



General Practice Assessment Questionnaire

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

Dr Marshall & Partners

Laindon Health Centre, Basildon, SS15 5TR

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 19.

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 2014	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	182	17,145
No practices	1,031		
% female	64.7	64.8	59.2
% over 45*	(Mean age: 50.3)	69.8	54.8
% with long term disability	49.0	54.9	48.0
Ethnicity			
% White	92.2	89.0	80.3
% Asian/Asian British	3.7	2.2	6.6
% Black/Black British	1.8	1.6	3.2
% Mixed	1.1	2.7	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.5	2.2
Employment			
% employed	48.4	39.6	44.6
% unemployed	2.5	3.8	3.8
% in full time education	3.4	2.7	3.8
% unable to work/long term sickness	7.2	3.3	6.0
% looking after home / family	9.6	7.7	7.0
% retired	27.5	37.9	24.3
% other	1.6	1.6	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 doctor/nurse today for themselves, their child or for another reason.			
Of the	122	or	67% who answered the question
	112	saw the GP/nurse	for themselves
	6	saw the GP/nurse	for their child
	4	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	0	2			2			} 45%
16 to 44	13	31	46		44	27.5	41.7	
45 to 64	12	34			46			{ 54%
65 to 74	20	25		121	45	72.5	58.3	
75 or over	10	20			30			{
Total number	55	112	46	121	167	100.0	100.0	100%
%	32.9	67.1						
Missing					15			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

167 of the 182 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	100	57.1	51.0	53%
No	71	40.6	44.0	45%
Don't know / can't say	4	2.3	5.3	2%
Total	175	100.0	100.0	100%
Missing	7			

175 of the 182 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	162	92.6	84.9	87%
Black or Black	3	1.7	3.4	2%
Asian or Asian	4	2.3	7.0	5%
Mixed	5	2.9	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	1	0.6	2.3	2%
Total	175	100.0	100.0	97%
Missing	7			

175 of the 182 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)	72	40.9	48.5	58%
Unemployed / looking for work	7	4.0	4.2	6%
At school or in full time education	5	2.8	4.1	4%
Unable to work due to long term sickness	6	3.4	6.6	5%
Looking after your home/family	14	8.0	7.6	6%
Retired from paid work	69	39.2	26.4	21%
Other	3	1.7	2.6	2%
Total	176	100.0	100.0	102%
Missing	6			

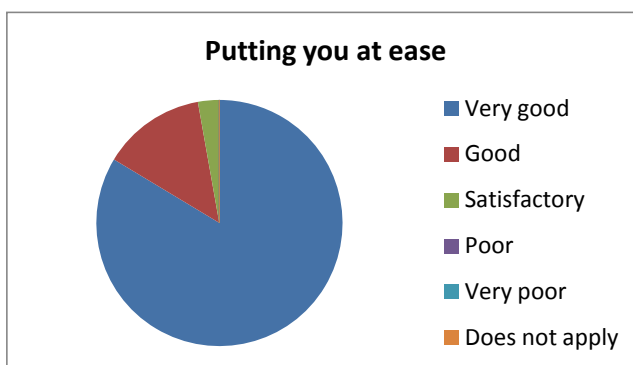
176 of the 182 patients who completed the questionnaire answered this question.

Results

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

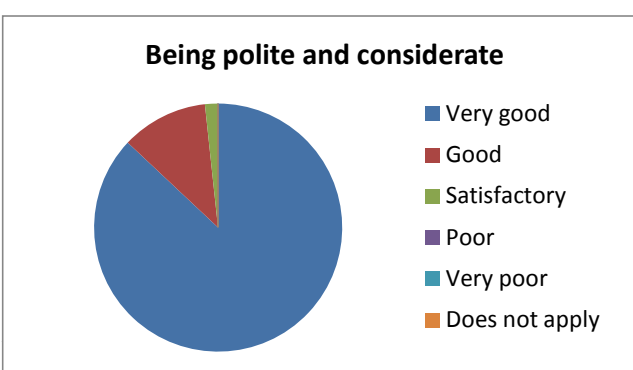
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	148	83.6	76.8	N/A
Good	24	13.6	18.0	
Satisfactory	5	2.8	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	0.3	
Total %		100.0	100.0	
No answering	177		16,425	



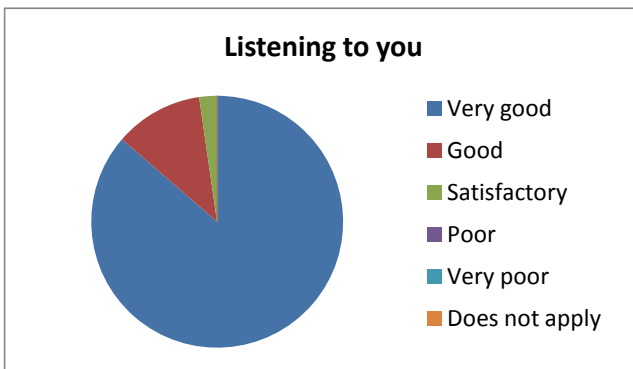
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	154	87.0	82.0	N/A
Good	20	11.3	14.7	
Satisfactory	3	1.7	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	177		16,402	



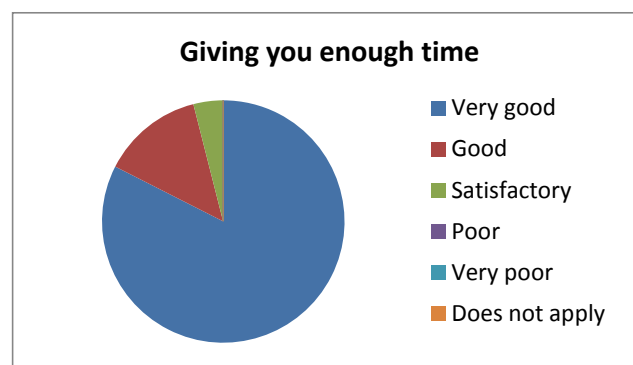
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	152	86.4	79.5	52%
Good	20	11.4	16.2	36%
Satisfactory	4	2.3	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	176		16,419	



Q4 Giving you enough time?

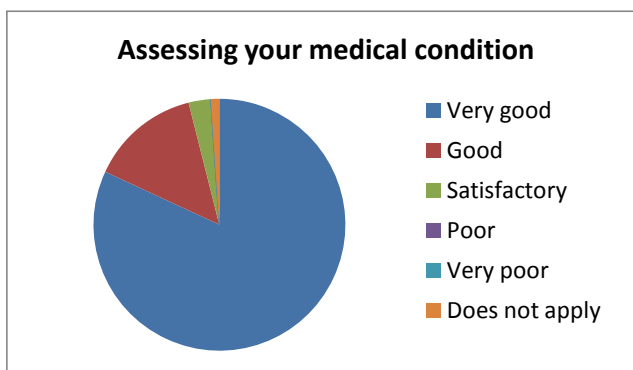
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	146	82.5	73.6	49%
Good	24	13.6	19.7	37%
Satisfactory	7	4.0	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	177		16,413	



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

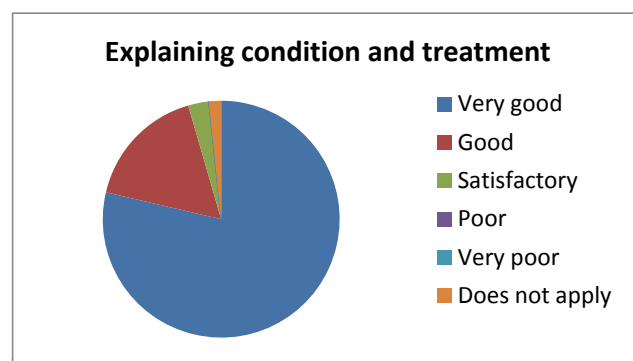
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	145	81.9	72.5	N/A
Good	25	14.1	20.1	
Satisfactory	5	2.8	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	2	1.1	1.1	
Total %		100.0	100.0	
No answering	177		16,374	



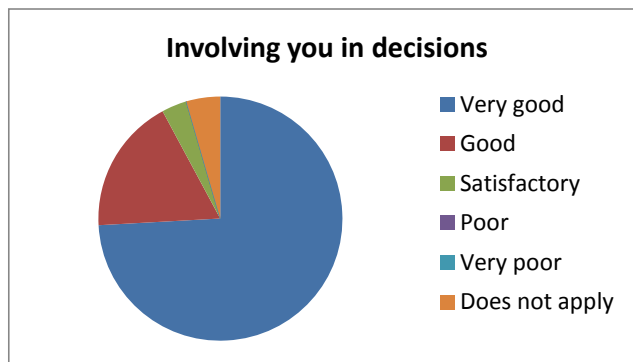
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	140	78.7	70.4	47%
Good	30	16.9	21.3	36%
Satisfactory	5	2.8	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	3	1.7	2.1	5%
Total %		100.0	100.0	101%
No answering	178		16,387	



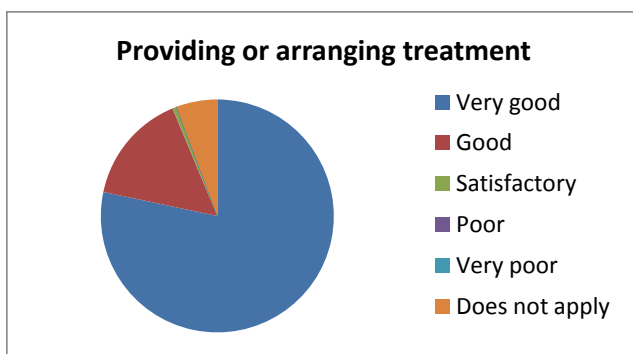
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	132	74.2	67.2	41%
Good	32	18.0	21.9	35%
Satisfactory	6	3.4	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	8	4.5	4.0	8%
Total %		100.0	100.0	100%
No answering	178		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	137	78.3	70.8	N/A
Good	27	15.4	18.8	
Satisfactory	1	0.6	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	10	5.7	5.0	
Total %		100.0	100.0	
No answering	175		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	83.6	76.8	87.0	82.0	86.4	79.5	82.5	73.6
Good	13.6	18.0	11.3	14.7	11.4	16.2	13.6	19.7
Satisfactory	2.8	4.4	1.7	2.8	2.3	3.6	4.0	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.0	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	177	16,425	177	16,402	176	16,419	177	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	81.9	72.5	78.7	70.4	74.2	67.2	78.3	70.8
Good	14.1	20.1	16.9	21.3	18.0	21.9	15.4	18.8
Satisfactory	2.8	5.6	2.8	5.5	3.4	6.3	0.6	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	0.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	1.1	1.1	1.7	2.1	4.5	4.0	5.7	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	177	16,374	178	16,387	178	16,278	175	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	168	95.5	91.2	66%
Yes, to some extent	7	4.0	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	1	0.6	0.7	3%
Total %		100.0	100.0	100%
No answering	176		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	172	98.3	93.0
Yes, to some extent	1	0.6	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	2	1.1	1.4
Total %		100.0	100.0
No answering	175		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	172	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	172		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	128	71.9	70.5	48%
Fairly	46	25.8	26.3	41%
Not Very	4	2.2	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	178		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	46	25.8	32.5	31%
Fairly easy	82	46.1	44.3	47%
Not very easy	39	21.9	14.9	13%
Not at all easy	3	1.7	5.2	5%
Don't know	3	1.7	0.7	-
Haven't tried	5	2.8	2.5	4%
Total %		100.0	100.0	100%
No answering	178		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	46	25.8	26.0	8% / 8%
Fairly easy	61	34.3	35.2	15% / 14%
Not very easy	25	14.0	12.1	9% / 7%
Not at all easy	2	1.1	2.8	9% / 5%
Don't know	7	3.9	4.3	12% / 16%
Haven't tried	37	20.8	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	178		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	117	66.5	62.0
No	21	11.9	17.7
Don't know/never	38	21.6	20.2
Total %		100.0	100.0
No answering	176		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	153	86.4	86.2
Not important	24	13.6	13.8
Total %		100.0	100.0
No answering	177		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	80	44.9	34.4
Fairly easy	81	45.5	42.2
Not very easy	6	3.4	13.5
Not at all easy	1	0.6	4.0
Don't know	3	1.7	1.8
Haven't tried	7	3.9	4.1
Total %		100.0	100.0
No answering	178		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	77	32.9	42.3	26.5	30%
By phone	139	59.4	76.4	80.1	90%
Online	18	7.7	9.9	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	128.6	110.6	124%
Total Number	234				
From your	182	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	78	29.9	42.9	29.0	31%
By phone	129	49.4	70.9	76.2	81%
Online	53	20.3	29.1	21.7	29%
Doesn't apply	1	0.4	0.5	1.2	
Total %		100.0	143.4	128.2	141%
Total Number	261				
From your	182	patients (though some may not have answered this question)			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	42.3	42.9
By phone	76.4	70.9
Online	9.9	29.1
Doesn't apply	0.0	0.5
Total	128.6	143.4

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	17	9.8	30.9
2-4 days	79	45.7	31.0
5 days or more	55	31.8	24.2
Don't usually need to be seen q	15	8.7	6.6
Don't know, never tried	7	4.0	7.3
Total %		100.0	100.0
Total Responses	173		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	41	23.3	25.8
Very good	60	34.1	28.6
Good	29	16.5	20.4
Satisfactory	30	17.0	14.5
Poor	12	6.8	5.8
Very poor	1	0.6	0.9
Does not apply	3	1.7	3.9
Total %		100.0	100.0
Total Response	176		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	100	57.5	56.7
2-4 days	51	29.3	26.2
5 days or more	6	3.4	7.0
Don't usually need to be seen q	4	2.3	4.3
Don't know, never tried	13	7.5	5.8
Total %		100.0	100.0
Total Responses	174		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	54	31.4	31.0
Very good	60	34.9	29.7
Good	30	17.4	19.5
Satisfactory	19	11.0	11.1
Poor	3	1.7	3.5
Very poor	0	0.0	0.7
Does not apply	6	3.5	4.5
Total %		100.0	100.0
Total Response	172		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	36	21.7	22.8	10%
6-10 minutes	70	42.2	39.5	5-15 mins
11-20 minutes	41	24.7	22.2	58%
21-30 minutes	14	8.4	9.0	>15 mins
More than 30 minutes	4	2.4	5.2	24%
No set time	1	0.6	1.3	
Total %		100.0	100.0	
Total Responses	166		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	38	22.6	24.1
Very good	46	27.4	26.6
Good	40	23.8	21.6
Satisfactory	38	22.6	19.6
Poor	5	3.0	6.1
Very poor	1	0.6	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	168		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	151	91.0	86.3	78%
No	5	3.0	9.2	16%
Don't know	10	6.0	4.6	7%
Total %		100.0	100.0	
Total no responses	166		15,538	101%

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

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

However a total of **73** 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 responses 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	73	44.0%	42.5%	22%
Before 8am	18	16.2%	16.6%	33%
At lunchtime	14	12.6%	12.0%	13%
After 6.30pm	22	19.8%	22.6%	68%
Saturday	25	22.5%	28.8%	71%
Sunday	16	14.4%	10.2%	32%
None of these	16	14.4%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	111		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	15	9.0%	13.7%	
Number of these answering Q27	13			22%
Before 8am	5	17.2%	16.4%	33%
At lunchtime	2	6.9%	6.3%	13%
After 6.30pm	8	27.6%	31.1%	68%
Saturday	8	27.6%	33.2%	71%
Sunday	4	13.8%	11.0%	32%
None of these	2	6.9%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	29		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	138	80.2	64.6	56%
No	33	19.2	33.7	42%
There is only one doctor in my surgery	1	0.6	1.7	2%
Total	172	100.0	100.0	

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

138	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
140	Patients answered this question.

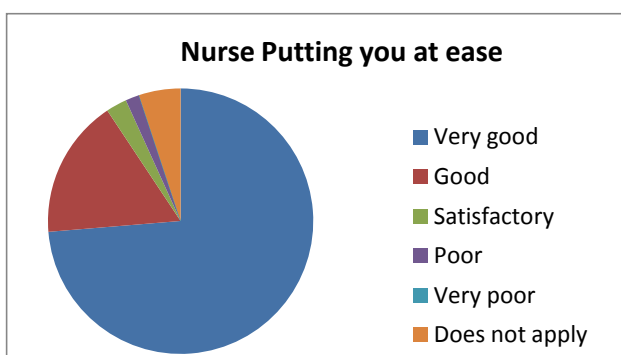
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	138	80.2			10,098	
Always or almost always	63	45.7	73	52.1	45.1	42%
A lot of the time	45	32.6	50	35.7	25.6	23%
Some of the time	9	6.5	12	8.6	19.7	28%
Never or almost never	1	0.7	1	0.7	2.5	6%
Not tried	2	1.4	4	2.9	1.0	1%
Total answering this question	138	87.0	140	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:

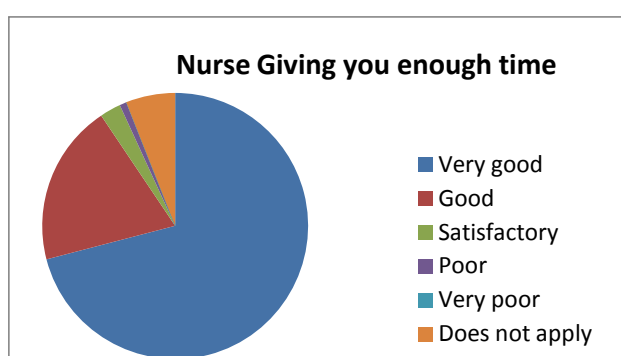
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	87	73.7	66.6	N/A
Good	20	16.9	23.0	
Satisfactory	3	2.5	5.2	
Poor	2	1.7	0.8	
Very poor	0	0.0	0.3	
Does not apply	6	5.1	4.1	
Total %		100.0	100.0	
Total number	118		12,540	



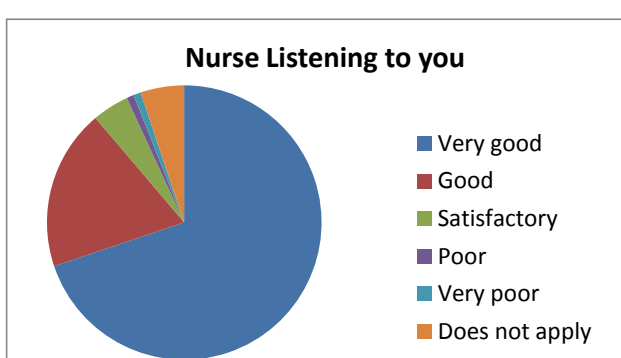
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	83	70.9	62.7	48%
Good	23	19.7	27.1	33%
Satisfactory	3	2.6	6.1	5%
Poor	1	0.9	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	7	6.0	3.3	12%
Total %		100.0	100.0	87%
Total number	117		12,380	



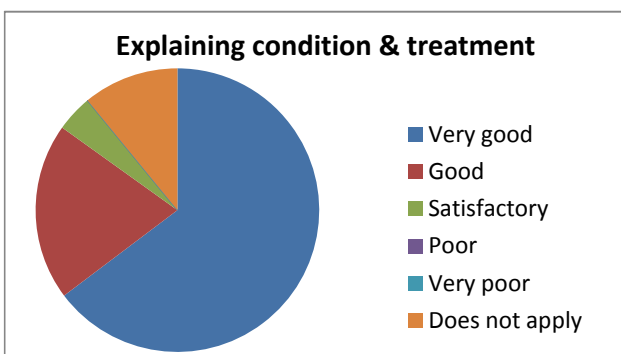
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	69.8	64.6	47%
Good	22	19.0	24.7	33%
Satisfactory	5	4.3	6.1	6%
Poor	1	0.9	0.7	1%
Very poor	1	0.9	0.2	0%
Does not apply	6	5.2	3.6	13%
Total %		100.0	100.0	87%
Total number	116		12,345	



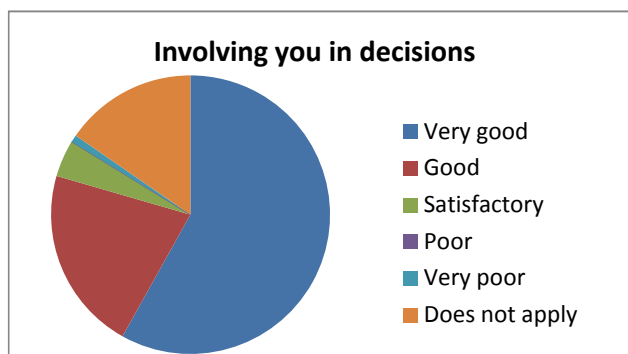
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	77	64.7	61.1	46%
Good	24	20.2	24.9	32%
Satisfactory	5	4.2	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	13	10.9	6.0	14%
Total %		100.0	100.0	86%
Total number	119		12,306	



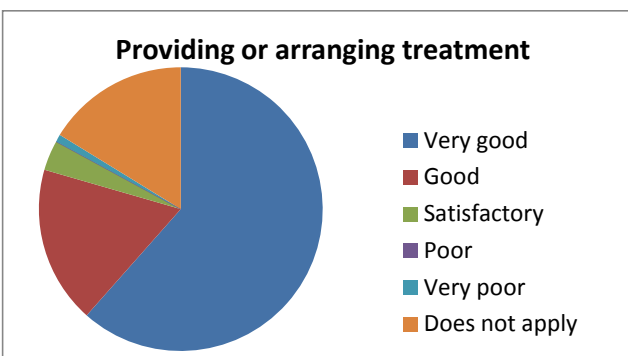
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	58.1	54.9	38%
Good	25	21.4	26.2	30%
Satisfactory	5	4.3	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	1	0.9	0.3	1%
Does not apply	18	15.4	10.6	21%
Total %		100.0	100.0	100%
Total number	117		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	72	61.5	56.9	N/A
Good	21	17.9	24.2	
Satisfactory	4	3.4	6.0	
Poor	0	0.0	0.6	
Very poor	1	0.9	0.3	
Does not apply	19	16.2	12.0	
Total %		100.0	100.0	
Total number	117		12,212	



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	74	71	70	65	58	62
Good	17	20	19	20	21	18
Satisfactory	3	3	4	4	4	3
Poor	2	1	1	0	0	0
Very poor	0	0	1	0	1	1
Does not apply	5	6	5	11	15	16
Total %	100	100	100	100	100	100
Total Number of responses	118	117	116	119	117	117

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	107	99.1	97.1
No	1	0.9	2.9
Total %		100.0	100.0
Total Number of responses	108		11,676

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

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	164	94.8	85.0
Unsure	6	3.5	11.0
Not very well	3	1.7	1.5
Does not apply	0	0.0	2.5
Total %		100.0	100.0
Total number	173		16,226

Q38 Cope with your health problems

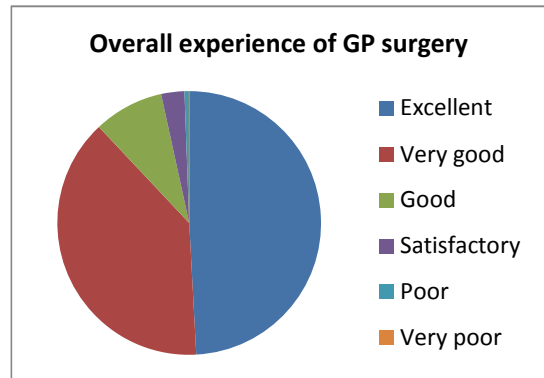
	Total Number	% of Total	GPAQ V4 % benchmark
Very well	163	94.2	82.4
Unsure	6	3.5	11.9
Not very well	4	2.3	2.1
Does not apply	0	0.0	3.6
Total %		100.0	100.0
Total number	173		16,137

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	146	85.4	75.2
Unsure	17	9.9	16.1
Not very well	3	1.8	2.5
Does not apply	5	2.9	6.2
Total %		100.0	100.0
Total number	171		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	86	49.1	45.9	-
Very good	68	38.9	34.6	51%
Good	15	8.6	14.0	38%
Satisfactory	5	2.9	4.6	7%
Poor	1	0.6	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	175		16,287	100%

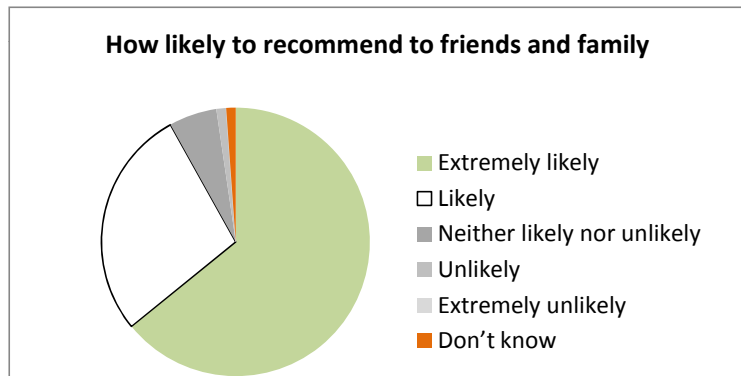


175 of the 182 patients who completed the questionnaire answered this question.

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?

	Total Number responses	% of total
Extremely likely	111	64.2
Likely	48	27.7
Neither likely nor unlikely	10	5.8
Unlikely	2	1.2
Extremely unlikely	0	0.0
Don't know	2	1.2
Total %		98.8
Total number	171	



171 of the 182 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:

$$\text{Proportion of respondents "extremely likely" to recommend} \text{ minus } \text{Proportion of respondents "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend}$$

Giving a score of **57.2** for your practice overall.

The Friends and Family Test score for Dr Marshall & Partners is **57** based on **171** responses

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	182		17,145
GP			
Q1 Putting you at ease?	95.2		92.8
Q2 Being polite and considerate?	96.3		94.6
Q3 Listening to you?	96.0		93.7
Q4 Giving you enough time?	94.6		91.5
Q5 Assessing your medical condition?	95.0		91.5
Q6 Explaining your condition and treatment?	94.3		91.1
Q7 Involving you in decisions about your care?	93.5		90.5
Q8 Providing or arranging treatment for you?	95.6		92.0
Nurse			
Q30 Putting you at ease?	92.9		90.3
Q31 Giving you enough time?	92.7		89.2
Q32 Listening to you?	91.1		89.6
Q33 Explaining your condition and treatment?	92.0		88.8
Q34 Involving you in decisions about your care?	90.2		87.6
Q35 Providing or arranging treatment for you?	91.6		88.9
Q36 Would you be completely happy to see this Nurse again?	99.1		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	89.7		89.1
Q13 How easy is it to get through to the practice on the phone?	66.5		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	70.5		69.9
Q17 How easy to book ahead?	80.6		70.9
Q21 How do you rate how quickly you were seen (partic dr)	69.8		70.7
Q23 How do you rate how quickly you were seen (any dr)	77.2		75.0
Q25 How do you rate how long you waited	68.5		67.8
Q37 Understand your health problems	96.5		92.8
Q38 Cope with your health problems	96.0		91.7
Q39 Keep yourself healthy	93.1		88.7
Q40 Overall, how would you describe your experience?	86.6		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

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