



General Practice Assessment Questionnaire

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

Gloucester City Health Centre

Gloucester, GL1 1XR

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

2014 - 2015

Report by

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GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester

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-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

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

Benchmarks are averages, and as such should be treated with caution and in context.

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

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4. These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Friends and Family Test

Results are given on page 27.

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:

<http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf>

How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2015	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	426	17,145
No practices	1,031		
% female	64.7	61.7	59.2
% over 45*	(Mean age: 50.3)	50.7	54.8
% with long term disability	49.0	54.0	48.0
Ethnicity			
% White	92.2	79.1	80.3
% Asian/Asian British	3.7	6.1	6.6
% Black/Black British	1.8	5.6	3.2
% Mixed	1.1	2.6	1.7
% Chinese	.0.3	0.5	0.6
% Other ethnic group	0.9	2.1	2.2
Employment			
% employed	48.4	46.2	44.6
% unemployed	2.5	6.3	3.8
% in full time education	3.4	2.3	3.8
% unable to work/long term sickness	7.2	10.3	6.0
% looking after home / family	9.6	8.5	7.0
% retired	27.5	18.3	24.3
% other	1.6	2.8	2.4

* for GPAQ V3 and V4 information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.			
Of the	130	or	31% who answered the question
	111	saw the GP/nurse	for themselves
	19	saw the GP/nurse	for their child
	0	saw the GP/nurse	for another reason or person.

Qs 42 and 43 Are you male, female? Under or over 45?

Age	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Under 16	2	4			6			
16 to 44	60	122	188		182	47.0	41.7	46%
45 to 64	50	89			139			
65 to 74	18	23		212	41	53.0	58.3	54%
75 or over	14	18			32			
Total	144	256	188	212	400	100.0	100.0	100%
%	36.0	64.0						
Missing					26			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

400 of the

426 patients who completed the questionnaire answered both these questions.

Q44 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	88	140	83	147	230	57.4	51.4	43%
No	38	107	89	55	145	36.2	43.5	55%
Don't know / can't say	13	13	19	7	26	6.5	5.1	2%
Total %						93.5	100.0	98%
Total Number	139	260	191	209	401		16,016	
Missing					25			

401 of the 426 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

Q45 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	118	218	150	187	337	82.4	84.9	88%
Black or Black British	12	12	10	13	24	5.9	3.4	2%
Asian or Asian British	11	15	17	9	26	6.4	7.0	5%
Mixed	3	8	8	3	11	2.7	1.8	0%
Chinese	0	2	2	0	2	0.5	0.6	1%
Other ethnic group	2	7	6	3	9	2.2	2.3	2%
Total %						97.8	100.0	98%
Total Number	146	262	193	215	409		16,199	
Missing					17			

409 of the 426 patients who completed the questionnaire answered this question.

- 1 of these did not answer the question about sex.
- 1 of these did not answer the question about age.

Q46 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	68	129	109	87	197	48.8	48.5	58%
Unemployed / looking for work	13	13	18	9	27	6.7	4.2	5%
At school or in full time education	5	5	10	0	10	2.5	4.1	4%
Unable to work due to long term sickness	20	24	20	24	44	10.9	6.6	5%
Looking after your home/family	3	33	26	10	36	8.9	7.6	6%
Retired from paid work	33	44	0	78	78	19.3	26.4	20%
Other	1	11	9	3	12	3.0	2.6	2%
Total %						97.0	100.0	98%
Total Number	143	259	192	211	404		15,757	
Missing					22			

404 of the 426 patients who completed the questionnaire answered this question.

- 2 of these did not answer the question about sex.
- 1 of these did not answer the question about age.

Results

About your Visit to the GP Today: How good was the GP at:

Q1 Putting you at ease?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	101	71.1	202	78.3	311	74.8	76.8	N/A
Good	31	21.8	45	17.4	83	20.0	18.0	
Satisfactory	8	5.6	9	3.5	18	4.3	4.4	
Poor	0	0.0	0	0.0	0	0.0	0.3	
Very poor	0	0.0	1	0.4	1	0.2	0.2	
Does not apply	2	1.4	1	0.4	3	0.7	0.3	
Total %		100.0		100.0		99.3	100.0	
No answering	142		258		416		16,425	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	134	69.8	169	80.9	311	74.8	76.8	N/A
Good	44	22.9	33	15.8	83	20.0	18.0	
Satisfactory	12	6.3	5	2.4	18	4.3	4.4	
Poor	0	0.0	0	0.0	0	0.0	0.3	
Very poor	1	0.5	0	0.0	1	0.2	0.2	
Does not apply	1	0.5	2	1.0	3	0.7	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	192		209		416		16,425	

Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	113	79.0	216	83.7	339	81.5	82.0	N/A
Good	25	17.5	36	14.0	65	15.6	14.7	
Satisfactory	3	2.1	5	1.9	9	2.2	2.8	
Poor	1	0.7	0	0.0	1	0.2	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	1	0.7	1	0.4	2	0.5	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	143		258		416		16,402	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	153	79.7	177	84.3	339	81.5	82.0	N/A
Good	33	17.2	28	13.3	65	15.6	14.7	
Satisfactory	4	2.1	4	1.9	9	2.2	2.8	
Poor	1	0.5	0	0.0	1	0.2	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	1	0.5	1	0.5	2	0.5	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	192		210		416		16,402	

About your Visit to the GP Today (continued): How good was the GP at:

Q3 Listening to you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	107	74.8	212	82.5	330	79.5	79.5	52%
Good	26	18.2	38	14.8	68	16.4	16.2	36%
Satisfactory	8	5.6	6	2.3	14	3.4	3.6	7%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	2	1.4	1	0.4	3	0.7	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
No answering	143		257		415		16,419	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	150	78.5	169	80.5	330	79.5	79.5	49%
Good	34	17.8	31	14.8	68	16.4	16.2	37%
Satisfactory	6	3.1	8	3.8	14	3.4	3.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	1	0.5	2	1.0	3	0.7	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	191		210		415		16,419	

Q4 Giving you enough time?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	98	68.5	196	76.3	303	73.2	73.6	49%
Good	31	21.7	43	16.7	79	19.1	19.7	37%
Satisfactory	11	7.7	13	5.1	25	6.0	5.6	9%
Poor	1	0.7	3	1.2	4	1.0	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	2	1.4	1	0.4	3	0.7	0.2	2%
Total %		100.0		99.6		100.0	100.0	100%
No answering	143		256		414		16,413	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	136	71.6	158	75.2	303	73.2	73.6	49%
Good	39	20.5	36	17.1	79	19.1	19.7	37%
Satisfactory	12	6.3	12	5.7	25	6.0	5.6	9%
Poor	2	1.1	2	1.0	4	1.0	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	1	0.5	2	1.0	3	0.7	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	190		210		414		16,413	

About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	93	65.0	181	71.0	283	68.5	72.5	N/A
Good	36	25.2	56	22.0	98	23.7	20.1	
Satisfactory	11	7.7	12	4.7	23	5.6	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	3	2.1	6	2.4	9	2.2	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	143		255		413		16,374	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	124	65.6	150	71.4	283	68.5	72.5	N/A
Good	47	24.9	46	21.9	98	23.7	20.1	
Satisfactory	14	7.4	9	4.3	23	5.6	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	4	2.1	5	2.4	9	2.2	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	189		210		413		16,374	

Q6 Explaining your condition and treatment?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	99	69.2	182	71.4	292	70.7	70.4	47%
Good	34	23.8	52	20.4	90	21.8	21.3	36%
Satisfactory	7	4.9	13	5.1	20	4.8	5.5	10%
Poor	0	0.0	1	0.4	1	0.2	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	3	2.1	7	2.7	10	2.4	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	143		255		413		16,387	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	121	63.7	160	76.6	292	70.7	70.4	47%
Good	53	27.9	34	16.3	90	21.8	21.3	36%
Satisfactory	11	5.8	9	4.3	20	4.8	5.5	10%
Poor	1	0.5	0	0.0	1	0.2	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	4	2.1	6	2.9	10	2.4	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	190		209		413		16,387	

About your Visit to the GP Today (continued): How good was the GP at:

Q7 Involving you in decisions about your care?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	88	62.0	173	68.7	272	66.3	67.2	41%
Good	38	26.8	54	21.4	94	22.9	21.9	35%
Satisfactory	11	7.7	13	5.2	27	6.6	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	5	3.5	12	4.8	17	4.1	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	142		252		410		16,278	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	119	63.0	142	68.9	272	66.3	67.2	41%
Good	48	25.4	45	21.8	94	22.9	21.9	35%
Satisfactory	15	7.9	9	4.4	27	6.6	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	7	3.7	10	4.9	17	4.1	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	189		206		410		16,278	

Q8 Providing or arranging treatment for you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	96	67.1	180	72.3	288	70.6	70.8	N/A
Good	36	25.2	49	19.7	87	21.3	18.8	
Satisfactory	6	4.2	13	5.2	21	5.1	4.8	
Poor	1	0.7	0	0.0	1	0.2	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	4	2.8	7	2.8	11	2.7	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	143		249		408		16,169	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	122	65.2	154	74.8	288	70.6	70.8	N/A
Good	50	26.7	36	17.5	87	21.3	18.8	
Satisfactory	9	4.8	10	4.9	21	5.1	4.8	
Poor	1	0.5	0	0.0	1	0.2	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	5	2.7	6	2.9	11	2.7	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	187		206		408		16,169	

Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	74.8	76.8	81.5	82.0	79.5	79.5	73.2	73.6
Good	20.0	18.0	15.6	14.7	16.4	16.2	19.1	19.7
Satisfactory	4.3	4.4	2.2	2.8	3.4	3.6	6.0	5.6
Poor	0.0	0.3	0.2	0.2	0.0	0.4	1.0	0.7
Very poor	0.2	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.7	0.3	0.5	0.1	0.7	0.2	0.7	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	416	16,425	416	16,402	415	16,419	414	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	68.5	73	70.7	70	66.3	67	70.6	71
Good	23.7	20	21.8	21	22.9	22	21.3	19
Satisfactory	5.6	6	4.8	6	6.6	6	5.1	5
Poor	0.0	1	0.2	1	0.0	0	0.2	0
Very poor	0.0	0	0.0	0	0.0	0	0.0	0
Does not apply	2.2	1	2.4	2	4.1	4	2.7	5
Total %	100.0	100	100.0	100	100.0	100	100	100
Total Number of responses	413	16,374	413	16,387	410	16,278	408	16,169

Qs 1 to 4: Summary of how good the GP was perceived to be at the following:

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
Males %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	71.1	76.8	79.0	82.1	74.8	79.3	68.5	73.0
Good	21.8	18.0	17.5	14.4	18.2	16.2	21.7	19.9
Satisfactory	5.6	4.5	2.1	2.9	5.6	3.5	7.7	5.6
Poor	0.0	0.3	0.7	0.2	0.0	0.5	0.7	1.0
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	1.4	0.2	0.7	0.2	1.4	0.2	1.4	0.3
Total Number	142	5,739	143	5,743	143	5,749	143	5,746
Females %								
Very good	78.3	76.9	83.7	82.2	82.5	79.8	76.3	74.1
Good	17.4	18.0	14.0	14.8	14.8	16.0	16.7	19.5
Satisfactory	3.5	4.3	1.9	2.6	2.3	3.6	5.1	5.5
Poor	0.0	0.3	0.0	0.3	0.0	0.3	1.2	0.6
Very poor	0.4	0.2	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	0.4	0.3	0.4	0.1	0.4	0.1	0.4	0.2
Total Number	258	9,848	258	9,822	257	9,831	256	9,834
Under 45 %								
Very good	69.8	72.3	79.7	79.1	78.5	77.0	71.6	71.4
Good	22.9	21.7	17.2	17.3	17.8	18.2	20.5	21.7
Satisfactory	6.3	5.0	2.1	3.1	3.1	4.0	6.3	5.8
Poor	0.0	0.5	0.5	0.3	0.0	0.5	1.1	0.7
Very poor	0.5	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	0.5	0.2	0.5	0.1	0.5	0.1	0.5	0.2
Total Number	192	6,749	192	6,760	191	6,773	190	6,765
Over 45 %								
Very good	80.9	80.8	84.3	84.6	80.5	81.8	75.2	75.7
Good	15.8	14.9	13.3	12.5	14.8	14.3	17.1	18.1
Satisfactory	2.4	3.8	1.9	2.4	3.8	3.2	5.7	5.2
Poor	0.0	0.2	0.0	0.2	0.0	0.3	1.0	0.7
Very poor	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	1.0	0.3	0.5	0.2	1.0	0.2	1.0	0.2
Total Number	209	9,082	210	9,050	210	9,054	210	9,057

Qs 5 to 8: Summary of how good the GP was perceived to be at the following for your practice

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
Males %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your tests and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	65.0	72.2	69.2	70.5	62.0	67.2	67.1	70.5
Good	25.2	20.4	23.8	21.3	26.8	21.4	25.2	19.5
Satisfactory	7.7	5.5	4.9	5.6	7.7	7.0	4.2	4.9
Poor	0.0	0.7	0.0	0.6	0.0	0.5	0.7	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	2.1	1.0	2.1	1.8	3.5	3.7	2.8	4.4
Total Number	143	5,737	143	5,741	142	5,721	143	5,667
Females %								
Very good	71.0	72.9	71.4	70.4	68.7	67.2	72.3	70.6
Good	22.0	19.9	20.4	21.3	21.4	22.2	19.7	18.6
Satisfactory	4.7	5.4	5.1	5.4	5.2	5.7	5.2	4.6
Poor	0.0	0.5	0.4	0.5	0.0	0.5	0.0	0.4
Very poor	0.0	0.1	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	2.4	1.2	2.7	2.2	4.8	4.2	2.8	5.7
Total Number	255	9,811	255	9,820	252	9,748	249	9,691
Under 45 %								
Very good	65.6	69.5	63.7	66.6	63.0	64.4	65.2	68.6
Good	24.9	22.3	27.9	23.8	25.4	23.8	26.7	20.6
Satisfactory	7.4	6.1	5.8	6.3	7.9	6.9	4.8	5.4
Poor	0.0	0.7	0.5	0.7	0.0	0.6	0.5	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	2.1	1.2	2.1	2.4	3.7	4.1	2.7	4.7
Total Number	189	6,753	190	6,764	189	6,737	187	6,722
Over 45 %								
Very good	71.4	75.3	76.6	73.6	68.9	69.7	74.8	72.8
Good	21.9	18.1	16.3	19.1	21.8	20.2	17.5	17.1
Satisfactory	4.3	5.0	4.3	4.8	4.4	5.7	4.9	4.1
Poor	0.0	0.5	0.0	0.5	0.0	0.3	0.0	0.4
Very poor	0.0	0.1	0.0	0.1	0.0	0.2	0.0	0.2
Does not apply	2.4	1.1	2.9	1.8	4.9	3.9	2.9	5.3
Total Number	210	9,039	209	9,042	206	8,972	206	8,880

Q9 Did you have confidence that the GP is honest and trustworthy?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	124	87.9	235	94.4	372	91.9	91.2	66%
Yes, to some extent	13	9.2	11	4.4	26	6.4	7.6	27%
No, not at all	1	0.7	0	0.0	1	0.2	0.4	4%
Don't know, can't say	3	2.1	3	1.2	6	1.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	141		249		405		16,331	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	167	89.8	192	94.1	372	91.9	91.2	66%
Yes, to some extent	15	8.1	9	4.4	26	6.4	7.6	27%
No, not at all	0	0.0	1	0.5	1	0.2	0.4	4%
Don't know, can't say	4	2.2	2	1.0	6	1.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	186		204		405		16,331	

Q10 Did you have confidence that the doctor will keep your information confidential?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	128	90.8	236	94.0	377	92.6	93.0
Yes, to some extent	7	5.0	12	4.8	21	5.2	5.2
No, not at all	2	1.4	0	0.0	2	0.5	0.3
Don't know, can't say	4	2.8	3	1.2	7	1.7	1.4
Total %		100.0		100.0		100.0	100.0
No answering	141		251		407		16,286

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	173	92.5	191	93.2	377	92.6	93.0
Yes, to some extent	10	5.3	9	4.4	21	5.2	5.2
No, not at all	1	0.5	1	0.5	2	0.5	0.3
Don't know, can't say	3	1.6	4	2.0	7	1.7	1.4
Total %		100.0		100.0		100.0	100.0
No answering	187		205		407		16,286

Q11 Would you be completely happy to see this GP again?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	139	99.3	250	100.0	404	99.8	98.8
No	1	0.7	0	0.0	1	0.2	1.2
Total %		100.0		100.0		100.0	100.0
No answering	140		250		405		15,491

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	184	99.5	206	100.0	404	99.8	98.8
No	1	0.5	0	0.0	1	0.2	1.2
Total %		100.0		100.0		100.0	100.0
No answering	185		206		405		15,491

Q12 How helpful do you find the receptionists at your practice?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	110	80.3	198	76.7	317	78.1	70.5	48%
Fairly	26	19.0	59	22.9	87	21.4	26.3	41%
Not Very	1	0.7	1	0.4	2	0.5	2.1	7%
Not at all	0	0.0	0	0.0	0	0.0	0.5	2%
Don't know	0	0.0	0	0.0	0	0.0	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	137		258		406		16,430	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	139	73.2	170	82.9	317	78.1	70.5	48%
Fairly	50	26.3	34	16.6	87	21.4	26.3	41%
Not Very	1	0.5	1	0.5	2	0.5	2.1	7%
Not at all	0	0.0	0	0.0	0	0.0	0.5	2%
Don't know	0	0.0	0	0.0	0	0.0	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	190		205		406		16,430	1

Q13 How easy is it to get through to the practice on the phone?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	45	32.4	75	29.0	124	30.3	32.5	31%
Fairly easy	64	46.0	123	47.5	190	46.5	44.3	47%
Not very easy	23	16.5	47	18.1	73	17.8	14.9	13%
Not at all easy	6	4.3	13	5.0	20	4.9	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	1	0.7	1	0.4	2	0.5	2.5	4%
Total %		100.0		100.0		100.0		
No answering	139		259		409		16,512	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	56	29.2	65	31.6	124	30.3	32.5	31%
Fairly easy	80	41.7	106	51.5	190	46.5	44.3	47%
Not very easy	43	22.4	27	13.1	73	17.8	14.9	13%
Not at all easy	12	6.3	7	3.4	20	4.9	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	1	0.5	1	0.5	2	0.5	2.5	4%
Total %		100.0		100.0		100.0		
No answering	192		206		409		16,512	1

Q14 How easy is it to speak to a doctor or nurse on the phone?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	54	39.1	97	37.6	155	38.1	26.0	8% / 8%
Fairly easy	57	41.3	115	44.6	178	43.7	35.2	15% / 14%
Not very easy	12	8.7	26	10.1	38	9.3	12.1	9% / 7%
Not at all easy	1	0.7	2	0.8	3	0.7	2.8	9% / 5%
Don't know	3	2.2	5	1.9	8	2.0	4.3	12% / 16%
Haven't tried	11	8.0	13	5.0	25	6.1	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	138		258		407		16,437	100% / 100%

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	72	37.5	79	38.7	155	38.1	26.0	8% / 8%
Fairly easy	80	41.7	92	45.1	178	43.7	35.2	15% / 14%
Not very easy	20	10.4	18	8.8	38	9.3	12.1	9% / 7%
Not at all easy	3	1.6	0	0.0	3	0.7	2.8	9% / 5%
Don't know	2	1.0	6	2.9	8	2.0	4.3	12% / 16%
Haven't tried	15	7.8	9	4.4	25	6.1	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	192		204		407		16,437	100% / 100%

Q15 If you need to see a GP urgently, can you normally get seen same day?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	75	55.1	167	65.2	249	61.8	62.0
No	32	23.5	40	15.6	72	17.9	17.7
Don't know/nev	29	21.3	49	19.1	82	20.3	20.2
Total %		100.0		100.0		100.0	100.0
No answering	136		256		403		16,382

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	122	64.6	120	59.1	249	61.8	62.0
No	33	17.5	39	19.2	72	17.9	17.7
Don't know/nev	34	18.0	44	21.7	82	20.3	20.2
Total %		100.0		100.0		100.0	100.0
No answering	189		203		403		16,382

Q16 How important is it to you to be able to book ahead?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Important	119	88.8	212	83.8	339	85.4	86.2
Not important	15	11.2	41	16.2	58	14.6	13.8
Total %		100.0		100.0		100.0	
No answering	134		253		397		16,210

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	160	85.6	171	85.5	339	85.4	86.2
Not important	27	14.4	29	14.5	58	14.6	13.8
Total %		100.0		100.0		100.0	
No answering	187		200		397		16,210

Q17 How easy is it to book ahead?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	60	43.8	116	45.1	177	44.1	34.4
Fairly easy	62	45.3	117	45.5	183	45.6	42.2
Not very easy	4	2.9	13	5.1	17	4.2	13.5
Not at all easy	1	0.7	2	0.8	3	0.7	4.0
Don't know	3	2.2	2	0.8	5	1.2	1.8
Haven't tried	7	5.1	7	2.7	16	4.0	4.1
Total %		100.0		100.0		100.0	100.0
No answering	137		257		401		16102

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	84	44.2	93	45.6	177	44.1	34.4
Fairly easy	90	47.4	88	43.1	183	45.6	42.2
Not very easy	6	3.2	11	5.4	17	4.2	13.5
Not at all easy	1	0.5	2	1.0	3	0.7	4.0
Don't know	4	2.1	1	0.5	5	1.2	1.8
Haven't tried	5	2.6	9	4.4	16	4.0	4.1
Total %		100.0		100.0		100.0	100.0
No answering	190		204		401		16102

Q18 How do you normally book appointments?

(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 V4 Benchmark % of patients prefer	GPPS Benchmark
In person	41	66	43	65	108	23.2	25.4	26.5	30%
By phone	115	233	175	173	357	76.6	83.8	80.1	90%
Online	1	0	1	0	1	0.2	0.2	3.4	3%
Doesn't apply	0	0	0	0	0	0.0	0.0	0.6	1%
Total Response	157	299	219	238	466	100.0	109.4	110.6	124%
From your	146	263	194	216	426	patients			

*(though some may not have answered this question)

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

Q19 How would you prefer to make appointments?

(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 V4 Benchmark % of patients prefer	GPPS Benchmark
In person	54	71	48	77	127	24.2	29.8	29.0	31%
By phone	109	214	156	167	331	63.0	77.7	76.2	81%
Online	20	40	39	21	61	11.6	14.3	21.7	29%
Doesn't apply	4	2	4	2	6	1.1	1.4	1.2	
Total	187	327	247	267	525	100.0	123.2	128.2	141%
From your	146	263	194	216	426	patients*			

*(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	25.4	29.8
By phone	83.8	77.7
Online	0.2	14.3
Doesn't apply	0.0	1.4
Total	109.4	123.2

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

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:

Q20 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	32	23.4	44	17.3	77	19.3	30.9
2-4 days	52	38.0	101	39.8	157	39.3	31.0
5 days or more	33	24.1	71	28.0	107	26.8	24.2
Don't usually need to be seen quickly	13	9.5	28	11.0	42	10.5	6.6
Don't know, never tried	7	5.1	10	3.9	17	4.3	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	137		254		400		16,283

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	44	23.4	31	15.3	77	19.3	30.9
2-4 days	71	37.8	83	40.9	157	39.3	31.0
5 days or more	47	25.0	57	28.1	107	26.8	24.2
Don't usually need to be seen quickly	17	9.0	24	11.8	42	10.5	6.6
Don't know, never tried	9	4.8	8	3.9	17	4.3	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	188		203		400		16,283

Q21 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
	37	27.0	64	25.6	101	25.5	25.8
Very good	44	32.1	79	31.6	129	32.6	28.6
Good	29	21.2	52	20.8	82	20.7	20.4
Fair	21	15.3	36	14.4	58	14.6	14.5
Poor	4	2.9	9	3.6	14	3.5	5.8
Very poor	0	0.0	1	0.4	1	0.3	0.9
Does not apply	2	1.5	9	3.6	11	2.8	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	137		250		396		16289

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	44	23.7	57	28.4	101	25.5	25.8
Very good	62	33.3	62	30.8	129	32.6	28.6
Good	36	19.4	44	21.9	82	20.7	20.4
Fair	31	16.7	26	12.9	58	14.6	14.5
Poor	7	3.8	6	3.0	14	3.5	5.8
Very poor	1	0.5	0	0.0	1	0.3	0.9
Does not apply	5	2.7	6	3.0	11	2.8	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	186		201		396		16,289

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

Q22 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	56	40.9	111	43.9	169	42.5	56.7
2-4 days	49	35.8	99	39.1	153	38.4	26.2
5 days or more	18	13.1	17	6.7	36	9.0	7.0
Don't usually need to be seen quickly	8	5.8	14	5.5	22	5.5	4.3
Don't know, never tried	6	4.4	12	4.7	18	4.5	5.8
Total %		100.0		100.0		100	100.0
Total Responses	137		253		398		16,282

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	82	43.4	84	41.8	169	42.5	56.7
2-4 days	74	39.2	75	37.3	153	38.4	26.2
5 days or more	19	10.1	16	8.0	36	9.0	7.0
Don't usually need to be seen quickly	8	4.2	14	7.0	22	5.5	4.3
Don't know, never tried	6	3.2	12	6.0	18	4.5	5.8
Total %		100.0		100.0		100	100.0
Total Responses	189		201		398		16,282

Q23 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	37	26.2	79	32.6	117	29.8	31.0
Very good	44	31.2	79	32.6	129	32.8	29.7
Good	33	23.4	48	19.8	81	20.6	19.5
Fair	19	13.5	25	10.3	46	11.7	11.1
Poor	2	1.4	3	1.2	6	1.5	3.5
Very poor	0	0.0	0	0.0	0	0.0	0.7
Does not apply	6	4.3	8	3.3	14	3.6	4.5
Total %		100.0		100.0		100.0	100.0
Total Responses	141		242		393		15,668

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	50	26.6	67	34.2	117	29.8	31.0
Very good	62	33.0	62	31.6	129	32.8	29.7
Good	40	21.3	40	20.4	81	20.6	19.5
Fair	25	13.3	19	9.7	46	11.7	11.1
Poor	5	2.7	0	0.0	6	1.5	3.5
Very poor	0	0.0	0	0.0	0	0.0	0.7
Does not apply	6	3.2	8	4.1	14	3.6	4.5
Total %		100.0		100.0		100.0	100.0
Total Responses	188		196		393		15,668

Q24 How long did you wait for your most recent consultation to start?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	30	24.0	70	30.2	101	27.7	22.8	10%
6-10 minutes	48	38.4	100	43.1	154	42.3	39.5	5-15 mins 58%
11-20 minutes	32	25.6	41	17.7	73	20.1	22.2	
21-30 minutes	9	7.2	13	5.6	22	6.0	9.0	>15 mins 24%
More than 30 minutes	3	2.4	1	0.4	4	1.1	5.2	
No set time	3	2.4	7	3.0	10	2.7	1.3	
Total %		100.0		100.0		100.0	100.0	
Total no responses	125		232		364		15,664	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	41	24.1	59	31.6	101	27.7	19.6	10%
6-10 minutes	73	42.9	76	40.6	154	42.3	40.0	5-15 mins 58%
11-20 minutes	41	24.1	31	16.6	73	20.1	24.2	
21-30 minutes	7	4.1	15	8.0	22	6.0	8.8	>15 mins 24%
More than 30 minutes	1	0.6	3	1.6	4	1.1	5.9	
No set time	7	4.1	3	1.6	10	2.7	1.5	
Total %		100.0		100.0		100.0	100.0	
Total no responses	170		187		364		15,664	

Q25 How do you rate how long you waited?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	30	23.8	69	29.4	100	27.1	24.1
Very good	32	25.4	55	23.4	89	24.1	26.6
Good	35	27.8	59	25.1	98	26.6	21.6
Satisfactory	23	18.3	41	17.4	65	17.6	19.6
Poor	6	4.8	9	3.8	15	4.1	6.1
Very poor	0	0.0	0	0.0	0	0.0	1.4
Does not apply	0	0.0	2	0.9	2	0.5	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	126		235		369		15,701

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	42	24.6	57	29.8	100	27.1	24.1
Very good	37	21.6	51	26.7	89	24.1	26.6
Good	48	28.1	47	24.6	98	26.6	21.6
Satisfactory	35	20.5	28	14.7	65	17.6	19.6
Poor	7	4.1	8	4.2	15	4.1	6.1
Very poor	0	0.0	0	0.0	0	0.0	1.4
Does not apply	2	1.2	0	0.0	2	0.5	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	171		191		369		15,701

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.

Q26 Is your GP surgery open at convenient times?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark
Yes	108	210	143	176	324	86.9	86.3
Answered Q27	43	90	56	76			
No	14	17	23	8	32	8.6	9.2
Don't know	7	10	10	7	17	4.6	4.6
Answered Q27	18	24	28	14			
Total %						100.0	100.0
Total no responses	129	237	176	191	373		15,538

Q27 Which of the following would make it easier to see or speak to someone?

A total of **49** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **42** also answered Q27

However a total of **182** patients who answered Q26, also answered Q27;
Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	61	114	84	90	182	100.0		6,598	
Before 8am	15	23	16	21	39	21.4	14.3	16.6	13%
At lunchtime	16	34	21	29	50	27.5	18.3	12.0	6%
After 6.30pm	19	32	33	18	52	28.6	19.0	22.6	28%
Saturday	15	54	37	32	70	38.5	25.6	28.8	47%
Sunday	9	27	18	18	36	19.8	13.2	10.2	5%
None of these	11	14	8	17	26	14.3	9.5	9.8	
Total %							100.0	100.0	
Total no responses	85	184	133	135	273			9,367	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27. They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No or Don't know answered Q27	17	24	28	13	42	100.0		1,864	
Before 8am	4	7	6	5	11	26.2	13.8	15.6	13%
At lunchtime	6	4	7	3	10	23.8	12.5	8.0	6%
After 6.30pm	10	13	17	6	24	57.1	30.0	29.2	28%
Saturday	7	14	12	9	22	52.4	27.5	32.2	47%
Sunday	5	7	6	6	12	28.6	15.0	12.8	5%
None of these	1	0	0	1	1	2.4	1.3	2.2	
Total %							100.0	100.0	
Total no responses	33	45	48	30	80			3,645	

Q28 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 V4 % benchmark	GPPS Benchmark
Yes	89	179	115	155	274	73.5	64.6	61%
No	37	57	56	38	95	25.5	33.7	38%
There is only one doctor in my surgery	1	3	2	2	4	1.1	1.7	2%
Total %						100.0	100.0	
Total no responses	127	239	173	195	373		15,634	

Q29 How often do you see or speak to the GP you prefer?

274 Patients answered "Yes" to Q28 so prefer to speak to a particular GP
304 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Number said "Yes" to Q28	89	179	115	155	274	73.5	10,098	
Always or almost always	35	89	37	87	128	42.1	45.1	48%
A lot of the time	40	52	42	50	93	30.6	25.6	22%
Some of the time	19	47	39	27	67	22.0	19.7	24%
Never or almost never	4	7	7	4	11	3.6	2.5	6%
Not tried	4	1	5	0	5	1.6	1.0	1%
Total answering this question	102	196	130	168	304	100.0	10,098	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

Qs 30 to 35: Summary of how good the Nurse was perceived to be at 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 %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	70.9	66.1	69.4	61.8	59.6	59.3
Good	19.7	26.0	19.7	24.3	24.2	23.0
Satisfactory	5.5	5.3	7.9	8.2	7.3	7.3
Poor	1.0	0.7	0.7	0.3	1.3	0.7
Very poor	0.0	0.0	0.0	0.3	0.0	0.3
Does not apply	2.9	2.0	2.3	4.9	7.6	9.3
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	309	304	304	304	302	300

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

GPPS Benchmarks %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	N/A	48%	47%	46%	38%	N/A
Good		33%	33%	32%	30%	
Satisfactory		5%	6%	7%	9%	
Poor		1%	1%	1%	1%	
Very poor		0%	0%	0%	1%	
Does not apply		12%	13%	14%	21%	
Total %		99%	100%	100%	100%	

GPAQ V4 % benchmark	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	66.6	62.7	64.6	61.1	54.9	56.9
Good	23.0	27.1	24.7	24.9	26.2	24.2
Fair	5.2	6.1	6.1	7.0	7.2	6.0
Poor	0.8	0.6	0.7	0.8	0.8	0.6
Very poor	0.3	0.2	0.2	0.3	0.3	0.3
Does not apply	4.1	3.3	3.6	6.0	10.6	12.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	12,540	12,380	12,345	12,306	12,247	12,212

Qs 30 to 32: Summary of how good the Nurse was perceived to be at the following:

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

		GPAQ V4 % benchma rk		GPAQ V4 % benchmar k		GPAQ V4 % benchmark
Males %	Q30 Putting you at ease?	Q30 Putting you at ease?	Q31 Giving you enough time?	Q31 Giving you enough time?	Q32 Listening to you?	Q32 Listening to you?
Very good	69.1	68.5	66.1	64.1	67.0	66.5
Good	17.3	21.7	22.0	26.5	18.3	23.8
Satisfactory	6.4	4.4	7.3	4.9	9.2	5.0
Poor	1.8	0.4	0.9	0.4	1.8	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	5.5	4.9	3.7	4.0	3.7	4.1
Total Number of	110	4,483	109	4,431	109	4,416
Females %						
Very good	72.4	65.4	66.5	61.9	71.7	63.7
Good	21.4	23.7	28.7	27.4	20.3	25.0
Satisfactory	4.7	5.6	3.7	6.8	7.0	6.7
Poor	0.5	1.0	0.5	0.7	0.0	0.9
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	1.0	3.8	0.5	2.9	1.1	3.4
Total Number of	192	7,660	188	7,559	187	7,544
Under 45 %						
Very good	66.7	60.4	61.8	58.3	68.9	60.6
Good	21.7	26.1	28.7	29.4	18.5	26.5
Satisfactory	5.8	5.9	5.9	6.5	8.9	6.6
Poor	2.2	1.1	1.5	0.8	1.5	1.0
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	3.6	6.1	2.2	4.8	2.2	4.8
Total Number of	138	5,001	136	4,918	135	4,904
Over 45 %						
Very good	75.0	71.0	70.2	66.1	70.4	67.7
Good	18.3	20.7	24.2	25.4	21.0	23.3
Satisfactory	4.9	4.5	4.3	5.7	6.8	5.5
Poor	0.0	0.6	0.0	0.4	0.0	0.6
Very poor	0.0	0.3	0.0	0.1	0.0	0.2
Does not apply	1.8	2.8	1.2	2.2	1.9	2.8
Total Number of	164	7,340	161	7,269	162	7,252

NB: Not all patients answer every question, so subtotals may vary.

Qs 33 to 35: Summary of how good the Nurse was perceived to be at the following

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
Males %	Q33 Explaining your condition and treatment?	Q33 Explaining your tests and treatment?	Q34 Involving you in decisions about your care?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?	Q35 Providing or arranging treatment for you?
Very good	63.0	62.6	61.1	55.8	61.1	58.2
Good	20.4	24.8	21.3	26.6	18.5	24.9
Fair	8.3	6.0	6.5	7.1	8.3	5.6
Poor	0.9	0.5	2.8	0.5	0.9	0.5
Very poor	0.9	0.2	0.0	0.1	0.0	0.1
Does not apply	6.5	5.9	8.3	9.9	11.1	10.8
Total Number	108	4,400	108	4,384	108	4,380
Females %						
Very good	62.2	60.4	59.7	54.2	59.2	55.1
Good	26.1	24.8	24.7	26.1	24.5	24.3
Fair	8.0	7.5	8.1	7.3	7.1	6.4
Poor	0.0	1.0	0.5	1.0	0.5	0.7
Very poor	0.0	0.3	0.0	0.4	0.5	0.4
Does not apply	3.7	6.0	7.0	11.0	8.2	13.1
Total Number	188	7,526	186	7,487	184	7,464
Under 45 %						
Very good	60.3	57.3	59.1	53.3	57.7	55.6
Good	25.7	27.1	25.5	27.7	27.7	25.9
Fair	8.1	7.4	6.6	7.2	7.3	6.3
Poor	0.7	1.0	2.9	1.1	0.7	0.8
Very poor	0.7	0.3	0.0	0.3	0.0	0.3
Does not apply	4.4	6.8	5.8	10.5	6.6	11.0
Total Number	136	4,891	137	4,868	137	4,859
Over 45 %						
Very good	64.0	63.9	60.8	56.2	62.2	57.8
Good	23.0	23.3	22.2	25.2	17.3	22.9
Fair	8.1	6.5	8.2	7.0	7.7	5.7
Poor	0.0	0.6	0.0	0.7	0.6	0.5
Very poor	0.0	0.2	0.0	0.2	0.6	0.3
Does not apply	5.0	5.4	8.9	10.7	11.5	12.8
Total Number	161	7,225	158	7,194	156	7,175

NB: Not all patients answer every question, so subtotals may vary.

Q36 Would you be completely happy to see this Nurse again?

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	Total GPAQ V4 % benchmark	GPPS Benchmark
Yes	96.1	96.7	96.1	96.8	96.6	97.1	N/A
No	3.9	3.3	3.9	3.2	3.4	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
Number answering Q36	103	182	129	157	291	11,676	N/A

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	120	84.5	238	91.2	362	88.9	13,789	85.0
Unsure	14	9.9	17	6.5	31	7.6	1,783	11.0
Not very well	6	4.2	5	1.9	11	2.7	246	1.5
Does not apply	2	1.4	1	0.4	3	0.7	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	142		261		407		16,226	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	161	84.3	198	93.0	362	88.9	13,789	85.0
Unsure	20	10.5	11	5.2	31	7.6	1,783	11.0
Not very well	8	4.2	3	1.4	11	2.7	246	1.5
Does not apply	2	1.0	1	0.5	3	0.7	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	191		213		407		16,226	

Q38 Cope with your health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	111	78.7	221	85.7	335	83.3	13,295	82.4
Unsure	22	15.6	25	9.7	47	11.7	1,920	11.9
Not very well	5	3.5	4	1.6	9	2.2	333	2.1
Does not apply	3	2.1	8	3.1	11	2.7	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	141		258		402		16,137	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	146	77.2	186	88.6	335	83.3	13,295	82.4
Unsure	30	15.9	17	8.1	47	11.7	1,920	11.9
Not very well	6	3.2	3	1.4	9	2.2	333	2.1
Does not apply	7	3.7	4	1.9	11	2.7	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	189		210		402		16,137	

Q39 Keep yourself healthy

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	106	75.2	195	77.4	303	76.5	12,073	75.2
Unsure	27	19.1	38	15.1	66	16.7	2,581	16.1
Not very well	4	2.8	7	2.8	11	2.8	406	2.5
Does not apply	4	2.8	12	4.8	16	4.0	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	141		252		396		16,048	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	136	72.0	165	80.9	303	76.5	12,073	75.2
Unsure	39	20.6	26	12.7	66	16.7	2,581	16.1
Not very well	6	3.2	5	2.5	11	2.8	406	2.5
Does not apply	8	4.2	8	3.9	16	4.0	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	189		204		396		16,048	

Q40 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 V4 % benchmark	GPPS Benchmark
Excellent	71	131	83	120	203	49.9	45.9	
Very good	51	90	70	70	142	34.9	34.6	51%
Good	14	31	31	15	47	11.5	14.0	38%
Satisfactory	5	8	7	6	13	3.2	4.6	7%
Poor	2	0	1	1	2	0.5	0.8	3%
Very poor	0	0	0	0	0	0.0	0.2	1%
Total %						100.0	100.0	100%
Total number	143	260	192	212	407		16,287	

407 of the 426 patients who completed the questionnaire answered this question.

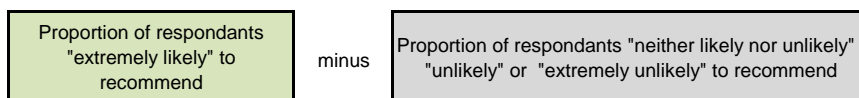
Friends and Family Test

Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	66	140	81	126	207	50.9
Likely	59	97	92	63	156	38.3
Neither likely nor unlikely	13	11	14	10	26	6.4
Unlikely	1	6	2	5	7	1.7
Extremely unlikely	1	3	2	2	4	1.0
Don't know	2	5	2	5	7	1.7
Total %						98.3
Total number responses	142	262	193	211	407	
FFT NPS Scores:	36.2	46.9	33.0	52.9	42.5	

407 of the 426 patients who completed the questionnaire answered this question.

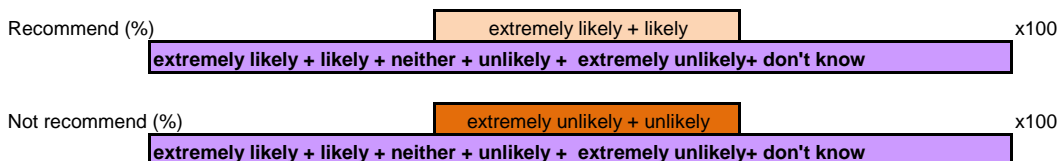
The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:



However there is a move to present the scores as percentages of those who would, or would not recommend:

Q41 FFT	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	66	140	81	126	207	50.9
Likely	59	97	92	63	156	38.3
Neither likely nor unlikely	13	11	14	10	26	6.4
Unlikely	1	6	2	5	7	1.7
Extremely unlikely	1	3	2	2	4	1.0
Don't know	2	5	2	5	7	1.7
Total %						98.3
Total number responses	142	262	193	211	407	
Recommend (%)	88.0	90.5	89.6	89.6	89.2	
Not recommend (%)	2.1	3.1	2.1	3.3	2.7	

FFT results as a percentage of respondents who would/would not recommend the service to their friends and family



Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	146	263	426	17,145
GP				
Q1 Putting you at ease?	91.6	93.5	92.6	92.8
Q2 Being polite and considerate?	94.0	95.5	94.8	94.6
Q3 Listening to you?	92.6	95.1	94.2	93.7
Q4 Giving you enough time?	90.1	92.4	91.4	91.5
Q5 Assessing your medical condition?	89.6	92.0	91.1	91.5
Q6 Explaining your condition and treatment?	91.4	91.8	91.7	91.1
Q7 Involving you in decisions about your care?	89.1	91.7	90.6	90.5
Q8 Providing or arranging treatment for you?	90.8	92.3	91.7	92.0
Q9 Confidence that the GP is honest and trustworthy?	94.6	97.8	96.5	95.7
Q10 Confidence that the dr will keep your information confidential?	96.0	97.6	96.9	97.0
Q11 Would you be completely happy to see this GP again?	99.3	100.0	99.8	98.8
Nurse				
Q30 Putting you at ease?	90.6	91.8	91.3	90.3
Q31 Giving you enough time?	89.8	90.5	90.2	89.2
Q32 Listening to you?	89.0	91.4	90.4	89.6
Q33 Explaining your condition and treatment?	88.4	89.1	88.7	88.8
Q34 Involving you in decisions about your care?	88.4	88.6	88.4	87.6
Q35 Providing or arranging treatment for you?	89.3	88.5	88.7	88.9
Q36 Would you be completely happy to see this Nurse again?	96.1	96.7	96.6	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	93.1	92.0	92.4	89.1
Q13 How easy is it to get through to the practice on the phone?	68.7	66.5	67.2	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	77.1	75.6	76.2	69.9
Q17 How easy to book ahead?	80.5	79.6	79.8	70.9
Q21 How do you rate how quickly you were seen (partic dr)	73.2	72.4	72.6	70.7
Q23 How do you rate how quickly you were seen (any dr)	74.1	77.6	76.1	75.0
Q25 How do you rate how long you waited	69.0	71.5	70.6	67.8
Q37 Understand your health problems	90.7	94.8	93.4	92.8
Q38 Cope with your health problems	88.4	93.4	91.7	91.7
Q39 Keep yourself healthy	87.2	89.2	88.4	88.7
Q40 Overall, how would you describe your experience?	85.7	86.5	86.1	83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in yellow
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in pale yellow
Practice benchmarks **above** the national benchmark are highlighted in cream
Practice benchmarks **below** the national benchmark are highlighted in v pale green
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in pale green
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in green

yellow
pale yellow
cream
v pale green
pale green
green

Ditto Male/Female with respect to overall practice benchmarks.

Caution: Where numbers are not split equally between comparison groups, results may appear skewed.

NB Benchmarks are averages, and as such should be treated with caution and in context.

Benchmarks

	Under 45	Over 45	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	194	216	426	17,145
GP				
Q1 Putting you at ease?	90.6	94.8	92.6	92.8
Q2 Being polite and considerate?	94.2	95.7	94.8	94.6
Q3 Listening to you?	93.9	94.4	94.2	93.7
Q4 Giving you enough time?	90.9	92.1	91.4	91.5
Q5 Assessing your medical condition?	89.9	92.2	91.1	91.5
Q6 Explaining your condition and treatment?	89.5	93.6	91.7	91.1
Q7 Involving you in decisions about your care?	89.3	92.0	90.6	90.5
Q8 Providing or arranging treatment for you?	90.2	93.0	91.7	92.0
Q9 Confidence that the GP is honest and trustworthy?	95.9	97.3	96.5	95.7
Q10 Confidence that the dr will keep your information confidential?	96.7	97.3	96.9	97.0
Q11 Would you be completely happy to see this GP again?	99.5	100.0	99.8	98.8
Nurse				
Q30 Putting you at ease?	89.7	92.9	91.3	90.3
Q31 Giving you enough time?	88.5	91.7	90.2	89.2
Q32 Listening to you?	89.6	91.2	90.4	89.6
Q33 Explaining your condition and treatment?	87.7	89.7	88.7	88.8
Q34 Involving you in decisions about your care?	87.4	89.4	88.4	87.6
Q35 Providing or arranging treatment for you?	88.1	89.5	88.7	88.9
Q36 Would you be completely happy to see this Nurse again?	96.1	96.8	96.6	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	90.7	94.0	92.4	89.1
Q13 How easy is it to get through to the practice on the phone?	64.4	70.2	67.2	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	75.1	77.1	76.2	69.9
Q17 How easy to book ahead?	80.3	79.7	79.8	70.9
Q21 How do you rate how quickly you were seen (partic dr)	71.3	74.2	72.6	70.7
Q23 How do you rate how quickly you were seen (any dr)	74.0	78.8	76.1	75.0
Q25 How do you rate how long you waited	68.5	72.7	70.6	67.8
Q37 Understand your health problems	90.5	96.0	93.4	92.8
Q38 Cope with your health problems	88.5	94.4	91.7	91.7
Q39 Keep yourself healthy	85.9	90.8	88.4	88.7
Q40 Overall, how would you describe your experience?	83.6	88.5	86.1	83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in

Practice benchmarks 5 points or more **above** the national benchmark are highlighted in

Practice benchmarks **above** the national benchmark are highlighted in

Practice benchmarks **below** the national benchmark are highlighted in

Practice benchmarks 5 points or more **below** the national benchmark are highlighted in

Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

Ditto Under/Over 45 with respect to overall practice benchmarks.

Caution: Where numbers are not split equally between comparison groups, results may appear skewed.

NB Benchmarks are averages, and as such should be treated with caution and in context.