General Practice Assessment Questionnaire

Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

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

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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-R (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.

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).

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website: www.gpaq.info

How the Survey was carried out

GPAQ-R questionnaires were given out to patients on the basis of 50 questionnaires per GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2013	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	477	17,145
No practices	1,031		
% female	64.7	63.7	59.2
% over 45*	(Mean age: 50.3)	52.2	54.8
% with long term disability	49.0	45.9	48.0
Ethnicity			
% White	92.2	88.7	80.3
% Asian/Asian British	3.7	3.6	6.6
% Black/Black British	1.8	2.5	3.2
% Mixed	1.1	0.6	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.6	2.2
Employment			
% employed	48.4	54.9	44.6
% unemployed	2.5	1.9	3.8
% in full time education	3.4	4.8	3.8
% unable to work/long term sickness	7.2	3.4	6.0
% looking after home / family	9.6	5.5	7.0
% retired	27.5	24.9	24.3
% other	1.6	0.8	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 dctor/nurse today for themselves, their child or for another reason.
Of the   138   or   29%   who answered the question
106   saw the GP/nurse for themselves
27   saw the GP/nurse for their child
2   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	6	4			10			}
16 to 44	40	156	206		196	45.6	41.7	} 46%
45 to 64	60	72			132			{
65 to 74	29	34		246	63	54.4	58.3	54% {
75 or over	19	32			51			{
Total	154	298	206	246	452	100.0	100.0	100%
%	34.1	65.9						
Missing					25			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

    452 of the   477   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	74	144	55	163	219	47.9	51.4	43%
No	71	147	142	74	218	47.7	43.5	55%
Don't know / can't say	8	12	11	9	20	4.4	5.1	2%
Total %						95.6	100.0	98%
Total Number	153	303	208	246	457		**16,016**	
Missing					20			

457 of the 477 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	144	279	183	238	423	92.4	84.9	88%
Black or Black	3	9	8	4	12	2.6	3.4	2%
Asian or Asian	6	11	13	4	17	3.7	7.0	5%
Mixed	1	2	2	1	3	0.7	1.8	0%
Chinese	0	0	0	0	0	0.0	0.6	1%
Other ethnic gr	1	2	1	2	3	0.7	2.3	2%
Total %						99.3	100.0	98%
Total Number	155	303	207	249	458		**16,199**	
Missing					19			

458 of the 477 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

2 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)	92	169	150	109	262	57.1	48.5	58%
Unemployed / looking for work	3	6	4	5	9	2.0	4.2	5%
At school or in full time education	6	17	22	1	23	5.0	4.1	4%
Unable to work due to long term sickness	4	12	7	9	16	3.5	6.6	5%
Looking after your home/family	1	25	23	3	26	5.7	7.6	6%
Retired from paid work	48	71	0	119	119	25.9	26.4	20%
Other	1	3	1	3	4	0.9	2.6	2%
Total %						99.1	100.0	98%
Total Number	155	303	207	249	459		**15,757**	
Missing					18			

459 of the 477 patients who completed the questionnaire answered this question.

1 of these did not answer the question about sex.

3 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	132	85.7	263	86.5	408	85.9	76.8	N/A
Good	15	9.7	36	11.8	52	10.9	18.0	
Satisfactory	7	4.5	4	1.3	14	2.9	4.4	
Poor	0	0.0	0	0.0	0	0.0	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	1	0.3	1	0.2	0.3	
Total %		100.0		100.0		99.8	100.0	
No answering	**154**		**304**		**475**		**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	169	80.9	224	90.7	408	85.9	76.8	N/A
Good	34	16.3	17	6.9	52	10.9	18.0	
Satisfactory	5	2.4	6	2.4	14	2.9	4.4	
Poor	0	0.0	0	0.0	0	0.0	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	1	0.5	0	0.0	1	0.2	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	**209**		**247**		**475**		**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	133	86.4	286	94.1	432	90.9	82.0	N/A
Good	19	12.3	16	5.3	36	7.6	14.7	
Satisfactory	2	1.3	2	0.7	6	1.3	2.8	
Poor	0	0.0	0	0.0	1	0.2	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	0	0.0	0	0.0	0	0.0	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**154**		**304**		**475**		**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	191	91.4	227	91.9	432	90.9	82.0	N/A
Good	17	8.1	17	6.9	36	7.6	14.7	
Satisfactory	1	0.5	3	1.2	6	1.3	2.8	
Poor	0	0.0	0	0.0	1	0.2	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	0	0.0	0	0.0	0	0.0	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**209**		**247**		**475**		**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	131	85.1	271	89.4	415	87.6	79.5	52%
Good	19	12.3	28	9.2	48	10.1	16.2	36%
Satisfactory	4	2.6	4	1.3	10	2.1	3.6	7%
Poor	0	0.0	0	0.0	1	0.2	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
No answering	**154**		**303**		**474**		**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	183	87.6	217	88.2	415	87.6	79.5	49%
Good	24	11.5	23	9.3	48	10.1	16.2	37%
Satisfactory	2	1.0	6	2.4	10	2.1	3.6	9%
Poor	0	0.0	0	0.0	1	0.2	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**209**		**246**		**474**		**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	116	75.3	252	82.9	382	80.4	73.6	49%
Good	31	20.1	45	14.8	76	16.0	19.7	37%
Satisfactory	7	4.5	6	2.0	15	3.2	5.6	9%
Poor	0	0.0	0	0.0	1	0.2	0.7	2%
Very poor	0	0.0	1	0.3	1	0.2	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**154**		**304**		**475**		**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	165	78.9	201	81.4	382	80.4	73.6	49%
Good	37	17.7	39	15.8	76	16.0	19.7	37%
Satisfactory	6	2.9	7	2.8	15	3.2	5.6	9%
Poor	0	0.0	0	0.0	1	0.2	0.7	2%
Very poor	1	0.5	0	0.0	1	0.2	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**209**		**247**		**475**		**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	116	75.8	253	83.2	382	80.6	72.5	N/A
Good	29	19.0	46	15.1	76	16.0	20.1	
Satisfactory	8	5.2	5	1.6	15	3.2	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	1	0.2	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**153**		**304**		**474**		**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	166	79.4	203	82.5	382	80.6	72.5	N/A
Good	38	18.2	35	14.2	76	16.0	20.1	
Satisfactory	5	2.4	8	3.3	15	3.2	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	1	0.2	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**209**		**246**		**474**		**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	115	74.7	246	80.9	374	78.7	70.4	47%
Good	31	20.1	46	15.1	78	16.4	21.3	36%
Satisfactory	7	4.5	8	2.6	18	3.8	5.5	10%
Poor	0	0.0	1	0.3	1	0.2	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	1	0.6	3	1.0	4	0.8	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	**154**		**304**		**475**		**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	160	76.6	201	81.4	374	78.7	70.4	47%
Good	37	17.7	38	15.4	78	16.4	21.3	36%
Satisfactory	9	4.3	6	2.4	18	3.8	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	2	1.0	2	0.8	4	0.8	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	**209**		**247**		**475**		**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	105	68.2	215	70.7	333	70.1	67.2	41%
Good	31	20.1	64	21.1	96	20.2	21.9	35%
Satisfactory	11	7.1	10	3.3	23	4.8	6.3	12%
Poor	1	0.6	0	0.0	2	0.4	0.5	3%
Very poor	0	0.0	1	0.3	1	0.2	0.2	1%
Does not apply	6	3.9	14	4.6	20	4.2	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**154**		**304**		**475**		**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	139	66.5	181	73.3	333	70.1	67.2	41%
Good	53	25.4	40	16.2	96	20.2	21.9	35%
Satisfactory	7	3.3	14	5.7	23	4.8	6.3	12%
Poor	1	0.5	0	0.0	2	0.4	0.5	3%
Very poor	1	0.5	0	0.0	1	0.2	0.2	1%
Does not apply	8	3.8	12	4.9	20	4.2	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**209**		**247**		**475**		**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	114	74.0	233	77.2	360	76.1	70.8	N/A
Good	29	18.8	45	14.9	75	15.9	18.8	
Satisfactory	6	3.9	4	1.3	12	2.5	4.8	
Poor	0	0.0	1	0.3	1	0.2	0.4	
Very poor	0	0.0	0	0.0	1	0.2	0.2	
Does not apply	5	3.2	19	6.3	24	5.1	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**154**		**302**		**473**		**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	159	76.1	186	75.9	360	76.1	70.8	N/A
Good	36	17.2	38	15.5	75	15.9	18.8	
Satisfactory	4	1.9	6	2.4	12	2.5	4.8	
Poor	1	0.5	0	0.0	1	0.2	0.4	
Very poor	0	0.0	0	0.0	1	0.2	0.2	
Does not apply	9	4.3	15	6.1	24	5.1	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**209**		**245**		**473**		**16,169**	

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	85.9	76.8	90.9	82.0	87.6	79.5	80.4	73.6
Good	10.9	18.0	7.6	14.7	10.1	16.2	16.0	19.7
Satisfactory	2.9	4.4	1.3	2.8	2.1	3.6	3.2	5.6
Poor	0.0	0.3	0.2	0.2	0.2	0.4	0.2	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.2	0.2
Does not apply	0.2	0.3	0.0	0.1	0.0	0.2	0.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**475**	**16,425**	**475**	**16,402**	**474**	**16,419**	**475**	**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	80.6	73	78.7	70	70.1	67	76.1	71
Good	16.0	20	16.4	21	20.2	22	15.9	19
Satisfactory	3.2	6	3.8	6	4.8	6	2.5	5
Poor	0.0	1	0.2	1	0.4	0	0.2	0
Very poor	0.2	0	0.0	0	0.2	0	0.2	0
Does not apply	0.0	1	0.8	2	4.2	4	5.1	5
Total %	100.0	100	100.0	100	100.0	100	100	100
Total Number of responses	**474**	**16,374**	**475**	**16,387**	**475**	**16,278**	**473**	**16,169**

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

Males %	Q1 Putting you at ease?	GPAQ V4 % benchmark Q1 Putting you at ease?	Q2 Being polite and considerate?	GPAQ V4 % benchmark Q2 Being polite and considerate?	Q3 Listening to you?	GPAQ V4 % benchmark Q3 Listening to you?	Q4 Giving you enough time?	GPAQ V4 % benchmark Q4 Giving you enough time?
Very good	85.7	76.8	86.4	82.1	85.1	79.3	75.3	73.0
Good	9.7	18.0	12.3	14.4	12.3	16.2	20.1	19.9
Satisfactory	4.5	4.5	1.3	2.9	2.6	3.5	4.5	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.5	0.0	1.0
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Total Number	**154**	**5,739**	**154**	**5,743**	**154**	**5,749**	**154**	**5,746**
Females %								
Very good	86.5	76.9	94.1	82.2	89.4	79.8	82.9	74.1
Good	11.8	18.0	5.3	14.8	9.2	16.0	14.8	19.5
Satisfactory	1.3	4.3	0.7	2.6	1.3	3.6	2.0	5.5
Poor	0.0	0.3	0.0	0.3	0.0	0.3	0.0	0.6
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.3	0.1
Does not apply	0.3	0.3	0.0	0.1	0.0	0.1	0.0	0.2
Total Number	**304**	**9,848**	**304**	**9,822**	**303**	**9,831**	**304**	**9,834**
Under 45 %								
Very good	80.9	72.3	91.4	79.1	87.6	77.0	78.9	71.4
Good	16.3	21.7	8.1	17.3	11.5	18.2	17.7	21.7
Satisfactory	2.4	5.0	0.5	3.1	1.0	4.0	2.9	5.8
Poor	0.0	0.5	0.0	0.3	0.0	0.5	0.0	0.7
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.5	0.2
Does not apply	0.5	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Total Number	**209**	**6,749**	**209**	**6,760**	**209**	**6,773**	**209**	**6,765**
Over 45 %								
Very good	90.7	80.8	91.9	84.6	88.2	81.8	81.4	75.7
Good	6.9	14.9	6.9	12.5	9.3	14.3	15.8	18.1
Satisfactory	2.4	3.8	1.2	2.4	2.4	3.2	2.8	5.2
Poor	0.0	0.2	0.0	0.2	0.0	0.3	0.0	0.7
Very poor	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	0.0	0.3	0.0	0.2	0.0	0.2	0.0	0.2
Total Number	**247**	**9,082**	**247**	**9,050**	**246**	**9,054**	**247**	**9,057**

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

Males %	Q5 Assessing your medical condition?	GPAQ V4 % benchmark Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	GPAQ V4 % benchmark Q6 Explaining your tests and treatment?	Q7 Involving you in decisions about your care?	GPAQ V4 % benchmark Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	GPAQ V4 % benchmark Q8 Providing or arranging treatment for you?
Very good	75.8	72.2	74.7	70.5	68.2	67.2	74.0	70.5
Good	19.0	20.4	20.1	21.3	20.1	21.4	18.8	19.5
Satisfactory	5.2	5.5	4.5	5.6	7.1	7.0	3.9	4.9
Poor	0.0	0.7	0.0	0.6	0.6	0.5	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	0.0	1.0	0.6	1.8	3.9	3.7	3.2	4.4
Total Number	**153**	**5,737**	**154**	**5,741**	**154**	**5,721**	**154**	**5,667**
Females %								
Very good	83.2	72.9	80.9	70.4	70.7	67.2	77.2	70.6
Good	15.1	19.9	15.1	21.3	21.1	22.2	14.9	18.6
Satisfactory	1.6	5.4	2.6	5.4	3.3	5.7	1.3	4.6
Poor	0.0	0.5	0.3	0.5	0.0	0.5	0.3	0.4
Very poor	0.0	0.1	0.0	0.2	0.3	0.2	0.0	0.2
Does not apply	0.0	1.2	1.0	2.2	4.6	4.2	6.3	5.7
Total Number	**304**	**9,811**	**304**	**9,820**	**304**	**9,748**	**302**	**9,691**
Under 45 %								
Very good	79.4	69.5	76.6	66.6	66.5	64.4	76.1	68.6
Good	18.2	22.3	17.7	23.8	25.4	23.8	17.2	20.6
Satisfactory	2.4	6.1	4.3	6.3	3.3	6.9	1.9	5.4
Poor	0.0	0.7	0.5	0.7	0.5	0.6	0.5	0.5
Very poor	0.0	0.2	0.0	0.2	0.5	0.2	0.0	0.2
Does not apply	0.0	1.2	1.0	2.4	3.8	4.1	4.3	4.7
Total Number	**209**	**6,753**	**209**	**6,764**	**209**	**6,737**	**209**	**6,722**
Over 45 %								
Very good	82.5	75.3	81.4	73.6	73.3	69.7	75.9	72.8
Good	14.2	18.1	15.4	19.1	16.2	20.2	15.5	17.1
Satisfactory	3.3	5.0	2.4	4.8	5.7	5.7	2.4	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	0.0	1.1	0.8	1.8	4.9	3.9	6.1	5.3
Total Number	**246**	**9,039**	**247**	**9,042**	**247**	**8,972**	**245**	**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	144	93.5	293	96.7	452	95.4	91.2	66%
Yes, to some ex	10	6.5	9	3.0	20	4.2	7.6	27%
No, not at all	0	0.0	0	0.0	1	0.2	0.4	4%
Don't know, can	0	0.0	1	0.3	1	0.2	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**154**		**303**		**474**		**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	198	94.7	237	96.3	452	95.4	91.2	66%
Yes, to some ex	10	4.8	9	3.7	20	4.2	7.6	27%
No, not at all	0	0.0	0	0.0	1	0.2	0.4	4%
Don't know, can	1	0.5	0	0.0	1	0.2	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**209**		**246**		**474**		**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	146	94.8	290	95.4	452	95.2	93.0
Yes, to some ex	6	3.9	9	3.0	16	3.4	5.2
No, not at all	0	0.0	0	0.0	0	0.0	0.3
Don't know, can	2	1.3	5	1.6	7	1.5	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**154**		**304**		**475**		**16,286**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	197	94.3	238	96.4	452	95.2	93.0
Yes, to some ex	7	3.3	7	2.8	16	3.4	5.2
No, not at all	0	0.0	0	0.0	0	0.0	0.3
Don't know, can	5	2.4	2	0.8	7	1.5	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**209**		**247**		**475**		**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	148	98.7	295	100.0	457	99.3	98.8
No	2	1.3	0	0.0	3	0.7	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**150**		**295**		**460**		**15,491**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	203	100.0	238	99.2	457	99.3	98.8
No	0	0.0	2	0.8	3	0.7	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**203**		**240**		**460**		**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	93	60.8	150	51.2	252	55.0	70.5	48%
Fairly	54	35.3	117	39.9	174	38.0	26.3	41%
Not Very	3	2.0	12	4.1	15	3.3	2.1	7%
Not at all	1	0.7	4	1.4	5	1.1	0.5	2%
Don't know	2	1.3	10	3.4	12	2.6	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	**153**		**293**		**458**		**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	109	53.7	133	55.2	252	55.0	70.5	48%
Fairly	72	35.5	98	40.7	174	38.0	26.3	41%
Not Very	10	4.9	5	2.1	15	3.3	2.1	7%
Not at all	5	2.5	0	0.0	5	1.1	0.5	2%
Don't know	7	3.4	5	2.1	12	2.6	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	**203**		**241**		**458**		**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	33	21.6	53	17.9	93	20.2	32.5	31%
Fairly easy	61	39.9	116	39.2	179	38.8	44.3	47%
Not very easy	40	26.1	75	25.3	116	25.2	14.9	13%
Not at all easy	16	10.5	52	17.6	70	15.2	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	3	2.0	0	0.0	3	0.7	2.5	4%
Total %		100.0		100.0		100.0		
No answering	**153**		**296**		**461**		**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	43	21.1	42	17.3	93	20.2	32.5	31%
Fairly easy	79	38.7	98	40.3	179	38.8	44.3	47%
Not very easy	48	23.5	66	27.2	116	25.2	14.9	13%
Not at all easy	34	16.7	34	14.0	70	15.2	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	0	0.0	3	1.2	3	0.7	2.5	4%
Total %		100.0		100.0		100.0		
No answering	**204**		**243**		**461**		**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	66	43.1	117	39.3	192	41.5	26.0	8% / 8%
Fairly easy	60	39.2	149	50.0	211	45.6	35.2	15% / 14%
Not very easy	18	11.8	17	5.7	36	7.8	12.1	9% / 7%
Not at all easy	3	2.0	10	3.4	13	2.8	2.8	9% / 5%
Don't know	1	0.7	2	0.7	3	0.6	4.3	12% / 16%
Haven't tried	5	3.3	3	1.0	8	1.7	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	**153**		**298**		**463**		**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	79	38.5	103	42.2	192	41.5	26.0	8% / 8%
Fairly easy	98	47.8	111	45.5	211	45.6	35.2	15% / 14%
Not very easy	18	8.8	16	6.6	36	7.8	12.1	9% / 7%
Not at all easy	6	2.9	7	2.9	13	2.8	2.8	9% / 5%
Don't know	2	1.0	1	0.4	3	0.6	4.3	12% / 16%
Haven't tried	2	1.0	6	2.5	8	1.7	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	**205**		**244**		**463**		**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	125	81.7	245	82.2	381	82.3	62.0
No	5	3.3	13	4.4	18	3.9	17.7
Don't know/nev	23	15.0	40	13.4	64	13.8	20.2
Total %		100.0		100.0		100.0	100.0
No answering	**153**		**298**		**463**		**16,382**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	179	87.3	190	77.9	381	82.3	62.0
No	8	3.9	9	3.7	18	3.9	17.7
Don't know/nev	18	8.8	45	18.4	64	13.8	20.2
Total %		100.0		100.0		100.0	100.0
No answering	**205**		**244**		**463**		**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	115	76.2	247	83.7	374	81.7	86.2
Not important	36	23.8	48	16.3	84	18.3	13.8
Total %		100.0		100.0		100.0	
No answering	**151**		**295**		**458**		**16,210**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	171	84.7	189	78.1	374	81.7	86.2
Not important	31	15.3	53	21.9	84	18.3	13.8
Total %		100.0		100.0		100.0	
No answering	**202**		**242**		**458**		**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	27	17.9	46	15.4	80	17.4	34.4
Fairly easy	54	35.8	89	29.9	146	31.7	42.2
Not very easy	27	17.9	53	17.8	80	17.4	13.5
Not at all easy	9	6.0	46	15.4	57	12.4	4.0
Don't know	6	4.0	17	5.7	23	5.0	1.8
Haven't tried	28	18.5	47	15.8	75	16.3	4.1
Total %		100.0		100.0		100.0	100.0
No answering	**151**		**298**		**461**		16102

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	40	19.6	32	13.2	80	17.4	34.4
Fairly easy	64	31.4	79	32.5	146	31.7	42.2
Not very easy	32	15.7	48	19.8	80	17.4	13.5
Not at all easy	30	14.7	24	9.9	57	12.4	4.0
Don't know	8	3.9	15	6.2	23	5.0	1.8
Haven't tried	30	14.7	45	18.5	75	16.3	4.1
Total %		100.0		100.0		100.0	100.0
No answering	**204**		**243**		**461**		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	23	30	19	34	56	11.2	11.7	26.5	30%
By phone	142	281	190	231	432	86.6	90.6	80.1	90%
Online	4	5	5	4	9	1.8	1.9	3.4	3%
Doesn't apply	0	2	2	0	2	0.4	0.4	0.6	1%
Total Response	169	318	216	269	499	100.0	104.6	110.6	124%
From your	**156**	**304**	**209**	**249**	**477**	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	41	75	43	73	119	17.8	24.9	29.0	31%
By phone	129	261	174	214	399	59.6	83.6	76.2	81%
Online	45	105	90	60	151	22.6	31.7	21.7	29%
Doesn't apply	0	0	0	0	0	0.0	0.0	1.2	
Total	215	441	307	347	669	100.0	140.3	128.2	141%
From your	**156**	**304**	**209**	**249**	**477**	patients*			

(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	11.7	24.9
By phone	90.6	83.6
Online	1.9	31.7
Doesn't apply	0.4	0.0
Total	104.6	140.3

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	104	68.4	208	69.8	323	69.9	30.9
2-4 days	21	13.8	36	12.1	57	12.3	31.0
5 days or more	6	3.9	12	4.0	19	4.1	24.2
Don't usually need to be seen quickly	7	4.6	11	3.7	18	3.9	6.6
Don't know, never tried	14	9.2	31	10.4	45	9.7	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**152**		**298**		**462**		**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	151	74.0	160	65.6	323	69.9	30.9
2-4 days	20	9.8	36	14.8	57	12.3	31.0
5 days or more	9	4.4	9	3.7	19	4.1	24.2
Don't usually need to be seen quickly	5	2.5	13	5.3	18	3.9	6.6
Don't know, never tried	19	9.3	26	10.7	45	9.7	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**204**		**244**		**462**		**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
	74	49.0	159	53.5	244	53.0	25.8
Very good	40	26.5	81	27.3	121	26.3	28.6
Good	26	17.2	29	9.8	55	12.0	20.4
Fair	4	2.6	15	5.1	20	4.3	14.5
Poor	1	0.7	1	0.3	2	0.4	5.8
Very poor	0	0.0	2	0.7	2	0.4	0.9
Does not apply	6	4.0	10	3.4	16	3.5	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**151**		**297**		**460**		16289

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	107	52.5	125	51.7	244	53.0	25.8
Very good	50	24.5	71	29.3	121	26.3	28.6
Good	22	10.8	32	13.2	55	12.0	20.4
Fair	12	5.9	7	2.9	20	4.3	14.5
Poor	1	0.5	1	0.4	2	0.4	5.8
Very poor	2	1.0	0	0.0	2	0.4	0.9
Does not apply	10	4.9	6	2.5	16	3.5	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**204**		**242**		**460**		**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	127	83.0	254	85.2	391	84.4	56.7
2-4 days	12	7.8	12	4.0	25	5.4	26.2
5 days or more	0	0.0	1	0.3	1	0.2	7.0
Don't usually need to be seen qu	6	3.9	10	3.4	17	3.7	4.3
Don't know, never tried	8	5.2	21	7.0	29	6.3	5.8
Total %		100.0		100.0		100	100.0
Total Responses	**153**		**298**		**463**		**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	185	90.2	196	80.3	391	84.4	56.7
2-4 days	11	5.4	12	4.9	25	5.4	26.2
5 days or more	0	0.0	1	0.4	1	0.2	7.0
Don't usually need to be seen qu	5	2.4	11	4.5	17	3.7	4.3
Don't know, never tried	4	2.0	24	9.8	29	6.3	5.8
Total %		100.0		100.0		100	100.0
Total Responses	**205**		**244**		**463**		**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	82	53.2	168	56.4	259	56.1	31.0
Very good	40	26.0	81	27.2	121	26.2	29.7
Good	26	16.9	32	10.7	58	12.6	19.5
Fair	4	2.6	8	2.7	13	2.8	11.1
Poor	0	0.0	0	0.0	0	0.0	3.5
Very poor	0	0.0	2	0.7	2	0.4	0.7
Does not apply	2	1.3	7	2.3	9	1.9	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	**154**		**298**		**462**		**15,668**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	118	56.5	132	54.5	259	56.1	31.0
Very good	50	23.9	71	29.3	121	26.2	29.7
Good	29	13.9	28	11.6	58	12.6	19.5
Fair	7	3.3	5	2.1	13	2.8	11.1
Poor	0	0.0	0	0.0	0	0.0	3.5
Very poor	2	1.0	0	0.0	2	0.4	0.7
Does not apply	3	1.4	6	2.5	9	1.9	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	**209**		**242**		**462**		**15,668**

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	51	33.6	123	40.9	179	38.7	22.8	10%
6-10 minutes	72	47.4	122	40.5	198	42.8	39.5	5-15 mins 58%
11-20 minutes	22	14.5	44	14.6	67	14.5	22.2	
21-30 minutes	6	3.9	7	2.3	13	2.8	9.0	
More than 30 minutes	1	0.7	3	1.0	4	0.9	5.2	>15 mins 24%
No set time	0	0.0	2	0.7	2	0.4	1.3	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**152**		**301**		**463**		**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	81	39.5	92	37.4	179	38.7	19.6	10%
6-10 minutes	75	36.6	118	48.0	198	42.8	40.0	5-15 mins 58%
11-20 minutes	33	16.1	33	13.4	67	14.5	24.2	
21-30 minutes	11	5.4	2	0.8	13	2.8	8.8	
More than 30 minutes	4	2.0	0	0.0	4	0.9	5.9	>15 mins 24%
No set time	1	0.5	1	0.4	2	0.4	1.5	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**205**		**246**		**463**		**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	52	34.2	112	37.2	169	36.5	24.1
Very good	45	29.6	83	27.6	130	28.1	26.6
Good	35	23.0	61	20.3	97	21.0	21.6
Satisfactory	19	12.5	36	12.0	57	12.3	19.6
Poor	0	0.0	4	1.3	4	0.9	6.1
Very poor	1	0.7	3	1.0	4	0.9	1.4
Does not apply	0	0.0	2	0.7	2	0.4	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**152**		**301**		**463**		**15,701**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	69	33.7	94	38.2	169	36.5	24.1
Very good	48	23.4	80	32.5	130	28.1	26.6
Good	48	23.4	48	19.5	97	21.0	21.6
Satisfactory	32	15.6	22	8.9	57	12.3	19.6
Poor	4	2.0	0	0.0	4	0.9	6.1
Very poor	4	2.0	0	0.0	4	0.9	1.4
Does not apply	0	0.0	2	0.8	2	0.4	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**205**		**246**		**463**		**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	137	263	177	221	406	90.0	86.3
Answered Q27	*57*	*103*	*66*	*93*			
No	7	11	9	9	20	4.4	9.2
Don't know	6	19	11	14	25	5.5	4.6
Answered Q27	*11*	*26*	*18*	*19*			
Total %						100.0	100.0
Total no responses	**150**	**293**	**197**	**244**	**451**		**15,538**

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

A total of **45** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

of these, **37** also answered Q27

However a total of **207** 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 reponses 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 respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	**68**	**129**	**84**	**112**	**207**	100.0		**6,598**	
Before 8am	13	38	24	27	55	26.6	17.2	16.6	13%
At lunchtime	10	19	16	13	31	15.0	9.7	12.0	6%
After 6.30pm	19	39	31	26	59	28.5	18.4	22.6	28%
Saturday	28	67	43	52	96	46.4	30.0	28.8	47%
Sunday	14	24	17	21	39	18.8	12.2	10.2	5%
None of these	16	24	14	26	40	19.3	12.5	9.8	
Total %							100.0	100.0	
Total no responses	**100**	**211**	**145**	**165**	**320**			**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 respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No or Don't know answered Q27	**11**	**24**	**17**	**18**	**37**	100.0		**1,864**	
Before 8am	2	5	2	5	7	18.9	10.1	15.6	13%
At lunchtime	1	4	2	3	5	13.5	7.2	8.0	6%
After 6.30pm	4	10	8	6	15	40.5	21.7	29.2	28%
Saturday	8	17	12	13	26	70.3	37.7	32.2	47%
Sunday	6	7	6	7	14	37.8	20.3	12.8	5%
None of these	0	2	1	1	2	5.4	2.9	2.2	
Total %							100.0	100.0	
Total no responses	**21**	**45**	**31**	**35**	**69**			**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	85	163	91	155	252	57.7	64.6	61%
No	62	118	97	83	185	42.3	33.7	38%
There is only one doctor in my surgery	0	0	0	0	0	0.0	1.7	2%
Total %						100.0	100.0	
Total no responses	147	281	188	238	437		15,634	

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

252 Patients answered "Yes" to Q28 so prefer to speak to a particular GP
311 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	85	163	91	155	252	57.7	**10,098**	
Always or almost always	43	91	43	90	137	44.1	45.1	48%
A lot of the time	34	48	32	50	82	26.4	25.6	22%
Some of the time	18	35	25	27	56	18.0	19.7	24%
Never or almost never	4	11	8	7	15	4.8	2.5	6%
Not tried	6	15	12	9	21	6.8	1.0	1%
Total answering this question	**105**	**200**	**120**	**183**	**311**	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.

NB: Any comments (see Appendix) with regard to practice nurses were in reference to any nurse appointment in the last six months, not necessarily specific to the latest visit

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	63.4	60.7	62.4	57.1	50.9	52.7
Good	23.3	25.6	24.0	26.1	26.4	24.1
Satisfactory	6.6	8.4	7.6	9.1	11.1	8.8
Poor	0.6	0.6	1.1	1.4	0.3	0.3
Very poor	0.3	0.3	0.3	0.3	0.6	0.3
Does not apply	5.8	4.5	4.5	6.0	10.8	13.9
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total No responses	**361**	**356**	**354**	**352**	**352**	**353**

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 No 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.

Males %	Q30 Putting you at ease?	GPAQ V4 % benchmark Q30 Putting you at ease?	Q31 Giving you enough time?	GPAQ V4 % benchmark Q31 Giving you enough time?	Q32 Listening to you?	GPAQ V4 % benchmark Q32 Listening to you?
Very good	64.2	68.5	59.3	64.1	61.7	66.5
Good	19.3	21.7	25.0	26.5	25.2	23.8
Satisfactory	5.5	4.4	7.4	4.9	4.7	5.0
Poor	0.9	0.4	0.9	0.4	1.9	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	10.1	4.9	7.4	4.0	6.5	4.1
Total No respo	**109**	**4,483**	**108**	**4,431**	**107**	**4,416**
Females %						
Very good	63.3	65.4	61.4	61.9	62.9	63.7
Good	24.9	23.7	25.7	27.4	23.3	25.0
Satisfactory	7.3	5.6	9.1	6.8	9.2	6.7
Poor	0.4	1.0	0.4	0.7	0.8	0.9
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	4.1	3.8	3.3	2.9	3.8	3.4
Total No respo	**245**	**7,660**	**241**	**7,559**	**240**	**7,544**
Under 45 %						
Very good	60.1	60.4	60.3	58.3	64.0	60.6
Good	26.8	26.1	24.5	29.4	22.7	26.5
Satisfactory	7.2	5.9	9.9	6.5	7.3	6.6
Poor	0.7	1.1	0.0	0.8	1.3	1.0
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	5.2	6.1	5.3	4.8	4.7	4.8
Total No respo	**153**	**5,001**	**151**	**4,918**	**150**	**4,904**
Over 45 %						
Very good	66.3	71.0	61.2	66.1	61.5	67.7
Good	20.6	20.7	26.5	25.4	25.1	23.3
Satisfactory	6.0	4.5	7.1	5.7	7.7	5.5
Poor	0.5	0.6	1.0	0.4	1.0	0.6
Very poor	0.0	0.3	0.0	0.1	0.0	0.2
Does not apply	6.5	2.8	4.1	2.2	4.6	2.8
Total No respo	**199**	**7,340**	**196**	**7,269**	**195**	**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.

Males %	Q33 Explaining your condition and treatment?	GPAQ V4 % benchmark — Q33 Explaining your tests and treatment?	Q34 Involving you in decisions about your care?	GPAQ V4 % benchmark — Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?	GPAQ V4 % benchmark — Q35 Providing or arranging treatment for you?
Very good	55.1	62.6	53.8	55.8	56.1	58.2
Good	28.0	24.8	24.5	26.6	24.3	24.9
Fair	8.4	6.0	11.3	7.1	7.5	5.6
Poor	0.9	0.5	0.0	0.5	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	7.5	5.9	10.4	9.9	12.1	10.8
Total Number	**107**	**4,400**	**106**	**4,384**	**107**	**4,380**
Females %						
Very good	58.0	60.4	49.4	54.2	51.0	55.1
Good	25.6	24.8	27.2	26.1	23.8	24.3
Fair	9.2	7.5	11.3	7.3	9.6	6.4
Poor	1.7	1.0	0.4	1.0	0.4	0.7
Very poor	0.0	0.3	0.4	0.4	0.0	0.4
Does not apply	5.5	6.0	11.3	11.0	15.1	13.1
Total Number	**238**	**7,526**	**239**	**7,487**	**239**	**7,464**
Under 45 %						
Very good	58.4	57.3	56.8	53.3	55.7	55.6
Good	22.8	27.1	23.0	27.7	20.8	25.9
Fair	11.4	7.4	11.5	7.2	11.4	6.3
Poor	2.0	1.0	0.0	1.1	0.7	0.8
Very poor	0.0	0.3	0.7	0.3	0.0	0.3
Does not apply	5.4	6.8	8.1	10.5	11.4	11.0
Total Number	**149**	**4,891**	**148**	**4,868**	**149**	**4,859**
Over 45 %						
Very good	56.2	63.9	46.2	56.2	50.3	57.8
Good	29.4	23.3	29.2	25.2	26.7	22.9
Fair	6.7	6.5	10.8	7.0	6.7	5.7
Poor	1.0	0.6	0.5	0.7	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	6.7	5.4	13.3	10.7	16.4	12.8
Total Number	**194**	**7,225**	**195**	**7,194**	**195**	**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	97.0	97.4	95.8	98.4	97.0	97.1	N/A
No	3.0	2.6	4.2	1.6	3.0	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
Number answering Q36	**99**	**228**	**142**	**183**	**333**	**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 you health problems

	Number Males	% of Males	**Number Females**	% of Females	**Total Number**	% of Total	**GPAQ V4 Total No**	**GPAQ V4 % benchmark**
Very well	136	88.3	256	85.3	395	86.4	13,789	85.0
Unsure	12	7.8	31	10.3	43	9.4	1,783	11.0
Not very well	2	1.3	3	1.0	5	1.1	246	1.5
Does not apply	4	2.6	10	3.3	14	3.1	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	**154**		**300**		**457**		**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	168	81.6	223	90.7	395	86.4	13,789	85.0
Unsure	26	12.6	16	6.5	43	9.4	1,783	11.0
Not very well	5	2.4	0	0.0	5	1.1	246	1.5
Does not apply	7	3.4	7	2.8	14	3.1	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	**206**		**246**		**457**		**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	131	84.5	239	79.9	371	81.4	13,295	82.4
Unsure	15	9.7	37	12.4	53	11.6	1,920	11.9
Not very well	2	1.3	9	3.0	11	2.4	333	2.1
Does not apply	7	4.5	14	4.7	21	4.6	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	**155**		**299**		**456**		**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	157	76.6	212	85.8	371	81.4	13,295	82.4
Unsure	30	14.6	21	8.5	53	11.6	1,920	11.9
Not very well	7	3.4	4	1.6	11	2.4	333	2.1
Does not apply	11	5.4	10	4.0	21	4.6	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	**205**		**247**		**456**		**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	112	73.2	212	71.4	324	71.8	12,073	75.2
Unsure	21	13.7	47	15.8	69	15.3	2,581	16.1
Not very well	4	2.6	7	2.4	11	2.4	406	2.5
Does not apply	16	10.5	31	10.4	47	10.4	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	**153**		**297**		**451**		**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	140	68.3	182	74.9	324	71.8	12,073	75.2
Unsure	33	16.1	35	14.4	69	15.3	2,581	16.1
Not very well	10	4.9	1	0.4	11	2.4	406	2.5
Does not apply	22	10.7	25	10.3	47	10.4	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	**205**		**243**		**451**		**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	80	145	101	123	226	49.2	45.9	
Very good	53	101	64	90	154	33.6	34.6	51%
Good	15	39	28	26	54	11.8	14.0	38%
Satisfactory	5	10	7	7	16	3.5	4.6	7%
Poor	1	6	5	2	7	1.5	0.8	3%
Very poor	1	1	2	0	2	0.4	0.2	1%
Total %						100.0	100.0	100%
Total number	**155**	**302**	**207**	**248**	**459**		**16,287**	

459 of the 477 patients who completed the questionnaire answered this question.

Q41 Would you recommend your GP surgery to someone who has just moved to

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes, definitely	118	215	145	187	334	73.1	69.0	60%
Yes, probably	32	68	50	49	100	21.9	25.5	24%
No, probably not	1	7	4	4	9	2.0	3.2	9%
Not sure	Option not in GPAQ but GPPS Benchmark given							4%
No, definitley not	3	5	5	3	8	1.8	0.6	2%
Don't know	1	5	2	4	6	1.3	1.8	2%
Total %						100.0	100.0	100%
Total number	**155**	**300**	**206**	**247**	**457**		**16,278**	

457 of the 477 patients who completed the questionnaire answered this question.

Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	156	304	477	17,145
GP				
Q1 Putting you at ease?	95.3	96.4	95.8	92.8
Q2 Being polite and considerate?	96.3	98.4	97.3	94.6
Q3 Listening to you?	95.6	97.0	96.3	93.7
Q4 Giving you enough time?	92.7	95.0	94.1	91.5
Q5 Assessing your medical condition?	92.6	95.4	94.2	91.5
Q6 Explaining your condition and treatment?	92.6	94.6	93.8	91.1
Q7 Involving you in decisions about your care?	90.5	92.4	91.6	90.5
Q8 Providing or arranging treatment for you?	93.1	95.1	94.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	96.8	98.5	97.7	95.7
Q10 Confidence that the dr will keep your information confidential?	98.0	98.5	98.3	97.0
Q11 Would you be completely happy to see this GP again?	98.7	100.0	99.3	98.8
Nurse				
Q30 Putting you at ease?	90.8	89.4	89.6	90.3
Q31 Giving you enough time?	88.5	88.3	88.2	89.2
Q32 Listening to you?	89.3	88.5	88.5	89.6
Q33 Explaining your condition and treatment?	87.1	87.0	86.8	88.8
Q34 Involving you in decisions about your care?	86.8	85.1	85.5	87.6
Q35 Providing or arranging treatment for you?	88.8	86.9	87.3	88.9
Q36 Would you be completely happy to see this Nurse again?	97.0	97.4	97.0	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	85.8	81.7	83.4	89.1
Q13 How easy is it to get through to the practice on the phone?	57.6	52.1	54.5	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	75.9	75.4	75.9	69.9
Q17 How easy to book ahead?	61.2	52.2	55.9	70.9
Q21 How do you rate how quickly you were seen (partic dr)	85.1	86.2	86.1	70.7
Q23 How do you rate how quickly you were seen (any dr)	86.3	87.7	87.4	75.0
Q25 How do you rate how long you waited	76.7	77.0	77.0	67.8
Q37 Understand your health problems	94.7	93.6	94.0	92.8
Q38 Cope with your health problems	93.6	90.4	91.4	91.7
Q39 Keep yourself healthy	89.4	88.5	88.7	88.7
Q40 Overall, how would you describe your experience?	86.2	84.2	84.8	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

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	209	249	477	17,145
GP				
Q1 Putting you at ease?	94.7	97.1	95.8	92.8
Q2 Being polite and considerate?	97.7	97.7	97.3	94.6
Q3 Listening to you?	96.7	96.4	96.3	93.7
Q4 Giving you enough time?	93.7	94.6	94.1	91.5
Q5 Assessing your medical condition?	94.3	94.8	94.2	91.5
Q6 Explaining your condition and treatment?	93.0	94.9	93.8	91.1
Q7 Involving you in decisions about your care?	90.8	92.8	91.6	90.5
Q8 Providing or arranging treatment for you?	94.1	94.6	94.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	97.6	98.2	97.7	95.7
Q10 Confidence that the dr will keep your information confidential?	98.3	98.6	98.3	97.0
Q11 Would you be completely happy to see this GP again?	100.0	99.2	99.3	98.8
Nurse				
Q30 Putting you at ease?	88.6	90.9	89.6	90.3
Q31 Giving you enough time?	88.3	88.6	88.2	89.2
Q32 Listening to you?	89.2	88.6	88.5	89.6
Q33 Explaining your condition and treatment?	86.3	87.7	86.8	88.8
Q34 Involving you in decisions about your care?	86.8	84.9	85.5	87.6
Q35 Providing or arranging treatment for you?	87.1	88.0	87.3	88.9
Q36 Would you be completely happy to see this Nurse again?	95.8	98.4	97.0	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	81.5	84.5	83.4	89.1
Q13 How easy is it to get through to the practice on the phone?	54.4	53.5	54.5	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.4	76.6	75.9	69.9
Q17 How easy to book ahead?	55.9	54.6	55.9	70.9
Q21 How do you rate how quickly you were seen (partic dr)	85.2	86.4	86.1	70.7
Q23 How do you rate how quickly you were seen (any dr)	86.5	88.0	87.4	75.0
Q25 How do you rate how long you waited	73.1	80.2	77.0	67.8
Q37 Understand your health problems	91.0	96.7	94.0	92.8
Q38 Cope with your health problems	88.7	93.9	91.4	91.7
Q39 Keep yourself healthy	85.5	91.5	88.7	88.7
Q40 Overall, how would you describe your experience?	83.5	86.2	84.8	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

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.