



General Practice Assessment Questionnaire

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

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Report by

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GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester

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 (p28) 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 27.

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 July 2023	Your Survey 2023	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	345	39	17,145
No practices	1,031			
% female	64.7	62.9	59.0	59.2
% over 45*	(Mean age: 50.3)	64.1	82.1	54.8
% with long term disability	49.0	48.4	53.8	48.0
Ethnicity				
% White	92.2	88.1	97.4	80.3
% Asian/Asian British	3.7	1.7	0.0	6.6
% Black/Black British	1.8	1.2	0.0	3.2
% Mixed	1.1	1.4	0.0	1.7
% Chinese	.03	0.0	0.0	0.6
% Other ethnic group	0.9	0.3	0.0	2.2
Employment				
% employed	48.4	45.2	33.3	44.6
% unemployed	2.5	1.7	2.6	3.8
% in full time education	3.4	3.2	2.6	3.8
% unable to work/long term sickness	7.2	2.9	5.1	6.0
% looking after home / family	9.6	4.3	0.0	7.0
% retired	27.5	32.5	43.6	24.3
% other	1.6	3.2	7.7	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	39	or	100.0% who answered the question
	39		saw the GP/nurse for themselves
	0		saw the GP/nurse for their child
	0		saw the GP/nurse for another reason or person.

Q42 Are you male or female?

	Number	%
Male	15	38.5
Female	23	59.0
Missing	1	2.6
Total	39	100.0

Your practice overall

	Number	%
Male	106	30.7
Female	217	62.9
Missing	22	6.4
Total	345	100.0

Q43 How old are you?

	Number	%		Number	% under & over 45
Under 16	0	0.0	}		
16 to 44	6	15.4	}	6	15.4
45 to 64	10	25.6	{		
65 to 74	8	20.5	{	32	82.1
75 or over	14	35.9	{		
Missing	1	2.6		1	
Total	39	100.0		39	

Your practice overall

Number	% under & over 45
102	29.6
221	64.1
22	
345	

The grid in the table below counts patients answering both Q42 and Q43.

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	0			0			}
16 to 44	4	2	6		6	15.8	41.7	} 45%
45 to 64	2	8			10			{
65 to 74	3	5		32	8	84.2	58.3	} 54%
75 or over	6	8			14			{
Total number	15	23	6	32	38	100.0	100.0	100%
%	39.5	60.5						
Missing					1			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

38 of the 39 patients who completed the questionnaire answered both these questions.

Numbers may be lower than in the individual tables above as this table requires both questions to be answered. Some patients may answer Q42 and not Q43, and vice versa.

Q44 Do you have a long standing health condition?

Your practice overall

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	21	56.8	51.0	53%
No	14	37.8	44.0	45%
Don't know / can't say	2	5.4	5.3	2%
Total	37	100.0	100.0	100%
Missing	2			

Total No responses	% of total responses
167	51.9
136	42.2
19	5.9
322	100.0
23	

37 of the 39 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?

Your practice overall

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	38	100.0	84.9	87%
Black or Black African	0	0.0	3.4	2%
Asian or Asian Australian	0	0.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic group	0	0.0	2.3	2%
Total	38	100.0	100.0	97%
Missing	1			

Total No responses	% of total responses
304	95.0
4	1.3
6	1.9
5	1.6
0	0.0
1	0.3
320	100.0
25	

38 of your 39 patients who completed the questionnaire answered this question.

Q46 Which of the following best describes you?

Your practice overall

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	13	35.1	48.5	58%
Unemployed / looking for work	1	2.7	4.2	6%
At school or in full time education	1	2.7	4.1	4%
Unable to work due to long term sickness	2	5.4	6.6	5%
Looking after your home/family	0	0.0	7.6	6%
Retired from paid work	17	45.9	26.4	21%
Other	3	8.1	2.6	2%
Total	37	100.0	100.0	102%
Missing	2			

Total No responses	% of total responses
156	48.6
6	1.9
11	3.4
10	3.1
15	4.7
112	34.9
11	3.4
321	100.0
24	

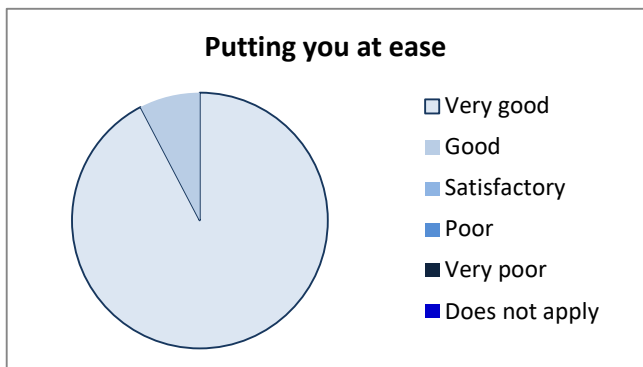
37 of your 39 patients who completed the questionnaire answered this question.

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	36	92.3	76.8	N/A
Good	3	7.7	18.0	
Satisfactory	0	0.0	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	39		16,425	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	13	86.7	22	95.7	36	92.3	76.8	N/A
Good	2	13.3	1	4.3	3	7.7	18.0	
Satisfactory	0	0.0	0	0.0	0	0.0	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	0	0.0	0	0.0	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	15		23		39		16,425	

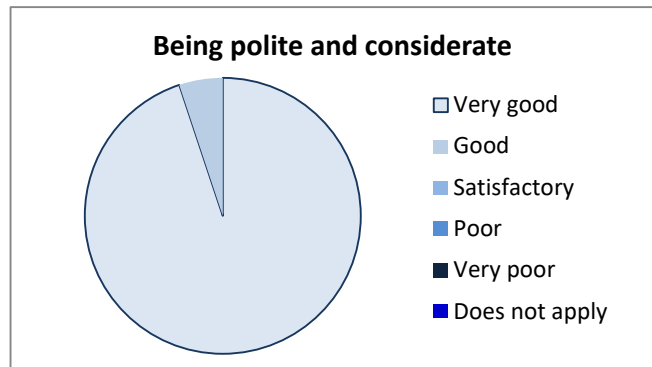
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	5	83.3	30	93.8	36	92.3	76.8	N/A
Good	1	16.7	2	6.3	3	7.7	18.0	
Satisfactory	0	0.0	0	0.0	0	0.0	4.4	
Poor	0	0.0	0	0.0	0	0.0	0.3	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	6		32		39		16,425	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	37	94.9	82.0	N/A
Good	2	5.1	14.7	
Satisfactory	0	0.0	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	39		16,402	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	13	86.7	23	100.0	37	94.9	82.0	N/A
Good	2	13.3	0	0.0	2	5.1	14.7	
Satisfactory	0	0.0	0	0.0	0	0.0	2.8	
Poor	0	0.0	0	0.0	0	0.0	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	15		23		39		16,402	

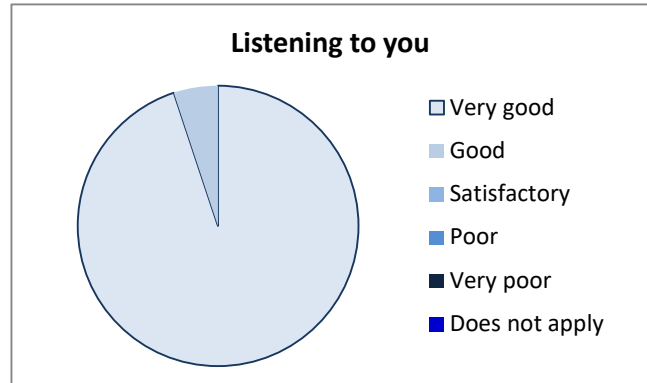
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	6	100.0	30	93.8	37	94.9	82.0	N/A
Good	0	0.0	2	6.3	2	5.1	14.7	
Satisfactory	0	0.0	0	0.0	0	0.0	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	0	0.0	0	0.0	0	0.0	0.1	
Does not apply	0	0.0	0	0.0	0	0.0	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	6		32		39		16,402	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	37	94.9	79.5	52%
Good	2	5.1	16.2	36%
Satisfactory	0	0.0	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	39		16,419	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	14	93.3	22	95.7	37	94.9	79.5	52%
Good	1	6.7	1	4.3	2	5.1	16.2	36%
Satisfactory	0	0.0	0	0.0	0	0.0	3.6	7%
Poor	0	0.0	0	0.0	0	0.0	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	15		23		39		16,419	

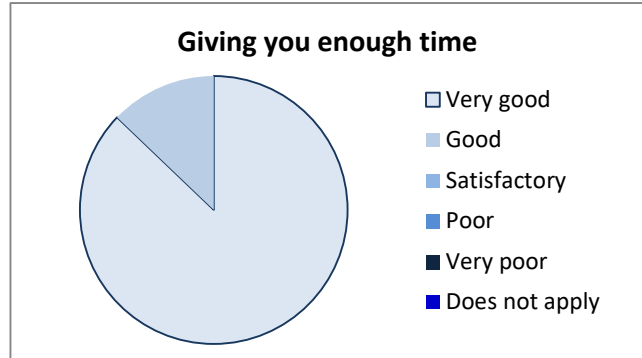
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Total	6	100	30	94	37	95	79.5	49%
Good	0	0.0	2	6.3	2	5.1	16.2	37%
Satisfactory	0	0.0	0	0.0	0	0.0	3.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	0	0.0	0	0.0	0	0.0	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	6		32		39		16,419	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	34	87.2	73.6	49%
Good	5	12.8	19.7	37%
Satisfactory	0	0.0	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	39		16,413	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	12	80.0	21	91.3	34	87.2	73.6	49%
Good	3	20.0	2	8.7	5	12.8	19.7	37%
Satisfactory	0	0.0	0	0.0	0	0.0	5.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	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	15		23		39		16,413	

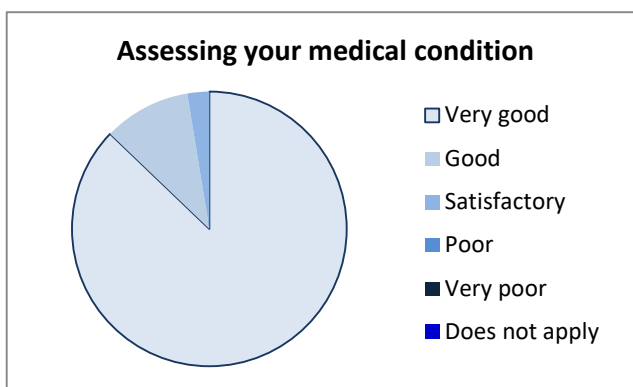
	Number Under 45	0.0	Number 45 and over	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	5	83.3	28	87.5	34	87.2	73.6	49%
Good	1	16.7	4	12.5	5	12.8	19.7	37%
Satisfactory	0	0.0	0	0.0	0	0.0	5.6	9%
Very good	0	0.0	0	0.0	0	0.0	0.7	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does 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	6		32		39		16,413	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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	34	87.2	72.5	N/A
Good	4	10.3	20.1	
Satisfactory	1	2.6	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	1.1	
Total %		100.0	100.0	
No answering	39		16,374	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	11	73.3	22	95.7	34	87.2	72.5	N/A
Good	4	26.7	0	0.0	4	10.3	20.1	
Satisfactory	0	0.0	1	4.3	1	2.6	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	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	15		23		39		16,374	

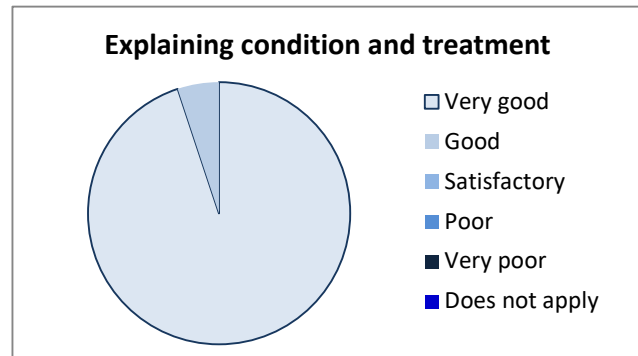
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	5	83.3	28	87.5	34	87.2	72.5	N/A
Good	1	16.7	3	9.4	4	10.3	20.1	
Satisfactory	0	0.0	1	3.1	1	2.6	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	0	0.0	0	0.0	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	6		32		39		16,374	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	37	94.9	70.4	47%
Good	2	5.1	21.3	36%
Satisfactory	0	0.0	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	2.1	5%
Total %		100.0	100.0	101%
No answering	39		16,387	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	13	86.7	23	100.0	37	94.9	70.4	47%
Good	2	13.3	0	0.0	2	5.1	21.3	36%
Satisfactory	0	0.0	0	0.0	0	0.0	5.5	10%
Poor	0	0.0	0	0.0	0	0.0	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	15		23		39		16,387	

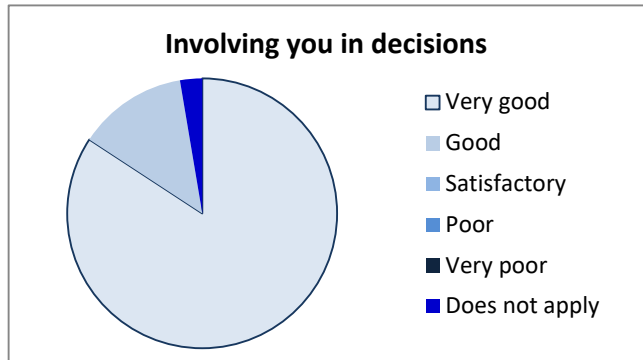
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	5	83.3	31	96.9	37	94.9	70.4	47%
Good	1	16.7	1	3.1	2	5.1	21.3	36%
Satisfactory	0	0.0	0	0.0	0	0.0	5.5	10%
Poor	0	0.0	0	0.0	0	0.0	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	6		32		39		16,387	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	32	84.2	67.2	41%
Good	5	13.2	21.9	35%
Satisfactory	0	0.0	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	1	2.6	4.0	8%
Total %		100.0	100.0	100%
No answering	38		16,278	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	12	80.0	19	86.4	32	84.2	67.2	41%
Good	2	13.3	3	13.6	5	13.2	21.9	35%
Satisfactory	0	0.0	0	0.0	0	0.0	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	1	6.7	0	0.0	1	2.6	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	15		22		38		16,278	

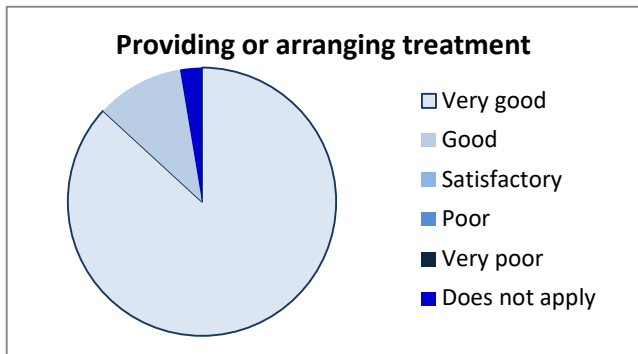
	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	5	83.3	26	83.9	32	84.2	67.2	41%
Good	1	16.7	4	12.9	5	13.2	21.9	35%
Satisfactory	0	0.0	0	0.0	0	0.0	6.3	12%
Poor	0	0.0	0	0.0	0	0.0	0.5	3%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	0	0.0	1	3.2	1	2.6	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	6		31		38		16,278	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	33	86.8	70.8	N/A
Good	4	10.5	18.8	
Satisfactory	0	0.0	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	1	2.6	5.0	
Total %		100.0	100.0	
No answering	38		16,169	



	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	12	80.0	20	90.9	33	86.8	70.8	N/A
Good	2	13.3	2	9.1	4	10.5	18.8	
Satisfactory	0	0.0	0	0.0	0	0.0	4.8	
Poor	0	0.0	0	0.0	0	0.0	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	1	6.7	0	0.0	1	2.6	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	15		22		38		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	5	83.3	27	87.1	33	86.8	70.8	N/A
Good	1	16.7	3	9.7	4	10.5	18.8	
Satisfactory	0	0.0	0	0.0	0	0.0	4.8	
Poor	0	0.0	0	0.0	0	0.0	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	0	0.0	1	3.2	1	2.6	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	6		31		38		16,169	

NB Numbers of males plus females; under plus over 25s will not add up to the total unless all respondents answered with age / sex. See Qs 42 and 43 above.

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	92.3	76.8	94.9	82.0	94.9	79.5	87.2	73.6
Good	7.7	18.0	5.1	14.7	5.1	16.2	12.8	19.7
Satisfactory	0.0	4.4	0.0	2.8	0.0	3.6	0.0	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	39	16,425	39	16,402	39	16,419	39	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	87.2	72.5	94.9	70.4	84.2	67.2	86.8	70.8
Good	10.3	20.1	5.1	21.3	13.2	21.9	10.5	18.8
Satisfactory	2.6	5.6	0.0	5.5	0.0	6.3	0.0	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	0.0	1.1	0.0	2.1	2.6	4.0	2.6	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	39	16,374	39	16,387	38	16,278	38	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	38	97.4	91.2	66%
Yes, to some extent	1	2.6	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	0	0.0	0.7	3%
Total %		100.0	100.0	100%
No answering	39		16,331	

Your practice overall

Total Number	% of Total
311	96.6
8	2.5
0	0.0
3	0.9
	100.0
322	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	38	97.4	93.0
Yes, to some extent	0	0.0	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	1	2.6	1.4
Total %		100.0	100.0
No answering	39		16,286

Your practice overall

Total Number	% of Total
311	96.9
5	1.6
0	0.0
5	1.6
	100.0
321	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	39	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	39		15,491

Your practice overall

Total Number	% of Total
314	99.1
3	0.9
	100.0
317	

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	29	78.4	70.5	48%
Fairly	7	18.9	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	1	2.7	0.6	2%
Total %		100.0	100.0	100%
No answering	37		16,430	

Your practice overall

Total Number	% of Total
265	80.5
54	16.4
3	0.9
1	0.3
6	1.8
	100.0
329	

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	10	27.0	32.5	31%
Fairly easy	11	29.7	44.3	47%
Not very easy	10	27.0	14.9	13%
Not at all easy	6	16.2	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	0	0.0	2.5	4%
Total %		100.0	100.0	100%
No answering	37		16,512	

Your practice overall

Total Number	% of Total
70	21.2
141	42.7
71	21.5
40	12.1
1	0.3
7	2.1
	100.0
330	

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	13	35.1	26.0	8% / 8%
Fairly easy	17	45.9	35.2	15% / 14%
Not very easy	6	16.2	12.1	9% / 7%
Not at all easy	0	0.0	2.8	9% / 5%
Don't know	0	0.0	4.3	12% / 16%
Haven't tried	1	2.7	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	37		16,437	

Your practice overall

Total Number	% of Total
93	28.3
150	45.6
58	17.6
12	3.6
4	1.2
12	3.6
	100.0
329	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	24	64.9	62.0
No	7	18.9	17.7
Don't know/never	6	16.2	20.2
Total %		100.0	100.0
No answering	37		16,382

Your practice overall

Total Number	% of Total
206	62.8
47	14.3
75	22.9
	100.0
328	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	34	91.9	86.2
Not important	3	8.1	13.8
Total %		100.0	100.0
No answering	37		16,210

Your practice overall

Total Number	% of Total
257	79.1
68	20.9
	100.0
325	

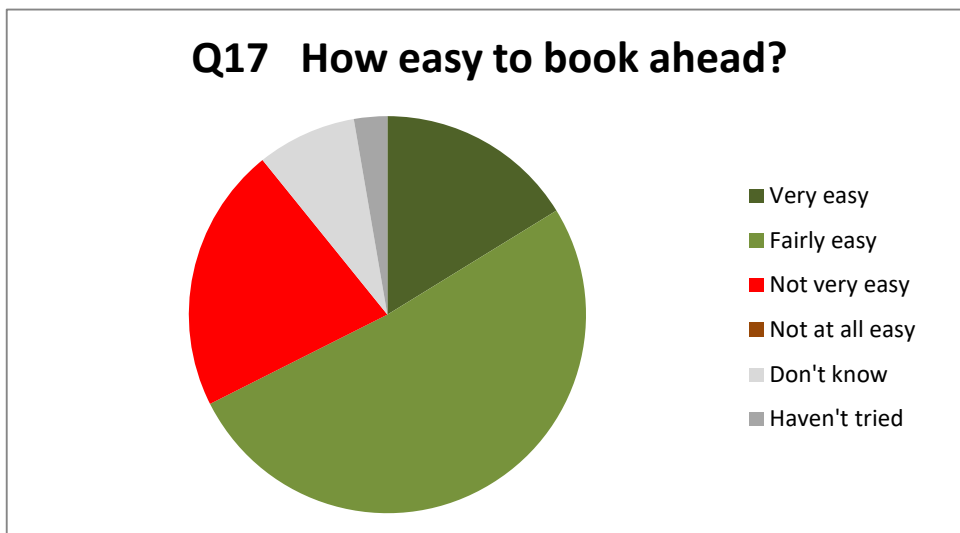
Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	6	16.2	34.4
Fairly easy	19	51.4	42.2
Not very easy	8	21.6	13.5
Not at all easy	0	0.0	4.0
Don't know	3	8.1	1.8
Haven't tried	1	2.7	4.1
Total %		100.0	100.0
No answering	37		16,102

Your practice overall

Total Number	% of Total
64	19.5
97	29.5
75	22.8
32	9.7
22	6.7
39	11.9
	100.0
329	

For your patients:



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	7	17.1	17.9	26.5	30%
By phone	34	82.9	87.2	80.1	90%
Online	0	0.0	0.0	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	105.1	110.6	124%
Total Number	41				
From your	39	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	11	25.0	28.2	29.0	31%
By phone	27	61.4	69.2	76.2	81%
Online	6	13.6	15.4	21.7	29%
Doesn't apply	0	0.0	0.0	1.2	
Total %		100.0	112.8	128.2	141%
Total Number	44				
From your	39	patients (though some may not have answered this question)			

Your practice overall

For your patients:	% normally booking appointments	% would prefer to book appointments
In person	17.9	28.2
By phone	87.2	69.2
Online	0.0	15.4
Doesn't apply	0.0	0.0
Total	105.1	112.8

% normally booking appts	% would prefer to book appts
17.4	28.1
86.7	74.8
6.1	34.2
0.6	0.3
110.7	137.4

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	9	24.3	30.9
2-4 days	7	18.9	31.0
5 days or more	15	40.5	24.2
Don't usually need to be seen q	3	8.1	6.6
Don't know, never tried	3	8.1	7.3
Total %		100.0	100.0
Total Responses	37		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	12	33.3	25.8
Very good	10	27.8	28.6
Good	4	11.1	20.4
Satisfactory	7	19.4	14.5
Poor	2	5.6	5.8
Very poor	0	0.0	0.9
Does not apply	1	2.8	3.9
Total %		100.0	100.0
Total Response	36		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	12	33.3	56.7
2-4 days	14	38.9	26.2
5 days or more	7	19.4	7.0
Don't usually need to be seen q	3	8.3	4.3
Don't know, never tried	0	0.0	5.8
Total %		100.0	100.0
Total Responses	36		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	15	41.7	31.0
Very good	8	22.2	29.7
Good	5	13.9	19.5
Satisfactory	6	16.7	11.1
Poor	2	5.6	3.5
Very poor	0	0.0	0.7
Does not apply	0	0.0	4.5
Total %		100.0	100.0
Total Response	36		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	12	37.5	22.8	10%
6-10 minutes	18	56.3	39.5	5-15 mins
11-20 minutes	1	3.1	22.2	
21-30 minutes	0	0.0	9.0	>15 mins 24%
More than 30 minutes	0	0.0	5.2	
No set time	1	3.1	1.3	
Total %		100.0	100.0	
Total Responses	32		15,664	

Your practice overall

Total Number	% of Total
169	51.7
125	38.2
21	6.4
7	2.1
3	0.9
2	0.6
	100.0
327	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	16	50.0	24.1
Very good	11	34.4	26.6
Good	5	15.6	21.6
Satisfactory	0	0.0	19.6
Poor	0	0.0	6.1
Very poor	0	0.0	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	32		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	27	87.1	86.3	78%
No	2	6.5	9.2	16%
Don't know	2	6.5	4.6	7%
Total %		100.0	100.0	
Total no responses	31		15,538	101%

Your practice overall

Total No responses	% of total
276	87.6
13	4.1
26	8.3
	100.0
315	

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

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

However a total of **13** 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	13	41.9%	42.5%	22%
Before 8am	5	31.3%	16.6%	33%
At lunchtime	2	12.5%	12.0%	13%
After 6.30pm	4	25.0%	22.6%	68%
Saturday	3	18.8%	28.8%	71%
Sunday	1	6.3%	10.2%	32%
None of these	1	6.3%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	16		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 or Don't know	4	12.9%	13.7%	
Number of these answering Q27	3			22%
Before 8am	0	0.0%	16.4%	33%
At lunchtime	0	0.0%	6.3%	13%
After 6.30pm	3	50.0%	31.1%	68%
Saturday	2	33.3%	33.2%	71%
Sunday	1	16.7%	11.0%	32%
None of these	0	0.0%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	6		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	18	56.3	64.6	56%
No	14	43.8	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	32	100.0	100.0	

Your practice overall

Total No responses	% of total
108	35.3
198	64.7
0	0.0
306	100.0

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

18	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
22	Patients answered this question.

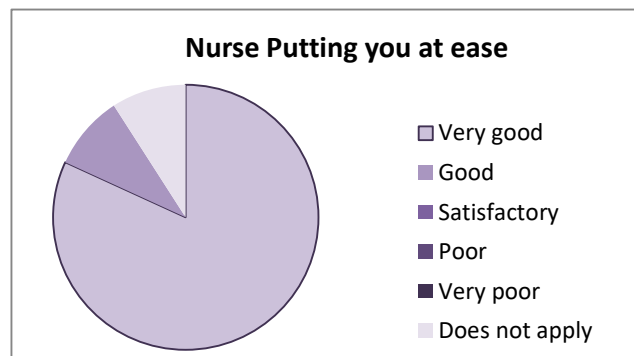
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	18	56.3			10,098	
Always or almost always	2	11.1	4	18.2	45.1	42%
A lot of the time	4	22.2	5	22.7	25.6	23%
Some of the time	8	44.4	10	45.5	19.7	28%
Never or almost never	2	11.1	2	9.1	2.5	6%
Not tried	0	0.0	1	4.5	1.0	1%
Missing	2	11.1				
Total answering this question	18	100.0	22	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:

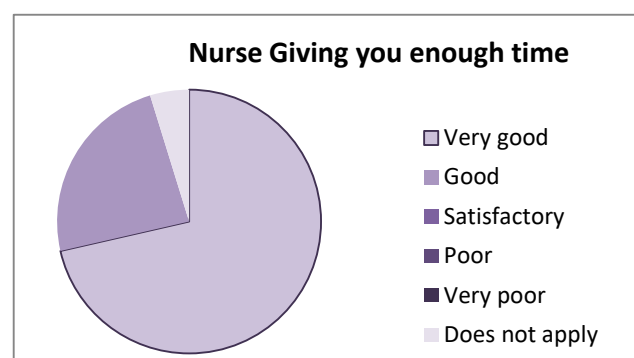
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	18	81.8	66.6	N/A
Good	2	9.1	23.0	
Satisfactory	0	0.0	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	2	9.1	4.1	
Total %		100.0	100.0	
Total number	22		12,540	



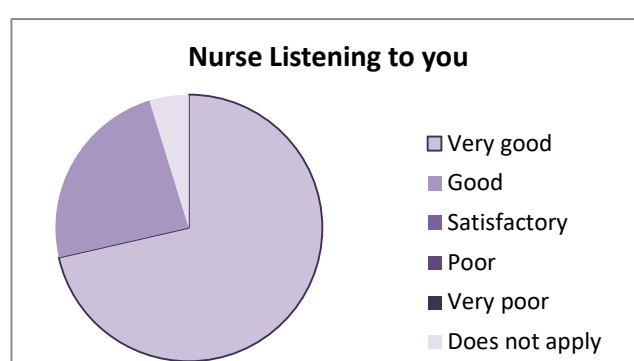
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	15	71.4	62.7	48%
Good	5	23.8	27.1	33%
Satisfactory	0	0.0	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	4.8	3.3	12%
Total %		100.0	100.0	87%
Total number	21		12,380	



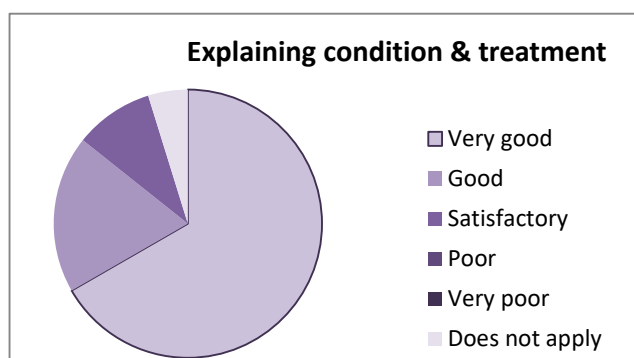
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	15	71.4	64.6	47%
Good	5	23.8	24.7	33%
Satisfactory	0	0.0	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	4.8	3.6	13%
Total %		100.0	100.0	87%
Total number	21		12,345	



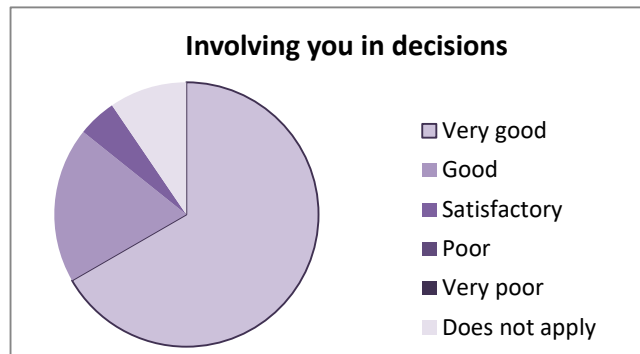
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	14	66.7	61.1	46%
Good	4	19.0	24.9	32%
Satisfactory	2	9.5	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	1	4.8	6.0	14%
Total %		100.0	100.0	86%
Total number	21		12,306	



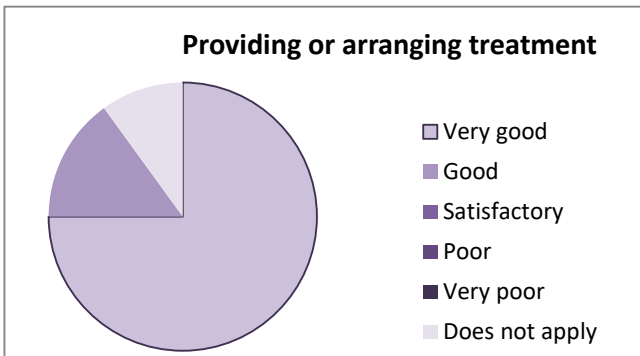
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	14	66.7	54.9	38%
Good	4	19.0	26.2	30%
Satisfactory	1	4.8	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	2	9.5	10.6	21%
Total %		100.0	100.0	100%
Total number	21		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	15	75.0	56.9	N/A
Good	3	15.0	24.2	
Satisfactory	0	0.0	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	2	10.0	12.0	
Total %		100.0	100.0	
Total number	20		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	82	71	71	67	67	75
Good	9	24	24	19	19	15
Satisfactory	0	0	0	10	5	0
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	9	5	5	5	10	10
Total %	100	100	100	100	100	100
Total Number of responses	22	21	21	21	21	20

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	20	100.0	97.1
No	0	0.0	2.9
Total %		100.0	100.0
Total Number of responses	20		11,676

Your practice overall

Total Number	% of Total
245	98.8
3	1.2
	100.0
248	

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	36	94.7	85.0
Unsure	2	5.3	11.0
Not very well	0	0.0	1.5
Does not apply	0	0.0	2.5
Total %		100.0	100.0
Total number	38		16,226

Your practice overall

Total Number	% of Total
274	84.8
30	9.3
5	1.5
14	4.3
	100.0
323	

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	35	94.6	82.4
Unsure	2	5.4	11.9
Not very well	0	0.0	2.1
Does not apply	0	0.0	3.6
Total %		100.0	100.0
Total number	37		16,137

Your practice overall

Total Number	% of Total
257	80.1
35	10.9
7	2.2
22	6.9
	100.0
321	

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	28	75.7	75.2
Unsure	9	24.3	16.1
Not very well	0	0.0	2.5
Does not apply	0	0.0	6.2
Total %		100.0	100.0
Total number	37		16,048

Your practice overall

Total Number	% of Total
220	70.3
52	16.6
5	1.6
36	11.5
	100.0
313	

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

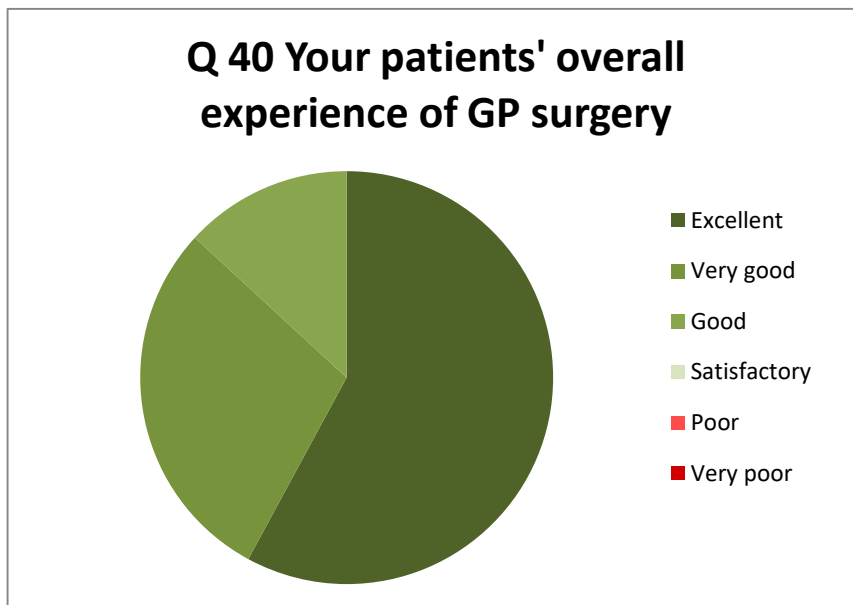
	Total Number responses	% of total	GPAQ V4 % benchmark	GPBS Benchmark
Excellent	22	57.9	45.9	-
Very good	11	28.9	34.6	51%
Good	5	13.2	14.0	38%
Satisfactory	0	0.0	4.6	7%
Poor	0	0.0	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	38		16,287	100%

Your practice overall

Total Number responses for your practice	% of total
153	47.4
108	33.4
47	14.6
12	3.7
3	0.9
0	0.0
	100.0
323	

38 of your
 323 of the

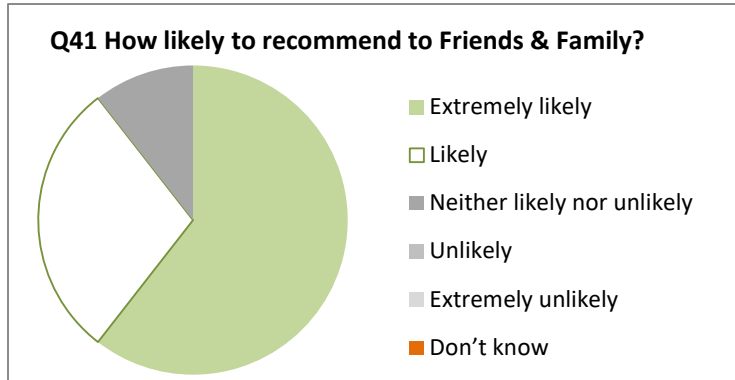
39 patients who completed the questionnaire answered this question.
 345 patients for the practice who completed the questionnaire answered this question.



Friends and Family Test

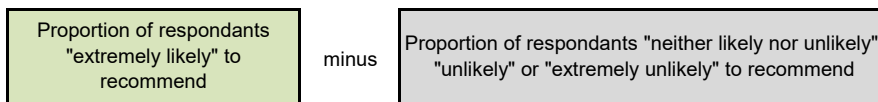
Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

	Total Number responses	% of total
Extremely likely	23	60.5
Likely	11	28.9
Neither likely nor unlikely	4	10.5
Unlikely	0	0.0
Extremely unlikely	0	0.0
Don't know	0	0.0
Total %		100.0
Total number responses	38	



38 of the 39 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' (NPS) calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test is calculated as follows to give a score between -100 and +100:

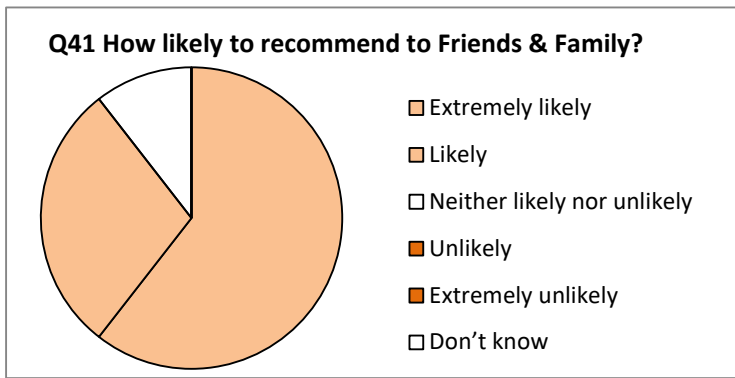


Giving a FFT NPS score of 50.0 from your patients and 45.3 for your practice overall.

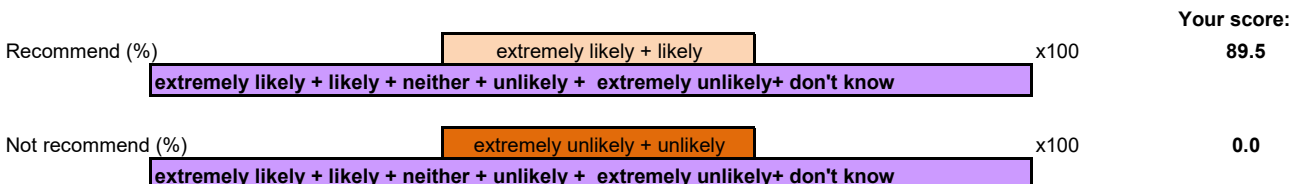
However, following a review, NHS England recommended a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family. <https://www.england.nhs.uk/fft/fft-guidance/>

Q41 FFT	Total Number responses	% of total
Extremely likely	23	60.5
Likely	11	28.9
Neither likely nor unlikely	4	10.5
Unlikely	0	0.0
Extremely unlikely	0	0.0
Don't know	0	0.0
Total %		100.0
Total number responses	38	



Percentage measures is calculated as follows:



Summary of your scores:

	Your patients		Practice Score			
NPS	50.0	based on	40.3	based on	324	responses
Recommend (%)	89.5	based on	86.4	based on	324	responses
Not recommend (%)	0.0	based on	3.1	based on	324	responses

Benchmarks

	Your survey	Your practice	GPAQ-R National benchmark
Number of Questionnaires	39	345	17,145
GP			
Q1 Putting you at ease?	98.1	97.9	92.8
Q2 Being polite and considerate?	98.7	98.9	94.6
Q3 Listening to you?	98.7	98.4	93.7
Q4 Giving you enough time?	96.8	97.2	91.5
Q5 Assessing your medical condition?	96.2	97.0	91.5
Q6 Explaining your condition and treatment?	98.7	96.8	91.1
Q7 Involving you in decisions about your care?	96.6	96.6	90.5
Q8 Providing or arranging treatment for you?	97.3	97.2	92.0
Nurse			
Q30 Putting you at ease?	97.5	93.6	90.3
Q31 Giving you enough time?	93.8	93.2	89.2
Q32 Listening to you?	93.8	93.8	89.6
Q33 Explaining your condition and treatment?	90.0	92.8	88.8
Q34 Involving you in decisions about your care?	92.1	91.6	87.6
Q35 Providing or arranging treatment for you?	95.8	91.5	88.9
Q36 Would you be completely happy to see this Nurse again?	100.0	98.8	97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	93.4	93.4	89.1
Q13 How easy is it to get through to the practice on the phone?	55.6	57.9	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	72.8	67.5	69.9
Q17 How easy to book ahead?	64.2	57.0	70.9
Q21 How do you rate how quickly you were seen (partic dr)	73.1	83.0	70.7
Q23 How do you rate how quickly you were seen (any dr)	75.6	82.5	75.0
Q25 How do you rate how long you waited	86.9	82.0	67.8
Q37 Understand your health problems	97.4	93.5	92.8
Q38 Cope with your health problems	97.3	91.8	91.7
Q39 Keep yourself healthy	87.8	88.8	88.7
Q40 Overall, how would you describe your experience?	88.9	84.5	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 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
pale green
green

Ditto your score with respect to your average practice score.

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

GP Comments

Very kind and helpful

Very patient, conscientious. Very kind. Did not rush me. Spent time to listen to my problems.

Always smiling and happy to see you makes you feel at ease when you're in pain.

Outstanding GP who always has the patient's best interests at heart.

Practice Comments

Always very satisfied with the standard of care

I like to see certain GPs because they know your history when they've known you for years (don't have to go all through it again). I know this isn't always possible. I would like more weekend hours for workers. Also a rough time given to the patient as to what time a doctor will ring you back as it's not always possible to have your phone on you at work.

Making the morning call for triage, if you're in a very long queue (normally), you can't always get a call back that day so you have to do it again the next day. It would help if you could make the slot on the same day, for the call the following day.

Excellent practice which has served our family well.