



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 subs

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

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	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?

	Total No responses	% of total responses	GPPS Benchmark
Yes	12	23	43%
No	34	65	55%
Don't know / can't say	6	12	2%
Total	52	100	100%
Missing	4		

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

Q39 What is your ethnic group?

	Total No responses	% of total responses	GPPS Benchmark
White	3	6	88%
Black or Black t	0	0	2%
Asian or Asian	47	90	5%
Mixed	0	0	0%
Chinese	0	0	1%
Other ethnic gr	2	4	2%
Total	52	100	98%
Missing	4		

52 of the 56 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)	28	54	58%
Unemployed / looking for work	5	10	5%
At school or in full time education	5	10	4%
Unable to work due to long term sickness	1	2	5%
Looking after your home/family	8	15	6%
Retired from paid work	1	2	20%
Other	4	8	2%
Total	52	100	100%
Missing	4		

52 of the 56 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	36	65	51%
Fairly	16	29	41%
Not Very	2	4	6%
Not at all	1	2	2%
Don't know	0	0	
Total	55	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	22	39	29%
Fairly easy	24	43	38%
Not very easy	6	11	14%
Not at all easy	2	4	8%
Don't know	0	0	1%
Haven't tried	2	4	11%
Total	56	100	100%

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

	Total Number	% of Total	GPPS Benchmark GP/Nurse
Very easy	22	39	8% / 8%
Fairly easy	10	18	15% / 14%
Not very easy	10	18	9% / 7%
Not at all easy	3	5	9% / 5%
Don't know	4	7	12% / 16%
Haven't tried	7	13	45% / 50%
Total	56	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	40	71
No	13	23
Don't know/never needed to	3	5
Total	56	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	46	84
Not important	9	16
Total	55	100

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

	Total Number	% of Total
Very easy	19	35
Fairly easy	21	38
Not very easy	7	13
Not at all easy	6	11
Don't know	2	4
Haven't tried	0	0
Total	55	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	3	5	5	26%
By phone	56	93	100	91%
Online	1	2	2	2%
Doesn't apply	0	0	0	1%
Total Responses	60	100	107	
% of patients	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)

	Total No responses	% of total responses	% of patients prefer to book	GPPS Benchmark
In person	13	17	23	31%
By phone	50	67	89	84%
Online	12	16	21	30%
Doesn't apply	0	0	0	
Total	75	100	134	
% of patients	134			

	% normally booking appointments	% would prefer 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
Same day or next day	37	67
2-4 days	10	18
5 days or more	3	5
Don't usually need to be seen quickly	4	7
Don't know, never tried	1	2
Total	55	100

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

	Total Number	% of Total
Excellent	25	45
Very good	11	20
Good	9	16
Fair	2	4
Poor	5	9
Very poor	2	4
Does not apply	1	2
Total	55	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	41	75
2-4 days	9	16
5 days or more	2	4
Don't usually need to be seen quickly	1	2
Don't know, never tried	2	4
Total	55	100

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

	Total Number	% of Total
Excellent	23	42
Very good	14	25
Good	7	13
Fair	3	5
Poor	3	5
Very poor	3	5
Does not apply	2	4
Total	55	100

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

	Total Number	% of Total	GPPS Benchmark
Less than 5 minutes	12	22	10%
6-10 minutes	30	55	} 71%
11-20 minutes	6	11	
21-30 minutes	5	9	} 6%
More than 30 minutes	2	4	
No set time	0	0	2%
Total	55	100	

Q14 How do you rate waiting times?

	Total Number	% of Total
Excellent	20	36
Very good	14	25
Good	13	24
Fair	5	9
Poor	1	2
Very poor	2	4
Does not apply	0	0
Total	55	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	44	83
No	6	11
Don't know	3	6
Total	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:

	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	21	38	
Before 8am	3	9	13%
At lunchtime	5	14	6%
After 6.30pm	9	26	28%
Saturday	10	29	47%
Sunday	8	23	5%
None of these	0	0	
Total responses	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:

	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	9	16	
Before 8am	1	5	13%
At lunchtime	1	5	6%
After 6.30pm	7	37	28%
Saturday	5	26	47%
Sunday	5	26	5%
None of these	0	0	
Total responses	19	100	

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

	Total No responses	% of total	GPPS Benchmark
Yes	29	58	61%
No	21	42	38%
There is only one doctor in my surgery	0	0	2%
Total	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.

	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	29	58	
Always or almost always	9	27	48%
A lot of the time	12	36	22%
Some of the time	9	27	24%
Never or almost never	2	6	6%
Not tried	1	3	1%
Total answering this question	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

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	80	67%
Yes, to some extent	16	26%
No, not at all	2	4%
Don't know / can't say	2	3%
Total %	100	100%
Number answering Q24	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.

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

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%

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	70	N/A
Yes, to some extent	24	N/A
No, not at all	0	N/A
Don't know / can't say	6	N/A
Total	100	N/A
Number answering Q30	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
Very well	42	81
Unsure	8	15
Not very well	1	2
Does not apply	1	2
Total	52	100

Q32 Cope with your health problems?

	Total Number	% of Total
Very well	37	73
Unsure	10	20
Not very well	2	4
Does not apply	2	4
Total	51	100

Q33 Keep yourself healthy?

	Total Number	% of Total
Very well	39	76
Unsure	7	14
Not very well	2	4
Does not apply	3	6
Total	51	100

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

	Total Number responses	% of total	GPPS Benchmark
Excellent	22	42	
Very good	13	25	51%
Good	11	21	38%
Fair	4	8	7%
Poor	2	4	3%
Very poor	0	0	1%
Total	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?

	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	30	59	60%
Yes, probably	15	29	24%
No, probably not	4	8	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given		4%
No, definitely not	1	2	2%
Don't know	1	2	2%
Total	51	0	0%

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