



General Practice Assessment Questionnaire

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

Summerhill Surgery

Ramsgate, CT12 6SU

2012

Report by

CMI Publishing Ltd

GPAQ Analysis and Reporting

Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB

Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>

E-mail: gpaq@dsl.pipex.com or gpaq@hotmail.co.uk

Report © 2011 - 2012 CMI Publishing Ltd

GPAQ V3 © 2011 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 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

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

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 2012
Total: n	190,038	180
No practices	1,031	1
% female	64.7	55.0
% with long term disability	49.0	57.8
Ethnicity		
% White	92.2	91.1
% Asian/Asian British	3.7	0.6
% Black/Black British	1.8	0.6
% Mixed	1.1	0.6
% Chinese	.0.3	0.0
% Other ethnic group	0.9	0.6
Employment		
% employed	48.4	38.9
% unemployed	2.5	2.8
% in full time education	3.4	2.2
% unable to work/long term sickness	7.2	11.7
% looking after home / family	9.6	8.3
% retired	27.5	27.8
% other	1.6	2.8

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

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
Age							
Under 16	1	1			2		
16 to 44	16	40	58		56	34	46%
45 to 64	22	37			59		
65 to 74	26	14		111	40	66	54%
75 or over	7	5			12		
Total	72	97	58	111	169	100	100%
%	43	57					
Missing					11		
GPPS Benchmark	49%	51%					

169 of the 180 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Total No responses	% of total responses	GPPS Benchmark
Yes	104	61	43%
No	57	33	55%
Don't know / can't say	10	6	2%
Total	171	100	100%
Missing	9		

171 of the 180 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPPS Benchmark
White	164	98	88%
Black or Black t	1	1	2%
Asian or Asian	1	1	5%
Mixed	1	1	0%
Chinese	0	0	1%
Other ethnic gr	1	1	2%
Total	168	100	98%
Missing	12		

168 of the 180 patients who completed the questionnaire answered this question.

Q40 Which of the following best describes you?

	Total No responses	% of total responses	GPPS Benchmark
Employed (full or part time, including self-employed)	70	41	58%
Unemployed / looking for work	5	3	5%
At school or in full time education	4	2	4%
Unable to work due to long term sickness	21	12	5%
Looking after your home/family	15	9	6%
Retired from paid work	50	29	20%
Other	5	3	2%
Total	170	100	100%
Missing	10		

170 of the 180 patients who completed the questionnaire answered this question.

Results

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

	Total Number	% of Total	GPPS Benchmark
Very	115	64	51%
Fairly	59	33	41%
Not Very	4	2	6%
Not at all	2	1	2%
Don't know	0	0	
Total	180	100	100%

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

	Total Number	% of Total	GPPS Benchmark
Very easy	10	6	29%
Fairly easy	45	25	38%
Not very easy	55	31	14%
Not at all easy	68	38	8%
Don't know	1	1	1%
Haven't tried	1	1	11%
Total	180	100	100%

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

	Total Number	% of Total	GPPS Benchmark GP/Nurse
Very easy	13	7	8% / 8%
Fairly easy	40	22	15% / 14%
Not very easy	35	20	9% / 7%
Not at all easy	18	10	9% / 5%
Don't know	14	8	12% / 16%
Haven't tried	59	33	45% / 50%
Total	179	100	100% / 100%

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

	Total Number	% of Total
Yes	65	36
No	76	42
Don't know/never needed to	38	21
Total	179	100

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

	Total Number	% of Total
Important	161	89
Not important	19	11
Total	180	100

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

	Total Number	% of Total
Very easy	11	6
Fairly easy	26	14
Not very easy	46	26
Not at all easy	76	42
Don't know	6	3
Haven't tried	15	8
Total	180	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)

	Total No responses	% of total responses	% of patients normally book	GPPS Benchmark
In person	32	16	18	26%
By phone	171	84	95	91%
Online	1	0	1	2%
Doesn't apply	0	0	0	1%
Total Responses	204	100	113	
% of patients	113			

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)

	Total No responses	% of total responses	% of patients prefer to book	GPPS Benchmark
In person	51	20	28	31%
By phone	156	60	87	84%
Online	51	20	28	30%
Doesn't apply	0	0	0	
Total	258	100	143	
% of patients	143			

	% normally booking appointments	% would prefer to book appointments
In person	18	28
By phone	95	87
Online	1	28
Doesn't apply	0	0
Total	113	143

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?

	Total Number	% of Total
Same day or next day	85	48
2-4 days	48	27
5 days or more	13	7
Don't usually need to be seen quickly	8	5
Don't know, never tried	23	13
Total	177	100

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

	Total Number	% of Total
Excellent	22	13
Very good	42	24
Good	22	13
Fair	33	19
Poor	25	14
Very poor	10	6
Does not apply	20	11
Total	174	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total
Same day or next day	113	64
2-4 days	37	21
5 days or more	8	5
Don't usually need to be seen quickly	7	4
Don't know, never tried	11	6
Total	176	100

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

	Total Number	% of Total
Excellent	28	16
Very good	46	26
Good	38	22
Fair	28	16
Poor	18	10
Very poor	8	5
Does not apply	10	6
Total	176	100

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

	Total Number	% of Total	GPPS Benchmark
Less than 5 minutes	15	9	10%
6-10 minutes	44	26	} 71%
11-20 minutes	39	23	
21-30 minutes	26	15	} 6%
More than 30 minutes	44	26	
No set time	3	2	2%
Total	171	100	

Q14 How do you rate waiting times?

	Total Number	% of Total
Excellent	12	7
Very good	24	14
Good	36	21
Fair	49	29
Poor	28	17
Very poor	17	10
Does not apply	3	2
Total	169	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?

	Total No responses	% of total
Yes	123	71
No	36	21
Don't know	14	8
Total	173	100

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

50 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
However a total of 52 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:

	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	52	29	
Before 8am	14	16	13%
At lunchtime	5	6	6%
After 6.30pm	23	27	28%
Saturday	36	42	47%
Sunday	7	8	5%
None of these	1	1	
Total responses	86	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:

	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	50	28	
Before 8am	14	18	13%
At lunchtime	5	6	6%
After 6.30pm	19	24	28%
Saturday	32	41	47%
Sunday	7	9	5%
None of these	1	1	
Total responses	78	100	

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

	Total No responses	% of total	GPPS Benchmark
Yes	121	68	61%
No	56	32	38%
There is only one doctor in my surgery	0	0	2%
Total	177	100	

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

121 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
119 Patients answered this question.

	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	121	68	
Always or almost always	34	29	48%
A lot of the time	31	26	22%
Some of the time	42	35	24%
Never or almost never	10	8	6%
Not tried	2	2	1%
Total answering this question	119	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 are given, are percentages of total answering each question.

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	57	61	56	51	58
Good	32	30	31	30	31
Fair	9	8	9	10	9
Poor	1	1	1	2	1
Very poor	1	1	1	1	1
Does not apply	1	1	2	5	1
Total number	170	170	169	169	170

Total Number answering Q19:
170

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%

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.

%	% Total responses	GPPS Benchmark
Yes, definitely	79	67%
Yes, to some extent	20	26%
No, not at all	1	4%
Don't know / can't say	1	3%
Total %	100	100%
Number answering Q24	169	

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, are percentages of total answering each question.

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	59	61	55	46	55
Good	31	26	31	33	32
Fair	5	6	6	9	6
Poor	1	1	1	0	1
Very poor	0	0	0	0	0
Does not apply	4	6	8	12	6
Total Number	156	156	156	156	155

Total Number answering Q25:
156

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%

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.

%	% Total responses	GPPS Benchmark
Yes, definitely	75	N/A
Yes, to some extent	19	N/A
No, not at all	0	N/A
Don't know / can't say	6	N/A
Total	100	N/A
Number answering Q30	156	

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?

	Total Number	% of Total
Very well	126	75
Unsure	33	20
Not very well	5	3
Does not apply	5	3
Total	169	100

Q32 Cope with your health problems?

	Total Number	% of Total
Very well	122	72
Unsure	32	19
Not very well	6	4
Does not apply	9	5
Total	169	100

Q33 Keep yourself healthy?

	Total Number	% of Total
Very well	114	68
Unsure	37	22
Not very well	9	5
Does not apply	8	5
Total	168	100

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

	Total Number responses	% of total	GPPS Benchmark
Excellent	46	27	
Very good	68	40	51%
Good	30	18	38%
Fair	22	13	7%
Poor	4	2	3%
Very poor	0	0	1%
Total	170	100	100%

170 of the 180 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?

	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	91	54	60%
Yes, probably	45	26	24%
No, probably not	21	12	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given		4%
No, definitely not	6	4	2%
Don't know	7	4	2%
Total	170	0	0%

170 of the 180 patients who completed the questionnaire answered this question.

Q41 If you were unable to see a GP urgently, how would you rate the advice given?

	Number	%
Excellent	11	7.9
Very good	27	19.3
Good	25	17.9
Fair	29	20.7
Poor	14	10.0
Very poor	6	4.3
Does not apply	28	20.0
Total	140	

Q42 If you need to see a Nurse urgently, can you normally get seen on the same day?

	Number	%
Yes	43	30.7
No	51	36.4
Does not apply	46	32.9
Total	140	

Q43 Do you know which services your GP surgery provide?

	Number	%
Yes	42	29.8
Some	87	61.7
None	10	7.1
Does not apply	2	1.4
Total	141	

Q44 Do you feel that you know how to access these services appropriately?

	Number	%
Yes	55	39.6
Some	68	48.9
None	12	8.6
Does not apply	4	2.9
Total	139	

Q45 How do you rate the overall décor at the surgery?

	Number	%
Excellent	17	12.0
Very good	30	21.1
Good	44	31.0
Fair	40	28.2
Poor	8	5.6
Very poor	3	2.1
Does not apply	0	0.0
Total	142	

Q46 How do you rate overall cleanliness of the surgery?

	Number	%
Excellent	34	23.9
Very good	43	30.3
Good	42	29.6
Fair	18	12.7
Poor	4	2.8
Very poor	1	0.7
Does not apply	0	0.0
Total	142	

Q47 How do you rate the physical access to the surgery?

	Number	%
Excellent	33	23.2
Very good	53	37.3
Good	36	25.4
Fair	13	9.2
Poor	3	2.1
Very poor	2	1.4
Does not apply	2	1.4
Total	142	

Q48 How do you rate the surgery with regards to the administration supporting your medical care?

	Number	%
Excellent	34	24.1
Very good	45	31.9
Good	26	18.4
Fair	25	17.7
Poor	3	2.1
Very poor	0	0.0
Does not apply	8	5.7
Total	141	

Q49 If you have a chronic/ongoing medical condition such as Diabetes, how do you rate the monitoring and support you receive?

	Number	%
Excellent	19	14.4
Very good	19	14.4
Good	12	9.1
Fair	9	6.8
Poor	4	3.0
Very poor	0	0.0
Does not apply	69	52.3
Total	132	