

Patient Survey Results Analysis Detail



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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. Reception
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	174	79.5%
Fairly helpful (66)	42	19.2%
Not very helpful (33)	3	1.4%
Not at all helpful (0)	0	0.0%
Don't know	2	
Did not answer	1	
Total	222	

Mean scores for Q1	
Your patients	92.6
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	93%	8%
GPAQ	98.6%	1.4%

Q2. Access
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	81	37.5%
Fairly easy (66)	103	47.7%
Not very easy (33)	30	13.9%
Not at all easy (0)	2	0.9%
Don't know	4	
Haven't tried	2	
Did not answer	0	
Total	222	

Mean scores for Q2	
Your patients	73.6
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	69%	29%
GPAQ	85.2%	14.8%

Q3
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	81	44.8%
Fairly easy (66)	82	45.3%
Not very easy (33)	14	7.7%
Not at all easy (0)	4	2.2%
Don't know	10	
Haven't tried	31	
Did not answer	0	
Total	222	

Mean scores for Q3	
Your patients	77.2
GPAQ Mean	60.6

Q4
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	151	82.5%
No	32	17.5%
Don't know / never needed to	35	
Did not answer	4	
Total	222	

Q5
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	199	90.9%
Not important	20	9.1%
Did not answer	3	
Total	222	

Q6
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	70	34.0%
Fairly easy (66)	90	43.7%
Not very easy (33)	37	18.0%
Not at all easy (0)	9	4.4%
Don't know	5	
Haven't tried	5	
Did not answer	6	
Total	222	

Q7
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	107	38.5%
By phone	162	58.3%
Online	9	3.2%
Doesn't apply	0	0.0%
Did not answer	0	
Total	278	

Q8
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	89	28.7%
By phone	166	53.5%
Online	55	17.7%
Doesn't apply	0	0.0%
Did not answer	1	
Total	311	

Q9
How quickly can you get to see a particular doctor?

Answer	Count	Percentage
Same day or next day	70	32.0%
2-5 days	70	32.0%
5 days or more	50	22.8%
I don't usually need to be seen quickly	10	4.6%
Don't know, never tried	19	8.7%
Did not answer	3	
Total	222	

Q10
How do you rate - how quickly you get to see a particular doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	45	22.3%
Very good (80)	60	29.7%
Good (60)	49	24.3%
Fair (40)	30	14.9%
Poor (20)	17	8.4%
Very poor (0)	1	0.5%
Does not apply	15	
Did not answer	5	
Total	222	

Mean scores for Q10	
Your patients	68.2
GPAQ Mean	68.8

Q11		
How quickly do you get to see any doctor at the practice?		
Answer	Count	Percentage
Same day or next day	119	54.8%
2-5 days	63	29.0%
5 days or more	22	10.1%
I don't usually need to be seen quickly	5	2.3%
Don't know, never tried	8	3.7%
Did not answer	5	
Total	222	

Q12		
How do you rate - how quickly you get to see any doctor?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	64	30.5%
Very good (80)	70	33.3%
Good (60)	40	19.0%
Fair (40)	23	11.0%
Poor (20)	12	5.7%
Very poor (0)	1	0.5%
Does not apply	5	
Did not answer	7	
Total	222	

Q13		
How long do you wait for your consultations to start?		
Answer	Count	Percentage
Less than 5 minutes	24	11.3%
6 – 10 minutes	84	39.6%
11 – 20 minutes	56	26.4%
21 – 30 minutes	37	17.5%
More than 30 minutes	9	4.2%
There was no set time for my consultation	2	0.9%
Did not answer	10	
Total	222	

Q14		
How do you rate - how long did you wait for your consultation to start?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	37	17.4%
Very good (80)	57	26.8%
Good (60)	58	27.2%
Fair (40)	40	18.8%
Poor (20)	17	8.0%
Very poor (0)	4	1.9%
Does not apply	1	
Did not answer	8	
Total	222	

Mean scores for Q14	
Your patients	64.2
GPAQ Mean	56.9

Q15 Opening Times		
If your practice currently open at times that are convenient to you?		
Answer	Count	Percentage
Yes	183	87.6%
No	20	9.6%
Don't know	6	2.9%
Did not answer	13	
Total	222	

Q16
Which of the following opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	41	25.0%
At lunchtime	22	13.4%
After 6.30pm	36	22.0%
On a Saturday	41	25.0%
On a Sunday	11	6.7%
None of these	13	7.9%
Did not answer	113	
Total	277	

Q17 Choice
Is there a particular GP you prefer to see or speak to?

Answer	Count	Percentage
Yes	121	56.5%
No	92	43.0%
There is usually only one doctor in my surgery	1	0.5%
Did not answer	8	
Total	222	

Q18
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	31	23.3%
A lot of the time (66)	42	31.6%
Some of the time (33)	52	39.1%
Never or almost never (0)	8	6.0%
Not tried at this GP practice	6	
Did not answer	83	
Total	222	

Q19 GP Care
How good was the last GP you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	110	51.4%
Good (75)	81	37.9%
Fair (50)	18	8.4%
Poor (25)	5	2.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	7	
Total	222	

Q20
How good was the last GP you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	133	62.7%
Good (75)	65	30.7%
Fair (50)	13	6.1%
Poor (25)	0	0.0%
Very poor (0)	1	0.5%
Does not apply	1	
Did not answer	9	
Total	222	

	Often	Not Often
GPPS	95%	5%
GPAQ	54.9%	45.1%

Mean scores for Q19	
Your patients	84.6
GPAQ Mean	80.0

	Good	Not Good
GPPS	88%	11%
GPAQ	89.3%	10.7%

Mean scores for Q20	
Your patients	88.8
GPAQ Mean	83.5

	Good	Not Good
GPPS	88%	11%
GPAQ	93.4%	6.6%

Q21
How good was the last GP you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	128	61.5%
Good (75)	69	33.2%
Fair (50)	9	4.3%
Poor (25)	2	1.0%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	8	
Total	222	

Mean scores for Q21	
Your patients	88.8
GPAQ Mean	83.1

	Good	Not Good
GPPS	78%	14%
GPAQ	94.7%	5.3%

Q22
How good was the last GP you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	118	56.5%
Good (75)	74	35.4%
Fair (50)	13	6.2%
Poor (25)	4	1.9%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	8	
Total	222	

Mean scores for Q22	
Your patients	86.6
GPAQ Mean	81.4

	Good	Not Good
GPPS	72%	16%
GPAQ	91.9%	8.1%

Q23
How good was the last GP you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	136	64.5%
Good (75)	66	31.3%
Fair (50)	6	2.8%
Poor (25)	3	1.4%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	9	
Total	222	

Mean scores for Q23	
Your patients	89.7
GPAQ Mean	83.7

	Good	Not Good
GPPS	84%	14%
GPAQ	95.7%	4.3%

Q24
Did you have confidence and trust in the GP you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	160	77.7%
Yes, to some extent (50)	46	22.3%
No, not at all (0)	0	0.0%
Don't know / can't say	0	
Did not answer	16	
Total	222	

	Yes	No
GPPS	94%	4%
GPAQ	100.0%	0.0%

Q25 Nurse Care
How good was the last Nurse you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	82	48.0%
Good (75)	68	39.8%
Fair (50)	20	11.7%
Poor (25)	1	0.6%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	39	
Total	222	

Mean scores for Q25	
Your patients	83.8
GPAQ Mean	78.0

	Good	Not Good
GPPS	94%	6%
GPAQ	87.7%	12.3%

Q26
How good was the last Nurse you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	84	49.7%
Good (75)	65	38.5%
Fair (50)	16	9.5%
Poor (25)	4	2.4%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	41	
Total	222	

Mean scores for Q26	
Your patients	83.9
GPAQ Mean	81.0

	Good	Not Good
GPPS	77%	7%
GPAQ	88.2%	11.8%

Q27
How good was the last Nurse you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	88	54.0%
Good (75)	55	33.7%
Fair (50)	17	10.4%
Poor (25)	2	1.2%
Very poor (0)	1	0.6%
Does not apply	17	
Did not answer	42	
Total	222	

Mean scores for Q27	
Your patients	84.8
GPAQ Mean	59.4

	Good	Not Good
GPPS	72%	8%
GPAQ	87.7%	12.3%

Q28
How good was the last Nurse you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	78	48.4%
Good (75)	60	37.3%
Fair (50)	22	13.7%
Poor (25)	1	0.6%
Very poor (0)	0	0.0%
Does not apply	19	
Did not answer	42	
Total	222	

Mean scores for Q28	
Your patients	83.4
GPAQ Mean	59.4

	Good	Not Good
GPPS	62%	13%
GPAQ	85.7%	14.3%

Q29
How good was the last Nurse you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	83	48.8%
Good (75)	68	40.0%
Fair (50)	19	11.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	40	
Total	222	

Mean scores for Q29	
Your patients	84.4
GPAQ Mean	82.0

	Good	Not Good
GPPS	72%	12%
GPAQ	88.8%	11.2%

Q30
Did you have confidence and trust in the nurse you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	108	66.3%
Yes, to some extent (50)	52	31.9%
No, not at all (0)	3	1.8%
Don't know / can't say	0	
Did not answer	59	
Total	222	

	Yes	No
GPPS	94%	4%
GPAQ	98.2%	1.8%

Q31 Enablement
How well does the practice help you to understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	185	86.0%
Unsure (50)	23	10.7%
Not very well (0)	7	3.3%
Does not apply	0	
Did not answer	7	
Total	222	

Mean scores for Q31	
Your patients	91.4
GPAQ Mean	69.1

	Well	Not Well
GPPS	62%	13%
GPAQ	86.0%	14.0%

Q32
How well does the practice help you cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	180	84.9%
Unsure (50)	26	12.3%
Not very well (0)	6	2.8%
Does not apply	0	
Did not answer	10	
Total	222	

Mean scores for Q32	
Your patients	91.0
GPAQ Mean	65.5

	Well	Not Well
GPPS	62%	13%
GPAQ	84.9%	15.1%

Q33
How well does the practice help you keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	179	86.1%
Unsure (50)	23	11.1%
Not very well (0)	6	2.9%
Does not apply	0	
Did not answer	14	
Total	222	

Mean scores for Q33	
Your patients	91.6
GPAQ Mean	61.7

	Well	Not Well
GPPS	62%	13%
GPAQ	86.1%	13.9%

Q34 Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	98	44.7%
Very good (80)	83	37.9%
Good (60)	28	12.8%
Fair (40)	9	4.1%
Poor (20)	1	0.5%
Very poor (0)	0	0.0%
Did not answer	3	
Total	222	

	Good	Not Good
GPPS	62%	13%
GPAQ	95.4%	4.6%

Q35
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	164	75.6%
Yes, probably (66)	52	24.0%
No, probably not (33)	1	0.5%
No, definitely not (0)	0	0.0%
Don't know	3	
Did not answer	2	
Total	222	

	Yes	No
GPPS	83.0%	6.00%
GPAQ	99.5%	0.5%

Q36 Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	73	33.8%
Female	143	66.2%
Did not answer	6	
Total	222	

Q37		
How old are you?		
Answer	Count	Percentage
Under 15	4	1.8%
16 to 44	130	59.6%
45 to 64	64	29.4%
65 to 74	16	7.3%
75 and over	4	1.8%
Did not answer	4	
Total	222	

Q38		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	106	49.3%
No	104	48.4%
Don't know / never needed to	5	2.3%
Did not answer	7	
Total	222	

Q39		
What is your ethnic group?		
Answer	Count	Percentage
White	93	43.5%
Black or Black British	76	35.5%
Asian or Asian British	17	7.9%
Mixed	9	4.2%
Chinese	3	1.4%
Other ethnic group	16	7.5%
Did not answer	8	
Total	222	

Q40		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	122	56.0%
Unemployed / looking for work	24	11.0%
At school or in full time education	8	3.7%
Unable to work due to long term sickness	26	11.9%
Looking after your home/family	16	7.3%
Retired from paid work	17	7.8%
Other	5	2.3%
Did not answer	4	
Total	222	