19	39	42	50	33	44	38%
Not very easy	4	7	5	5	9	6	14	14%
Not at all easy	0	0	1	1	1	1	5	8%
Don't know	0	0	1	1	1	1	1	1%
Haven't tried	1	2	2	2	3	2	2	11%
Total	59	100	92	100	151	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	62	54	25	68	87	58	35	29%
Fairly easy	40	35	10	27	50	33	44	38%
Not very easy	8	7	1	3	9	6	14	14%
Not at all easy	1	1	0	0	1	1	5	8%
Don't know	1	1	0	0	1	1	1	1%
Haven't tried	2	2	1	3	3	2	2	11%
Total	114	100	37	100	151	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	36	61	35	38	71	47	24	8% / 8%
Fairly easy	10	17	36	39	46	30	33	15% / 14%
Not very easy	2	3	7	8	9	6	11	9% / 7%
Not at all easy	0	0	1	1	1	1	3	9% / 5%
Don't know	2	3	2	2	4	3	6	12% / 16%
Haven't tried	9	15	11	12	20	13	23	45% / 50%
Total	59	100	92	100	151	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	52	46	19	51	71	47	24	8% / 8%
Fairly easy	36	32	10	27	46	30	33	15% / 14%
Not very easy	5	4	4	11	9	6	11	9% / 7%
Not at all easy	1	1	0	0	1	1	3	9% / 5%
Don't know	4	4	0	0	4	3	6	12% / 16%
Haven't tried	16	14	4	11	20	13	23	45% / 50%
Total	114	100	37	100	151	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	44	75	60	66	104	69	67
No	6	10	19	21	25	17	15
Don't know/never needed to	9	15	12	13	21	14	18
Total	59	100	91	100	150	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	74	65	30	83	104	69	67
No	22	19	3	8	25	17	15
Don't know/never needed to	18	16	3	8	21	14	18
Total	114	100	36	100	150	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	56	95	83	90	139	92	86
Not important	3	5	9	10	12	8	14
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	106	93	33	89	139	92	86
Not important	8	7	4	11	12	8	14
Total	114	100	37	100	151	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	40	68	38	41	78	52	34
Fairly easy	11	19	42	46	53	35	40
Not very easy	7	12	4	4	11	7	14
Not at all easy	0	0	4	4	4	3	5
Don't know	0	0	1	1	1	1	2
Haven't tried	1	2	3	3	4	3	5
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	53	46	25	68	78	52	34
Fairly easy	43	38	10	27	53	35	40
Not very easy	10	9	1	3	11	7	14
Not at all easy	4	4	0	0	4	3	5
Don't know	1	1	0	0	1	1	2
Haven't tried	3	3	1	3	4	3	5
Total	114	100	37	100	151	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	16	21	23	14	37	21	25	30	26%
By phone	53	85	108	30	138	78	91	70	91%
Online	1	0	0	1	1	1	1	8	2%
Doesn't apply	0	0	0	0	0	0	0	19	1%
Total Responses	70	106	131	45	176	100	117	127	
% of patients	46	70	87	30	117				

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	19	25	30	14	44	23	29	32	31%
By phone	50	84	102	32	134	69	89	68	84%
Online	6	9	13	2	15	8	10	22	30%
Doesn't apply	0	1	1	0	1	1	1	19	
Total	75	119	146	48	194	100	128	140	
% of patients	50	79	97	32	128				

Your patients	Total % normally booking appointments	Total % would prefer to book appointments
In person	25	29
By phone	91	89
Online	1	10
Doesn't apply	0	1
Total	117	128

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	48	81	75	82	123	81	34
2-4 days	7	12	15	16	22	15	32
5 days or more	2	3	1	1	3	2	21
Don't usually need to be seen quickly	0	0	0	0	0	0	6
Don't know, never tried	2	3	1	1	3	2	7
Total	59	100	92	100	151	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	92	81	31	84	123	81	34
2-4 days	18	16	4	11	22	15	32
5 days or more	3	3	0	0	3	2	21
Don't usually need to be seen quickly	0	0	0	0	0	0	6
Don't know, never tried	1	1	2	5	3	2	7
Total	114	100	37	100	151	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	29	49	42	46	71	47	24
Very good	21	36	21	23	42	28	25
Good	5	8	18	20	23	15	17
Fair	2	3	7	8	9	6	16
Poor	1	2	3	3	4	3	9
Very poor	0	0	1	1	1	1	2
Does not apply	1	2	0	0	1	1	7
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	47	41	24	65	71	47	24
Very good	34	30	8	22	42	28	25
Good	18	16	5	14	23	15	17
Fair	9	8	0	0	9	6	16
Poor	4	4	0	0	4	3	9
Very poor	1	1	0	0	1	1	2
Does not apply	1	1	0	0	1	1	7
Total	114	100	37	100	151	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	51	86	70	76	121	80	62
2-4 days	5	8	17	18	22	15	24
5 days or more	0	0	1	1	1	1	5
Don't usually need to be seen quickly	0	0	1	1	1	1	4
Don't know, never tried	3	5	3	3	6	4	5
Total	59	100	92	100	151	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	91	80	30	81	121	80	62
2-4 days	18	16	4	11	22	15	24
5 days or more	1	1	0	0	1	1	5
Don't usually need to be seen quickly	1	1	0	0	1	1	4
Don't know, never tried	3	3	3	8	6	4	5
Total	114	100	37	100	151	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	32	86	44	48	76	50	36
Very good	16	8	23	25	39	26	29
Good	8	14	14	15	22	15	17
Fair	0	0	8	9	8	5	9
Poor	1	2	2	2	3	2	3
Very poor	0	0	1	1	1	1	1
Does not apply	2	3	0	0	2	1	5
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	54	47	22	59	76	50	36
Very good	29	25	10	27	39	26	29
Good	18	16	4	11	22	15	17
Fair	8	7	0	0	8	5	9
Poor	3	3	0	0	3	2	3
Very poor	1	1	0	0	1	1	1
Does not apply	1	1	1	3	2	1	5
Total	114	100	37	100	151	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	4	7	9	10	13	9	20	10%
6-10 minutes	10	17	12	13	22	15	40	}
11-20 minutes	25	42	30	33	55	36	24	} 71%
21-30 minutes	12	20	17	18	29	19	9	}
More than 30 minutes	7	12	19	21	26	17	6	6%
No set time	1	2	5	5	6	4	1	2%
Total	59	100	92	100	151	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	10	9	3	8	13	9	20	10%
6-10 minutes	18	16	4	11	22	15	40	}
11-20 minutes	36	32	19	51	55	36	24	} 71%
21-30 minutes	22	19	7	19	29	19	9	}
More than 30 minutes	23	20	3	8	26	17	6	6%
No set time	5	4	1	3	6	4	1	2%
Total	114	100	37	100	151	100	100	

Q14 How do you rate waiting times?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	18	31	17	18	35	23	23
Very good	16	27	21	23	37	25	27
Good	14	24	22	24	36	24	22
Fair	7	12	10	11	17	11	18
Poor	2	3	14	15	16	11	6
Very poor	1	2	6	7	7	5	2
Does not apply	1	2	2	2	3	2	1
Total	59	100	92	0	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	24	21	11	30	35	23	23
Very good	25	22	12	32	37	25	27
Good	27	24	9	24	36	24	22
Fair	14	12	3	8	17	11	18
Poor	16	14	0	0	16	11	6
Very poor	7	6	0	0	7	5	2
Does not apply	1	1	2	5	3	2	1
Total	114	100	37	100	151	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	45	79	89	35	124	82	86
No	9	9	18	0	18	12	10
Don't know	5	4	7	2	9	6	4
Total	59	92	114	37	151	100	100

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

A total of **27** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
of these **25** answered Q 16
However a total of **27** 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	11	12	23	0	27	18	39	
Before 8am	1	2	3	0	3	7	17	13%
At lunchtime	1	2	3	0	3	7	14	6%
After 6.30pm	3	5	8	0	8	19	22	28%
Saturday	7	8	15	0	15	35	28	47%
Sunday	6	4	10	0	10	23	9	5%
None of these	2	2	2	2	4	9	11	
Total responses	20	23	41	2	43	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	14	13	25	2	27	18	14	
Number of these answering Q16	13	12	23	2	25			
Before 8am	1	1	2	0	2	5	16	13%
At lunchtime	1	2	3	0	3	7	13	6%
After 6.30pm	3	5	8	0	8	20	28	28%
Saturday	7	8	15	0	15	37	30	47%
Sunday	6	4	10	0	10	24	11	5%
None of these	2	1	1	2	3	7	2	
Total responses	20	21	39	2	41	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	35	60	76	19	95	63	67	61%
No	23	32	38	17	55	36	32	38%
There is only one doctor in my surgery	1	0	0	1	1	1	1	2%
Total	59	92	114	37	151	100	100	

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

95 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
97 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	35	60	76	19	95	63	67	
Always or almost always	22	28	33	17	50	52	42	48%
A lot of the time	11	19	24	6	30	31	27	22%
Some of the time	3	13	16	0	16	16	24	24%
Never or almost never	0	0	0	0	0	0	5	6%
Not tried	1	0	1	0	1	1	4	1%
Total answering this question	37	60	74	23	97	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	48	52	52	49	55
Good	38	38	35	38	33
Fair	11	8	7	9	9
Poor	1	1	2	1	1
Very poor	0	0	1	1	0
Does not apply	2	1	3	2	2
Total %	100	100	100	100	100
Total number	151	150	150	150	150

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	51	63		62	67		57	63
Good	36	29		26	26		29	28
Fair	10	6		9	6		7	6
Poor	0	1		0	1		2	1
Very poor	0	0		0	0		0	0
Does not apply	3	1		3	0		5	2
Total number	59	9,112		58	9,000		58	9,071
Females %								
Very good	47	63		46	67		49	61
Good	39	28		46	25		39	27
Fair	12	7		8	6		8	7
Poor	1	1		1	1		2	1
Very poor	0	0		0	0		1	0
Does not apply	1	0		0	0		1	3
Total number	92	15,574		92	15,511		92	15,504
Under 45 %								
Very good	44	55		48	59		46	54
Good	39	33		40	30		38	31
Fair	14	9		10	8		9	9
Poor	1	1		1	2		3	2
Very poor	0	0		0	1		1	0
Does not apply	3	1		2	1		4	4
Total number	114	9,813		113	9,697		113	9,767
45 and over %								
Very good	62	68		65	72		70	67
Good	35	26		32	23		27	25
Fair	3	5		3	4		3	5
Poor	0	1		0	1		0	1
Very poor	0	0		0	0		0	0
Does not apply	0	0		0	0		0	2
Total number	37	15,106		37	15,034		37	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	53	58	59	66
Good	38	30	33	26
Fair	5	7	5	6
Poor	0	1	0	1
Very poor	0	0	0	0
Does not apply	3	4	3	1
Total number	58	9,064	58	9,072
Females %				
Very good	47	57	46	65
Good	39	28	46	26
Fair	12	8	8	6
Poor	1	1	1	1
Very poor	0	0	0	0
Does not apply	1	5	0	1
Total number	92	15,478	92	15,503
Under 45 %				
Very good	44	51	48	57
Good	39	31	40	30
Fair	14	10	10	9
Poor	1	2	1	2
Very poor	0	1	0	1
Does not apply	3	5	2	1
Total number	113	9,772	113	9,768
45 and over %				
Very good	62	62	65	71
Good	35	27	32	24
Fair	3	6	3	4
Poor	0	1	0	1
Very poor	0	0	0	0
Does not apply	0	4	0	1
Total number	37	14,992	37	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	79	74	73	84	76	79	67%
Yes, to some extent	16	24	22	16	21	18	26%
No, not at all	2	0	1	0	1	2	4%
Don't know / can't say	4	2	4	0	3	1	3%
Total %	100	100	100	100	100	100	100%
Number answering Q24	57	92	112	37	149	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	47	51	52	43	49
Good	41	40	36	44	42
Fair	7	5	6	6	5
Poor	0	0	1	0	0
Very poor	1	0	0	0	0
Does not apply	4	4	6	7	4
Total %	100	100	100	100	100
Total Number	144	144	144	144	144

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	52	63		52	63		59	60
Good	32	26		34	26		29	26
Fair	11	4		9	4		4	5
Poor	0	0		0	1		2	1
Very poor	0	0		0	0		0	0
Does not apply	5	7		5	6		7	8
Total Number	56	7,820		56	7,724		56	7,710
Females %								
Very good	44	63		50	63		48	60
Good	47	26		44	26		41	26
Fair	5	5		2	5		7	6
Poor	0	1		0	1		0	1
Very poor	1	0		0	0		0	0
Does not apply	3	5		3	5		5	7
Total Number	88	13,360		88	13,190		88	13,114
Under 45 %								
Very good	43	56		47	57		46	56
Good	44	29		42	29		39	27
Fair	8	6		6	6		7	7
Poor	0	1		0	1		1	1
Very poor	1	0		0	0		0	1
Does not apply	5	7		5	7		6	9
Total Number	108	8,231		108	8,133		108	8,101
45 and over %								
Very good	61	68		61	67		69	63
Good	33	24		36	24		28	25
Fair	3	4		0	4		0	5
Poor	0	0		0	0		0	1
Very poor	0	0		0	0		0	0
Does not apply	3	4		3	4		3	7
Total Number	36	13,148		36	12,974		36	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	54	63
Good	38	26	34	25
Fair	5	5	7	4
Poor	0	1	0	0
Very poor	0	0	0	0
Does not apply	9	12	5	7
Total Number	56	7,687	56	7,700
Females %				
Very good	40	55	45	63
Good	48	26	48	25
Fair	7	6	3	5
Poor	0	1	0	1
Very poor	0	0	0	0
Does not apply	6	12	3	5
Total Number	88	13,045	88	13,113
Under 45 %				
Very good	40	52	45	57
Good	44	28	44	28
Fair	8	7	6	6
Poor	0	1	0	1
Very poor	0	1	0	1
Does not apply	8	12	5	7
Total Number	108	8,073	108	8,084
45 and over %				
Very good	53	57	58	67
Good	44	25	39	24
Fair	0	5	0	4
Poor	0	1	0	0
Very poor	0	0	0	0
Does not apply	3	12	3	5
Total Number	36	12,847	36	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	76	68	66	89	71	77	N/A
Yes, to some extent	16	26	26	11	22	17	N/A
No, not at all	0	1	1	0	1	1	N/A
Don't know / can't say	7	5	7	0	6	5	N/A
Total	100	100	100	100	100	100	N/A
Number answering Q30	55	88	108	35	143	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	49	83	76	84	125	83	83
Unsure	8	14	12	13	20	13	12
Not very well	0	0	3	3	3	2	2
Does not apply	2	3	0	0	2	1	3
Total	59	100	91	100	150	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	92	81	33	89	125	83	83
Unsure	17	15	3	8	20	13	12
Not very well	3	3	0	0	3	2	2
Does not apply	1	1	1	3	2	1	3
Total	113	100	37	100	150	100	100

Q32 Cope with your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	47	80	75	82	122	81	81
Unsure	9	15	10	11	19	13	12
Not very well	1	2	3	3	4	3	2
Does not apply	2	3	4	4	6	4	5
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	91	80	31	84	122	81	81
Unsure	16	14	3	8	19	13	12
Not very well	3	3	1	3	4	3	2
Does not apply	4	4	2	5	6	4	5
Total	114	100	37	100	151	100	100

Q33 Keep yourself healthy?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	46	78	74	80	120	79	74
Unsure	11	19	11	12	22	15	16
Not very well	0	0	2	2	2	1	3
Does not apply	2	3	5	5	7	5	7
Total	59	100	92	100	151	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	90	79	30	81	120	79	74
Unsure	19	17	3	8	22	15	16
Not very well	2	2	0	0	2	1	3
Does not apply	3	3	4	11	7	5	7
Total	114	100	37	100	151	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	31	43	54	20	74	49	44	
Very good	21	19	27	13	40	26	37	51%
Good	3	24	24	3	27	18	13	38%
Fair	4	4	7	1	8	5	4	7%
Poor	0	2	2	0	2	1	1	3%
Very poor	0	0	0	0	0	0	0	1%
Total	59	92	114	37	151	100	100	100%

151 of the 151 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	42	62	73	31	104	69	70	60%
Yes, probably	14	24	32	6	38	25	24	24%
No, probably not	1	4	5	0	5	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	2	1	3	0	3	2	2	2%
Total	59	92	114	37	151	100	100	100%

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

Overall Benchmarks

	Males	Females	Your practice	GPAQ V3 National Benchmark
Number	59	92	151	28,782
GP				
Q19 GP Giving enough time	85.5	83.2	84.1	88.1
Q20 GP Listening	88.8	84.0	85.8	89.3
Q21 GP Explaining	87.3	83.5	84.9	88.3
Q22 GP Involving	87.5	82.1	84.2	87.0
Q23 GP Treating with care & concern	88.8	85.2	86.6	88.8
Q24 Confidence in GP	90.0	87.8	88.6	89.1
Nurse				
Q25 Nurse Giving enough time	85.8	84.4	85.0	89.8
Q26 Nurse Listening	86.3	87.4	87.0	89.7
Q27 Nurse Explaining	88.9	85.7	86.9	88.9
Q28 Nurse Involving	86.8	83.7	84.9	88.0
Q29 Nurse treating with care & concern	87.3	85.9	86.4	89.7
Q30 Confidence in Nurse	91.2	85.1	87.4	89.8
Practice				
Q1 How helpful Receptionists	95.9	91.1	93.0	90.4
Q2 How easy to get through to practice on phone	88.9	80.2	83.7	69.5
Q3 How easy to speak to dr/nurse on phone	90.1	77.3	82.1	68.8
Q6 How easy to book ahead	85.5	76.2	79.9	69.2
Q10 Rate how quickly seen (days) by particular dr	85.9	79.3	81.9	66.9
Q12 Rate how quickly seen (days) by any dr	87.4	80.9	83.4	76.9
Q14 Rate waiting time for consultation	73.1	59.8	65.0	67.0
Q31 Understand problem	93.0	90.1	91.2	91.7
Q32 Cope with problems	90.4	90.9	90.7	90.9
Q33 Keep healthy	90.4	91.4	91.0	88.2
Q34 Overall satisfaction	86.8	81.1	83.3	83.4
Q35 Would you recommend this practice?	90.5	87.0	88.3	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto male/female with respect to overall practice scores.

Overall Benchmarks

	Under 45	45 and over	Your practice	GPAQ V3 National Benchmark
Number	114	37	151	28,782
GP				
Q19 GP Giving enough time	82.2	89.9	84.1	88.1
Q20 GP Listening	84.2	90.5	85.8	89.3
Q21 GP Explaining	82.6	91.9	84.9	88.3
Q22 GP Involving	83.4	86.5	84.2	87.0
Q23 GP Treating with care & concern	84.3	93.2	86.6	88.8
Q24 Confidence in GP	87.5	91.9	88.6	89.1
Nurse				
Q25 Nurse Giving enough time	83.3	90.0	85.0	89.8
Q26 Nurse Listening	85.7	90.7	87.0	89.7
Q27 Nurse Explaining	84.9	92.9	86.9	88.9
Q28 Nurse Involving	83.6	88.6	84.9	88.0
Q29 Nurse treating with care & concern	85.2	90.0	86.4	89.7
Q30 Confidence in Nurse	85.0	94.3	87.4	89.8
Practice				
Q1 How helpful Receptionists	92.2	95.4	93.0	90.4
Q2 How easy to get through to practice on phone	82.0	88.7	83.7	69.5
Q3 How easy to speak to dr/nurse on phone	82.4	81.6	82.1	68.8
Q6 How easy to book ahead	77.0	88.7	79.9	69.2
Q10 Rate how quickly seen (days) by particular dr	79.1	90.3	81.9	66.9
Q12 Rate how quickly seen (days) by any dr	81.2	90.0	83.4	76.9
Q14 Rate waiting time for consultation	61.1	77.7	65.0	67.0
Q31 Understand problem	89.7	95.8	91.2	91.7
Q32 Cope with problems	90.0	92.9	90.7	90.9
Q33 Keep healthy	89.6	95.5	91.0	88.2
Q34 Overall satisfaction	81.8	88.1	83.3	83.4
Q35 Would you recommend this practice?	86.3	94.5	88.3	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto over/under 45 with respect to overall practice scores.