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PatientDynamics GPAQ Report (Combined)

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PatientDynamics GPAQ

GPAQ Version 3 Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 3 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q1

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Q2, Q3, Q6

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Q10, Q12, Q14, Q34

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 19-23 & 25-29

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Q24, Q30

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Q31, Q32, Q33

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q35

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

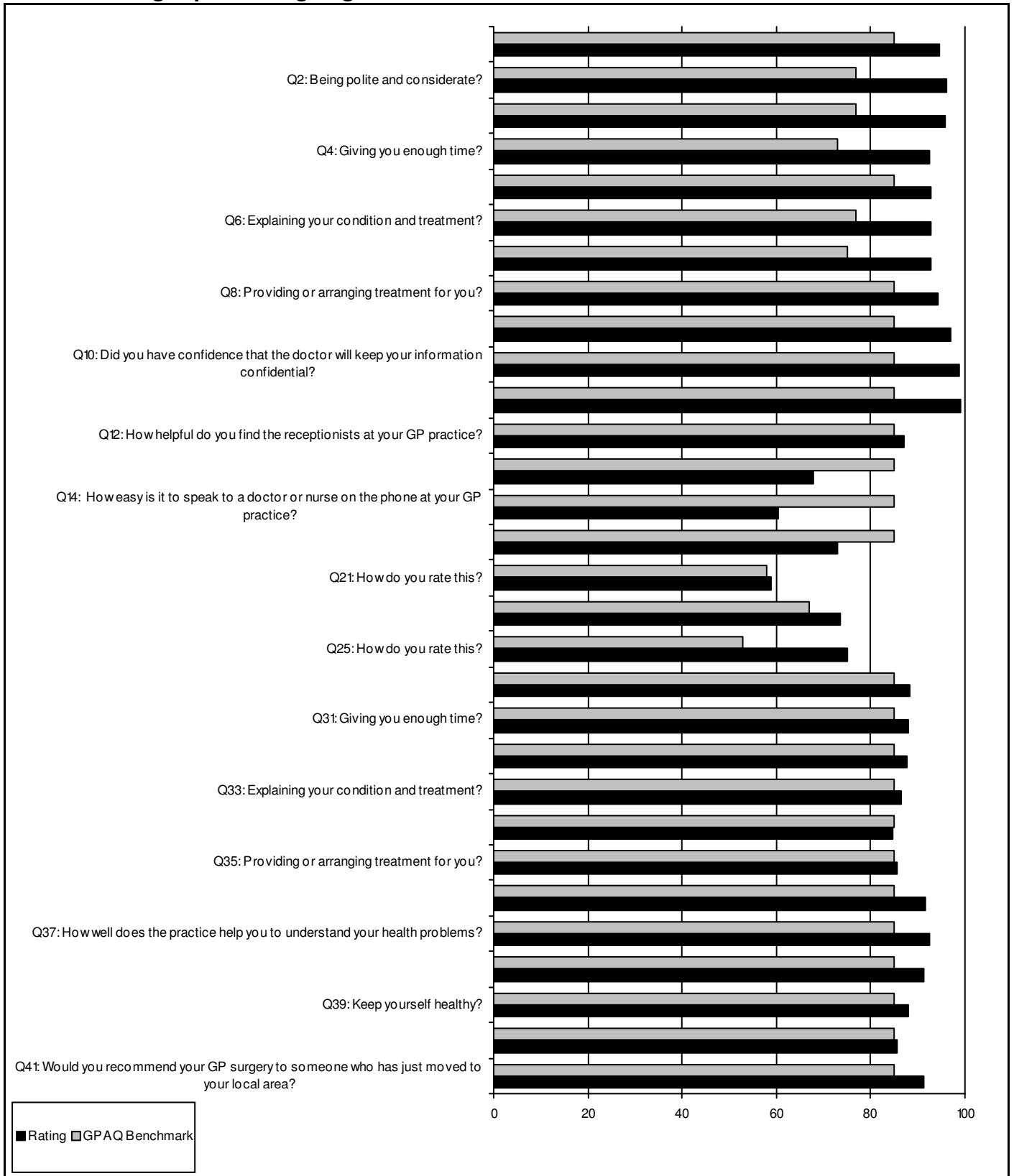
As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	95	85
Q2: Being polite and considerate?	96	77
Q3: Listening to you?	96	77
Q4: Giving you enough time?	92	73
Q5: Assessing your medical condition?	93	85
Q6: Explaining your condition and treatment?	93	77
Q7: Involving you in decisions about your care?	93	75
Q8: Providing or arranging treatment for you?	94	85
Q9: Did you have confidence that the GP is honest and trustworthy?	97	85
Q10: Did you have confidence that the doctor will keep your information confidential?	99	85
Q11a: Would you be completely happy to see this doctor again?	99	85
Q12: How helpful do you find the receptionists at your GP practice?	87	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	68	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	60	85
Q17: How easy is it to book ahead in your practice?	73	85
Q21: How do you rate this?	59	58
Q23: How do you rate this?	74	67
Q25: How do you rate this?	75	53
Q30: How good was the last nurse you saw at putting you at ease?	88	85
Q31: Giving you enough time?	88	85
Q32: Listening to you?	88	85
Q33: Explaining your condition and treatment?	86	85
Q34: Involving you in decisions about your care?	85	85
Q35: Providing or arranging treatment for you?	85	85

Q36: Would you be completely happy to see this nurse again?	92	85
Q37: How well does the practice help you to understand your health problems?	93	85
Q38: Cope with your health problems?	91	85
Q39: Keep yourself healthy?	88	85
Q40: Overall, how would you describe your experience of your GP surgery?	86	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	91	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	167	84
2	Good	25	13
3	Satisfactory	6	3
4	Poor	1	1
5	Very poor	1	1
6	Does not apply	0	0
Question Total:		200	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	177	88
2	Good	20	10
3	Satisfactory	4	2
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	0	0
Question Total:		202	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	176	88
2	Good	17	8
3	Satisfactory	7	3
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	0	0
Question Total:		201	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	158	78
2	Good	32	16
3	Satisfactory	8	4
4	Poor	3	1
5	Very poor	1	0
6	Does not apply	0	0
Question Total:		202	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	157	78
2	Good	29	14
3	Satisfactory	12	6
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	3	1
Question Total:		202	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	153	76
2	Good	33	16
3	Satisfactory	10	5
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	5	2
Question Total:		202	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	146	73
2	Good	32	16
3	Satisfactory	10	5
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	12	6
Question Total:		201	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	160	80
2	Good	28	14
3	Satisfactory	5	2
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	6	3
Question Total:		201	100

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

		Number of Responses	% of Responses
1	Yes, definitely	190	94
2	Yes, to some extent	12	6
3	No, not at all	0	0
4	Don't know / can't say	0	0
Question Total:		202	100

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

		Number of Responses	% of Responses
1	Yes, definitely	196	97
2	Yes, to some extent	5	2
3	No, not at all	0	0
4	Don't know / can't say	1	0
Question Total:		202	100

Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	189	99
2	No	2	1
Question Total:		191	100

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

		Number of Responses	% of Responses
1	Very helpful	122	63
2	Fairly helpful	67	35
3	Not very helpful	2	1
4	Not at all helpful	1	1
5	Don't know	1	1
Question Total:		193	100

Q13: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	52	27
2	Fairly easy	94	49
3	Not very easy	31	16
4	Not at all easy	7	4
5	Don't know	1	1
6	Haven't tried	8	4
Question Total:		193	100

Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	36	19
2	Fairly easy	52	27
3	Not very easy	38	20
4	Not at all easy	12	6
5	Don't know	9	5
6	Haven't tried	44	23

Question Total: 191 99

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

		Number of Responses	% of Responses
1	Yes	126	65
2	No	28	15
3	Don't know / never needed to	39	20

Question Total: 193 100

Q16: How important is it to you to be able to book appointments ahead of time at your practice?

		Number of Responses	% of Responses
1	Important	179	93
2	Not important	14	7

Question Total: 193 100

Q17: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	66	34
2	Fairly easy	93	48
3	Not very easy	28	15
4	Not at all easy	1	1
5	Don't know	2	1
6	Haven't tried	2	1

Question Total: 192 100

Q18: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	70	29
2	By phone	155	65
3	Online	13	5
4	Doesn't apply	2	1

Question Total: 240 100

Q19: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	65	24
2	By phone	151	55
3	Online	53	19
4	Doesn't apply	4	1
Question Total:		273	100

Q20: Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	26	14
2	2-4 days	27	14
3	5 days or more	114	61
4	I don't usually need to be seen quickly	16	9
5	Don't know, never tried	4	2
Question Total:		187	99

Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	34	18
2	Very good	27	14
3	Good	38	20
4	Fair	55	29
5	Poor	21	11
6	Very poor	3	2
7	Does not apply	10	5
Question Total:		188	100

Q22: Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	92	49
2	2-4 days	42	22
3	5 days or more	41	22
4	I don't usually need to be seen quickly	6	3
5	Don't know, never tried	6	3
Question Total:		187	100

Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	66	36
2	Very good	43	23
3	Good	31	17
4	Fair	27	15
5	Poor	9	5
6	Very poor	3	2
7	Does not apply	6	3

Question Total: 185 100

Q24: Thinking of your most recent consultation with a doctor or nurse, how long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	56	30
2	5-10 minutes	86	46
3	11-20 minutes	23	12
4	21-30 minutes	13	7
5	More than 30 minutes	7	4
6	There was no set time for my consultation	4	2

Question Total: 189 100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	67	36
2	Very good	55	29
3	Good	28	15
4	Fair	31	16
5	Poor	6	3
6	Very poor	1	1
7	Does not apply	0	0

Question Total: 188 100

Q26: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	152	82
2	No	29	16
3	Don't know	4	2

Question Total: 185 99

Q27: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	8	13
2	At lunchtime	8	13
3	After 6.30pm	13	22
4	On a Saturday	20	33
5	On a Sunday	11	18
6	None of these	0	0
Question Total:		60	100

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

		Number of Responses	% of Responses
1	Yes	142	77
2	No	42	23
3	There is usually only one doctor in my surgery	0	0
Question Total:		184	100

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

		Number of Responses	% of Responses
1	Always or almost always	52	37
2	A lot of the time	44	31
3	Some of the time	37	26
4	Never or almost never	6	4
5	Not tried at this GP practice	3	2
Question Total:		142	100

Q30: How good was the last nurse you saw at putting you at ease?

		Number of Responses	% of Responses
1	Very good	88	60
2	Good	36	24
3	Fair	11	7
4	Poor	1	1
5	Very poor	1	1
6	Does not apply	10	7
Question Total:		147	100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	88	61
2	Good	34	24
3	Fair	12	8
4	Poor	1	1
5	Very poor	1	1
6	Does not apply	8	6
Question Total:		144	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	88	62
2	Good	32	22
3	Fair	13	9
4	Poor	0	0
5	Very poor	2	1
6	Does not apply	8	6
Question Total:		143	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	75	52
2	Good	39	27
3	Fair	10	7
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	16	11
Question Total:		143	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	68	48
2	Good	36	25
3	Fair	13	9
4	Poor	1	1
5	Very poor	2	1
6	Does not apply	22	15
Question Total:		142	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	68	48
2	Good	35	25
3	Fair	11	8
4	Poor	1	1
5	Very poor	2	1
6	Does not apply	24	17
Question Total:		141	100

Q36: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	109	92
2	No	10	8
Question Total:		119	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	155	82
2	Unsure	23	12
3	Not very well	2	1
4	Does not apply	8	4
Question Total:		188	100

Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	146	79
2	Unsure	27	15
3	Not very well	2	1
4	Does not apply	9	5
Question Total:		184	100

Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	135	75
2	Unsure	31	17
3	Not very well	5	3
4	Does not apply	9	5
Question Total:		180	100

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

		Number of Responses	% of Responses
1	Excellent	91	47
2	Very good	67	35
3	Good	33	17
4	Fair	2	1
5	Poor	0	0
6	Very poor	0	0
Question Total:		193	100

Q41: Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	144	74
2	Yes, probably	48	25
3	No, probably not	1	1
4	No, definitely not	0	0
5	Don't know	1	1
Question Total:		194	100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	61	32
2	Female	130	68
Question Total:		191	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	2	1
2	16-44	63	33
3	45-64	63	33
4	65-74	31	16
5	75+	33	17
Question Total:		192	100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	80	43
2	No	101	54
3	Don't know / can't say	5	3
Question Total:		186	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	152	82
2	Black or Black British	4	2
3	Asian or Asian British	14	8
4	Mixed	2	1
5	Chinese	2	1
6	Other ethnic group	11	6
Question Total:		185	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	95	51
2	Unemployed and looking for work	6	3
3	At school or in full-time education	3	2
4	Unable to work due to long term sickness	4	2
5	Looking after your home/family	23	12
6	Retired from paid work	46	25
7	Other	8	4
Question Total:		185	100

This report is based on a total of 202 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

Happy patient

Dr listened

Considered and professional

Very happy with dr

Very happy

Very considerate

Excellent doctor

Excellent doctor

Excellent all round

Considered and professional

Very happy

Understanding GP

Longtime Excellent Relationship

Excellent all round

Happy patient

Understanding GP

Longtime Excellent Relationship

Excellent doctor

Supportive doctor

Very happy

Very happy with dr

Very happy

Very considerate

Excellent doctor

Dr listened

Considered and professional

Excellent doctor

Excellent doctor

Very happy with dr

Very considerate

Very considerate

Excellent doctor

Excellent doctor

Excellent doctor

Dr listened

Considered and professional

Very happy with dr

Understanding GP

Excellent doctor

Very good doctor

Empathic and caring

Rooms not soundproof

One good dr

I felt rushed

Empathic, comforting dr

Empathic and caring

Very good doctor

Happy patient

Supportive doctor

Empathic and caring

Very busy

Supportive doctor

Very good doctor

Very busy

Supportive doctor

Very good doctor

Very busy

Very busy

Empathic, comforting dr

Longtime Excellent Relationship

Excellent all round

Understanding GP

Longtime Excellent Relationship

Happy patient

Excellent all round

I felt rushed

Empathic, comforting dr

One good dr

Rooms not soundproof

Empathic and caring

I felt rushed

Rooms not soundproof

One good dr

One good dr

I felt rushed

Empathic, comforting dr

Excellent doctor

Rooms not soundproof

Competent and sensible

Excellent doctor

Dr listened

Very good

Intelligent and friendly

Intelligent and caring

Good bedside manner

Empathic and caring

Q47: Finally, please add any other comments you would like to make about your GP prac

Inc questions on other services provided

Excellent doctor - lucky to have

Cannot see doctor of choice sooner

Bad experience with a nurse

One good dr, rest poor

Very busy but always treated well

THERE could be comments here

Good practice

Online medicine ordering not good thru Boots

Query on prescription

Excellent dr

Inc questions on other services provided

Fully satisfied with dr

Improved practice over past 18 months

Constantly improving

One good dr, rest poor

Bad experience with a nurse

Very busy but always treated well

Query on prescription

Inc questions on other services provided

Excellent doctor - lucky to have

Cannot see doctor of choice sooner

Bad experience with a nurse

One good dr, rest poor

Very busy but always treated well

Query on prescription

Excellent practice and dr

Excellent doctor - lucky to have

Nice happy practice

Bad experience with a nurse

Cannot see doctor of choice sooner

All medical staff are excellent

Very happy with service

Very happy with practice

Cannot see doctor of choice sooner

All medical staff are excellent

Very happy with service

Generally satisfied

Cannot see doctor of choice sooner

Very happy with practice

Very happy with service

Very pleased with waiting times

Very happy with practice

Don't tamper with NHS GP services

Different experiences with various drs

Very happy with practice

Very pleased with waiting times

Very good dr

Excellent practice

Inc questions on other services provided

Surgery credit to NHS

Well organised practice

Well run surgery

All medical staff are excellent

Very pleased with waiting times

Cannot see doctor of choice sooner

Very pleased with waiting times

Very happy with practice

Cannot see doctor of choice when I need to

All medical staff are excellent

Very happy with service

Progressively improving

Would like annual check up

Progressively improving

Excellent practice

Good practice

Online medicine ordering not good thru Boots

Constantly improving

Excellent dr

Fully satisfied with dr

Cannot see doctor of choice sooner

Nice happy practice

Well run surgery

Very good dr

Well organised practice

Well run surgery

Would like weekend apptns

Would like annual check up

Excellent practice and dr

Improved practice over past 18 months

Nice happy practice

Surgery credit to NHS

THERE could be comments here

Good practice

Online medicine ordering not good thru Boots

Constantly improving

Excellent dr

Generally satisfied

Improved practice over past 18 months

Would like annual check up

Progressively improving

Very good dr

Well organised practice

Excellent practice and dr

Excellent practice

Generally satisfied

The best practice ever been to

Fully satisfied with dr

Well organised practice

Surgery credit to NHS

Constantly improving

Excellent dr

Fully satisfied with dr

Improved practice over past 18 months

Nice happy practice

Good practice

Very good dr

Excellent practice

Well run surgery

Would like annual check up

Excellent practice and dr

Surgery credit to NHS

One good dr, rest poor

Very busy but always treated well

Query on prescription

Progressively improving

The best practice ever been to

Excellent doctor - lucky to have

Need quicker apptns

Friendly and helpful

Very pleased with dr

The best practice ever been to

Need quicker apptns

Online medicine ordering not good thru Boots

Very pleased with dr

Very pleased with dr

Need quicker apptns

Friendly and helpful

Very pleased with dr

The best practice ever been to

Need quicker apptns

Friendly and helpful

Generally satisfied

Friendly and helpful

Practice

GP

Patient

PD REF

The General Practice Assessment Questionnaire (GPAQ V4)

Dear Patient

We would be grateful if you would complete this survey about your doctor and general practice.

They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions you can by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Your Visit to the GP Today

How good was the GP at:

	Very good	Good	Satisfactory	Poor	Very Poor	Does not apply
1. Putting you at ease?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2. Being polite and considerate?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3. Listening to you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4. Giving you enough time?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5. Assessing your medical condition?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6. Explaining your condition and treatment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7. Involving you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8. Providing or arranging treatment for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Yes, definitely	Yes, to some extent		No, not at all	Don't know / can't say	
9. Did you have confidence that the GP is honest and trustworthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
10. Did you have confidence that the doctor will keep your information confidential?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
11. Would you be completely happy to see this doctor again?		1 <input type="checkbox"/> Yes		2 <input type="checkbox"/> No		

Please add any comments about the GP:



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About Receptionists and Appointments

12. How helpful do you find the receptionists at your GP practice?
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very helpful | Fairly helpful | Not very helpful | Not at all helpful | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
13. How easy is it to get through to someone at your GP practice on the phone?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |
14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |
15. If you need to see a GP **urgently**, can you normally get seen on the same day?
- | | | |
|----------------------------|----------------------------|------------------------------|
| Yes | No | Don't know / never needed to |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
16. How important is it to you to be able to book appointments ahead of time in your practice?
- | | |
|----------------------------|----------------------------|
| Important | Not important |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
17. How easy is it to book ahead in your practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
18. How do you normally book your appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
19. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

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

20. How **quickly** do you usually get seen?
- | | | | | |
|----------------------------|----------------------------|----------------------------|---|----------------------------|
| Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
21. How do you rate this?
- | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

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

22. How **quickly** do you usually get seen?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|---|----------------------------|
| | Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
23. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

Thinking of your **most recent** consultation with a doctor or nurse:

24. How long did you wait for your consultation to start?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| | Less than 5 minutes | 5-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | There was no set time for my consultation |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
25. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
26. Is your GP practice currently open at times that are convenient to you?
- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| | Yes Go to Q28 | No Go to Q27 | Don't know Go to Q27 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
27. Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply)
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
28. Is there a particular GP you usually prefer to see or speak to?
- | | | | | |
|--|----------------------------|----------------------------|--|--|
| | Yes Go to Q29 | No Go to Q30 | There is usually only one doctor in my surgery Go to Q30 | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | |
29. How often do you see or speak to the GP you prefer?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------------|
| | Always or almost always | A lot of the time | Some of the time | Never or almost never | Not tried at this GP practice |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

How good was the last **Nurse** you saw at each of the following:
If you haven't seen a Nurse in your practice in the last 6 months, please go to Q37

- | | | | | | | |
|--|-----------|------|------|------|-----------|----------------|
| | Very good | Good | Fair | Poor | Very Poor | Does not apply |
|--|-----------|------|------|------|-----------|----------------|
30. Putting you at ease?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
31. Giving you enough time?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
32. Listening to you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
33. Explaining your condition and treatment
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
34. Involving you in decisions about your care
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
35. Providing or arranging treatment for you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|

36. Would you be completely happy to see this nurse again? ¹ Yes ² No

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

- | | Very well | Unsure | Not very well | Does not apply |
|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 37. Understand your health problems? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| 38. Cope with your health problems | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| 39. Keep yourself healthy | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |

- | | Excellent | Very good | Good | Fair | Poor | Very poor |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 40. Overall, how would you describe your experience of your GP surgery? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ | <input type="checkbox"/> ⁶ |

- | | Yes, definitely | Yes probably | No, probably not | No, definitely not | Don't know |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 41. Would you recommend your GP surgery to someone who has just moved to your local area? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |

It will help us to understand your answers if you could tell us a little about yourself:

42. Are you: ¹ Male ² Female
43. How old are you?
- | | | |
|--|--|--|
| <input type="checkbox"/> ¹ Under 16 | <input type="checkbox"/> ³ 45 to 64 | <input type="checkbox"/> ⁵ 75 or over |
| <input type="checkbox"/> ² 16 to 44 | <input type="checkbox"/> ⁴ 65 to 74 | |
44. Do you have a long-standing health condition? ¹ Yes ² No ³ Don't know/can't say
45. What is your ethnic group?
- | | |
|--|--|
| <input type="checkbox"/> ¹ White | <input type="checkbox"/> ⁴ Mixed |
| <input type="checkbox"/> ² Black or Black British | <input type="checkbox"/> ⁵ Chinese |
| <input type="checkbox"/> ³ Asian or Asian British | <input type="checkbox"/> ⁶ Other ethnic group |
46. Which of the following best describes you?
- | | |
|---|--|
| <input type="checkbox"/> ¹ Employed (full or part time, including self-employed) | <input type="checkbox"/> ⁴ Unable to work due to long term sickness |
| <input type="checkbox"/> ² Unemployed and looking for work | <input type="checkbox"/> ⁵ Looking after your home/family |
| <input type="checkbox"/> ³ At school or in full time education | <input type="checkbox"/> ⁶ Retired from paid work |
| <input type="checkbox"/> ⁷ Other | |

Finally, please add any other comments you would like to make about your GP practice:



This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran

