



General Practice Assessment Questionnaire

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

Northdown Road

Hatfield, Hertfordshire, AL10 0BS

2012

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

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	90
No practices	1,031	1
% female	64.7	62.2
% with long term disability	49.0	55.6
Ethnicity		
% White	92.2	82.2
% Asian/Asian British	3.7	3.3
% Black/Black British	1.8	5.6
% Mixed	1.1	2.2
% Chinese	.0.3	0.0
% Other ethnic group	0.9	1.1
Employment		
% employed	48.4	33.3
% unemployed	2.5	5.6
% in full time education	3.4	0.0
% unable to work/long term sickness	7.2	7.8
% looking after home / family	9.6	13.3
% retired	27.5	33.3
% other	1.6	3.3

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	0			1		
16 to 44	5	23	29		28	33	46%
45 to 64	8	14			22		
65 to 74	8	9		58	17	67	54%
75 or over	9	10			19		
Total	31	56	29	58	87	100	100%
%	36	64					
Missing					3		
GPPS Benchmark	49%	51%					

87 of the 90 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	50	59	43%
No	29	34	55%
Don't know / can't say	6	7	2%
Total	85	100	100%
Missing	5		

85 of the 90 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPPS Benchmark
White	74	87	88%
Black or Black African	5	6	2%
Asian or Asian British	3	4	5%
Mixed	2	2	0%
Chinese	0	0	1%
Other ethnic group	1	1	2%
Total	85	100	98%
Missing	5		

85 of the 90 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)	30	34	58%
Unemployed / looking for work	5	6	5%
At school or in full time education	0	0	4%
Unable to work due to long term sickness	7	8	5%
Looking after your home/family	12	14	6%
Retired from paid work	30	34	20%
Other	3	3	2%
Total	87	100	100%
Missing	3		

87 of the 90 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	87	97	51%
Fairly	3	3	41%
Not Very	0	0	6%
Not at all	0	0	2%
Don't know	0	0	
Total	90	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	44	49	29%
Fairly easy	36	40	38%
Not very easy	9	10	14%
Not at all easy	0	0	8%
Don't know	0	0	1%
Haven't tried	1	1	11%
Total	90	100	100%

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

	Total Number	% of Total	GPPS Benchmark GP/Nurse
Very easy	20	22	8% / 8%
Fairly easy	39	44	15% / 14%
Not very easy	11	12	9% / 7%
Not at all easy	6	7	9% / 5%
Don't know	5	6	12% / 16%
Haven't tried	8	9	45% / 50%
Total	89	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	67	75
No	11	12
Don't know/never needed to	11	12
Total	89	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	71	81
Not important	17	19
Total	88	100

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

	Total Number	% of Total
Very easy	33	37
Fairly easy	41	46
Not very easy	14	16
Not at all easy	0	0
Don't know	1	1
Haven't tried	1	1
Total	90	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	29	27	32	26%
By phone	80	73	89	91%
Online	0	0	0	2%
Doesn't apply	0	0	0	1%
Total Responses	109	100	121	
% of patients	121			

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	34	26	38	31%
By phone	82	63	91	84%
Online	15	11	17	30%
Doesn't apply	0	0	0	
Total	131	100	146	
% of patients	146			

	% normally booking appointments	% would prefer to book appointments
In person	32	38
By phone	89	91
Online	0	17
Doesn't apply	0	0
Total	121	146

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	24	27
2-4 days	29	33
5 days or more	21	24
Don't usually need to be seen quickly	7	8
Don't know, never tried	7	8
Total	88	100

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

	Total Number	% of Total
Excellent	23	26
Very good	21	24
Good	21	24
Fair	10	11
Poor	5	6
Very poor	1	1
Does not apply	7	8
Total	88	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	57	64
2-4 days	22	25
5 days or more	6	7
Don't usually need to be seen quickly	1	1
Don't know, never tried	3	3
Total	89	100

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

	Total Number	% of Total
Excellent	30	34
Very good	33	37
Good	11	12
Fair	9	10
Poor	3	3
Very poor	0	0
Does not apply	3	3
Total	89	100

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

	Total Number	% of Total	GPPS Benchmark
Less than 5 minutes	12	14	10%
6-10 minutes	37	43	} 71%
11-20 minutes	26	30	
21-30 minutes	8	9	} 6%
More than 30 minutes	3	3	
No set time	1	1	2%
Total	87	100	

Q14 How do you rate waiting times?

	Total Number	% of Total
Excellent	12	14
Very good	32	37
Good	23	26
Fair	12	14
Poor	6	7
Very poor	1	1
Does not apply	1	1
Total	87	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	64	78
No	14	17
Don't know	4	5
Total	82	100

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

18 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question. However a total of 38 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	38	42	
Before 8am	11	17	13%
At lunchtime	11	17	6%
After 6.30pm	14	22	28%
Saturday	20	32	47%
Sunday	5	8	5%
None of these	2	3	
Total responses	63	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	18	20	
Before 8am	4	11	13%
At lunchtime	4	11	6%
After 6.30pm	11	29	28%
Saturday	13	34	47%
Sunday	6	16	5%
None of these	0	0	
Total responses	38	100	

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

	Total No responses	% of total	GPPS Benchmark
Yes	42	49	61%
No	39	46	38%
There is only one doctor in my surgery	4	5	2%
Total	85	100	

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

42 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
55 Patients answered this question.

	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	42	49	
Always or almost always	14	25	48%
A lot of the time	13	24	22%
Some of the time	19	35	24%
Never or almost never	6	11	6%
Not tried	3	5	1%
Total answering this question	55	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	52	62	53	49	60
Good	39	27	39	35	31
Fair	6	11	7	10	7
Poor	4	0	0	0	1
Very poor	0	0	0	0	0
Does not apply	0	0	1	6	0
Total number	83	82	83	83	83

Total Number answering Q19:
83

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	76	67%
Yes, to some extent	22	26%
No, not at all	1	4%
Don't know / can't say	1	3%
Total %	100	100%
Number answering Q24	83	

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	60	67	60	49	67
Good	36	26	28	28	24
Fair	0	4	4	4	6
Poor	1	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	3	3	8	19	4
Total Number	73	73	72	69	72

Total Number answering Q25:
73

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%
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	80	N/A
Yes, to some extent	15	N/A
No, not at all	0	N/A
Don't know / can't say	4	N/A
Total	100	N/A
Number answering Q30	71	

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	77	89
Unsure	8	9
Not very well	0	0
Does not apply	2	2
Total	87	100

Q32 Cope with your health problems?

	Total Number	% of Total
Very well	71	84
Unsure	9	11
Not very well	2	2
Does not apply	3	4
Total	85	100

Q33 Keep yourself healthy?

	Total Number	% of Total
Very well	73	85
Unsure	11	13
Not very well	0	0
Does not apply	2	2
Total	86	100

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

	Total Number responses	% of total	GPPS Benchmark
Excellent	38	44	
Very good	35	40	51%
Good	10	11	38%
Fair	4	5	7%
Poor	0	0	3%
Very poor	0	0	1%
Total	87	100	100%

87 of the 90 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	59	69	60%
Yes, probably	24	28	24%
No, probably not	2	2	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given		4%
No, definitely not	0	0	2%
Don't know	1	1	2%
Total	86	0	0%

86 of the 90 patients who completed the questionnaire answered this question.