Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

Gloucester City Health Centre

Gloucester, GL1 1XR

2014 - 2015

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-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 20.

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, GPAQ V4 and GPAQ-R, 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 dctor/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?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Age								
Under 16	2	4			6			}
16 to 44	60	122	188		182	47.0	41.7	} 45%
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 number	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?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	230	57.4	51.0	53%
No	145	36.2	44.0	45%
Don't know / can't say	26	6.5	5.3	2%
Total	401	100.0	100.0	100%
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?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	337	82.4	84.9	87%
Black or Black	24	5.9	3.4	2%
Asian or Asian	26	6.4	7.0	5%
Mixed	11	2.7	1.8	0%
Chinese	2	0.5	0.6	1%
Other ethnic gr	9	2.2	2.3	2%
Total	409	100.0	100.0	97%
Missing	17			

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

Q46 Which of the following best describes you?

|	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	197	48.8	48.5	58%
Unemployed / looking for work	27	6.7	4.2	6%
At school or in full time education	10	2.5	4.1	4%
Unable to work due to long term sickness	44	10.9	6.6	5%
Looking after your home/family	36	8.9	7.6	6%
Retired from paid work	78	19.3	26.4	21%
Other	12	3.0	2.6	2%
Total	404	100.0	100.0	102%
Missing	22			

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

Results

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

Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	311	74.8	76.8	N/A
Good	83	20.0	18.0	
Satisfactory	18	4.3	4.4	
Poor	0	0.0	0.3	
Very poor	1	0.2	0.2	
Does not apply	3	0.7	0.3	
Total %		100.0	100.0	
No answering	**416**		**16,425**	

Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
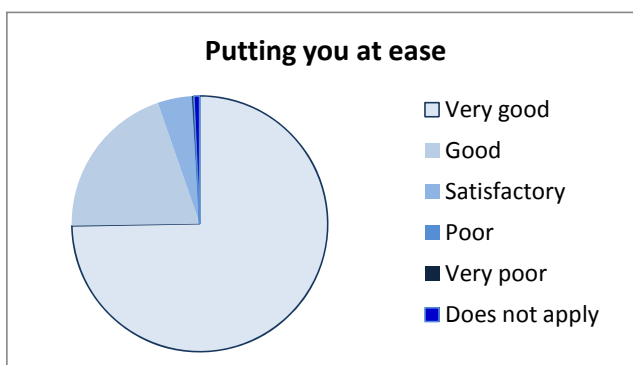
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	339	81.5	82.0	N/A
Good	65	15.6	14.7	
Satisfactory	9	2.2	2.8	
Poor	1	0.2	0.2	
Very poor	0	0.0	0.1	
Does not apply	2	0.5	0.1	
Total %		100.0	100.0	
No answering	**416**		**16,402**	

Being polite and considerate

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
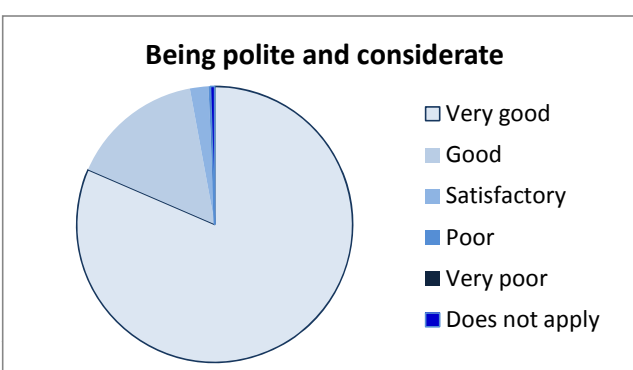
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	330	79.5	79.5	52%
Good	68	16.4	16.2	36%
Satisfactory	14	3.4	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	3	0.7	0.2	1%
Total %		100.0	100.0	99%
No answering	**415**		**16,419**	
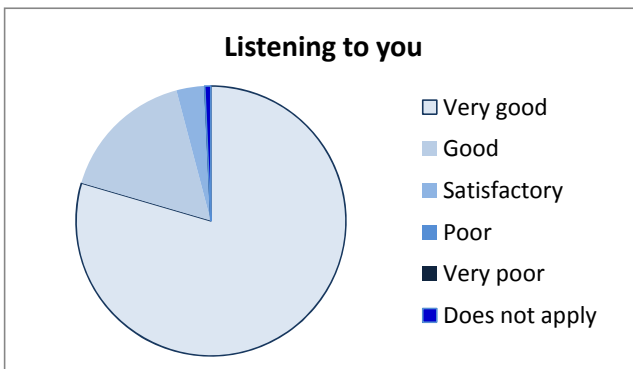
Listening to you

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	303	73.2	73.6	49%
Good	79	19.1	19.7	37%
Satisfactory	25	6.0	5.6	9%
Poor	4	1.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	3	0.7	0.2	2%
Total %		100.0	100.0	100%
No answering	**414**		**16,413**	

Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
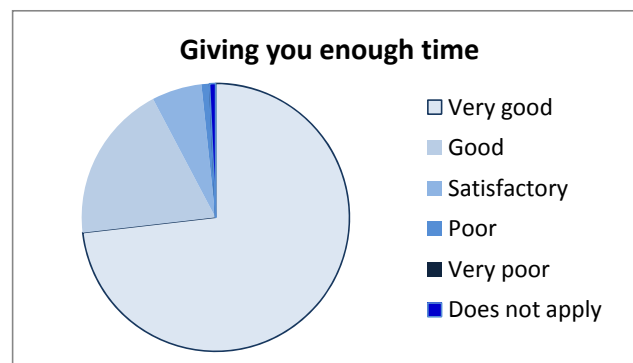
About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	283	68.5	72.5	N/A
Good	98	23.7	20.1	
Satisfactory	23	5.6	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	9	2.2	1.1	
Total %		100.0	100.0	
No answering	**413**		**16,374**	
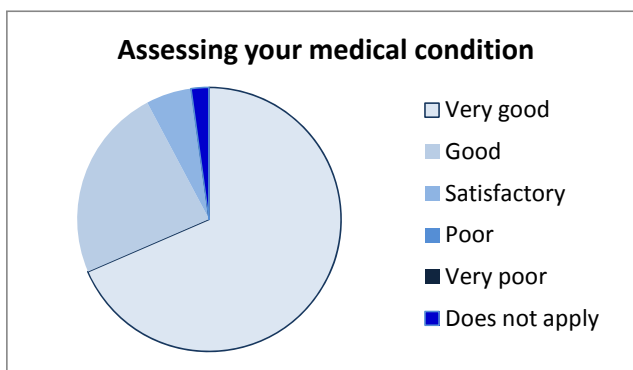
Assessing your medical condition

☐ Very good
☐ Good
☐ Satisfactory
☐ Poor
☐ Very poor
☐ Does not apply

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	292	70.7	70.4	47%
Good	90	21.8	21.3	36%
Satisfactory	20	4.8	5.5	10%
Poor	1	0.2	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	10	2.4	2.1	5%
Total %		100.0	100.0	101%
No answering	**413**		**16,387**	
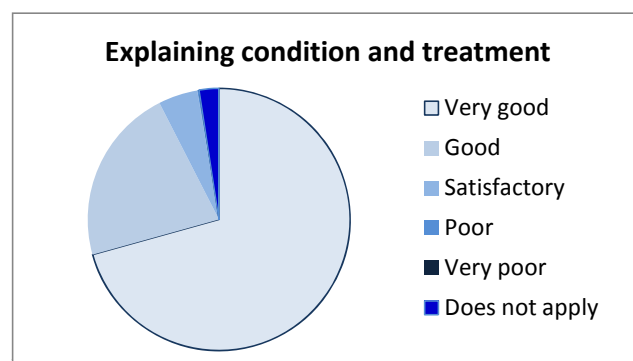
Explaining condition and treatment

☐ Very good
☐ Good
☐ Satisfactory
☐ Poor
☐ Very poor
☐ Does not apply

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	272	66.3	67.2	41%
Good	94	22.9	21.9	35%
Satisfactory	27	6.6	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	17	4.1	4.0	8%
Total %		100.0	100.0	100%
No answering	**410**		**16,278**	
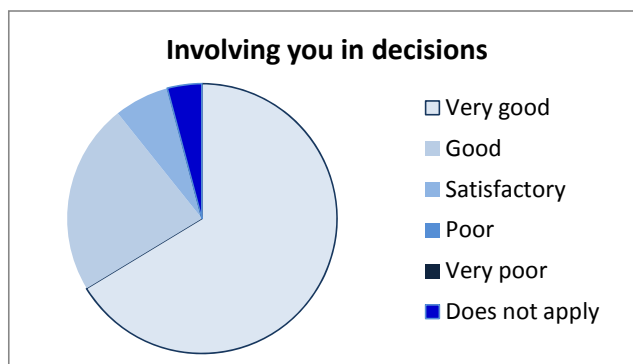
Involving you in decisions

☐ Very good
☐ Good
☐ Satisfactory
☐ Poor
☐ Very poor
☐ Does not apply

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	288	70.6	70.8	N/A
Good	87	21.3	18.8	
Satisfactory	21	5.1	4.8	
Poor	1	0.2	0.4	
Very poor	0	0.0	0.2	
Does not apply	11	2.7	5.0	
Total %		100.0	100.0	
No answering	**408**		**16,169**	

Providing or arranging treatment

☐ Very good
☐ Good
☐ Satisfactory
☐ Poor
☐ Very poor
☐ Does not apply
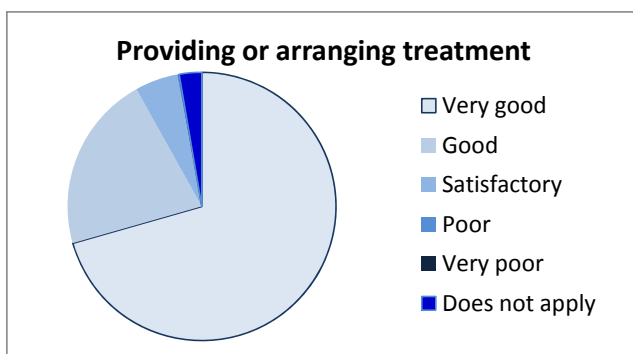
Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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**

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	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	72.5	70.7	70.4	66.3	67.2	70.6	70.8
Good	23.7	20.1	21.8	21.3	22.9	21.9	21.3	18.8
Satisfactory	5.6	5.6	4.8	5.5	6.6	6.3	5.1	4.8
Poor	0.0	0.6	0.2	0.5	0.0	0.5	0.2	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	2.2	1.1	2.4	2.1	4.1	4.0	2.7	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**413**	**16,374**	**413**	**16,387**	**410**	**16,278**	**408**	**16,169**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	372	91.9	91.2	66%
Yes, to some e	26	6.4	7.6	27%
No, not at all	1	0.2	0.4	4%
Don't know, can	6	1.5	0.7	3%
Total %		100.0	100.0	100%
No answering	**405**		**16,331**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	377	92.6	93.0
Yes, to some e	21	5.2	5.2
No, not at all	2	0.5	0.3
Don't know, can	7	1.7	1.4
Total %		100.0	100.0
No answering	**407**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	404	99.8	98.8
No	1	0.2	1.2
Total %		100.0	100.0
No answering	**405**		**15,491**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	317	78.1	70.5	48%
Fairly	87	21.4	26.3	41%
Not Very	2	0.5	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	**406**		**16,430**	

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	124	30.3	32.5	31%
Fairly easy	190	46.5	44.3	47%
Not very easy	73	17.8	14.9	13%
Not at all easy	20	4.9	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	2	0.5	2.5	4%
Total %		100.0	100.0	100%
No answering	**409**		**16,512**	

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	155	38.1	26.0	8% / 8%
Fairly easy	178	43.7	35.2	15% / 14%
Not very easy	38	9.3	12.1	9% / 7%
Not at all easy	3	0.7	2.8	9% / 5%
Don't know	8	2.0	4.3	12% / 16%
Haven't tried	25	6.1	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**407**		**16,437**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	249	61.8	62.0
No	72	17.9	17.7
Don't know/nev	82	20.3	20.2
Total %		100.0	100.0
No answering	**403**		**16,382**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	339	85.4	86.2
Not important	58	14.6	13.8
Total %		100.0	100.0
No answering	**397**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	177	44.1	34.4
Fairly easy	183	45.6	42.2
Not very easy	17	4.2	13.5
Not at all easy	3	0.7	4.0
Don't know	5	1.2	1.8
Haven't tried	16	4.0	4.1
Total %		100.0	100.0
No answering	**401**		**16,102**

Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	108	23.2	25.4	26.5	30%
By phone	357	76.6	83.8	80.1	90%
Online	1	0.2	0.2	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	109.4	110.6	124%
Total Number	466				
From your	**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)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	127	24.2	29.8	29.0	31%
By phone	331	63.0	77.7	76.2	81%
Online	61	11.6	14.3	21.7	29%
Doesn't apply	6	1.1	1.4	1.2	
Total %		100.0	123.2	128.2	141%
Total Number	525				
From your	**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 18 and 19 above*

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	77	19.3	30.9
2-4 days	157	39.3	31.0
5 days or more	107	26.8	24.2
Don't usually need to be seen q	42	10.5	6.6
Don't know, never tried	17	4.3	7.3
Total %		100.0	100.0
Total Responses	**400**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	101	25.5	25.8
Very good	129	32.6	28.6
Good	82	20.7	20.4
Satisfactory	58	14.6	14.5
Poor	14	3.5	5.8
Very poor	1	0.3	0.9
Does not apply	11	2.8	3.9
Total %		100.0	100.0
Total Response	**396**		**16,289**

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

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	169	42.5	56.7
2-4 days	153	38.4	26.2
5 days or more	36	9.0	7.0
Don't usually need to be seen q	22	5.5	4.3
Don't know, never tried	18	4.5	5.8
Total %		100.0	100.0
Total Responses	**398**		**16,282**

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	117	29.8	31.0
Very good	129	32.8	29.7
Good	81	20.6	19.5
Satisfactory	46	11.7	11.1
Poor	6	1.5	3.5
Very poor	0	0.0	0.7
Does not apply	14	3.6	4.5
Total %		100.0	100.0
Total Response	**393**		**15,668**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	101	27.7	22.8	10%
6-10 minutes	154	42.3	39.5	5-15 mins
11-20 minutes	73	20.1	22.2	58%
21-30 minutes	22	6.0	9.0	>15 mins
More than 30 minutes	4	1.1	5.2	24%
No set time	10	2.7	1.3	
Total %		100.0	100.0	
Total Responses	**364**		**15,664**	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	100	27.1	24.1
Very good	89	24.1	26.6
Good	98	26.6	21.6
Satisfactory	65	17.6	19.6
Poor	15	4.1	6.1
Very poor	0	0.0	1.4
Does not apply	2	0.5	0.5
Total %		100.0	100.0
Total Responses	**369**		**15,701**

GPPS National Results:
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	324	86.9	86.3	78%
No	**32**	8.6	9.2	16%
Don't know	**17**	4.6	4.6	7%
Total %		100.0	100.0	
Total no responses	**373**		**15,538**	101%

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

49 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

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

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

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	**182**	**48.8%**	42.5%	**22%**
Before 8am	39	14.3%	16.6%	33%
At lunchtime	50	18.3%	12.0%	13%
After 6.30pm	52	19.0%	22.6%	68%
Saturday	70	25.6%	28.8%	71%
Sunday	36	13.2%	10.2%	32%
None of these	26	9.5%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	**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:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No	**49**	**13.1%**	13.7%	
Number of these answering Q27	**42**			**22%**
Before 8am	**11**	**13.8%**	16.4%	33%
At lunchtime	**10**	**12.5%**	6.3%	13%
After 6.30pm	**24**	**30.0%**	31.1%	68%
Saturday	**22**	**27.5%**	33.2%	71%
Sunday	**12**	**15.0%**	11.0%	32%
None of these	**1**	**1.3%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**80**		**1,388**	

Q28 Is there a particular GP you usually prefer to see or speak to?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	274	73.5	64.6	56%
No	95	25.5	33.7	42%
There is only one doctor in my surgery	4	1.1	1.7	2%
Total	373	100.0	100.0	

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.

	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	274	73.5			**10,098**	
Always or almost always	115	42.0	128	42.1	45.1	42%
A lot of the time	77	28.1	93	30.6	25.6	23%
Some of the time	49	17.9	67	22.0	19.7	28%
Never or almost never	9	3.3	11	3.6	2.5	6%
Not tried	2	0.7	5	1.6	1.0	1%
Total answering this question	274	92.0	304	100	**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.

**About your last visit to the practice nurse: How good was the nurse at:**

Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	219	70.9	66.6	N/A
Good	61	19.7	23.0	
Satisfactory	17	5.5	5.2	
Poor	3	1.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	9	2.9	4.1	
Total %		100.0	100.0	
Total number	**309**		**12,540**	
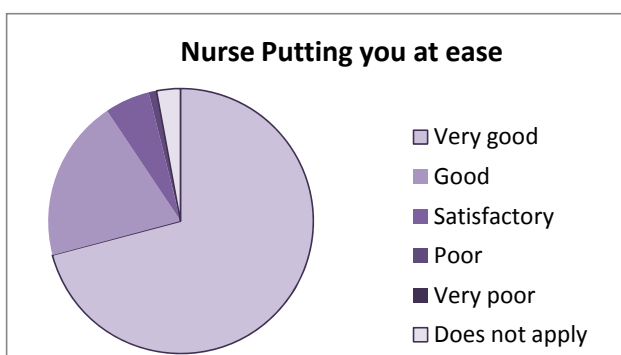
Nurse Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	201	66.1	62.7	48%
Good	79	26.0	27.1	33%
Satisfactory	16	5.3	6.1	5%
Poor	2	0.7	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	6	2.0	3.3	12%
Total %		100.0	100.0	87%
Total number	**304**		**12,380**	

Nurse Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
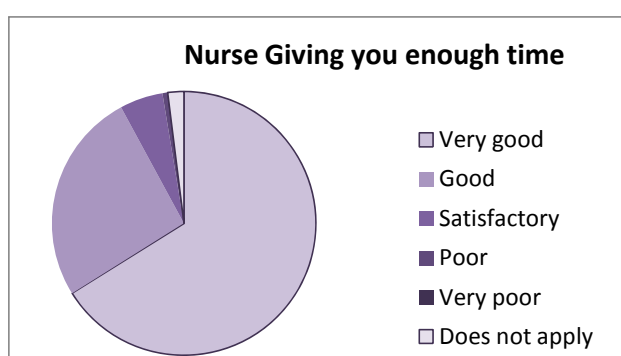
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	211	69.4	64.6	47%
Good	60	19.7	24.7	33%
Satisfactory	24	7.9	6.1	6%
Poor	2	0.7	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	7	2.3	3.6	13%
Total %		100.0	100.0	87%
Total number	**304**		**12,345**	
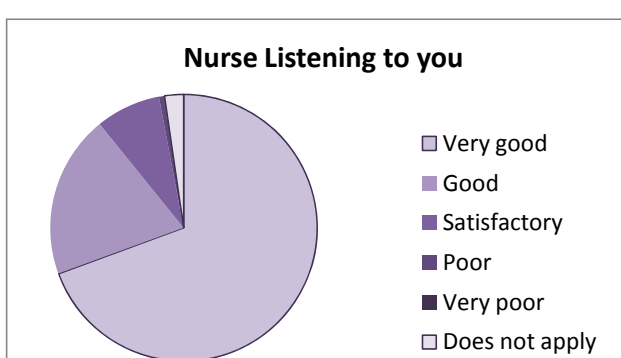
Nurse Listening to you

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	188	61.8	61.1	46%
Good	74	24.3	24.9	32%
Satisfactory	25	8.2	7.0	7%
Poor	1	0.3	0.8	1%
Very poor	1	0.3	0.3	0%
Does not apply	15	4.9	6.0	14%
Total %		100.0	100.0	86%
Total number	**304**		**12,306**	
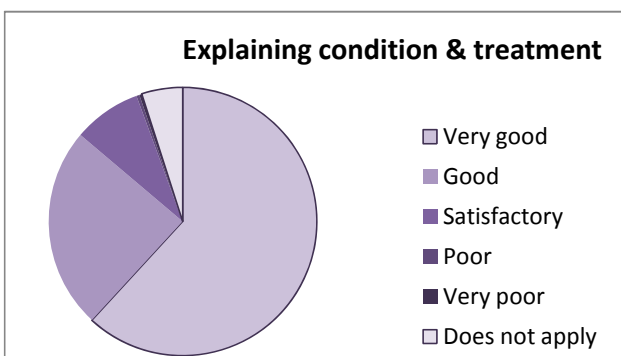
Explaining condition & treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	180	59.6	54.9	38%
Good	73	24.2	26.2	30%
Satisfactory	22	7.3	7.2	9%
Poor	4	1.3	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	23	7.6	10.6	21%
Total %		100.0	100.0	100%
Total number	**302**		**12,247**	
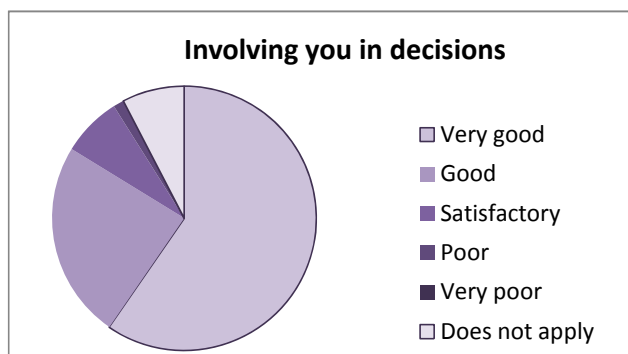
Involving you in decisions

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very poor
- ☐ Does not apply

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	178	59.3	56.9	N/A
Good	69	23.0	24.2	
Satisfactory	22	7.3	6.0	
Poor	2	0.7	0.6	
Very poor	1	0.3	0.3	
Does not apply	28	9.3	12.0	
Total %		100.0	100.0	
Total number	**300**		**12,212**	

Providing or arranging treatment

- ☐ Very good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very poor
- ☐ Does not apply
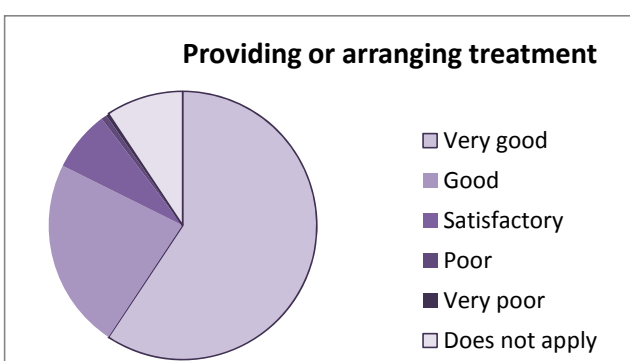
Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

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	71	66	69	62	60	59
Good	20	26	20	24	24	23
Satisfactory	6	5	8	8	7	7
Poor	1	1	1	0	1	1
Very poor	0	0	0	0	0	0
Does not apply	3	2	2	5	8	9
Total %	100	100	100	100	100	100
Total Number of responses	**309**	**304**	**304**	**304**	**302**	**300**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	281	96.6	97.1
No	10	3.4	2.9
Total %		100.0	100.0
Total Number of responses	**291**		**11,676**

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

Q37 Understand you health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	362	88.9	85.0
Unsure	31	7.6	11.0
Not very well	11	2.7	1.5
Does not apply	3	0.7	2.5
Total %		100.0	100.0
Total number	**407**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	335	83.3	82.4
Unsure	47	11.7	11.9
Not very well	9	2.2	2.1
Does not apply	11	2.7	3.6
Total %		100.0	100.0
Total number	**402**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	303	76.5	75.2
Unsure	66	16.7	16.1
Not very well	11	2.8	2.5
Does not apply	16	4.0	6.2
Total %		100.0	100.0
Total number	**396**		**16,048**

Q40 Overall, how would you describe your experience of your GP surgery?

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	203	49.9	45.9	-
Very good	142	34.9	34.6	51%
Good	47	11.5	14.0	38%
Satisfactory	13	3.2	4.6	7%
Poor	2	0.5	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	**407**		**16,287**	100%

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

Q 40 Overall experience of GP surgery

- Excellent
- Very good
- Good
- Satisfactory
- Poor
- Very poor
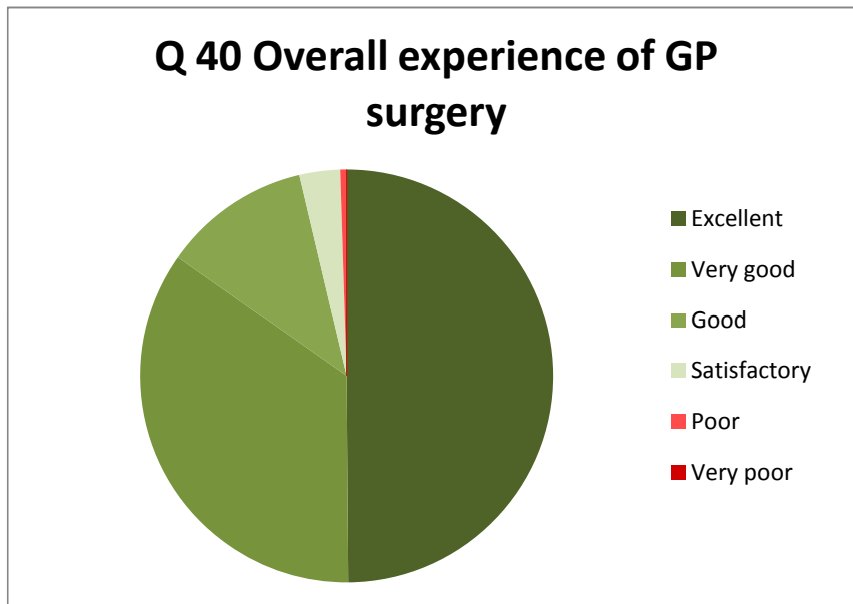
Friends and Family Test

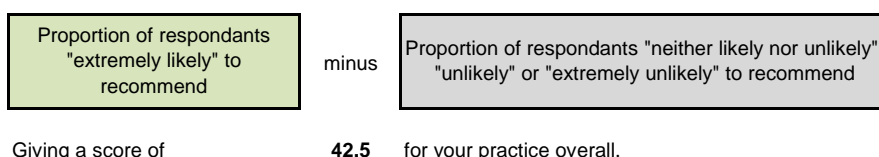**Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?**

	Total Number responses	% of total
Extremely likely	207	50.9
Likely	156	38.3
Neither likely nor unlikely	26	6.4
Unlikely	7	1.7
Extremely unlikely	4	1.0
Don't know	7	1.7
Total %		98.3
Total number responses	**407**	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

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:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf
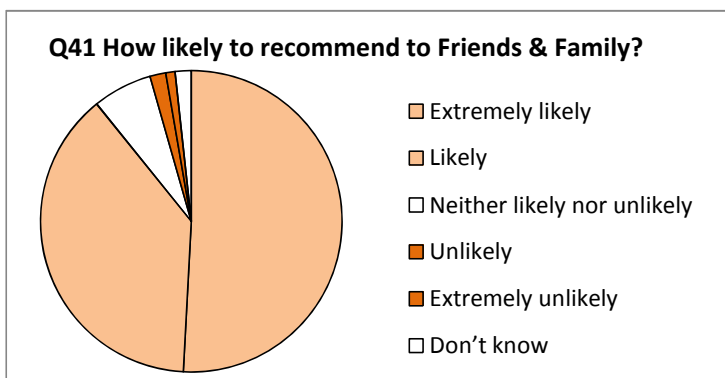
Proportion of respondants "extremely likely" to recommend	minus	Proportion of respondants "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend

Giving a score of **42.5** for your practice overall.

The FFT score for Gloucester City Health Centre is **43** based on **407** responses

However, following a review, NHS England recommended (http://www.england.nhs.uk/ourwork/pe/fft/calculations/) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

Q41 FFT	Total Number responses	% of total
Extremely likely	207	50.9
Likely	156	38.3
Neither likely nor unlikely	26	6.4
Unlikely	7	1.7
Extremely unlikely	4	1.0
Don't know	7	1.7
Total %		98.3
Total number responses	407	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Percentage measures is calculated as follows:

Your score:

| Recommend (%) | extremely likely + likely | x100 | 89.2 |
| | extremely likely + likely + neither + unlikely + extremely unlikely+ don't know | | |

| Not recommend (%) | extremely unlikely + unlikely | x100 | 2.7 |
| | extremely likely + likely + neither + unlikely + extremely unlikely+ don't know | | |

Sunmmary of your scores:

NPS	**42.5**	based on	407	responses
Recommend (%)	**89.2**	based on	407	responses
Not recommend (%)	**2.7**	based on	407	responses

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	**426**		**17,145**
GP			
Q1 Putting you at ease?	92.6		92.8
Q2 Being polite and considerate?	94.8		94.6
Q3 Listening to you?	94.2		93.7
Q4 Giving you enough time?	91.4		91.5
Q5 Assessing your medical condition?	91.1		91.5
Q6 Explaining your condition and treatment?	91.7		91.1
Q7 Involving you in decisions about your care?	90.6		90.5
Q8 Providing or arranging treatment for you?	91.7		92.0
Q9 Confidence that the GP is honest and trustworthy?	96.5		95.7
Q10 Confidence that the dr will keep your information confidential?	96.9		97.0
Q11 Would you be completely happy to see this GP again?	99.8		98.8
Nurse			
Q30 Putting you at ease?	91.3		90.3
Q31 Giving you enough time?	90.2		89.2
Q32 Listening to you?	90.4		89.6
Q33 Explaining your condition and treatment?	88.7		88.8
Q34 Involving you in decisions about your care?	88.4		87.6
Q35 Providing or arranging treatment for you?	88.7		88.9
Q36 Would you be completely happy to see this Nurse again?	96.6		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	92.4		89.1
Q13 How easy is it to get through to the practice on the phone?	67.2		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	76.2		69.9
Q17 How easy to book ahead?	79.8		70.9
Q21 How do you rate how quickly you were seen (partic dr)	72.6		70.7
Q23 How do you rate how quickly you were seen (any dr)	76.1		75.0
Q25 How do you rate how long you waited	70.6		67.8
Q37 Understand your health problems	93.4		92.8
Q38 Cope with your health problems	91.7		91.7
Q39 Keep yourself healthy	88.4		88.7
Q40 Overall, how would you describe your experience?	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

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