



General Practice Assessment Questionnaire

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

**Wrafton House Surgery  
Hatfield, Hertfordshire, AL10 0BS**

**2012**

**Report by**

***CMI Publishing Ltd***  
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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**

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](http://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	229
No practices	1,031	1
% female	64.7	62.9
% with long term disability	49.0	56.3
<b>Ethnicity</b>		
% White	92.2	81.7
% Asian/Asian British	3.7	6.6
% Black/Black British	1.8	3.1
% Mixed	1.1	0.9
% Chinese	.0.3	0.0
% Other ethnic group	0.9	2.6
<b>Employment</b>		
% employed	48.4	42.8
% unemployed	2.5	4.4
% in full time education	3.4	4.4
% unable to work/long term sickness	7.2	9.6
% looking after home / family	9.6	5.2
% retired	27.5	27.5
% other	1.6	1.7

### 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
<b>Age</b>							
Under 16	3	1			4		
16 to 44	16	69	89		85	41	46%
45 to 64	33	31			64		
65 to 74	11	21		128	32	59	54%
75 or over	12	20			32		
<b>Total</b>	<b>75</b>	<b>142</b>	<b>89</b>	<b>128</b>	<b>217</b>	<b>100</b>	<b>100%</b>
%	35	65					
Missing					12		
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>					

217 of the 229 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	129	59	43%
No	75	34	55%
Don't know / can't say	14	6	2%
<b>Total</b>	<b>218</b>	<b>100</b>	<b>100%</b>
Missing	11		

218 of the 229 patients who completed the questionnaire answered this question.

**Q39 What is your ethnic group?**

	Total No responses	% of total responses	GPPS Benchmark
White	187	86	88%
Black or Black British	7	3	2%
Asian or Asian British	15	7	5%
Mixed	2	1	0%
Chinese	0	0	1%
Other ethnic group	6	3	2%
<b>Total</b>	<b>217</b>	<b>100</b>	<b>98%</b>
Missing	12		

217 of the 229 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)	98	45	58%
Unemployed / looking for work	10	5	5%
At school or in full time education	10	5	4%
Unable to work due to long term sickness	22	10	5%
Looking after your home/family	12	5	6%
Retired from paid work	63	29	20%
Other	4	2	2%
<b>Total</b>	<b>219</b>	<b>100</b>	<b>100%</b>
Missing	10		

219 of the 229 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	146	65	51%
Fairly	68	30	41%
Not Very	9	4	6%
Not at all	1	0	2%
Don't know	1	0	
<b>Total</b>	<b>225</b>	<b>100</b>	<b>100%</b>

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

	Total Number	% of Total	GPPS Benchmark
Very easy	28	12	29%
Fairly easy	81	36	38%
Not very easy	72	32	14%
Not at all easy	42	19	8%
Don't know	1	0	1%
Haven't tried	3	1	11%
<b>Total</b>	<b>227</b>	<b>100</b>	<b>100%</b>

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

	Total Number	% of Total	GPPS Benchmark GP/Nurse
Very easy	29	13	8% / 8%
Fairly easy	79	35	15% / 14%
Not very easy	64	28	9% / 7%
Not at all easy	24	11	9% / 5%
Don't know	11	5	12% / 16%
Haven't tried	20	9	45% / 50%
<b>Total</b>	<b>227</b>	<b>100</b>	<b>100% / 100%</b>

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

	Total Number	% of Total
Yes	150	66
No	49	22
Don't know/never needed to	27	12
<b>Total</b>	<b>226</b>	<b>100</b>

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

	Total Number	% of Total
Important	195	87
Not important	29	13
<b>Total</b>	<b>224</b>	<b>100</b>

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

	Total Number	% of Total
Very easy	39	17
Fairly easy	104	46
Not very easy	56	25
Not at all easy	13	6
Don't know	6	3
Haven't tried	10	4
<b>Total</b>	<b>228</b>	<b>100</b>

**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	72	27	31	26%
By phone	194	72	85	91%
Online	1	0	0	2%
Doesn't apply	4	1	2	1%
<b>Total Responses</b>	<b>271</b>	<b>100</b>	<b>118</b>	
<b>% of patients</b>	<b>118</b>			

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	64	21	28	31%
By phone	186	60	81	84%
Online	59	19	26	30%
Doesn't apply	3	1	1	
<b>Total</b>	<b>312</b>	<b>100</b>	<b>136</b>	
<b>% of patients</b>	<b>136</b>			

	% normally booking appointments	% would prefer to book appointments
In person	31	28
By phone	85	81
Online	0	26
Doesn't apply	2	1
<b>Total</b>	<b>118</b>	<b>136</b>

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	43	20
2-4 days	38	18
5 days or more	101	47
Don't usually need to be seen quickly	13	6
Don't know, never tried	19	9
<b>Total</b>	<b>214</b>	<b>100</b>

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

	Total Number	% of Total
Excellent	22	10
Very good	38	18
Good	40	19
Fair	47	22
Poor	39	19
Very poor	5	2
Does not apply	19	9
<b>Total</b>	<b>210</b>	<b>100</b>

**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	101	47
2-4 days	75	35
5 days or more	29	14
Don't usually need to be seen quickly	3	1
Don't know, never tried	5	2
<b>Total</b>	<b>213</b>	<b>100</b>

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

	Total Number	% of Total
Excellent	38	18
Very good	59	28
Good	48	23
Fair	39	18
Poor	21	10
Very poor	3	1
Does not apply	5	2
<b>Total</b>	<b>213</b>	<b>100</b>

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

	Total Number	% of Total	GPPS Benchmark
Less than 5 minutes	23	11	10%
6-10 minutes	70	34	} 71%
11-20 minutes	50	24	
21-30 minutes	32	15	} 6%
More than 30 minutes	30	14	
No set time	2	1	2%
<b>Total</b>	<b>207</b>	<b>100</b>	

**Q14 How do you rate waiting times?**

	Total Number	% of Total
Excellent	27	13
Very good	34	17
Good	50	25
Fair	53	26
Poor	31	15
Very poor	5	2
Does not apply	3	1
<b>Total</b>	<b>203</b>	<b>100</b>

<b>GPPS National Results:</b>	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	157	78
No	35	17
Don't know	10	5
<b>Total</b>	<b>202</b>	<b>100</b>

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

45 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question. However a total of 97 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
<b>Number of patients responding</b>	<b>97</b>	<b>42</b>	
Before 8am	30	18	13%
At lunchtime	10	6	6%
After 6.30pm	48	29	28%
Saturday	47	29	47%
Sunday	16	10	5%
None of these	12	7	
<b>Total responses</b>	<b>163</b>	<b>100</b>	

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
<b>Number of patients responding</b>	<b>45</b>	<b>20</b>	
Before 8am	17	21	13%
At lunchtime	2	2	6%
After 6.30pm	31	38	28%
Saturday	23	28	47%
Sunday	7	9	5%
None of these	1	1	
<b>Total responses</b>	<b>81</b>	<b>100</b>	



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

	Total No responses	% of total	GPPS Benchmark
Yes	117	58	61%
No	84	42	38%
There is only one doctor in my surgery	0	0	2%
<b>Total</b>	201	100	

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

117 Patients answered "Yes" to Q17 so prefer to speak to a particular GP

147 Patients answered this question.

	Total No responses	% of total	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	117	58	
Always or almost always	26	18	48%
A lot of the time	26	18	22%
Some of the time	66	45	24%
Never or almost never	20	14	6%
Not tried	9	6	1%
<b>Total answering this question</b>	147	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	50	61	54	51	57
Good	36	32	34	31	33
Fair	13	7	9	13	8
Poor	0	0	1	1	1
Very poor	0	0	0	0	0
Does not apply	0	0	1	4	0
<b>Total number</b>	205	205	203	205	205

Total Number answering Q19:  
205

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%
<b>Total %</b>	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	77	67%
Yes, to some extent	21	26%
No, not at all	0	4%
Don't know / can't say	1	3%
<b>Total %</b>	100	100%
Number answering Q24	203	

**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 with concern?
Very good	56	61	56	48	59
Good	30	28	29	31	28
Fair	7	6	9	8	6
Poor	0	0	1	1	0
Very poor	1	1	1	1	1
Does not apply	6	4	4	12	6
<b>Total Number</b>	165	163	163	155	161

Total Number answering Q25:  
165

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 with 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%
<b>Total %</b>	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	76	N/A
Yes, to some extent	16	N/A
No, not at all	2	N/A
Don't know / can't say	6	N/A
<b>Total</b>	100	N/A
Number answering Q30	158	

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	171	78
Unsure	37	17
Not very well	7	3
Does not apply	5	2
<b>Total</b>	<b>220</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Total Number	% of Total
Very well	159	73
Unsure	41	19
Not very well	10	5
Does not apply	8	4
<b>Total</b>	<b>218</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Total Number	% of Total
Very well	144	67
Unsure	47	22
Not very well	10	5
Does not apply	13	6
<b>Total</b>	<b>214</b>	<b>100</b>

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

	Total Number responses	% of total	GPPS Benchmark
Excellent	58	27	
Very good	88	41	51%
Good	52	24	38%
Fair	17	8	7%
Poor	2	1	3%
Very poor	0	0	1%
<b>Total</b>	<b>217</b>	<b>100</b>	<b>100%</b>

217 of the 229 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	128	59	60%
Yes, probably	69	32	24%
No, probably not	15	7	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given		4%
No, definitely not	2	1	2%
Don't know	3	1	2%
<b>Total</b>	<b>217</b>	<b>0</b>	<b>0%</b>

217 of the 229 patients who completed the questionnaire answered this question.