



General Practice Assessment Questionnaire

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

Summerhill Surgery

Ramsgate, CT12 6SU

2013

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

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 2012	Benchmarks from GPAQ V3 Data collected in 2012
Total: n	190,038	200	27,032
No practices	1,031	1	
% female	64.7	59.5	60.4
% with long term disability	49.0	59.0	48.1
Ethnicity			
% White	92.2	90.0	82.4
% Asian/Asian British	3.7	1.5	5.8
% Black/Black British	1.8	1.5	4.4
% Mixed	1.1	1.0	1.7
% Chinese	.0.3	0.0	0.4
% Other ethnic group	0.9	0.5	1.5
Employment			
% employed	48.4	31.5	46.4
% unemployed	2.5	1.5	4.8
% in full time education	3.4	2.0	2.7
% unable to work/long term sickness	7.2	14.5	5.3
% looking after home / family	9.6	8.5	7.5
% retired	27.5	35.0	27.3
% other	1.6	1.5	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	1			2			
16 to 44	16	45	63		61	33	39	46%
45 to 64	31	40			71			
65 to 74	11	25		128	36	67	61	54%
75 or over	13	8			21			
Total	72	119	63	128	191	100	100	100%
%	38	62						
Missing					9			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

191 of the 200 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	118	62	52	43%
No	63	33	43	55%
Don't know / can't say	10	5	5	2%
Total	191	100	100	100%
Missing	9			

191 of the 200 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	180	95	86	88%
Black or Black African	3	2	5	2%
Asian or Asian Australian	3	2	6	5%
Mixed	2	1	2	0%
Chinese	0	0	0	1%
Other ethnic group	1	1	2	2%
Total	189	100	100	98%
Missing	11			

189 of the 200 patients who completed the questionnaire answered this question.

Q40 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	63	33	48	58%
Unemployed / looking for work	3	2	5	5%
At school or in full time education	4	2	3	4%
Unable to work due to long term sickness	29	15	6	5%
Looking after your home/family	17	9	8	6%
Retired from paid work	70	37	28	20%
Other	3	2	2	2%
Total	189	100	100	100%
Missing	11			

189 of the 200 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	GPAQ V3 % Benchmark	GPPS Benchmark
Very	131	66	75	51%
Fairly	59	30	23	41%
Not Very	7	4	2	6%
Not at all	3	2	0	2%
Don't know	0	0	0	
Total	200	100	100	100%

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

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	8	4	35	29%
Fairly easy	37	19	44	38%
Not very easy	68	34	14	14%
Not at all easy	81	41	5	8%
Don't know	1	1	1	1%
Haven't tried	4	2	2	11%
Total	199	100	100	100%

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

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	12	6	24	8% / 8%
Fairly easy	43	22	33	15% / 14%
Not very easy	51	26	11	9% / 7%
Not at all easy	33	17	3	9% / 5%
Don't know	7	4	6	12% / 16%
Haven't tried	54	27	23	45% / 50%
Total	200	100	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	GPAQ V3 % Benchmark
Yes	70	36	67
No	93	47	15
Don't know/never needed to	33	17	18
Total	196	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Important	176	88	86
Not important	23	12	14
Total	199	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	8	4	34
Fairly easy	40	20	40
Not very easy	60	30	14
Not at all easy	65	33	5
Don't know	14	7	2
Haven't tried	13	7	5
Total	200	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)

	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % Benchmark	GPPS Benchmark
In person	51	22	26	30	26%
By phone	175	77	88	70	91%
Online	0	0	0	8	2%
Doesn't apply	1	0	1	19	1%
Total Responses	227	100	114	127	
% of patients	114				

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	GPAQ V3 % Benchmark	GPPS Benchmark
In person	40	15	20	32	31%
By phone	164	61	82	68	84%
Online	64	24	32	22	30%
Doesn't apply	1	0	1	19	
Total	269	100	135	140	
% of patients	135				

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	26	20
By phone	88	82
Online	0	32
Doesn't apply	1	1
Total	114	135

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	GPAQ V3 % Benchmark
Same day or next day	77	40	34
2-4 days	47	24	32
5 days or more	32	16	21
Don't usually need to be seen quickly	13	7	6
Don't know, never tried	25	13	7
Total	194	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	10	5	24
Very good	41	21	25
Good	36	19	17
Fair	37	19	16
Poor	30	16	9
Very poor	14	7	2
Does not a	24	13	7
Total	192	100	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	131	66	62
2-4 days	31	16	24
5 days or more	17	9	5
Don't usually need to be seen quickly	8	4	4
Don't know, never tried	10	5	5
Total	197	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	19	10	36
Very good	50	26	29
Good	48	24	17
Fair	36	18	9
Poor	23	12	3
Very poor	10	5	1
Does not a	10	5	5
Total	196	100	100

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

	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	10	5	20	10%
6-10 minutes	31	16	40	} 71%
11-20 minutes	53	27	24	
21-30 minutes	38	20	9	} 6%
More than 30 minutes	57	30	6	
No set time	4	2	1	2%
Total	193	100	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	5	3	23
Very good	23	12	27
Good	35	19	22
Fair	65	34	18
Poor	38	20	6
Very poor	20	11	2
Does not apply	3	2	1
Total	189	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?

	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	159	84	86
No	24	13	10
Don't know	7	4	4
Total	190	100	100

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

31 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
However a total of 87 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	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	87	44	39	
Before 8am	28	20	17	13%
At lunchtime	16	12	14	6%
After 6.30pm	31	23	22	28%
Saturday	41	30	28	47%
Sunday	11	8	9	5%
None of these	10	7	11	
Total responses	137	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:

	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients said No or Don't know	31	16	14	
Number of these answering Q16	30			
Before 8am	12	20	16	13%
At lunchtime	2	3	13	6%
After 6.30pm	19	32	28	28%
Saturday	20	33	30	47%
Sunday	5	8	11	5%
None of these	2	3	2	
Total responses	60	100	100	

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

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	130	68	67	61%
No	61	32	32	38%
There is only one doctor in my surgery	0	0	1	2%
Total	191	100	100	

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

130 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
155 Patients answered this question.

	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	130	68	67	
Always or almost always	37	24	42	48%
A lot of the time	25	16	27	22%
Some of the time	64	41	24	24%
Never or almost never	20	13	5	6%
Not tried	9	6	4	1%
Total answering this question	155	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.

Your practice results, columns headed purple

Benchmarks based on 27,000 GPQ V3 results, columns in yellow

GPPS Benchmarks, columns in green

Qs 19 & 20	Q19 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q20 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	52	63		51%	55
% Good	33	29	37%	29	26	37%
% Fair	12	7	8%	12	6	7%
% Poor	1	1	2%	1	1	3%
% Very poor	1	0	1%	1	0	1%
% Does not apply	2	0	1%	2	0	1%
Total number	185	25,406	100%	184	25,208	100%

Qs 21 & 22	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
	% Very good	53	62		43%	51
% Good	28	28	33%	29	29	32%
% Fair	14	6	10%	13	7	13%
% Poor	1	1	3%	2	1	3%
% Very poor	0	0	1%	0	0	1%
% Does not apply	4	3	9%	5	5	11%
Total number	184	25,276	100%	184	25,228	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.

Q 23	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	57	65	47%
% Good	30	26	36%
% Fair	10	6	10%
% Poor	2	1	3%
% Very poor	0	0	2%
% Does not apply	2	1	3%
Total number	184	25,259	100%

	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	71	79	67%
Yes, to some extent	26	18	26%
No, not at all	3	2	4%
Don't know / can't say	1	1	3%
Total %	100	100	100%
No. answering Q24	184	25,208	

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

Summerhill Surgery

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

GPAQ Report 2013

Figures, except where total numbers are given, are percentages of total answering each question.

Your practice results, columns headed purple

Benchmarks based on 27,000 GPQ V3 results, columns in yellow

GPPS Benchmarks, columns in green

Qs 25 & 26	Q25 Giving you enough time?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q26 Listening to you?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	57	63	45%		58	63	40%
% Good	26	26	32%		26	26	32%
% Fair	7	5	5%		7	5	6%
% Poor	1	1	1%		1	1	1%
% Very poor	0	0	*		0	0	*
% Does not apply	9	5	17%		8	5	20%
Total number	169	21,770	100%		165	21,493	100%

Qs 27 & 28	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark	GPPS Benchmarks %		Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	54	60	38%		51	55	32%
% Good	30	26	30%		26	26	27%
% Fair	5	6	7%		10	6	9%
% Poor	1	1	1%		2	1	2%
% Very poor	0	0	*		0	0	1%
% Does not apply	10	7	23%		12	12	30%
Total number	164	21,389	100%		164	21,286	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.

Q 29	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	GPPS Benchmarks %
% Very good	57	63	41%
% Good	27	25	32%
% Fair	6	5	6%
% Poor	1	1	1%
% Very poor	0	0	1%
% Does not apply	9	6	19%
Total number	164	21,366	100%

%	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	67	77	N/A
Yes, to some extent	23	17	N/A
No, not at all	1	1	N/A
Don't know / can't say	9	5	N/A
Total	100	100	N/A
No. answering Q30	162	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?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	137	72	83
Unsure	41	21	12
Not very well	5	3	2
Does not apply	8	4	3
Total	191	100	100

Q32 Cope with your health problems?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	142	74	81
Unsure	33	17	12
Not very well	6	3	2
Does not apply	10	5	5
Total	191	100	100

Q33 Keep yourself healthy?

	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	120	65	74
Unsure	48	26	16
Not very well	5	3	3
Does not apply	11	6	7
Total	184	100	100

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

	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	35	18	44	
Very good	68	36	37	51%
Good	49	26	13	38%
Fair	22	12	4	7%
Poor	15	8	1	3%
Very poor	1	1	0	1%
Total	190	100	100	100%

190 of the 200 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	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	71	38	70	60%
Yes, probably	67	35	24	24%
No, probably not	33	17	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given			4%
No, definitely not	13	7	1	2%
Don't know	5	3	2	2%
Total	189	0	0	0%

189 of the 200 patients who completed the questionnaire answered this question.