



General Practice Assessment Questionnaire

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

Summerhill Surgery

Ramsgate, CT12 6SU

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

2013

Report by

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Introduction

The Survey

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

Survey Development

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

This Report

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

A Note about Numbers /Subtotals

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

Benchmarks

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

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

Taking Action on Results

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

Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice Survey 2012	Benchmarks from 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?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	44	74	25	93	118	62	52	43%
No	24	39	34	29	63	33	43	55%
Don't know / can't say	4	6	4	6	10	5	5	2%
Total	72	119	63	128	191	100	100	100%
Missing					9			

191 of the 200 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	68	112	58	122	180	95	86	88%
Black or Black African	2	1	1	2	3	2	5	2%
Asian or Asian Australian	1	2	1	2	3	2	6	5%
Mixed	0	2	2	0	2	1	2	0%
Chinese	0	0	0	0	0	0	0	1%
Other ethnic group	1	0	1	0	1	1	2	2%
Total	72	117	63	126	189	100	100	98%
Missing					11			

189 of the 200 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)	21	42	33	30	63	33	48	58%
Unemployed / looking for work	3	0	0	3	3	2	5	5%
At school or in full time education	2	2	4	0	4	2	3	4%
Unable to work due to long term sickness	11	18	12	17	29	15	6	5%
Looking after your home/family	3	14	12	5	17	9	8	6%
Retired from paid work	30	40	0	70	70	37	28	20%
Other	2	1	1	2	3	2	2	2%
Total	72	117	62	127	189	100	100	100%
Missing					11			

189 of the 200 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	49	68	77	65	131	66	75	51%
Fairly	21	29	34	29	59	30	23	41%
Not Very	2	3	5	4	7	4	2	6%
Not at all	0	0	3	3	3	2	0	2%
Don't know	0	0	0	0	0	0	0	
Total	72	100	119	100	200	100	100	100%

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very	36	57	90	70	131	66	75	51%
Fairly	21	33	34	27	59	30	23	41%
Not Very	4	6	3	2	7	4	2	6%
Not at all	2	3	1	1	3	2	0	2%
Don't know	0	0	0	0	0	0	0	
Total	63	100	128	100	200	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	3	4	4	3	8	4	35	29%
Fairly easy	10	14	25	21	37	19	44	38%
Not very easy	24	33	41	35	68	34	14	14%
Not at all easy	34	47	44	37	81	41	5	8%
Don't know	0	0	1	1	1	1	1	1%
Haven't tried	1	1	3	3	4	2	2	11%
Total	72	100	118	100	199	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	0	0	7	6	8	4	35	29%
Fairly easy	14	22	21	17	37	19	44	38%
Not very easy	22	35	43	34	68	34	14	14%
Not at all easy	26	41	52	41	81	41	5	8%
Don't know	0	0	1	1	1	1	1	1%
Haven't tried	1	2	3	2	4	2	2	11%
Total	63	100	127	100	199	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	3	4	8	7	12	6	24	8% / 8%
Fairly easy	11	15	30	25	43	22	33	15% / 14%
Not very easy	21	29	29	24	51	26	11	9% / 7%
Not at all easy	10	14	21	18	33	17	3	9% / 5%
Don't know	2	3	4	3	7	4	6	12% / 16%
Haven't tried	25	35	27	23	54	27	23	45% / 50%
Total	72	100	119	100	200	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	2	3	9	7	12	6	24	8% / 8%
Fairly easy	15	24	26	20	43	22	33	15% / 14%
Not very easy	19	30	31	24	51	26	11	9% / 7%
Not at all easy	7	11	24	19	33	17	3	9% / 5%
Don't know	1	2	5	4	7	4	6	12% / 16%
Haven't tried	19	30	33	26	54	27	23	45% / 50%
Total	63	100	128	100	200	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	26	37	38	33	70	36	67
No	29	41	62	53	93	47	15
Don't know/never needed to	16	23	16	14	33	17	18
Total	71	100	116	100	196	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	19	30	45	36	70	36	67
No	36	57	55	44	93	47	15
Don't know/never needed to	8	13	24	19	33	17	18
Total	63	100	124	100	196	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	57	79	110	93	176	88	86
Not important	15	21	8	7	23	12	14
Total	72	100	118	100	199	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	56	89	111	87	176	88	86
Not important	7	11	16	13	23	12	14
Total	63	100	127	100	199	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	2	3	5	4	8	4	34
Fairly easy	17	24	20	17	40	20	40
Not very easy	16	22	43	36	60	30	14
Not at all easy	23	32	39	33	65	33	5
Don't know	7	10	7	6	14	7	2
Haven't tried	7	10	5	4	13	7	5
Total	72	100	119	100	200	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	2	3	5	4	8	4	34
Fairly easy	13	21	24	19	40	20	40
Not very easy	21	33	38	30	60	30	14
Not at all easy	21	33	41	32	65	33	5
Don't know	5	8	9	7	14	7	2
Haven't tried	1	2	11	9	13	7	5
Total	63	100	128	100	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)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % normal book Benchmark	GPPS Benchmark
In person	25	24	9	40	51	22	26	30	26%
By phone	55	112	60	107	175	77	88	70	91%
Online	0	0	0	0	0	0	0	8	2%
Doesn't apply	1	0	0	1	1	0	1	19	1%
Total Responses	81	136	69	148	227	100	114	127	
% of patients	41	68	35	74	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)

	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	17	23	13	27	40	15	20	32	31%
By phone	51	107	52	106	164	61	82	68	84%
Online	18	44	31	31	64	24	32	22	30%
Doesn't apply	1	0	0	1	1	0	1	19	
Total	87	174	96	165	269	100	135	140	
% of patients	44	87	48	83	135				

Your patients	Total % normally booking appointments	Total % 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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	33	46	42	36	77	40	34
2-4 days	17	24	27	23	47	24	32
5 days or more	7	10	25	21	32	16	21
Don't usually need to be seen quickly	6	8	7	6	13	7	6
Don't know, never tried	8	11	16	14	25	13	7
Total	71	100	117	100	194	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	29	46	46	37	77	40	34
2-4 days	12	19	32	26	47	24	32
5 days or more	6	10	26	21	32	16	21
Don't usually need to be seen quickly	7	11	6	5	13	7	6
Don't know, never tried	9	14	15	12	25	13	7
Total	63	100	125	100	194	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	3	4	7	6	10	5	24
Very good	19	27	20	17	41	21	25
Good	18	25	17	15	36	19	17
Fair	14	20	21	18	37	19	16
Poor	6	8	24	21	30	16	9
Very poor	3	4	11	10	14	7	2
Does not apply	8	11	15	13	24	13	7
Total	71	100	115	100	192	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	4	6	6	5	10	5	24
Very good	10	16	29	24	41	21	25
Good	13	21	22	18	36	19	17
Fair	14	22	21	17	37	19	16
Poor	9	14	21	17	30	16	9
Very poor	3	5	11	9	14	7	2
Does not apply	10	16	13	11	24	13	7
Total	63	100	123	100	192	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	49	68	77	65	131	66	62
2-4 days	14	19	16	13	31	16	24
5 days or more	6	8	11	9	17	9	5
Don't usually need to be seen quickly	2	3	6	5	8	4	4
Don't know, never tried	1	1	9	8	10	5	5
Total	72	100	119	100	197	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	48	76	78	61	131	66	62
2-4 days	7	11	23	18	31	16	24
5 days or more	5	8	12	9	17	9	5
Don't usually need to be seen quickly	3	5	5	4	8	4	4
Don't know, never tried	0	0	10	8	10	5	5
Total	63	100	128	100	197	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	6	68	12	10	19	10	36
Very good	25	19	24	20	50	26	29
Good	17	24	28	24	48	24	17
Fair	16	22	19	16	36	18	9
Poor	5	7	18	15	23	12	3
Very poor	3	4	7	6	10	5	1
Does not apply	0	0	10	8	10	5	5
Total	72	100	118	100	196	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	6	10	12	9	19	10	36
Very good	16	25	33	26	50	26	29
Good	14	22	31	24	48	24	17
Fair	15	24	20	16	36	18	9
Poor	9	14	14	11	23	12	3
Very poor	1	2	9	7	10	5	1
Does not apply	2	3	8	6	10	5	5
Total	63	100	127	100	196	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	3	4	7	6	10	5	20	10%
6-10 minutes	11	15	18	16	31	16	40	} 71%
11-20 minutes	20	28	31	27	53	27	24	
21-30 minutes	15	21	22	19	38	20	9	} 6%
More than 30 minutes	21	29	35	30	57	30	6	
No set time	2	3	2	2	4	2	1	2%
Total	72	100	115	100	193	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	4	6	6	5	10	5	20	10%
6-10 minutes	13	21	16	13	31	16	40	} 71%
11-20 minutes	21	34	30	24	53	27	24	
21-30 minutes	12	19	25	20	38	20	9	} 6%
More than 30 minutes	9	15	47	38	57	30	6	
No set time	3	5	1	1	4	2	1	2%
Total	62	100	125	100	193	100	100	

Q14 How do you rate waiting times?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	3	4	2	2	5	3	23
Very good	8	11	14	12	23	12	27
Good	17	24	17	15	35	19	22
Fair	24	34	38	34	65	34	18
Poor	12	17	25	22	38	20	6
Very poor	6	9	14	12	20	11	2
Does not apply	0	0	3	3	3	2	1
Total	70	100	113	0	189	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	3	5	2	2	5	3	23
Very good	6	10	16	13	23	12	27
Good	13	21	21	17	35	19	22
Fair	22	35	40	33	65	34	18
Poor	9	15	28	23	38	20	6
Very poor	7	11	13	11	20	11	2
Does not apply	2	3	1	1	3	2	1
Total	62	100	121	100	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?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	61	94	46	109	159	84	86
No	5	17	11	11	24	13	10
Don't know	4	3	4	3	7	4	4
Total	70	114	61	123	190	100	100

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

A total of **31** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question of these **30** answered Q 16
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:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPPS Benchmark
Number of patients responding	8	20	14	14	87	44	39	
Before 8am	9	18	7	20	28	20	17	13%
At lunchtime	4	11	4	11	16	12	14	6%
After 6.30pm	9	19	10	18	31	23	22	28%
Saturday	8	30	15	23	41	30	28	47%
Sunday	4	6	6	4	11	8	9	5%
None of these	6	4	3	7	10	7	11	
Total responses	40	88	45	83	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:

	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	9	20	15	14	31	16	14	
Number of these answering Q16	8	20	14	14	30			
Before 8am	0	12	6	6	12	20	16	13%
At lunchtime	0	2	1	1	2	3	13	6%
After 6.30pm	5	12	7	10	19	32	28	28%
Saturday	2	17	10	9	20	33	30	47%
Sunday	2	2	2	2	5	8	11	5%
None of these	2	0	1	1	2	3	2	
Total responses	11	45	27	29	60	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	41	88	34	95	130	68	67	61%
No	28	29	29	28	61	32	32	38%
There is only one doctor in my surgery	0	0	0	0	0	0	1	2%
Total	69	117	63	123	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.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Number said "Yes" to Q17	41	88	34	95	130	68	67	
Always or almost always	15	22	7	30	37	24	42	48%
A lot of the time	10	15	6	19	25	16	27	22%
Some of the time	25	37	23	39	64	41	24	24%
Never or almost never	3	17	7	13	20	13	5	6%
Not tried	2	6	1	7	9	6	4	1%
Total answering this question	55	97	44	108	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.

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	52	55	53	51	57
Good	33	29	28	29	30
Fair	12	12	14	13	10
Poor	1	1	1	2	2
Very poor	1	1	0	0	0
Does not apply	2	2	4	5	2
Total %	100	100	100	100	100
Total number	185	184	184	184	184

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	55	63	61	67	58	63
Good	39	29	30	26	32	28
Fair	4	6	7	6	7	6
Poor	1	1	1	1	1	1
Very poor	0	0	0	0	0	0
Does not apply	0	1	0	0	1	2
Total number	69	9,112	69	9,000	69	9,071
Females %						
Very good	52	63	54	67	52	61
Good	28	28	28	25	25	27
Fair	15	7	14	6	17	7
Poor	0	1	1	1	0	1
Very poor	1	0	1	0	0	0
Does not apply	4	0	3	0	6	3
Total number	111	15,574	110	15,511	110	15,504
Under 45 %						
Very good	43	55	45	59	40	54
Good	34	33	31	30	27	31
Fair	16	9	18	8	20	9
Poor	2	1	2	2	2	2
Very poor	0	0	0	1	0	0
Does not apply	5	1	4	1	11	4
Total number	56	9,813	55	9,697	55	9,767
45 and over %						
Very good	58	68	61	72	60	67
Good	31	26	28	23	27	25
Fair	9	5	8	4	10	5
Poor	0	1	1	1	0	1
Very poor	1	0	1	0	0	0
Does not apply	1	0	1	0	2	2
Total number	124	15,106	124	15,034	124	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	54	58	62	66
	Good	33	30	30	26
	Fair	10	7	6	6
	Poor	1	1	1	1
	Very poor	0	0	0	0
	Does not apply	1	4	0	1
	Total number	69	9,064	69	9,072
Females %					
	Very good	52	57	54	65
	Good	28	28	28	26
	Fair	15	8	14	6
	Poor	0	1	1	1
	Very poor	1	0	1	0
	Does not apply	4	5	3	1
	Total number	110	15,478	110	15,503
Under 45 %					
	Very good	43	51	45	57
	Good	34	31	31	30
	Fair	16	10	18	9
	Poor	2	2	2	2
	Very poor	0	1	0	1
	Does not apply	5	5	4	1
	Total number	55	9,772	55	9,768
45 and over %					
	Very good	58	62	61	71
	Good	31	27	28	24
	Fair	9	6	8	4
	Poor	0	1	1	1
	Very poor	1	0	1	0
	Does not apply	1	4	1	1
	Total number	124	14,992	124	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	80	68	65	76	71	79	67%
Yes, to some extent	17	27	29	21	26	18	26%
No, not at all	3	3	4	2	3	2	4%
Don't know / can't say	0	2	2	1	1	1	3%
Total %	100	100	100	100	100	100	100%
Number answering Q24	69	110	55	124	184	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	57	58	54	51	57
Good	26	26	30	26	27
Fair	7	7	5	10	6
Poor	1	1	1	2	1
Very poor	0	0	0	0	0
Does not apply	9	8	10	12	9
Total %	100	100	100	100	100
Total Number	169	165	164	164	164

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	68	63	67	63	65	60
Good	17	26	23	26	24	26
Fair	8	4	3	4	5	5
Poor	0	0	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	8	7	6	6	6	8
Total Number	66	7,820	64	7,724	63	7,710
Females %						
Very good	51	63	53	63	48	60
Good	30	26	26	26	32	26
Fair	7	5	10	5	5	6
Poor	1	1	1	1	1	1
Very poor	0	0	0	0	0	0
Does not apply	11	5	10	5	13	7
Total Number	99	13,360	97	13,190	97	13,114
Under 45 %						
Very good	49	56	52	57	49	56
Good	25	29	19	29	28	27
Fair	6	6	13	6	6	7
Poor	2	1	2	1	2	1
Very poor	0	0	0	0	0	1
Does not apply	18	7	15	7	15	9
Total Number	51	8,231	48	8,133	47	8,101
45 and over %						
Very good	61	68	61	67	58	63
Good	25	24	27	24	29	25
Fair	8	4	5	4	4	5
Poor	0	0	0	0	0	1
Very poor	0	0	0	0	0	0
Does not apply	6	4	6	4	9	7
Total Number	114	13,148	113	12,974	113	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	65	55	67	63
	Good	22	26	22	25
	Fair	5	5	5	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	8	12	6	7
	Total Number	63	7,687	63	7,700
Females %					
	Very good	44	55	52	63
	Good	28	26	29	25
	Fair	10	6	7	5
	Poor	3	1	1	1
	Very poor	0	0	0	0
	Does not apply	14	12	11	5
	Total Number	97	13,045	97	13,113
Under 45 %					
	Very good	47	52	51	57
	Good	23	28	23	28
	Fair	11	7	6	6
	Poor	2	1	2	1
	Very poor	0	1	0	1
	Does not apply	17	12	17	7
	Total Number	47	8,073	47	8,084
45 and over %					
	Very good	55	57	60	67
	Good	27	25	27	24
	Fair	7	5	6	4
	Poor	2	1	0	0
	Very poor	0	0	0	0
	Does not apply	10	12	6	5
	Total Number	113	12,847	113	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	77	63	66	69	67	77	N/A
Yes, to some extent	16	25	17	23	23	17	N/A
No, not at all	0	1	2	0	1	1	N/A
Don't know / can't say	6	11	15	7	9	5	N/A
Total	100	100	100	100	100	100	N/A
Number answering Q30	62	96	47	111	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?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	53	74	83	70	137	72	83
Unsure	17	24	24	20	41	21	12
Not very well	1	1	4	3	5	3	2
Does not apply	1	1	7	6	8	4	3
Total	72	100	118	100	191	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	40	65	96	75	137	72	83
Unsure	14	23	27	21	41	21	12
Not very well	3	5	2	2	5	3	2
Does not apply	5	8	3	2	8	4	3
Total	62	100	128	100	191	100	100

Q32 Cope with your health problems?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	58	82	83	70	142	74	81
Unsure	11	15	22	18	33	17	12
Not very well	2	3	4	3	6	3	2
Does not apply	0	0	10	8	10	5	5
Total	71	100	119	100	191	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	41	65	100	79	142	74	81
Unsure	12	19	21	17	33	17	12
Not very well	3	5	3	2	6	3	2
Does not apply	7	11	3	2	10	5	5
Total	63	100	127	100	191	100	100

Q33 Keep yourself healthy?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	48	67	71	64	120	65	74
Unsure	20	28	28	25	48	26	16
Not very well	3	4	2	2	5	3	3
Does not apply	1	1	10	9	11	6	7
Total	72	100	111	100	184	100	100

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	37	61	82	67	120	65	74
Unsure	15	25	33	27	48	26	16
Not very well	2	3	3	2	5	3	3
Does not apply	7	11	4	3	11	6	7
Total	61	100	122	100	184	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	17	18	7	28	35	18	44	
Very good	25	43	21	47	68	36	37	51%
Good	19	30	21	28	49	26	13	38%
Fair	9	13	8	14	22	12	4	7%
Poor	2	13	6	9	15	8	1	3%
Very poor	0	1	0	1	1	1	0	1%
Total	72	118	63	127	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?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	30	41	14	57	71	38	70	60%
Yes, probably	30	37	25	42	67	35	24	24%
No, probably not	8	25	15	18	33	17	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given							4%
No, definitely not	3	10	6	7	13	7	1	2%
Don't know	0	5	2	3	5	3	2	2%
Total	71	118	62	127	189	100	100	100%

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