



General Practice Assessment Questionnaire

Patient Survey using the General Practice Assessment Questionnaire GPAQ for

Park Grange Medical Centre

Bradford, BD7 2BL

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

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

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

Park Grange Medical Centre
GPAQ Report 2012

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	56
No practices	1,031	1
% female	64.7	53.6
% with long term disability	49.0	21.4
Ethnicity		
% White	92.2	5.4
% Asian/Asian British	3.7	83.9
% Black/Black British	1.8	0.0
% Mixed	1.1	0.0
% Chinese	.0.3	0.0
% Other ethnic group	0.9	3.6
Employment		
% employed	48.4	50.0
% unemployed	2.5	8.9
% in full time education	3.4	8.9
% unable to work/long term sickness	7.2	1.8
% looking after home / family	9.6	14.3
% retired	27.5	1.8
% other	1.6	7.1

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	14	22	38		36	73	46%
45 to 64	5	5			10		
65 to 74	1	2		14	3	27	54%
75 or over	1	0			1		
Total	22	30	38	14	52	100	100%
%	42	58					
Missing					4		
GPPS Benchmark	49%	51%					

52 of the 56 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	GPPS Benchmark
Yes	6	6	5	7	12	23	43%
No	13	21	31	3	34	65	55%
Don't know / can't say	3	3	2	4	6	12	2%
Total	22	30	38	14	52	100	100%
Missing					4		

52 of the 56 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	GPPS Benchmark
White	1	2	1	2	3	6	88%
Black or Black	0	0	0	0	0	0	2%
Asian or Asian	20	27	35	12	47	90	5%
Mixed	0	0	0	0	0	0	0%
Chinese	0	0	0	0	0	0	1%
Other ethnic gro	1	1	2	0	2	4	2%
Total	22	30	38	14	52	100	98%
Missing					4		

52 of the 56 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	GPPS Benchmark
Employed (full or part time, including self-employed)	16	12	21	7	28	54	58%
Unemployed / looking for work	2	3	4	1	5	10	5%
At school or in full time education	1	4	5	0	5	10	4%
Unable to work due to long term sickness	0	1	1	0	1	2	5%
Looking after your home/family	0	8	6	2	8	15	6%
Retired from paid work	1	0	0	1	1	2	20%
Other	2	2	1	3	4	8	2%
Total	22	30	38	14	52	100	100%
Missing					4		

52 of the 56 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?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	36	65	17	77	17	59	51%
Fairly	16	29	5	23	10	34	41%
Not Very	2	4	0	0	1	3	6%
Not at all	1	2	0	0	1	3	2%
Don't know	0	0	0	0	0	0	
Total	55	100	22	100	29	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	36	65	23	62	11	79	51%
Fairly	16	29	13	35	2	14	41%
Not Very	2	4	1	3	0	0	6%
Not at all	1	2	0	0	1	7	2%
Don't know	0	0	0	0	0	0	
Total	55	100	37	100	14	100	100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	22	39	11	50	11	37	29%
Fairly easy	24	43	9	41	12	40	38%
Not very easy	6	11	1	5	4	13	14%
Not at all easy	2	4	0	0	2	7	8%
Don't know	0	0	0	0	0	0	1%
Haven't tried	2	4	1	5	1	3	11%
Total	56	100	22	100	30	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	22	39	15	39	7	50	29%
Fairly easy	24	43	16	42	5	36	38%
Not very easy	6	11	4	11	1	7	14%
Not at all easy	2	4	1	3	1	7	8%
Don't know	0	0	0	0	0	0	1%
Haven't tried	2	4	2	5	0	0	11%
Total	56	100	38	100	14	100	100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	22	39	12	55	9	30	8% / 8%
Fairly easy	10	18	4	18	6	20	15% / 14%
Not very easy	10	18	2	9	6	20	9% / 7%
Not at all easy	3	5	0	0	2	7	9% / 5%
Don't know	4	7	2	9	2	7	12% / 16%
Haven't tried	7	13	2	9	5	17	45% / 50%
Total	56	100	22	100	30	100	100% / 100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	22	39	14	37	7	50	8% / 8%
Fairly easy	10	18	7	18	3	21	15% / 14%
Not very easy	10	18	8	21	0	0	9% / 7%
Not at all easy	3	5	1	3	1	7	9% / 5%
Don't know	4	7	4	11	0	0	12% / 16%
Haven't tried	7	13	4	11	3	21	45% / 50%
Total	56	100	38	100	14	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	Number Males	% Males	Number Females	% Females
Yes	40	71	18	82	20	67
No	13	23	4	18	7	23
Don't know/never needed to	3	5	0	0	3	10
Total	56	100	22	100	30	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	40	71	26	68	12	86
No	13	23	10	26	1	7
Don't know/never needed to	3	5	2	5	1	7
Total	56	100	38	100	14	100

Totals include 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?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	46	84	18	82	24	83
Not important	9	16	4	18	5	17
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	46	84	31	82	11	85
Not important	9	16	7	18	2	15
Total	55	100	38	100	13	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	19	35	11	50	7	24
Fairly easy	21	38	6	27	14	48
Not very easy	7	13	2	9	3	10
Not at all easy	6	11	1	5	5	17
Don't know	2	4	2	9	0	0
Haven't tried	0	0	0	0	0	0
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	19	35	15	41	3	21
Fairly easy	21	38	11	30	9	64
Not very easy	7	13	3	8	2	14
Not at all easy	6	11	6	16	0	0
Don't know	2	4	2	5	0	0
Haven't tried	0	0	0	0	0	0
Total	55	100	37	100	14	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	GPPS Benchmark
In person	1	2	3	0	3	5	5	26%
By phone	22	30	38	14	56	93	100	91%
Online	1	0	1	0	1	2	2	2%
Doesn't apply	0	0	0	0	0	0	0	1%
Total Responses	24	32	42	14	60	100	107	
% of patients	43	57	75	25	107			

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	GPPS Benchmark
In person	6	7	9	4	13	17	23	31%
By phone	22	24	34	12	50	67	89	84%
Online	5	7	9	3	12	16	21	30%
Doesn't apply	0	0	0	0	0	0	0	
Total	33	38	52	19	75	100	134	
% of patients	59	68	93	34	134			

	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	5	23
By phone	100	89
Online	2	21
Doesn't apply	0	0
Total	107	134

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	Number Males	% Males	Number Females	% Females
Same day or next day	37	67	16	73	20	69
2-4 days	10	18	3	14	5	17
5 days or more	3	5	1	5	2	7
Don't usually need to be seen quickly	4	7	2	9	1	3
Don't know, never tried	1	2	0	0	1	3
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	37	67	25	68	11	79
2-4 days	10	18	6	16	2	14
5 days or more	3	5	3	8	0	0
Don't usually need to be seen quickly	4	7	3	8	0	0
Don't know, never tried	1	2	0	0	1	7
Total	55	100	37	100	14	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	25	45	15	68	9	31
Very good	11	20	1	5	8	28
Good	9	16	3	14	6	21
Fair	2	4	1	5	0	0
Poor	5	9	1	5	4	14
Very poor	2	4	1	5	1	3
Does not apply	1	2	0	0	1	3
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	25	45	17	46	7	50
Very good	11	20	6	16	3	21
Good	9	16	7	19	2	14
Fair	2	4	1	3	0	0
Poor	5	9	4	11	1	7
Very poor	2	4	2	5	0	0
Does not apply	1	2	0	0	1	7
Total	55	100	37	100	14	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	41	75	19	86	20	69
2-4 days	9	16	3	14	4	14
5 days or more	2	4	0	0	2	7
Don't usually need to be seen quickly	1	2	0	0	1	3
Don't know, never tried	2	4	0	0	2	7
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	41	75	27	73	12	86
2-4 days	9	16	5	14	2	14
5 days or more	2	4	2	5	0	0
Don't usually need to be seen quickly	1	2	1	3	0	0
Don't know, never tried	2	4	2	5	0	0
Total	55	100	37	100	14	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	23	42	14	86	9	31
Very good	14	25	2	14	9	31
Good	7	13	3	14	4	14
Fair	3	5	1	5	1	3
Poor	3	5	1	5	2	7
Very poor	3	5	1	5	2	7
Does not apply	2	4	0	0	2	7
Total	55	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	23	42	16	43	7	50
Very good	14	25	7	19	4	29
Good	7	13	5	14	2	14
Fair	3	5	2	5	0	0
Poor	3	5	2	5	1	7
Very poor	3	5	3	8	0	0
Does not apply	2	4	2	5	0	0
Total	55	100	37	100	14	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	12	22	7	32	5	17	10%
6-10 minutes	30	55	10	45	17	59	}
11-20 minutes	6	11	3	14	2	7	} 71%
21-30 minutes	5	9	2	9	3	10	}
More than 30 minutes	2	4	0	0	2	7	6%
No set time	0	0	0	0	0	0	2%
Total	55	100	22	100	29	100	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	12	22	9	24	3	21	10%
6-10 minutes	30	55	17	46	10	71	}
11-20 minutes	6	11	5	14	0	0	} 71%
21-30 minutes	5	9	5	14	0	0	}
More than 30 minutes	2	4	1	3	1	7	6%
No set time	0	0	0	0	0	0	2%
Total	55	100	37	100	14	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	20	36	12	55	7	24
Very good	14	25	5	23	7	24
Good	13	24	3	14	10	34
Fair	5	9	1	5	3	10
Poor	1	2	1	5	0	0
Very poor	2	4	0	0	2	7
Does not apply	0	0	0	0	0	0
Total	55	100	22	100	29	0

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	20	36	14	38	5	36
Very good	14	25	8	22	4	29
Good	13	24	10	27	3	21
Fair	5	9	2	5	2	14
Poor	1	2	1	3	0	0
Very poor	2	4	2	5	0	0
Does not apply	0	0	0	0	0	0
Total	55	100	37	100	14	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
Yes	17	24	28	13	44	83
No	3	3	6	0	6	11
Don't know	1	2	2	1	3	6
Total	21	29	36	14	53	100

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

9 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
However a total of 21 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	GPPS Benchmark
Number of patients responding	8	12	17	2	21	38	
Before 8am	2	1	3	0	3	9	13%
At lunchtime	2	3	5	0	5	14	6%
After 6.30pm	3	6	7	2	9	26	28%
Saturday	2	7	8	1	10	29	47%
Sunday	3	5	7	1	8	23	5%
None of these	0	0	0	0	0	0	
Total responses	12	22	30	4	35	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	GPPS Benchmark
Number of patients responding	4	5	8	1	9	16	
Before 8am	1	0	1	0	1	5	13%
At lunchtime	1	0	1	0	1	5	6%
After 6.30pm	2	5	6	1	7	37	28%
Saturday	1	4	4	1	5	26	47%
Sunday	1	4	4	1	5	26	5%
None of these	0	0	0	0	0	0	
Total responses	6	13	16	3	19	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	GPPS Benchmark
Yes	13	14	21	6	29	58	61%
No	7	14	14	7	21	42	38%
There is only one doctor in my surgery	0	0	0	0	0	0	2%
Total	20	28	35	13	50	100	

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

29 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
33 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	13	14	21	6	29	58	
Always or almost always	5	4	7	2	9	27	48%
A lot of the time	6	5	9	2	12	36	22%
Some of the time	3	4	5	2	9	27	24%
Never or almost never	1	1	1	1	2	6	6%
Not tried	0	1	1	0	1	3	1%
Total answering this question	15	15	23	7	33	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	44	51	55	45	47
Good	35	38	36	35	36
Fair	15	9	4	11	11
Poor	0	2	4	4	2
Very poor	2	0	0	0	0
Does not apply	4	0	2	5	4
Total number	54	55	55	55	55

Total Number
answering Q19:
54

Tables on the following page give these results for patients who are male, female, under and over 45.

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%

Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

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

Males %	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	55	67	76	62	52
Good	25	19	19	24	29
Fair	15	14	0	10	14
Poor	0	0	5	5	0
Very poor	0	0	0	0	0
Does not apply	5	0	0	0	5
Total number	20	21	21	21	21
Females %					
Very good	37	43	40	37	43
Good	40	47	47	37	43
Fair	17	7	7	13	7
Poor	0	3	3	3	3
Very poor	3	0	0	0	0
Does not apply	3	0	3	10	3
Total number	30	30	30	30	30
Under 45 %					
Very good	42	51	57	49	43
Good	42	38	32	30	41
Fair	11	8	3	11	8
Poor	0	3	5	5	3
Very poor	3	0	0	0	0
Does not apply	3	0	3	5	5
Total number	36	37	37	37	37
45 and over %					
Very good	50	57	50	43	57
Good	14	29	43	36	29
Fair	29	14	7	14	14
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	7	0	0	7	0
Total number	14	14	14	14	14

Number of Males
answering Q19:
20

Number of Females
answering Q19:
30

Number Under 45
answering Q19:
36

Number 45 and over
answering Q19:
14

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	GPPS Benchmark
Yes, definitely	90	77	81	86	80	67%
Yes, to some extent	10	17	14	14	16	26%
No, not at all	0	3	3	0	2	4%
Don't know / can't say	0	3	3	0	2	3%
Total %	100	100	100	100	100	100%
Number answering Q24	21	30	37	14	55	

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.

Park Grange Medical Centre

GPAQ Report 2012

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	50	47	44	43	52
Good	37	39	38	39	36
Fair	8	10	8	8	6
Poor	0	2	0	0	2
Very poor	0	0	0	0	0
Does not apply	6	2	10	10	4
Total Number	52	51	50	51	50

Total Number
answering Q25:

52

Tables on the following page give these results for patients who are male, female, under and over 45.

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%

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

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

Males %	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	65	67	60	52	70
Good	20	14	20	33	20
Fair	15	14	10	5	5
Poor	0	5	0	0	5
Very poor	0	0	0	0	0
Does not apply	0	0	10	10	0
Total Number	20	21	20	21	20

Number of Males
answering Q25:
20

Females %	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	43	38	35	0	46
Good	43	50	46	67	42
Fair	4	8	8	13	4
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	11	4	12	20	8
Total Number	28	26	26	15	26

Number of Females
answering Q25:
28

Under 45 %	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	47	52	47	42	56
Good	35	33	34	39	31
Fair	9	9	6	6	3
Poor	0	3	0	0	3
Very poor	0	0	0	0	0
Does not apply	9	3	13	12	6
Total Number	34	33	32	33	32

Number Under 45
answering Q25:
34

45 and over %	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	64	50	43	57	57
Good	29	36	36	29	36
Fair	7	14	14	7	7
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	7	7	0
Total Number	14	14	14	14	14

Number 45 and over
answering Q25:
14

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	GPPS Benchmark
Yes, definitely	70	73	72	71	70	N/A
Yes, to some extent	25	19	22	21	24	N/A
No, not at all	0	0	0	0	0	N/A
Don't know / can't say	5	8	6	7	6	N/A
Total	100	100	100	100	100	N/A
Number answering Q30	20	26	32	14	50	

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	Number Males	% Males	Number Females	% Females
Very well	42	81	18	82	24	80
Unsure	8	15	4	18	4	13
Not very well	1	2	0	0	1	3
Does not apply	1	2	0	0	1	3
Total	52	100	22	100	30	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	42	81	31	82	11	79
Unsure	8	15	6	16	2	14
Not very well	1	2	1	3	0	0
Does not apply	1	2	0	0	1	7
Total	52	100	38	100	14	100

Q32 Cope with your health problems?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	37	73	17	77	20	69
Unsure	10	20	5	23	5	17
Not very well	2	4	0	0	2	7
Does not apply	2	4	0	0	2	7
Total	51	100	22	100	29	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	37	73	26	70	11	79
Unsure	10	20	8	22	2	14
Not very well	2	4	2	5	0	0
Does not apply	2	4	1	3	1	7
Total	51	100	37	100	14	100

Q33 Keep yourself healthy?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	39	76	18	86	21	70
Unsure	7	14	3	14	4	13
Not very well	2	4	0	0	2	7
Does not apply	3	6	0	0	3	10
Total	51	100	21	100	30	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	39	76	28	74	11	85
Unsure	7	14	5	13	2	15
Not very well	2	4	2	5	0	0
Does not apply	3	6	3	8	0	0
Total	51	100	38	100	13	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	GPPS Benchmark
Excellent	11	11	16	6	22	42	
Very good	6	7	10	3	13	25	51%
Good	3	8	7	4	11	21	38%
Fair	1	3	3	1	4	8	7%
Poor	1	1	2	0	2	4	3%
Very poor	0	0	0	0	0	0	1%
Total	22	30	38	14	52	100	100%

52 of the 56 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	GPPS Benchmark
Yes, definitely	14	16	19	11	30	59	60%
Yes, probably	4	11	12	3	15	29	24%
No, probably not	2	2	4	0	4	8	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	1	1	0	1	2	2%
Don't know	1	0	1	0	1	2	2%
Total	21	30	37	14	51	100	100%

51 of the 56 patients who completed the questionnaire answered this question.