



General Practice Assessment Questionnaire

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

**Sampletown Medical Centre**

**Sampletown, Sampleshire, ZZ9 9ZZ**

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

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## Introduction

### The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

### Survey Development

GPAQ was introduced in 2004. This version, GPAQ-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 tables at the end of this report give 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 28.

### 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<br>V2 Data 2005/6 | Your Survey<br>December 2022 | Data from GPAQ V4<br>collected 2012-2013 |
|-------------------------------------|-------------------------------------|------------------------------|--|
| Total: n                            | 190,038                             | 345                          | 17,145                                   |
| No practices                        | 1,031                               |                              |  |
| % female                            | 64.7                                | 62.9                         | 59.2                                     |
| % over 45*                          | (Mean age: 50.3)                    | 64.1                         | 54.8                                     |
| % with long term disability         | 49.0                                | 48.4                         | 48.0                                     |
| <b>Ethnicity</b>                    |                                     |                              |  |
| % White                             | 92.2                                | 88.1                         | 80.3                                     |
| % Asian/Asian British               | 3.7                                 | 1.7                          | 6.6                                      |
| % Black/Black British               | 1.8                                 | 1.2                          | 3.2                                      |
| % Mixed                             | 1.1                                 | 1.4                          | 1.7                                      |
| % Chinese                           | .0.3                                | 0.0                          | 0.6                                      |
| % Other ethnic group                | 0.9                                 | 0.3                          | 2.2                                      |
| <b>Employment</b>                   |                                     |                              |  |
| % employed                          | 48.4                                | 45.2                         | 44.6                                     |
| % unemployed                        | 2.5                                 | 1.7                          | 3.8                                      |
| % in full time education            | 3.4                                 | 3.2                          | 3.8                                      |
| % unable to work/long term sickness | 7.2                                 | 2.9                          | 6.0                                      |
| % looking after home / family       | 9.6                                 | 4.3                          | 7.0                                      |
| % retired                           | 27.5                                | 32.5                         | 24.3                                     |
| % other                             | 1.6                                 | 3.2                          | 2.4                                      |

\* for GPAQ V3 and V4 information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

|  |     |                  |                                 |
|--|-----|------------------|---------------------------------|
| Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason. |     |                  |                                 |
| Of the   | 152 | or               | 44.1% who answered the question |
|  | 127 | saw the GP/nurse | for themselves                  |
|  | 24  | saw the GP/nurse | for their child                 |
|  | 1   | saw the GP/nurse | for another reason or person.   |

**Q42 Are you male or female?**

|              | Number     | %            |
|--------------|------------|--------------|
| Male         | 106        | 30.7         |
| Female       | 217        | 62.9         |
| Missing      | 22         | 6.4          |
| <b>Total</b> | <b>345</b> | <b>100.0</b> |

**Q43 How old are you?**

|              | Number     | %            |          | Number     | % under & over 45 |
|--------------|------------|--------------|----------|------------|-------------------|
| Under 16     | 19         | 5.5          | }        |            |                   |
| 16 to 44     | 83         | 24.1         | }        | 102        | 29.6              |
| 45 to 64     | 103        | 29.9         | {        |            |                   |
| 65 to 74     | 57         | 16.5         | {        | 221        | 64.1              |
| 75 or over   | 61         | 17.7         | {        |            |                   |
| Missing      | 22         | 6.4          | 0        | 22         |                   |
| <b>Total</b> | <b>345</b> | <b>100.0</b> | <b>0</b> | <b>345</b> |                   |

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 |
|-----------------------|-------------|-------------|----------|-------------|------------|-------------------|-------------------|----------------|
| <b>Age</b>            |             |             |          |             |            |                   |                   |                |
| Under 16              | 8           | 11          |          |             | 19         |                   |                   | }              |
| 16 to 44              | 16          | 67          | 102      |             | 83         | <b>31.7</b>       | 41.7              | 46%            |
| 45 to 64              | 38          | 65          |          |             | 103        |                   |                   | {              |
| 65 to 74              | 24          | 33          |          | 220         | 57         | <b>68.3</b>       | 58.3              | 54%            |
| 75 or over            | 19          | 41          |          |             | 60         |                   |                   | {              |
| <b>Total</b>          | <b>105</b>  | <b>217</b>  | 102      | 220         | <b>322</b> | 100.0             | 100.0             | <b>100%</b>    |
| %                     | <b>32.6</b> | <b>67.4</b> |          |             |            |                   |                   |                |
| Missing               |             |             |          |             | 23         |                   |                   |                |
| Benchmark %           | 36.8        | 63.2        |          |             |            |                   |                   |                |
| <b>GPPS Benchmark</b> | <b>49%</b>  | <b>51%</b>  |          |             |            |                   |                   |                |

322 of the 345 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?

|                        | Males | Females | Under 45 | 45 and over | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|------------------------|-------|---------|----------|-------------|--------------------|----------------------|---------------------|----------------|
| Yes                    | 57    | 109     | 31       | 135         | 167                | 51.9                 | 51.4                | 43%            |
| No                     | 42    | 94      | 67       | 69          | 136                | 42.2                 | 43.5                | 55%            |
| Don't know / can't say | 6     | 13      | 3        | 16          | 19                 | 5.9                  | 5.1                 | 2%             |
| Total %                |       |         |          |             |                    | 94.1                 | 100.0               | 98%            |
| <b>Total Number</b>    | 105   | 216     | 101      | 220         | 322                |                      | <b>16,016</b>       |                |
| Missing                |       |         |          |             | 23                 |                      |                     |                |

322 of the 345 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

#### Q45 What is your ethnic group?

|                     | Males | Females | Under 45 | 45 and over | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-------|---------|----------|-------------|--------------------|----------------------|---------------------|----------------|
| White               | 101   | 202     | 90       | 213         | 304                | 95.0                 | 84.9                | 88%            |
| Black or Black t    | 2     | 2       | 2        | 2           | 4                  | 1.3                  | 3.4                 | 2%             |
| Asian or Asian      | 2     | 4       | 3        | 3           | 6                  | 1.9                  | 7.0                 | 5%             |
| Mixed               | 0     | 5       | 3        | 2           | 5                  | 1.6                  | 1.8                 | 0%             |
| Chinese             | 0     | 0       | 0        | 0           | 0                  | 0.0                  | 0.6                 | 1%             |
| Other ethnic gro    | 0     | 1       | 1        | 0           | 1                  | 0.3                  | 2.3                 | 2%             |
| Total %             |       |         |          |             |                    | 99.7                 | 100.0               | 98%            |
| <b>Total Number</b> | 105   | 214     | 99       | 220         | 320                |                      | <b>16,199</b>       |                |
| Missing             |       |         |          |             | 25                 |                      |                     |                |

320 of the 345 patients who completed the questionnaire answered this question.

- 1 of these did not answer the question about sex.
- 1 of these did not answer the question about age.

#### Q46 Which of the following best describes you?

|   | Males | Females | Under 45 | 45 and over | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---|-------|---------|----------|-------------|--------------------|----------------------|---------------------|----------------|
| Employed (full or part time, including self-employed) | 45    | 111     | 68       | 88          | 156                | 48.6                 | 48.5                | 58%            |
| Unemployed / looking for work                         | 4     | 2       | 1        | 5           | 6                  | 1.9                  | 4.2                 | 5%             |
| At school or in full time education                   | 5     | 6       | 11       | 0           | 11                 | 3.4                  | 4.1                 | 4%             |
| Unable to work due to long term sickness              | 6     | 4       | 4        | 6           | 10                 | 3.1                  | 6.6                 | 5%             |
| Looking after your home/family                        | 0     | 15      | 9        | 6           | 15                 | 4.7                  | 7.6                 | 6%             |
| Retired from paid work                                | 43    | 67      | 0        | 110         | 112                | 34.9                 | 26.4                | 20%            |
| Other   | 3     | 8       | 5        | 6           | 11                 | 3.4                  | 2.6                 | 2%             |
| Total %   |       |         |          |             |                    | 96.6                 | 100.0               | 98%            |
| <b>Total Number</b>                                   | 106   | 213     | 98       | 221         | 321                |                      | <b>15,757</b>       |                |
| Missing   |       |         |          |             | 24                 |                      |                     |                |

321 of the 345 patients who completed the questionnaire answered this question.

- 2 of these did not answer the question about sex.
- 2 of these did not answer the question about age.

## Results

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

#### Q1 Putting you at ease?

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 91           | 90.1       | 185            | 93.0         | 295          | 91.6       | 76.8                | N/A            |
| Good                | 9            | 8.9        | 11             | 5.5          | 23           | 7.1        | 18.0                |                |
| Satisfactory        | 0            | 0.0        | 2              | 1.0          | 2            | 0.6        | 4.4                 |                |
| Poor                | 0            | 0.0        | 0              | 0.0          | 0            | 0.0        | 0.3                 |                |
| Very poor           | 0            | 0.0        | 0              | 0.0          | 0            | 0.0        | 0.2                 |                |
| Does not apply      | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 0.3                 |                |
| Total %             |              | 100.0      |                | 100.0        |              | 99.4       | 100.0               |                |
| <b>No answering</b> | <b>101</b>   |            | <b>199</b>     |              | <b>322</b>   |            | <b>16,425</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 83              | 90.2           | 193                | 92.8          | 295          | 91.6       | 76.8                | N/A            |
| Good                | 7               | 7.6            | 13                 | 6.3           | 23           | 7.1        | 18.0                |                |
| Satisfactory        | 2               | 2.2            | 0                  | 0.0           | 2            | 0.6        | 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            | 2                  | 1.0           | 2            | 0.6        | 0.3                 |                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>92</b>       |                | <b>208</b>         |               | <b>322</b>   |            | <b>16,425</b>       |                |

#### Q2 Being polite and considerate?

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 96           | 95.0       | 191            | 96.5         | 307          | 95.6       | 82.0                | N/A            |
| Good                | 4            | 4.0        | 4              | 2.0          | 10           | 3.1        | 14.7                |                |
| Satisfactory        | 0            | 0.0        | 2              | 1.0          | 2            | 0.6        | 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      | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 0.1                 |                |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>101</b>   |            | <b>198</b>     |              | <b>321</b>   |            | <b>16,402</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 87              | 94.6           | 200                | 96.6          | 307          | 95.6       | 82.0                | N/A            |
| Good                | 3               | 3.3            | 5                  | 2.4           | 10           | 3.1        | 14.7                |                |
| Satisfactory        | 2               | 2.2            | 0                  | 0.0           | 2            | 0.6        | 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            | 2                  | 1.0           | 2            | 0.6        | 0.1                 |                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>92</b>       |                | <b>207</b>         |               | <b>321</b>   |            | <b>16,402</b>       |                |

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

**Q3 Listening to you?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 97           | 96.0       | 182            | 92.4         | 299          | 93.4       | 79.5                | 52%            |
| Good                | 3            | 3.0        | 13             | 6.6          | 18           | 5.6        | 16.2                | 36%            |
| Satisfactory        | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 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      | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 0.2                 | 1%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               | 99%            |
| <b>No answering</b> | <b>101</b>   |            | <b>197</b>     |              | <b>320</b>   |            | <b>16,419</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 85              | 92.4           | 194                | 94.2          | 299          | 93.4       | 79.5                | 49%            |
| Good                | 6               | 6.5            | 10                 | 4.9           | 18           | 5.6        | 16.2                | 37%            |
| Satisfactory        | 1               | 1.1            | 0                  | 0.0           | 1            | 0.3        | 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            | 2                  | 1.0           | 2            | 0.6        | 0.2                 | 2%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               | 100%           |
| <b>No answering</b> | <b>92</b>       |                | <b>206</b>         |               | <b>320</b>   |            | <b>16,419</b>       |                |

**Q4 Giving you enough time?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 88           | 87.1       | 177            | 89.8         | 285          | 89.1       | 73.6                | 49%            |
| Good                | 11           | 10.9       | 17             | 8.6          | 30           | 9.4        | 19.7                | 37%            |
| Satisfactory        | 1            | 1.0        | 2              | 1.0          | 3            | 0.9        | 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      | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 0.2                 | 2%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               | 100%           |
| <b>No answering</b> | <b>101</b>   |            | <b>197</b>     |              | <b>320</b>   |            | <b>16,413</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 78              | 85.7           | 187                | 90.3          | 285          | 89.1       | 73.6                | 49%            |
| Good                | 10              | 11.0           | 18                 | 8.7           | 30           | 9.4        | 19.7                | 37%            |
| Satisfactory        | 3               | 3.3            | 0                  | 0.0           | 3            | 0.9        | 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            | 2                  | 1.0           | 2            | 0.6        | 0.2                 | 2%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               | 100%           |
| <b>No answering</b> | <b>91</b>       |                | <b>207</b>         |               | <b>320</b>   |            | <b>16,413</b>       |                |

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

**Q5 Assessing your medical condition?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 85           | 84.2       | 180            | 90.5         | 283          | 87.9       | 72.5                | N/A            |
| Good                | 14           | 13.9       | 17             | 8.5          | 35           | 10.9       | 20.1                |                |
| Satisfactory        | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 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      | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 1.1                 |                |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>101</b>   |            | <b>199</b>     |              | <b>322</b>   |            | <b>16,374</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 79              | 85.9           | 186                | 89.4          | 283          | 87.9       | 72.5                | N/A            |
| Good                | 11              | 12.0           | 20                 | 9.6           | 35           | 10.9       | 20.1                |                |
| Satisfactory        | 2               | 2.2            | 0                  | 0.0           | 2            | 0.6        | 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            | 2                  | 1.0           | 2            | 0.6        | 1.1                 |                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>92</b>       |                | <b>208</b>         |               | <b>322</b>   |            | <b>16,374</b>       |                |

**Q6 Explaining your condition and treatment?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 85           | 84.2       | 174            | 88.3         | 277          | 86.6       | 70.4                | 47%            |
| Good                | 15           | 14.9       | 20             | 10.2         | 39           | 12.2       | 21.3                | 36%            |
| Satisfactory        | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 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      | 1            | 1.0        | 2              | 1.0          | 3            | 0.9        | 2.1                 | 5%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               | 101%           |
| <b>No answering</b> | <b>101</b>   |            | <b>197</b>     |              | <b>320</b>   |            | <b>16,387</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 76              | 83.5           | 182                | 87.9          | 277          | 86.6       | 70.4                | 47%            |
| Good                | 14              | 15.4           | 22                 | 10.6          | 39           | 12.2       | 21.3                | 36%            |
| Satisfactory        | 1               | 1.1            | 0                  | 0.0           | 1            | 0.3        | 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            | 3                  | 1.4           | 3            | 0.9        | 2.1                 | 5%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               | 101%           |
| <b>No answering</b> | <b>91</b>       |                | <b>207</b>         |               | <b>320</b>   |            | <b>16,387</b>       |                |



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

**Q7 Involving you in decisions about your care?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 83           | 83.0       | 170            | 86.3         | 269          | 84.6       | 67.2                | 41%            |
| Good                | 15           | 15.0       | 15             | 7.6          | 33           | 10.4       | 21.9                | 35%            |
| Satisfactory        | 0            | 0.0        | 3              | 1.5          | 3            | 0.9        | 6.3                 | 12%            |
| Poor                | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 0.5                 | 3%             |
| Very poor           | 0            | 0.0        | 0              | 0.0          | 0            | 0.0        | 0.2                 | 1%             |
| Does not apply      | 2            | 2.0        | 8              | 4.1          | 12           | 3.8        | 4.0                 | 8%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               | 100%           |
| <b>No answering</b> | <b>100</b>   |            | <b>197</b>     |              | <b>318</b>   |            | <b>16,278</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 75              | 83.3           | 177                | 85.5          | 269          | 84.6       | 67.2                | 41%            |
| Good                | 10              | 11.1           | 20                 | 9.7           | 33           | 10.4       | 21.9                | 35%            |
| Satisfactory        | 2               | 2.2            | 1                  | 0.5           | 3            | 0.9        | 6.3                 | 12%            |
| Poor                | 1               | 1.1            | 0                  | 0.0           | 1            | 0.3        | 0.5                 | 3%             |
| Very poor           | 0               | 0.0            | 0                  | 0.0           | 0            | 0.0        | 0.2                 | 1%             |
| Does not apply      | 2               | 2.2            | 9                  | 4.3           | 12           | 3.8        | 4.0                 | 8%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               | 100%           |
| <b>No answering</b> | <b>90</b>       |                | <b>207</b>         |               | <b>318</b>   |            | <b>16,278</b>       |                |

**Q8 Providing or arranging treatment for you?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very good           | 88           | 87.1       | 168            | 85.7         | 274          | 86.2       | 70.8                | N/A            |
| Good                | 7            | 6.9        | 17             | 8.7          | 26           | 8.2        | 18.8                |                |
| Satisfactory        | 2            | 2.0        | 2              | 1.0          | 4            | 1.3        | 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      | 4            | 4.0        | 9              | 4.6          | 14           | 4.4        | 5.0                 |                |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>101</b>   |            | <b>196</b>     |              | <b>318</b>   |            | <b>16,169</b>       |                |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very good           | 75              | 83.3           | 180                | 87.0          | 274          | 86.2       | 70.8                | N/A            |
| Good                | 13              | 14.4           | 11                 | 5.3           | 26           | 8.2        | 18.8                |                |
| Satisfactory        | 2               | 2.2            | 2                  | 1.0           | 4            | 1.3        | 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            | 14                 | 6.8           | 14           | 4.4        | 5.0                 |                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>90</b>       |                | <b>207</b>         |               | <b>318</b>   |            | <b>16,169</b>       |                |

**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               |
|----------------------------------|--------------------------------|--------------------------------|---|---|-----------------------------|-----------------------------|-----------------------------------|-----------------------------------|
| <b>Total %</b>                   | <b>Q1 Putting you at ease?</b> | <b>Q1 Putting you at ease?</b> | <b>Q2 Being polite and considerate?</b> | <b>Q2 Being polite and considerate?</b> | <b>Q3 Listening to you?</b> | <b>Q3 Listening to you?</b> | <b>Q4 Giving you enough time?</b> | <b>Q4 Giving you enough time?</b> |
| Very good                        | 91.6                           | 76.8                           | 95.6                                    | 82.0                                    | 93.4                        | 79.5                        | 89.1                              | 73.6                              |
| Good                             | 7.1                            | 18.0                           | 3.1                                     | 14.7                                    | 5.6                         | 16.2                        | 9.4                               | 19.7                              |
| Satisfactory                     | 0.6                            | 4.4                            | 0.6                                     | 2.8                                     | 0.3                         | 3.6                         | 0.9                               | 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                   | 0.6                            | 0.3                            | 0.6                                     | 0.1                                     | 0.6                         | 0.2                         | 0.6                               | 0.2                               |
| Total %                          | 100.0                          | 100.0                          | 100.0                                   | 100.0                                   | 100.0                       | 100.0                       | 100.0                             | 100.0                             |
| <b>Total Number of responses</b> | <b>322</b>                     | <b>16,425</b>                  | <b>321</b>                              | <b>16,402</b>                           | <b>320</b>                  | <b>16,419</b>               | <b>320</b>                        | <b>16,413</b>                     |

|                                  | Your Patients                               | GPAQ V4 % benchmark                         | Your Patients                                      | GPAQ V4 % benchmark                                | Your Patients   | GPAQ V4 % benchmark                                   | Your Patients                                       | GPAQ V4 % benchmark                                 |
|----------------------------------|---|---|--|--|---|---|---|---|
| <b>Total %</b>                   | <b>Q5 Assessing your medical condition?</b> | <b>Q5 Assessing your medical condition?</b> | <b>Q6 Explaining your condition and treatment?</b> | <b>Q6 Explaining your condition and treatment?</b> | <b>Q7 Involving you in decisions about your care?</b> | <b>Q7 Involving you in decisions about your care?</b> | <b>Q8 Providing or arranging treatment for you?</b> | <b>Q8 Providing or arranging treatment for you?</b> |
| Very good                        | 87.9  | 73  | 86.6   | 70   | 84.6  | 67  | 86.2  | 71  |
| Good                             | 10.9  | 20  | 12.2   | 21   | 10.4  | 22  | 8.2   | 19  |
| Satisfactory                     | 0.6   | 6   | 0.3  | 6  | 0.9   | 6   | 1.3   | 5   |
| Poor                             | 0.0   | 1   | 0.0  | 1  | 0.3   | 0   | 0.0   | 0   |
| Very poor                        | 0.0   | 0   | 0.0  | 0  | 0.0   | 0   | 0.0   | 0   |
| Does not apply                   | 0.6   | 1   | 0.9  | 2  | 3.8   | 4   | 4.4   | 5   |
| Total %                          | 100.0                                       | 100   | 100.0  | 100  | 100.0   | 100   | 100   | 100   |
| <b>Total Number of responses</b> | <b>322</b>                                  | <b>16,374</b>                               | <b>320</b>   | <b>16,387</b>                                      | <b>318</b>  | <b>16,278</b>   | <b>318</b>  | <b>16,169</b>                                       |

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

|                     |                                | GPAQ V4 % benchmark            |   | GPAQ V4 % benchmark                     |                             | GPAQ V4 % benchmark         |                                   | GPAQ V4 % benchmark               |
|---------------------|--------------------------------|--------------------------------|---|---|-----------------------------|-----------------------------|-----------------------------------|-----------------------------------|
| <b>Males %</b>      | <b>Q1 Putting you at ease?</b> | <b>Q1 Putting you at ease?</b> | <b>Q2 Being polite and considerate?</b> | <b>Q2 Being polite and considerate?</b> | <b>Q3 Listening to you?</b> | <b>Q3 Listening to you?</b> | <b>Q4 Giving you enough time?</b> | <b>Q4 Giving you enough time?</b> |
| Very good           | 90.1                           | 76.8                           | 95.0                                    | 82.1                                    | 96.0                        | 79.3                        | 87.1                              | 73.0                              |
| Good                | 8.9                            | 18.0                           | 4.0                                     | 14.4                                    | 3.0                         | 16.2                        | 10.9                              | 19.9                              |
| Satisfactory        | 0.0                            | 4.5                            | 0.0                                     | 2.9                                     | 0.0                         | 3.5                         | 1.0                               | 5.6                               |
| Poor                | 0.0                            | 0.3                            | 0.0                                     | 0.2                                     | 0.0                         | 0.5                         | 0.0                               | 1.0                               |
| Very poor           | 0.0                            | 0.2                            | 0.0                                     | 0.2                                     | 0.0                         | 0.2                         | 0.0                               | 0.3                               |
| Does not apply      | 1.0                            | 0.2                            | 1.0                                     | 0.2                                     | 1.0                         | 0.2                         | 1.0                               | 0.3                               |
| <b>Total Number</b> | <b>101</b>                     | <b>5,739</b>                   | <b>101</b>                              | <b>5,743</b>                            | <b>101</b>                  | <b>5,749</b>                | <b>101</b>                        | <b>5,746</b>                      |
| <b>Females %</b>    |                                |                                |   |   |                             |                             |                                   |                                   |
| Very good           | 93.0                           | 76.9                           | 96.5                                    | 82.2                                    | 92.4                        | 79.8                        | 89.8                              | 74.1                              |
| Good                | 5.5                            | 18.0                           | 2.0                                     | 14.8                                    | 6.6                         | 16.0                        | 8.6                               | 19.5                              |
| Satisfactory        | 1.0                            | 4.3                            | 1.0                                     | 2.6                                     | 0.5                         | 3.6                         | 1.0                               | 5.5                               |
| Poor                | 0.0                            | 0.3                            | 0.0                                     | 0.3                                     | 0.0                         | 0.3                         | 0.0                               | 0.6                               |
| Very poor           | 0.0                            | 0.2                            | 0.0                                     | 0.1                                     | 0.0                         | 0.1                         | 0.0                               | 0.1                               |
| Does not apply      | 0.5                            | 0.3                            | 0.5                                     | 0.1                                     | 0.5                         | 0.1                         | 0.5                               | 0.2                               |
| <b>Total Number</b> | <b>199</b>                     | <b>9,848</b>                   | <b>198</b>                              | <b>9,822</b>                            | <b>197</b>                  | <b>9,831</b>                | <b>197</b>                        | <b>9,834</b>                      |
| <b>Under 45 %</b>   |                                |                                |   |   |                             |                             |                                   |                                   |
| Very good           | 90.2                           | 72.3                           | 94.6                                    | 79.1                                    | 92.4                        | 77.0                        | 85.7                              | 71.4                              |
| Good                | 7.6                            | 21.7                           | 3.3                                     | 17.3                                    | 6.5                         | 18.2                        | 11.0                              | 21.7                              |
| Satisfactory        | 2.2                            | 5.0                            | 2.2                                     | 3.1                                     | 1.1                         | 4.0                         | 3.3                               | 5.8                               |
| Poor                | 0.0                            | 0.5                            | 0.0                                     | 0.3                                     | 0.0                         | 0.5                         | 0.0                               | 0.7                               |
| Very poor           | 0.0                            | 0.2                            | 0.0                                     | 0.2                                     | 0.0                         | 0.1                         | 0.0                               | 0.2                               |
| Does not apply      | 0.0                            | 0.2                            | 0.0                                     | 0.1                                     | 0.0                         | 0.1                         | 0.0                               | 0.2                               |
| <b>Total Number</b> | <b>92</b>                      | <b>6,749</b>                   | <b>92</b>                               | <b>6,760</b>                            | <b>92</b>                   | <b>6,773</b>                | <b>91</b>                         | <b>6,765</b>                      |
| <b>Over 45 %</b>    |                                |                                |   |   |                             |                             |                                   |                                   |
| Very good           | 92.8                           | 80.8                           | 96.6                                    | 84.6                                    | 94.2                        | 81.8                        | 90.3                              | 75.7                              |
| Good                | 6.3                            | 14.9                           | 2.4                                     | 12.5                                    | 4.9                         | 14.3                        | 8.7                               | 18.1                              |
| Satisfactory        | 0.0                            | 3.8                            | 0.0                                     | 2.4                                     | 0.0                         | 3.2                         | 0.0                               | 5.2                               |
| Poor                | 0.0                            | 0.2                            | 0.0                                     | 0.2                                     | 0.0                         | 0.3                         | 0.0                               | 0.7                               |
| Very poor           | 0.0                            | 0.1                            | 0.0                                     | 0.1                                     | 0.0                         | 0.1                         | 0.0                               | 0.1                               |
| Does not apply      | 1.0                            | 0.3                            | 1.0                                     | 0.2                                     | 1.0                         | 0.2                         | 1.0                               | 0.2                               |
| <b>Total Number</b> | <b>208</b>                     | <b>9,082</b>                   | <b>207</b>                              | <b>9,050</b>                            | <b>206</b>                  | <b>9,054</b>                | <b>207</b>                        | <b>9,057</b>                      |

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

|                     |   | GPAQ V4 % benchmark                         |  | GPAQ V4 % benchmark                            |   | GPAQ V4 % benchmark                                   |   | GPAQ V4 % benchmark                                 |
|---------------------|---|---|--|--|---|---|---|---|
| <b>Males %</b>      | <b>Q5 Assessing your medical condition?</b> | <b>Q5 Assessing your medical condition?</b> | <b>Q6 Explaining your condition and treatment?</b> | <b>Q6 Explaining your tests and treatment?</b> | <b>Q7 Involving you in decisions about your care?</b> | <b>Q7 Involving you in decisions about your care?</b> | <b>Q8 Providing or arranging treatment for you?</b> | <b>Q8 Providing or arranging treatment for you?</b> |
| Very good           | 84.2  | 72.2  | 84.2   | 70.5   | 83.0  | 67.2  | 87.1  | 70.5  |
| Good                | 13.9  | 20.4  | 14.9   | 21.3   | 15.0  | 21.4  | 6.9   | 19.5  |
| Satisfactory        | 1.0   | 5.5   | 0.0  | 5.6  | 0.0   | 7.0   | 2.0   | 4.9   |
| Poor                | 0.0   | 0.7   | 0.0  | 0.6  | 0.0   | 0.5   | 0.0   | 0.5   |
| Very poor           | 0.0   | 0.2   | 0.0  | 0.2  | 0.0   | 0.1   | 0.0   | 0.2   |
| Does not apply      | 1.0   | 1.0   | 1.0  | 1.8  | 2.0   | 3.7   | 4.0   | 4.4   |
| <b>Total Number</b> | <b>101</b>                                  | <b>5,737</b>                                | <b>101</b>   | <b>5,741</b>                                   | <b>100</b>  | <b>5,721</b>  | <b>101</b>  | <b>5,667</b>  |
| <b>Females %</b>    |   |   |  |  |   |   |   |   |
| Very good           | 90.5  | 72.9  | 88.3   | 70.4   | 86.3  | 67.2  | 85.7  | 70.6  |
| Good                | 8.5   | 19.9  | 10.2   | 21.3   | 7.6   | 22.2  | 8.7   | 18.6  |
| Satisfactory        | 0.5   | 5.4   | 0.5  | 5.4  | 1.5   | 5.7   | 1.0   | 4.6   |
| Poor                | 0.0   | 0.5   | 0.0  | 0.5  | 0.5   | 0.5   | 0.0   | 0.4   |
| Very poor           | 0.0   | 0.1   | 0.0  | 0.2  | 0.0   | 0.2   | 0.0   | 0.2   |
| Does not apply      | 0.5   | 1.2   | 1.0  | 2.2  | 4.1   | 4.2   | 4.6   | 5.7   |
| <b>Total Number</b> | <b>199</b>                                  | <b>9,811</b>                                | <b>197</b>   | <b>9,820</b>                                   | <b>197</b>  | <b>9,748</b>  | <b>196</b>  | <b>9,691</b>  |
| <b>Under 45 %</b>   |   |   |  |  |   |   |   |   |
| Very good           | 85.9  | 69.5  | 83.5   | 66.6   | 83.3  | 64.4  | 83.3  | 68.6  |
| Good                | 12.0  | 22.3  | 15.4   | 23.8   | 11.1  | 23.8  | 14.4  | 20.6  |
| Satisfactory        | 2.2   | 6.1   | 1.1  | 6.3  | 2.2   | 6.9   | 2.2   | 5.4   |
| Poor                | 0.0   | 0.7   | 0.0  | 0.7  | 1.1   | 0.6   | 0.0   | 0.5   |
| Very poor           | 0.0   | 0.2   | 0.0  | 0.2  | 0.0   | 0.2   | 0.0   | 0.2   |
| Does not apply      | 0.0   | 1.2   | 0.0  | 2.4  | 2.2   | 4.1   | 0.0   | 4.7   |
| <b>Total Number</b> | <b>92</b>                                   | <b>6,753</b>                                | <b>91</b>  | <b>6,764</b>                                   | <b>90</b>   | <b>6,737</b>  | <b>90</b>   | <b>6,722</b>  |
| <b>Over 45 %</b>    |   |   |  |  |   |   |   |   |
| Very good           | 89.4  | 75.3  | 87.9   | 73.6   | 85.5  | 69.7  | 87.0  | 72.8  |
| Good                | 9.6   | 18.1  | 10.6   | 19.1   | 9.7   | 20.2  | 5.3   | 17.1  |
| Satisfactory        | 0.0   | 5.0   | 0.0  | 4.8  | 0.5   | 5.7   | 1.0   | 4.1   |
| Poor                | 0.0   | 0.5   | 0.0  | 0.5  | 0.0   | 0.3   | 0.0   | 0.4   |
| Very poor           | 0.0   | 0.1   | 0.0  | 0.1  | 0.0   | 0.2   | 0.0   | 0.2   |
| Does not apply      | 1.0   | 1.1   | 1.4  | 1.8  | 4.3   | 3.9   | 6.8   | 5.3   |
| <b>Total Number</b> | <b>208</b>                                  | <b>9,039</b>                                | <b>207</b>   | <b>9,042</b>                                   | <b>207</b>  | <b>8,972</b>  | <b>207</b>  | <b>8,880</b>  |

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

|                       | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Confidence and Trust in GP |
|-----------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|---------------------------------|
| Yes, definitely       | 97           | 96.0       | 192            | 96.5         | 311          | 96.6       | 91.2                | 66%                             |
| Yes, to some extent   | 3            | 3.0        | 5              | 2.5          | 8            | 2.5        | 7.6                 | 27%                             |
| No, not at all        | 0            | 0.0        | 0              | 0.0          | 0            | 0.0        | 0.4                 | 4%                              |
| Don't know, can't say | 1            | 1.0        | 2              | 1.0          | 3            | 0.9        | 0.7                 | 3%                              |
| Total %               |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               | 100%                            |
| <b>No answering</b>   | <b>101</b>   |            | <b>199</b>     |              | <b>322</b>   |            | <b>16,331</b>       |                                 |

|                       | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Confidence and Trust in GP |
|-----------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|---------------------------------|
| Yes, definitely       | 87              | 94.6           | 202                | 97.1          | 311          | 96.6       | 91.2                | 66%                             |
| Yes, to some extent   | 5               | 5.4            | 3                  | 1.4           | 8            | 2.5        | 7.6                 | 27%                             |
| No, not at all        | 0               | 0.0            | 0                  | 0.0           | 0            | 0.0        | 0.4                 | 4%                              |
| Don't know, can't say | 0               | 0.0            | 3                  | 1.4           | 3            | 0.9        | 0.7                 | 3%                              |
| Total %               |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               | 100%                            |
| <b>No answering</b>   | <b>92</b>       |                | <b>208</b>         |               | <b>322</b>   |            | <b>16,331</b>       |                                 |

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

|                       | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|-----------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Yes, definitely       | 95           | 94.1       | 195            | 98.0         | 311          | 96.9       | 93.0                |
| Yes, to some extent   | 3            | 3.0        | 2              | 1.0          | 5            | 1.6        | 5.2                 |
| No, not at all        | 0            | 0.0        | 0              | 0.0          | 0            | 0.0        | 0.3                 |
| Don't know, can't say | 3            | 3.0        | 2              | 1.0          | 5            | 1.6        | 1.4                 |
| Total %               |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>No answering</b>   | <b>101</b>   |            | <b>199</b>     |              | <b>321</b>   |            | <b>16,286</b>       |

|                       | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|-----------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Yes, definitely       | 87              | 94.6           | 203                | 97.6          | 311          | 96.9       | 93.0                |
| Yes, to some extent   | 4               | 4.3            | 1                  | 0.5           | 5            | 1.6        | 5.2                 |
| No, not at all        | 0               | 0.0            | 0                  | 0.0           | 0            | 0.0        | 0.3                 |
| Don't know, can't say | 1               | 1.1            | 4                  | 1.9           | 5            | 1.6        | 1.4                 |
| Total %               |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>No answering</b>   | <b>92</b>       |                | <b>208</b>         |               | <b>321</b>   |            | <b>16,286</b>       |

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

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Yes                 | 98           | 98.0       | 194            | 99.5         | 314          | 99.1       | 98.8                |
| No                  | 2            | 2.0        | 1              | 0.5          | 3            | 0.9        | 1.2                 |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>100</b>   |            | <b>195</b>     |              | <b>317</b>   |            | <b>15,491</b>       |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Yes                 | 92              | 100.0          | 200                | 98.5          | 314          | 99.1       | 98.8                |
| No                  | 0               | 0.0            | 3                  | 1.5           | 3            | 0.9        | 1.2                 |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>92</b>       |                | <b>203</b>         |               | <b>317</b>   |            | <b>15,491</b>       |

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

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very                | 84           | 80.0       | 169            | 79.7         | 265          | 80.5       | 70.5                | 48%            |
| Fairly              | 19           | 18.1       | 35             | 16.5         | 54           | 16.4       | 26.3                | 41%            |
| Not Very            | 2            | 1.9        | 1              | 0.5          | 3            | 0.9        | 2.1                 | 7%             |
| Not at all          | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 0.5                 | 2%             |
| Don't know          | 0            | 0.0        | 6              | 2.8          | 6            | 1.8        | 0.6                 | 2%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>105</b>   |            | <b>212</b>     |              | <b>329</b>   |            | <b>16,430</b>       | <b>1</b>       |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very                | 76              | 74.5           | 177                | 82.3          | 265          | 80.5       | 70.5                | 48%            |
| Fairly              | 22              | 21.6           | 32                 | 14.9          | 54           | 16.4       | 26.3                | 41%            |
| Not Very            | 1               | 1.0            | 2                  | 0.9           | 3            | 0.9        | 2.1                 | 7%             |
| Not at all          | 1               | 1.0            | 0                  | 0.0           | 1            | 0.3        | 0.5                 | 2%             |
| Don't know          | 2               | 2.0            | 4                  | 1.9           | 6            | 1.8        | 0.6                 | 2%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                |
| <b>No answering</b> | <b>102</b>      |                | <b>215</b>         |               | <b>329</b>   |            | <b>16,430</b>       | <b>1</b>       |

**Q13 How easy is it to get through to the practice on the phone?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|----------------|
| Very easy           | 24           | 22.9       | 41             | 19.2         | 70           | 21.2       | 32.5                | 31%            |
| Fairly easy         | 40           | 38.1       | 97             | 45.5         | 141          | 42.7       | 44.3                | 47%            |
| Not very easy       | 24           | 22.9       | 45             | 21.1         | 71           | 21.5       | 14.9                | 13%            |
| Not at all easy     | 13           | 12.4       | 26             | 12.2         | 40           | 12.1       | 5.2                 | 5%             |
| Don't know          | 1            | 1.0        | 0              | 0.0          | 1            | 0.3        | 0.7                 | -              |
| Haven't tried       | 3            | 2.9        | 4              | 1.9          | 7            | 2.1        | 2.5                 | 4%             |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      |                     |                |
| <b>No answering</b> | <b>105</b>   |            | <b>213</b>     |              | <b>330</b>   |            | <b>16,512</b>       | <b>1</b>       |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|----------------|
| Very easy           | 28              | 27.7           | 37                 | 17.1          | 70           | 21.2       | 32.5                | 31%            |
| Fairly easy         | 44              | 43.6           | 94                 | 43.3          | 141          | 42.7       | 44.3                | 47%            |
| Not very easy       | 17              | 16.8           | 51                 | 23.5          | 71           | 21.5       | 14.9                | 13%            |
| Not at all easy     | 12              | 11.9           | 27                 | 12.4          | 40           | 12.1       | 5.2                 | 5%             |
| Don't know          | 0               | 0.0            | 1                  | 0.5           | 1            | 0.3        | 0.7                 | -              |
| Haven't tried       | 0               | 0.0            | 7                  | 3.2           | 7            | 2.1        | 2.5                 | 4%             |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      |                     |                |
| <b>No answering</b> | <b>101</b>      |                | <b>217</b>         |               | <b>330</b>   |            | <b>16,512</b>       | <b>1</b>       |

**Q14 How easy is it to speak to a doctor or nurse on the phone?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark GP/Nurse |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|-------------------------|
| Very easy           | 33           | 31.4       | 54             | 25.5         | 93           | 28.3       | 26.0                | 8% / 8%                 |
| Fairly easy         | 44           | 41.9       | 101            | 47.6         | 150          | 45.6       | 35.2                | 15% / 14%               |
| Not very easy       | 13           | 12.4       | 44             | 20.8         | 58           | 17.6       | 12.1                | 9% / 7%                 |
| Not at all easy     | 6            | 5.7        | 6              | 2.8          | 12           | 3.6        | 2.8                 | 9% / 5%                 |
| Don't know          | 3            | 2.9        | 1              | 0.5          | 4            | 1.2        | 4.3                 | 12% / 16%               |
| Haven't tried       | 6            | 5.7        | 6              | 2.8          | 12           | 3.6        | 19.5                | 45% / 50%               |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                         |
| <b>No answering</b> | <b>105</b>   |            | <b>212</b>     |              | <b>329</b>   |            | <b>16,437</b>       | <b>100% / 100%</b>      |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark GP/Nurse |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|-------------------------|
| Very easy           | 36              | 35.6           | 51                 | 23.6          | 93           | 28.3       | 26.0                | 8% / 8%                 |
| Fairly easy         | 42              | 41.6           | 103                | 47.7          | 150          | 45.6       | 35.2                | 15% / 14%               |
| Not very easy       | 16              | 15.8           | 41                 | 19.0          | 58           | 17.6       | 12.1                | 9% / 7%                 |
| Not at all easy     | 5               | 5.0            | 7                  | 3.2           | 12           | 3.6        | 2.8                 | 9% / 5%                 |
| Don't know          | 1               | 1.0            | 3                  | 1.4           | 4            | 1.2        | 4.3                 | 12% / 16%               |
| Haven't tried       | 1               | 1.0            | 11                 | 5.1           | 12           | 3.6        | 19.5                | 45% / 50%               |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                         |
| <b>No answering</b> | <b>101</b>      |                | <b>216</b>         |               | <b>329</b>   |            | <b>16,437</b>       | <b>100% / 100%</b>      |

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

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Yes                 | 56           | 53.8       | 143            | 67.5         | 206          | 62.8       | 62.0                |
| No                  | 21           | 20.2       | 25             | 11.8         | 47           | 14.3       | 17.7                |
| Don't know/nev      | 27           | 26.0       | 44             | 20.8         | 75           | 22.9       | 20.2                |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>104</b>   |            | <b>212</b>     |              | <b>328</b>   |            | <b>16,382</b>       |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Yes                 | 74              | 74.0           | 125                | 57.9          | 206          | 62.8       | 62.0                |
| No                  | 14              | 14.0           | 32                 | 14.8          | 47           | 14.3       | 17.7                |
| Don't know/nev      | 12              | 12.0           | 59                 | 27.3          | 75           | 22.9       | 20.2                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>100</b>      |                | <b>216</b>         |               | <b>328</b>   |            | <b>16,382</b>       |

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

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Important           | 79           | 76.7       | 167            | 79.1         | 257          | 79.1       | 86.2                |
| Not important       | 24           | 23.3       | 44             | 20.9         | 68           | 20.9       | 13.8                |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      |                     |
| <b>No answering</b> | <b>103</b>   |            | <b>211</b>     |              | <b>325</b>   |            | <b>16,210</b>       |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Important           | 72              | 71.3           | 174                | 81.7          | 257          | 79.1       | 86.2                |
| Not important       | 29              | 28.7           | 39                 | 18.3          | 68           | 20.9       | 13.8                |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      |                     |
| <b>No answering</b> | <b>101</b>      |                | <b>213</b>         |               | <b>325</b>   |            | <b>16,210</b>       |

**Q17 How easy is it to book ahead?**

|                     | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Very easy           | 22           | 21.2       | 38             | 17.8         | 64           | 19.5       | 34.4                |
| Fairly easy         | 29           | 27.9       | 63             | 29.4         | 97           | 29.5       | 42.2                |
| Not very easy       | 19           | 18.3       | 55             | 25.7         | 75           | 22.8       | 13.5                |
| Not at all easy     | 10           | 9.6        | 21             | 9.8          | 32           | 9.7        | 4.0                 |
| Don't know          | 7            | 6.7        | 15             | 7.0          | 22           | 6.7        | 1.8                 |
| Haven't tried       | 17           | 16.3       | 22             | 10.3         | 39           | 11.9       | 4.1                 |
| Total %             |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>104</b>   |            | <b>214</b>     |              | <b>329</b>   |            | <b>16102</b>        |

|                     | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Very easy           | 22              | 21.6           | 38                 | 17.6          | 64           | 19.5       | 34.4                |
| Fairly easy         | 30              | 29.4           | 63                 | 29.2          | 97           | 29.5       | 42.2                |
| Not very easy       | 24              | 23.5           | 50                 | 23.1          | 75           | 22.8       | 13.5                |
| Not at all easy     | 13              | 12.7           | 18                 | 8.3           | 32           | 9.7        | 4.0                 |
| Don't know          | 4               | 3.9            | 17                 | 7.9           | 22           | 6.7        | 1.8                 |
| Haven't tried       | 9               | 8.8            | 30                 | 13.9          | 39           | 11.9       | 4.1                 |
| Total %             |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>No answering</b> | <b>102</b>      |                | <b>216</b>         |               | <b>329</b>   |            | <b>16102</b>        |



### Q18 How do you normally book appointments?

(Patients can tick more than one box)

|                       | Males      | Females    | Under 45   | 45 and over | Total No responses | % of total responses | % of patients normally book | GPAQ V4 Benchmark % of patients prefer | GPPS Benchmark |
|-----------------------|------------|------------|------------|-------------|--------------------|----------------------|-----------------------------|--|----------------|
| In person             | 21         | 35         | 14         | 42          | 60                 | 15.7                 | 17.4                        | 26.5                                   | 30%            |
| By phone              | 93         | 197        | 99         | 191         | 299                | 78.3                 | 86.7                        | 80.1                                   | 90%            |
| Online                | 8          | 13         | 7          | 14          | 21                 | 5.5                  | 6.1                         | 3.4                                    | 3%             |
| Doesn't apply         | 1          | 1          | 0          | 2           | 2                  | 0.5                  | 0.6                         | 0.6                                    | 1%             |
| <b>Total Response</b> | 123        | 246        | 120        | 249         | 382                | 100.0                | 110.7                       | 110.6                                  | 124%           |
| <b>From your</b>      | <b>106</b> | <b>217</b> | <b>102</b> | <b>221</b>  | <b>345</b>         | <b>patients</b>      |                             |  |                |

\*(though some may not have answered this question)

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

### Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

|                  | Males      | Females    | Under 45   | 45 and over | Total No responses | % of total responses | % of patients prefer to book | GPAQ V4 Benchmark % of patients prefer | GPPS Benchmark |
|------------------|------------|------------|------------|-------------|--------------------|----------------------|------------------------------|--|----------------|
| In person        | 34         | 58         | 26         | 67          | 97                 | 20.5                 | 28.1                         | 29.0                                   | 31%            |
| By phone         | 76         | 175        | 84         | 167         | 258                | 54.4                 | 74.8                         | 76.2                                   | 81%            |
| Online           | 37         | 80         | 45         | 71          | 118                | 24.9                 | 34.2                         | 21.7                                   | 29%            |
| Doesn't apply    | 0          | 1          | 0          | 1           | 1                  | 0.2                  | 0.3                          | 1.2                                    |                |
| <b>Total</b>     | 147        | 314        | 155        | 306         | 474                | 100.0                | 137.4                        | 128.2                                  | 141%           |
| <b>From your</b> | <b>106</b> | <b>217</b> | <b>102</b> | <b>221</b>  | <b>345</b>         | <b>patients*</b>     |                              |  |                |

\*(though some may not have answered this question)

| For your practice: | % normally booking appointments | % would prefer to book appointments |
|--------------------|---------------------------------|-------------------------------------|
| In person          | 17.4                            | 28.1                                |
| By phone           | 86.7                            | 74.8                                |
| Online             | 6.1                             | 34.2                                |
| Doesn't apply      | 0.6                             | 0.3                                 |
| <b>Total</b>       | <b>110.7</b>                    | <b>137.4</b>                        |

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

Q20 How quickly do you usually get seen?

|                                       | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Same day or next day                  | 37           | 35.9       | 86             | 40.8         | 130          | 39.9       | 30.9                |
| 2-4 days                              | 21           | 20.4       | 35             | 16.6         | 56           | 17.2       | 31.0                |
| 5 days or more                        | 8            | 7.8        | 23             | 10.9         | 33           | 10.1       | 24.2                |
| Don't usually need to be seen quickly | 12           | 11.7       | 26             | 12.3         | 39           | 12.0       | 6.6                 |
| Don't know, never tried               | 25           | 24.3       | 41             | 19.4         | 68           | 20.9       | 7.3                 |
| Total %                               |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>Total Responses</b>                | <b>103</b>   |            | <b>211</b>     |              | <b>326</b>   |            | <b>16,283</b>       |

|                                       | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Same day or next day                  | 50              | 49.0           | 73                 | 34.3          | 130          | 39.9       | 30.9                |
| 2-4 days                              | 14              | 13.7           | 42                 | 19.7          | 56           | 17.2       | 31.0                |
| 5 days or more                        | 8               | 7.8            | 24                 | 11.3          | 33           | 10.1       | 24.2                |
| Don't usually need to be seen quickly | 9               | 8.8            | 29                 | 13.6          | 39           | 12.0       | 6.6                 |
| Don't know, never tried               | 21              | 20.6           | 45                 | 21.1          | 68           | 20.9       | 7.3                 |
| Total %                               |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>Total Responses</b>                | <b>102</b>      |                | <b>213</b>         |               | <b>326</b>   |            | <b>16,283</b>       |

Q21 How do you rate how quickly you were seen?

|                      | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|----------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
|                      | 46           | 44.2       | 90             | 42.5         | 143          | 43.6       | 25.8                |
| Very good            | 28           | 26.9       | 65             | 30.7         | 95           | 29.0       | 28.6                |
| Good                 | 13           | 12.5       | 25             | 11.8         | 38           | 11.6       | 20.4                |
| Fair                 | 10           | 9.6        | 14             | 6.6          | 25           | 7.6        | 14.5                |
| Poor                 | 0            | 0.0        | 2              | 0.9          | 2            | 0.6        | 5.8                 |
| Very poor            | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 0.9                 |
| Does not apply       | 7            | 6.7        | 15             | 7.1          | 24           | 7.3        | 3.9                 |
| Total %              |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>Total Respons</b> | <b>104</b>   |            | <b>212</b>     |              | <b>328</b>   |            | <b>16289</b>        |

|                      | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|----------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Excellent            | 44              | 43.1           | 92                 | 43.0          | 143          | 43.6       | 25.8                |
| Very good            | 25              | 24.5           | 68                 | 31.8          | 95           | 29.0       | 28.6                |
| Good                 | 16              | 15.7           | 21                 | 9.8           | 38           | 11.6       | 20.4                |
| Fair                 | 7               | 6.9            | 18                 | 8.4           | 25           | 7.6        | 14.5                |
| Poor                 | 0               | 0.0            | 2                  | 0.9           | 2            | 0.6        | 5.8                 |
| Very poor            | 1               | 1.0            | 0                  | 0.0           | 1            | 0.3        | 0.9                 |
| Does not apply       | 9               | 8.8            | 13                 | 6.1           | 24           | 7.3        | 3.9                 |
| Total %              |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>Total Respons</b> | <b>102</b>      |                | <b>214</b>         |               | <b>328</b>   |            | <b>16,289</b>       |

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

Q22 How quickly do you usually get seen?

|                                       | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Same day or next day                  | 55           | 53.9       | 128            | 61.0         | 186          | 57.8       | 56.7                |
| 2-4 days                              | 20           | 19.6       | 35             | 16.7         | 57           | 17.7       | 26.2                |
| 5 days or more                        | 7            | 6.9        | 12             | 5.7          | 19           | 5.9        | 7.0                 |
| Don't usually need to be seen quickly | 9            | 8.8        | 13             | 6.2          | 24           | 7.5        | 4.3                 |
| Don't know, never tried               | 11           | 10.8       | 22             | 10.5         | 36           | 11.2       | 5.8                 |
| Total %                               |              | 100.0      |                | 100.0        |              | 100        | 100.0               |
| <b>Total Responses</b>                | <b>102</b>   |            | <b>210</b>     |              | <b>322</b>   |            | <b>16,282</b>       |

|                                       | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Same day or next day                  | 73              | 71.6           | 110                | 52.1          | 186          | 57.8       | 56.7                |
| 2-4 days                              | 14              | 13.7           | 41                 | 19.4          | 57           | 17.7       | 26.2                |
| 5 days or more                        | 5               | 4.9            | 14                 | 6.6           | 19           | 5.9        | 7.0                 |
| Don't usually need to be seen quickly | 2               | 2.0            | 21                 | 10.0          | 24           | 7.5        | 4.3                 |
| Don't know, never tried               | 8               | 7.8            | 25                 | 11.8          | 36           | 11.2       | 5.8                 |
| Total %                               |                 | 100.0          |                    | 100.0         |              | 100        | 100.0               |
| <b>Total Responses</b>                | <b>102</b>      |                | <b>211</b>         |               | <b>322</b>   |            | <b>16,282</b>       |

Q23 How do you rate how quickly you were seen?

|                        | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|------------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Excellent              | 42           | 40.0       | 103            | 48.6         | 152          | 46.5       | 31.0                |
| Very good              | 29           | 27.6       | 53             | 25.0         | 83           | 25.4       | 29.7                |
| Good                   | 13           | 12.4       | 27             | 12.7         | 40           | 12.2       | 19.5                |
| Fair                   | 10           | 9.5        | 15             | 7.1          | 26           | 8.0        | 11.1                |
| Poor                   | 2            | 1.9        | 4              | 1.9          | 6            | 1.8        | 3.5                 |
| Very poor              | 1            | 1.0        | 0              | 0.0          | 1            | 0.3        | 0.7                 |
| Does not apply         | 8            | 7.6        | 10             | 4.7          | 19           | 5.8        | 4.5                 |
| Total %                |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>Total Responses</b> | <b>105</b>   |            | <b>212</b>     |              | <b>327</b>   |            | <b>15,668</b>       |

|                        | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Excellent              | 50              | 49.0           | 95                 | 44.2          | 152          | 46.5       | 31.0                |
| Very good              | 23              | 22.5           | 59                 | 27.4          | 83           | 25.4       | 29.7                |
| Good                   | 13              | 12.7           | 26                 | 12.1          | 40           | 12.2       | 19.5                |
| Fair                   | 9               | 8.8            | 17                 | 7.9           | 26           | 8.0        | 11.1                |
| Poor                   | 0               | 0.0            | 6                  | 2.8           | 6            | 1.8        | 3.5                 |
| Very poor              | 0               | 0.0            | 1                  | 0.5           | 1            | 0.3        | 0.7                 |
| Does not apply         | 7               | 6.9            | 11                 | 5.1           | 19           | 5.8        | 4.5                 |
| Total %                |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>Total Responses</b> | <b>102</b>      |                | <b>215</b>         |               | <b>327</b>   |            | <b>15,668</b>       |

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

|                           | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark   |
|---------------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|------------------|
| Less than 5 minutes       | 52           | 50.0       | 113            | 52.8         | 169          | 51.7       | 22.8                | 10%              |
| 6-10 minutes              | 39           | 37.5       | 82             | 38.3         | 125          | 38.2       | 39.5                | 5-15 mins<br>58% |
| 11-20 minutes             | 10           | 9.6        | 10             | 4.7          | 21           | 6.4        | 22.2                |                  |
| 21-30 minutes             | 2            | 1.9        | 5              | 2.3          | 7            | 2.1        | 9.0                 | >15 mins 24%     |
| More than 30 minutes      | 0            | 0.0        | 3              | 1.4          | 3            | 0.9        | 5.2                 |                  |
| No set time               | 1            | 1.0        | 1              | 0.5          | 2            | 0.6        | 1.3                 |                  |
| Total %                   |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |                  |
| <b>Total no responses</b> | <b>104</b>   |            | <b>214</b>     |              | <b>327</b>   |            | <b>15,664</b>       |                  |

|                           | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark   |
|---------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|------------------|
| Less than 5 minutes       | 55              | 53.9           | 110                | 50.9          | 169          | 51.7       | 19.6                | 10%              |
| 6-10 minutes              | 36              | 35.3           | 84                 | 38.9          | 125          | 38.2       | 40.0                | 5-15 mins<br>58% |
| 11-20 minutes             | 6               | 5.9            | 15                 | 6.9           | 21           | 6.4        | 24.2                |                  |
| 21-30 minutes             | 3               | 2.9            | 4                  | 1.9           | 7            | 2.1        | 8.8                 | >15 mins 24%     |
| More than 30 minutes      | 1               | 1.0            | 2                  | 0.9           | 3            | 0.9        | 5.9                 |                  |
| No set time               | 1               | 1.0            | 1                  | 0.5           | 2            | 0.6        | 1.5                 |                  |
| Total %                   |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |                  |
| <b>Total no responses</b> | <b>102</b>      |                | <b>216</b>         |               | <b>327</b>   |            | <b>15,664</b>       |                  |

**Q25 How do you rate how long you waited?**

|                           | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------|--------------|------------|----------------|--------------|--------------|------------|---------------------|
| Excellent                 | 45           | 43.3       | 95             | 44.4         | 144          | 44.0       | 24.1                |
| Very good                 | 31           | 29.8       | 73             | 34.1         | 108          | 33.0       | 26.6                |
| Good                      | 16           | 15.4       | 26             | 12.1         | 42           | 12.8       | 21.6                |
| Satisfactory              | 11           | 10.6       | 16             | 7.5          | 28           | 8.6        | 19.6                |
| Poor                      | 0            | 0.0        | 3              | 1.4          | 3            | 0.9        | 6.1                 |
| Very poor                 | 0            | 0.0        | 1              | 0.5          | 1            | 0.3        | 1.4                 |
| Does not apply            | 1            | 1.0        | 0              | 0.0          | 1            | 0.3        | 0.5                 |
| Total %                   |              | 100.0      |                | 100.0        |              | 100.0      | 100.0               |
| <b>Total no responses</b> | <b>104</b>   |            | <b>214</b>     |              | <b>327</b>   |            | <b>15,701</b>       |

|                           | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|---------------------|
| Excellent                 | 44              | 43.6           | 96                 | 44.2          | 144          | 44.0       | 24.1                |
| Very good                 | 34              | 33.7           | 70                 | 32.3          | 108          | 33.0       | 26.6                |
| Good                      | 13              | 12.9           | 29                 | 13.4          | 42           | 12.8       | 21.6                |
| Satisfactory              | 8               | 7.9            | 19                 | 8.8           | 28           | 8.6        | 19.6                |
| Poor                      | 2               | 2.0            | 1                  | 0.5           | 3            | 0.9        | 6.1                 |
| Very poor                 | 0               | 0.0            | 1                  | 0.5           | 1            | 0.3        | 1.4                 |
| Does not apply            | 0               | 0.0            | 1                  | 0.5           | 1            | 0.3        | 0.5                 |
| Total %                   |                 | 100.0          |                    | 100.0         |              | 100.0      | 100.0               |
| <b>Total no responses</b> | <b>101</b>      |                | <b>217</b>         |               | <b>327</b>   |            | <b>15,701</b>       |

|                               |   |
|-------------------------------|---|
| <b>GPPS National Results:</b> | 62% don't normally have to wait too long. |
|                               | 24% have to wait a bit too long.          |
|                               | 7% have to wait far too long.             |

### Q26 Is your GP surgery open at convenient times?

|                           | Males      | Females    | Under 45  | 45 and over | Total No responses | % of total | GPAQ V4 % benchmark |
|---------------------------|------------|------------|-----------|-------------|--------------------|------------|---------------------|
| Yes                       | 87         | 185        | 85        | 186         | 276                | 87.6       | 86.3                |
| Answered Q27              | 29         | 70         | 35        | 64          |                    |            |                     |
| No                        | 4          | 9          | 3         | 10          | 13                 | 4.1        | 9.2                 |
| Don't know                | 13         | 12         | 9         | 16          | 26                 | 8.3        | 4.6                 |
| Answered Q27              | 17         | 20         | 12        | 25          |                    |            |                     |
| Total %                   |            |            |           |             |                    | 100.0      | 100.0               |
| <b>Total no responses</b> | <b>104</b> | <b>206</b> | <b>97</b> | <b>212</b>  | <b>315</b>         |            | <b>15,538</b>       |

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

A total of **39** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **33** also answered Q27

However a total of **143** patients who answered Q26, also answered Q27;  
Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

|  | Males     | Females    | Under 45  | 45 and over | Total No responses | % of this question's total respondents | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|--|-----------|------------|-----------|-------------|--------------------|--|----------------------|---------------------|----------------|
| <b>Number / % of patients responding</b> | <b>46</b> | <b>90</b>  | <b>47</b> | <b>89</b>   | <b>143</b>         | 100.0                                  |                      | <b>6,598</b>        |                |
| Before 8am                               | 8         | 20         | 11        | 17          | 32                 | 22.4                                   | 14.5                 | 16.6                | 13%            |
| At lunchtime                             | 7         | 16         | 10        | 13          | 24                 | 16.8                                   | 10.9                 | 12.0                | 6%             |
| After 6.30pm                             | 12        | 26         | 15        | 23          | 40                 | 28.0                                   | 18.2                 | 22.6                | 28%            |
| Saturday                                 | 15        | 38         | 18        | 35          | 54                 | 37.8                                   | 24.5                 | 28.8                | 47%            |
| Sunday                                   | 10        | 19         | 13        | 16          | 29                 | 20.3                                   | 13.2                 | 10.2                | 5%             |
| None of these                            | 11        | 29         | 13        | 27          | 41                 | 28.7                                   | 18.6                 | 9.8                 |                |
| Total %                                  |           |            |           |             |                    |  | 100.0                | 100.0               |                |
| <b>Total no responses</b>                | <b>63</b> | <b>148</b> | <b>80</b> | <b>131</b>  | <b>220</b>         |  |                      | <b>9,367</b>        |                |

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27. They could tick more than one box:

|  | Males     | Females   | Under 45  | 45 and over | Total No responses | % of this question's total respondents | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|--|-----------|-----------|-----------|-------------|--------------------|--|----------------------|---------------------|----------------|
| <b>Number of patients said No or Don't know answered Q27</b> | <b>14</b> | <b>18</b> | <b>10</b> | <b>22</b>   | <b>33</b>          | 100.0                                  |                      | <b>1,864</b>        |                |
| Before 8am   | 1         | 8         | 4         | 5           | 10                 | 30.3                                   | 14.5                 | 15.6                | 13%            |
| At lunchtime   | 5         | 3         | 4         | 4           | 8                  | 24.2                                   | 11.6                 | 8.0                 | 6%             |
| After 6.30pm   | 5         | 10        | 5         | 10          | 16                 | 48.5                                   | 23.2                 | 29.2                | 28%            |
| Saturday   | 7         | 12        | 4         | 15          | 20                 | 60.6                                   | 29.0                 | 32.2                | 47%            |
| Sunday   | 4         | 6         | 3         | 7           | 10                 | 30.3                                   | 14.5                 | 12.8                | 5%             |
| None of these  | 3         | 2         | 2         | 3           | 5                  | 15.2                                   | 7.2                  | 2.2                 |                |
| Total %  |           |           |           |             |                    |  | 100.0                | 100.0               |                |
| <b>Total no responses</b>                                    | <b>25</b> | <b>41</b> | <b>22</b> | <b>44</b>   | <b>69</b>          |  |                      | <b>3,645</b>        |                |

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

|  | Males      | Females    | Under 45  | 45 and over | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|--|------------|------------|-----------|-------------|--------------------|------------|---------------------|----------------|
| Yes                                    | 34         | 72         | 27        | 80          | 108                | 35.3       | 64.6                | 61%            |
| No                                     | 66         | 130        | 68        | 127         | 198                | 64.7       | 33.7                | 38%            |
| There is only one doctor in my surgery | 0          | 0          | 0         | 0           | 0                  | 0.0        | 1.7                 | 2%             |
| <b>Total %</b>                         |            |            |           |             |                    | 100.0      | 100.0               |                |
| <b>Total no responses</b>              | <b>100</b> | <b>202</b> | <b>95</b> | <b>207</b>  | <b>306</b>         |            | <b>15,634</b>       |                |

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

108 Patients answered "Yes" to Q28 so prefer to speak to a particular GP  
173 Patients answered this question.

|                                      | Males     | Females    | Under 45  | 45 and over | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|--------------------------------------|-----------|------------|-----------|-------------|--------------------|------------|---------------------|----------------|
| <b>Number said "Yes" to Q28</b>      | <b>34</b> | <b>72</b>  | <b>27</b> | <b>80</b>   | <b>108</b>         | 35.3       | <b>10,098</b>       |                |
| Always or almost always              | 7         | 22         | 10        | 19          | 19                 | 17.9       | 45.1                | 48%            |
| A lot of the time                    | 9         | 16         | 7         | 19          | 18                 | 15.0       | 25.6                | 22%            |
| Some of the time                     | 24        | 46         | 21        | 49          | 36                 | 41.0       | 19.7                | 24%            |
| Never or almost never                | 9         | 15         | 9         | 15          | 10                 | 14.5       | 2.5                 | 6%             |
| Not tried                            | 6         | 14         | 8         | 12          | 0                  | 11.6       | 1.0                 | 1%             |
| <b>Total answering this question</b> | <b>55</b> | <b>113</b> | <b>55</b> | <b>114</b>  | <b>83</b>          | 100.0      | <b>10,098</b>       |                |

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;  
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

**Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following:**

Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures, except where total numbers are given, are percentages of total answering each question.

| 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                        | 77.7                     | 76.2                        | 77.8                  | 74.6   | 69.9  | 69.5  |
| Good                             | 16.3                     | 18.1                        | 17.6                  | 19.2   | 21.6  | 22.4  |
| Satisfactory                     | 3.0                      | 3.1                         | 2.3                   | 2.3  | 3.1   | 3.1   |
| Poor                             | 0.4                      | 0.8                         | 0.8                   | 0.4  | 0.4   | 0.4   |
| Very poor                        | 0.4                      | 0.0                         | 0.0                   | 0.8  | 0.8   | 0.8   |
| Does not apply                   | 2.3                      | 1.9                         | 1.5                   | 2.7  | 4.2   | 3.9   |
| Total %                          | 100.0                    | 100.0                       | 100.0                 | 100.0  | 100.0   | 100.0   |
| <b>Total Number of responses</b> | <b>264</b>               | <b>260</b>                  | <b>261</b>            | <b>260</b>                                   | <b>259</b>                                      | <b>259</b>                                    |

Tables on the following page give these results for patients who are male, female, under and over 45.

| GPPS Benchmarks % | Q30 Putting you at ease? | Q31 Giving you enough time? | Q32 Listening to you? | Q33 Explaining your condition and treatment? | Q34 Involving you in decisions about your care? | Q35 Providing or arranging treatment for you? |
|-------------------|--------------------------|-----------------------------|-----------------------|--|---|---|
| Very good         | N/A                      | 48%                         | 47%                   | 46%  | 38%   | N/A   |
| Good              |                          | 33%                         | 33%                   | 32%  | 30%   |   |
| Satisfactory      |                          | 5%                          | 6%                    | 7%   | 9%  |   |
| Poor              |                          | 1%                          | 1%                    | 1%   | 1%  |   |
| Very poor         |                          | 0%                          | 0%                    | 0%   | 1%  |   |
| Does not apply    |                          | 12%                         | 13%                   | 14%  | 21%   |   |
| <b>Total %</b>    |                          | <b>99%</b>                  | <b>100%</b>           | <b>100%</b>                                  | <b>100%</b>                                     |   |

| GPAQ V4 % benchmark              | Q30 Putting you at ease? | Q31 Giving you enough time? | Q32 Listening to you? | Q33 Explaining your condition and treatment? | Q34 Involving you in decisions about your care? | Q35 Providing or arranging treatment for you? |
|----------------------------------|--------------------------|-----------------------------|-----------------------|--|---|---|
| Very good                        | 66.6                     | 62.7                        | 64.6                  | 61.1   | 54.9  | 56.9  |
| Good                             | 23.0                     | 27.1                        | 24.7                  | 24.9   | 26.2  | 24.2  |
| Fair                             | 5.2                      | 6.1                         | 6.1                   | 7.0  | 7.2   | 6.0   |
| Poor                             | 0.8                      | 0.6                         | 0.7                   | 0.8  | 0.8   | 0.6   |
| Very poor                        | 0.3                      | 0.2                         | 0.2                   | 0.3  | 0.3   | 0.3   |
| Does not apply                   | 4.1                      | 3.3                         | 3.6                   | 6.0  | 10.6  | 12.0  |
| Total %                          | 100.0                    | 100.0                       | 100.0                 | 100.0  | 100.0   | 100.0   |
| <b>Total Number of responses</b> | <b>12,540</b>            | <b>12,380</b>               | <b>12,345</b>         | <b>12,306</b>                                | <b>12,247</b>                                   | <b>12,212</b>                                 |

**Qs 30 to 32: Summary of how good the Nurse was perceived to be at the following:**

*Only patients who have seen a nurse in the last 6 months should have answered this question.*

|                        |                                     | GPAQ V4<br>%<br>benchma<br>rk       |  | GPAQ V4<br>%<br>benchmar<br>k          |                                  | GPAQ V4 %<br>benchmark           |
|------------------------|-------------------------------------|-------------------------------------|--|--|----------------------------------|----------------------------------|
| <b>Males %</b>         | <b>Q30 Putting you<br/>at ease?</b> | <b>Q30 Putting you<br/>at ease?</b> | <b>Q31 Giving you<br/>enough time?</b> | <b>Q31 Giving you<br/>enough time?</b> | <b>Q32 Listening to<br/>you?</b> | <b>Q32 Listening to<br/>you?</b> |
| Very good              | 73.1                                | 68.5                                | 70.5                                   | 64.1                                   | 71.8                             | 66.5                             |
| Good                   | 19.2                                | 21.7                                | 19.2                                   | 26.5                                   | 20.5                             | 23.8                             |
| Satisfactory           | 2.6                                 | 4.4                                 | 5.1                                    | 4.9                                    | 2.6                              | 5.0                              |
| Poor                   | 0.0                                 | 0.4                                 | 1.3                                    | 0.4                                    | 1.3                              | 0.5                              |
| Very poor              | 1.3                                 | 0.2                                 | 0.0                                    | 0.1                                    | 0.0                              | 0.1                              |
| Does not apply         | 3.8                                 | 4.9                                 | 3.8                                    | 4.0                                    | 3.8                              | 4.1                              |
| <b>Total Number of</b> | <b>78</b>                           | <b>4,483</b>                        | <b>78</b>                              | <b>4,431</b>                           | <b>78</b>                        | <b>4,416</b>                     |
| <b>Females %</b>       |                                     |                                     |  |  |                                  |                                  |
| Very good              | 78.7                                | 65.4                                | 77.7                                   | 61.9                                   | 79.4                             | 63.7                             |
| Good                   | 15.7                                | 23.7                                | 18.3                                   | 27.4                                   | 17.1                             | 25.0                             |
| Satisfactory           | 3.4                                 | 5.6                                 | 2.3                                    | 6.8                                    | 2.3                              | 6.7                              |
| Poor                   | 0.6                                 | 1.0                                 | 0.6                                    | 0.7                                    | 0.6                              | 0.9                              |
| Very poor              | 0.0                                 | 0.4                                 | 0.0                                    | 0.2                                    | 0.0                              | 0.3                              |
| Does not apply         | 1.7                                 | 3.8                                 | 1.1                                    | 2.9                                    | 0.6                              | 3.4                              |
| <b>Total Number of</b> | <b>178</b>                          | <b>7,660</b>                        | <b>175</b>                             | <b>7,559</b>                           | <b>175</b>                       | <b>7,544</b>                     |
| <b>Under 45 %</b>      |                                     |                                     |  |  |                                  |                                  |
| Very good              | 72.9                                | 60.4                                | 68.2                                   | 58.3                                   | 74.1                             | 60.6                             |
| Good                   | 21.2                                | 26.1                                | 27.1                                   | 29.4                                   | 20.0                             | 26.5                             |
| Satisfactory           | 4.7                                 | 5.9                                 | 3.5                                    | 6.5                                    | 4.7                              | 6.6                              |
| Poor                   | 0.0                                 | 1.1                                 | 0.0                                    | 0.8                                    | 0.0                              | 1.0                              |
| Very poor              | 0.0                                 | 0.4                                 | 0.0                                    | 0.2                                    | 0.0                              | 0.3                              |
| Does not apply         | 1.2                                 | 6.1                                 | 1.2                                    | 4.8                                    | 1.2                              | 4.8                              |
| <b>Total Number of</b> | <b>85</b>                           | <b>5,001</b>                        | <b>85</b>                              | <b>4,918</b>                           | <b>85</b>                        | <b>4,904</b>                     |
| <b>Over 45 %</b>       |                                     |                                     |  |  |                                  |                                  |
| Very good              | 79.5                                | 71.0                                | 79.8                                   | 66.1                                   | 79.2                             | 67.7                             |
| Good                   | 14.6                                | 20.7                                | 14.3                                   | 25.4                                   | 17.3                             | 23.3                             |
| Satisfactory           | 2.3                                 | 4.5                                 | 3.0                                    | 5.7                                    | 1.2                              | 5.5                              |
| Poor                   | 0.6                                 | 0.6                                 | 1.2                                    | 0.4                                    | 1.2                              | 0.6                              |
| Very poor              | 0.6                                 | 0.3                                 | 0.0                                    | 0.1                                    | 0.0                              | 0.2                              |
| Does not apply         | 2.3                                 | 2.8                                 | 1.8                                    | 2.2                                    | 1.2                              | 2.8                              |
| <b>Total Number of</b> | <b>171</b>                          | <b>7,340</b>                        | <b>168</b>                             | <b>7,269</b>                           | <b>168</b>                       | <b>7,252</b>                     |

*NB: Not all patients answer every question, so subtotals may vary.*



### Qs 33 to 35: Summary of how good the Nurse was perceived to be at the following

Only patients who have seen a nurse in the last 6 months should have answered this question.

|                     |   | GPAQ V4 % benchmark                             |  | GPAQ V4 % benchmark                                    |  | GPAQ V4 % benchmark                                  |
|---------------------|---|---|--|--|--|--|
| <b>Males %</b>      | <b>Q33 Explaining your condition and treatment?</b> | <b>Q33 Explaining your tests and treatment?</b> | <b>Q34 Involving you in decisions about your care?</b> | <b>Q34 Involving you in decisions about your care?</b> | <b>Q35 Providing or arranging treatment for you?</b> | <b>Q35 Providing or arranging treatment for you?</b> |
| Very good           | 68.8  | 62.6  | 63.6   | 55.8   | 64.9   | 58.2   |
| Good                | 24.7  | 24.8  | 28.6   | 26.6   | 24.7   | 24.9   |
| Fair                | 2.6   | 6.0   | 1.3  | 7.1  | 5.2  | 5.6  |
| Poor                | 0.0   | 0.5   | 0.0  | 0.5  | 0.0  | 0.5  |
| Very poor           | 1.3   | 0.2   | 1.3  | 0.1  | 1.3  | 0.1  |
| Does not apply      | 2.6   | 5.9   | 5.2  | 9.9  | 3.9  | 10.8   |
| <b>Total Number</b> | <b>77</b>   | <b>4,400</b>                                    | <b>77</b>  | <b>4,384</b>   | <b>77</b>  | <b>4,380</b>   |
| <b>Females %</b>    |   |   |  |  |  |  |
| Very good           | 76.6  | 60.4  | 71.8   | 54.2   | 70.7   | 55.1   |
| Good                | 17.7  | 24.8  | 19.5   | 26.1   | 22.4   | 24.3   |
| Fair                | 2.3   | 7.5   | 4.0  | 7.3  | 2.3  | 6.4  |
| Poor                | 0.6   | 1.0   | 0.6  | 1.0  | 0.6  | 0.7  |
| Very poor           | 0.6   | 0.3   | 0.6  | 0.4  | 0.6  | 0.4  |
| Does not apply      | 2.3   | 6.0   | 3.4  | 11.0   | 3.4  | 13.1   |
| <b>Total Number</b> | <b>175</b>  | <b>7,526</b>                                    | <b>174</b>   | <b>7,487</b>   | <b>174</b>   | <b>7,464</b>   |
| <b>Under 45 %</b>   |   |   |  |  |  |  |
| Very good           | 72.9  | 57.3  | 66.7   | 53.3   | 67.9   | 55.6   |
| Good                | 20.0  | 27.1  | 21.4   | 27.7   | 23.8   | 25.9   |
| Fair                | 4.7   | 7.4   | 6.0  | 7.2  | 6.0  | 6.3  |
| Poor                | 0.0   | 1.0   | 0.0  | 1.1  | 0.0  | 0.8  |
| Very poor           | 0.0   | 0.3   | 0.0  | 0.3  | 0.0  | 0.3  |
| Does not apply      | 2.4   | 6.8   | 6.0  | 10.5   | 2.4  | 11.0   |
| <b>Total Number</b> | <b>85</b>   | <b>4,891</b>                                    | <b>84</b>  | <b>4,868</b>   | <b>84</b>  | <b>4,859</b>   |
| <b>Over 45 %</b>    |   |   |  |  |  |  |
| Very good           | 75.0  | 63.9  | 70.8   | 56.2   | 69.6   | 57.8   |
| Good                | 19.6  | 23.3  | 22.6   | 25.2   | 22.6   | 22.9   |
| Fair                | 1.2   | 6.5   | 1.8  | 7.0  | 1.8  | 5.7  |
| Poor                | 0.6   | 0.6   | 0.6  | 0.7  | 0.6  | 0.5  |
| Very poor           | 1.2   | 0.2   | 1.2  | 0.2  | 1.2  | 0.3  |
| Does not apply      | 2.4   | 5.4   | 3.0  | 10.7   | 4.2  | 12.8   |
| <b>Total Number</b> | <b>168</b>  | <b>7,225</b>                                    | <b>168</b>   | <b>7,194</b>   | <b>168</b>   | <b>7,175</b>   |

NB: Not all patients answer every question, so subtotals may vary.

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

Only patients who have seen a nurse in the last 6 months should have answered this question.

| %                           | Males     | Females    | Under 45  | 45 and over | % Total responses | Total GPAQ V4 % benchmark | GPPS Benchmark |
|-----------------------------|-----------|------------|-----------|-------------|-------------------|---------------------------|----------------|
| Yes                         | 98.6      | 98.8       | 100.0     | 98.1        | 98.8              | 97.1                      | N/A            |
| No                          | 1.4       | 1.2        | 0.0       | 1.9         | 1.2               | 2.9                       | N/A            |
| Total %                     | 100.0     | 100.0      | 100.0     | 100.0       | 100.0             | 100.0                     | N/A            |
| <b>Number answering Q36</b> | <b>73</b> | <b>170</b> | <b>83</b> | <b>161</b>  | <b>248</b>        | <b>11,676</b>             | N/A            |

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**

|                         | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|--------------|------------|----------------|--------------|--------------|------------|------------------|---------------------|
| Very well               | 91           | 85.8       | 181            | 84.2         | 274          | 84.8       | 13,789           | 85.0                |
| Unsure                  | 10           | 9.4        | 20             | 9.3          | 30           | 9.3        | 1,783            | 11.0                |
| Not very well           | 1            | 0.9        | 4              | 1.9          | 5            | 1.5        | 246              | 1.5                 |
| Does not apply          | 4            | 3.8        | 10             | 4.7          | 14           | 4.3        | 408              | 2.5                 |
|                         |              | 100.0      |                | 100.0        |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>106</b>   |            | <b>215</b>     |              | <b>323</b>   |            | <b>16,226</b>    |                     |

|                         | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|------------------|---------------------|
| Very well               | 83              | 81.4           | 189                | 86.3          | 274          | 84.8       | 13,789           | 85.0                |
| Unsure                  | 11              | 10.8           | 19                 | 8.7           | 30           | 9.3        | 1,783            | 11.0                |
| Not very well           | 1               | 1.0            | 4                  | 1.8           | 5            | 1.5        | 246              | 1.5                 |
| Does not apply          | 7               | 6.9            | 7                  | 3.2           | 14           | 4.3        | 408              | 2.5                 |
|                         |                 | 100.0          |                    | 100.0         |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>102</b>      |                | <b>219</b>         |               | <b>323</b>   |            | <b>16,226</b>    |                     |

**Q38 Cope with your health problems**

|                         | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|--------------|------------|----------------|--------------|--------------|------------|------------------|---------------------|
| Very well               | 80           | 75.5       | 175            | 82.2         | 257          | 80.1       | 13,295           | 82.4                |
| Unsure                  | 13           | 12.3       | 22             | 10.3         | 35           | 10.9       | 1,920            | 11.9                |
| Not very well           | 3            | 2.8        | 4              | 1.9          | 7            | 2.2        | 333              | 2.1                 |
| Does not apply          | 10           | 9.4        | 12             | 5.6          | 22           | 6.9        | 589              | 3.6                 |
|                         |              | 100.0      |                | 100.0        |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>106</b>   |            | <b>213</b>     |              | <b>321</b>   |            | <b>16,137</b>    |                     |

|                         | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|------------------|---------------------|
| Very well               | 77              | 76.2           | 179                | 82.1          | 257          | 80.1       | 13,295           | 82.4                |
| Unsure                  | 12              | 11.9           | 22                 | 10.1          | 35           | 10.9       | 1,920            | 11.9                |
| Not very well           | 2               | 2.0            | 5                  | 2.3           | 7            | 2.2        | 333              | 2.1                 |
| Does not apply          | 10              | 9.9            | 12                 | 5.5           | 22           | 6.9        | 589              | 3.6                 |
|                         |                 | 100.0          |                    | 100.0         |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>101</b>      |                | <b>218</b>         |               | <b>321</b>   |            | <b>16,137</b>    |                     |

**Q39 Keep yourself healthy**

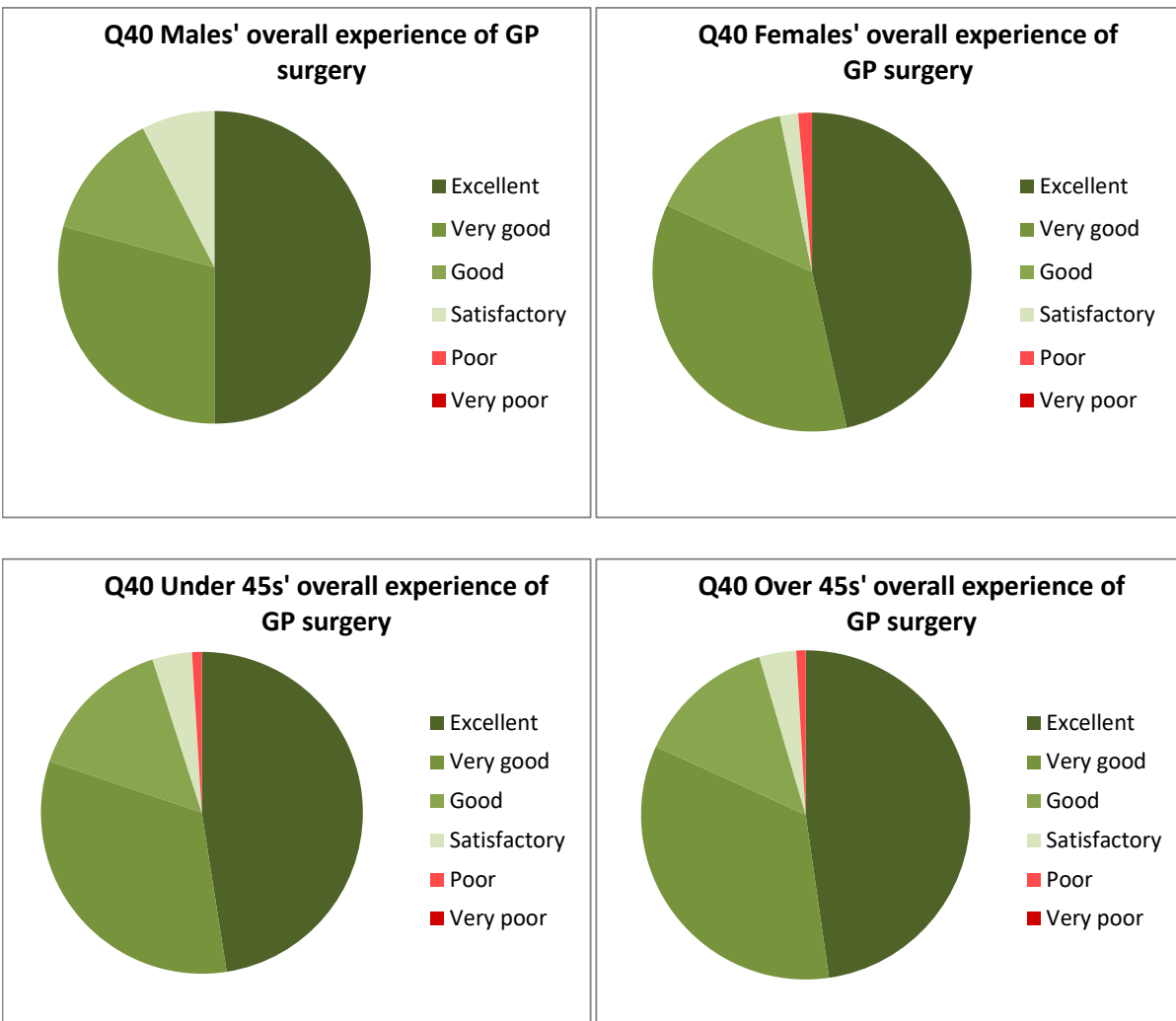
|                         | Number Males | % of Males | Number Females | % of Females | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|--------------|------------|----------------|--------------|--------------|------------|------------------|---------------------|
| Very well               | 73           | 70.9       | 145            | 69.7         | 220          | 70.3       | 12,073           | 75.2                |
| Unsure                  | 16           | 15.5       | 36             | 17.3         | 52           | 16.6       | 2,581            | 16.1                |
| Not very well           | 2            | 1.9        | 3              | 1.4          | 5            | 1.6        | 406              | 2.5                 |
| Does not apply          | 12           | 11.7       | 24             | 11.5         | 36           | 11.5       | 988              | 6.2                 |
|                         |              | 100.0      |                | 100.0        |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>103</b>   |            | <b>208</b>     |              | <b>313</b>   |            | <b>16,048</b>    |                     |

|                         | Number Under 45 | % of Under 45s | Number 45 and over | % of over 45s | Total Number | % of Total | GPAQ V4 Total No | GPAQ V4 % benchmark |
|-------------------------|-----------------|----------------|--------------------|---------------|--------------|------------|------------------|---------------------|
| Very well               | 62              | 62.0           | 157                | 74.4          | 220          | 70.3       | 12,073           | 75.2                |
| Unsure                  | 24              | 24.0           | 27                 | 12.8          | 52           | 16.6       | 2,581            | 16.1                |
| Not very well           | 1               | 1.0            | 4                  | 1.9           | 5            | 1.6        | 406              | 2.5                 |
| Does not apply          | 13              | 13.0           | 23                 | 10.9          | 36           | 11.5       | 988              | 6.2                 |
|                         |                 | 100.0          |                    | 100.0         |              | 100.0      |                  | 100.0               |
| <b>Total number / %</b> | <b>100</b>      |                | <b>211</b>         |               | <b>313</b>   |            | <b>16,048</b>    |                     |

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

|                     | Number Males | Number Females | Number Under 45 | Number 45 and over | Total Number responses | % of total | GPAQ V4 % benchmark | GPSS Benchmark |
|---------------------|--------------|----------------|-----------------|--------------------|------------------------|------------|---------------------|----------------|
| Excellent           | 53           | 100            | 48              | 105                | 153                    | 47.4       | 45.9                |                |
| Very good           | 31           | 76             | 33              | 75                 | 108                    | 33.4       | 34.6                | 51%            |
| Good                | 14           | 32             | 15              | 30                 | 47                     | 14.6       | 14.0                | 38%            |
| Satisfactory        | 8            | 4              | 4               | 8                  | 12                     | 3.7        | 4.6                 | 7%             |
| Poor                | 0            | 3              | 1               | 2                  | 3                      | 0.9        | 0.8                 | 3%             |
| Very poor           | 0            | 0              | 0               | 0                  | 0                      | 0.0        | 0.2                 | 1%             |
| Total %             |              |                |                 |                    |                        | 100.0      | 100.0               | 100%           |
| <b>Total number</b> | <b>106</b>   | <b>215</b>     | <b>101</b>      | <b>220</b>         | <b>323</b>             |            | <b>16,287</b>       |                |

323 of the 345 patients who completed the questionnaire answered this question.



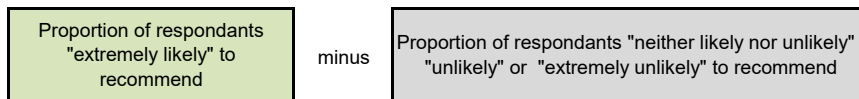
## Friends and Family Test

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

|                               | Number Males | Number Females | Number Under 45 | Number 45 and over | Total Number responses | % of total |
|-------------------------------|--------------|----------------|-----------------|--------------------|------------------------|------------|
| Extremely likely              | 56           | 111            | 54              | 114                | 169                    | 52.2       |
| Likely                        | 31           | 80             | 36              | 75                 | 111                    | 34.3       |
| Neither likely nor unlikely   | 12           | 18             | 8               | 22                 | 30                     | 9.3        |
| Unlikely                      | 5            | 4              | 1               | 8                  | 9                      | 2.8        |
| Extremely unlikely            | 0            | 1              | 1               | 0                  | 1                      | 0.3        |
| Don't know                    | 1            | 2              | 2               | 1                  | 4                      | 1.2        |
| Total %                       |              |                |                 |                    |                        | 97.2       |
| <b>Total number responses</b> | <b>105</b>   | <b>216</b>     | <b>102</b>      | <b>220</b>         | <b>324</b>             |            |
| <b>FFT NPS Scores:</b>        | <b>37.5</b>  | <b>41.1</b>    | <b>44.0</b>     | <b>38.4</b>        | <b>40.3</b>            |            |

324 of the 345 patients who completed the questionnaire answered this question.

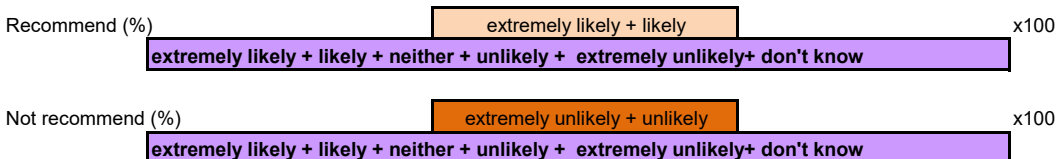
The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:



However there is a move to present the scores as percentages of those who would, or would not recommend:

| Q41 FFT                       | Number Males | Number Females | Number Under 45 | Number 45 and over | Total Number responses | % of total |
|-------------------------------|--------------|----------------|-----------------|--------------------|------------------------|------------|
| Extremely likely              | 56           | 111            | 54              | 114                | 169                    | 52.2       |
| Likely                        | 31           | 80             | 36              | 75                 | 111                    | 34.3       |
| Neither likely nor unlikely   | 12           | 18             | 8               | 22                 | 30                     | 9.3        |
| Unlikely                      | 5            | 4              | 1               | 8                  | 9                      | 2.8        |
| Extremely unlikely            | 0            | 1              | 1               | 0                  | 1                      | 0.3        |
| Don't know                    | 1            | 2              | 2               | 1                  | 4                      | 1.2        |
| Total %                       |              |                |                 |                    |                        | 97.2       |
| <b>Total number responses</b> | <b>105</b>   | <b>216</b>     | <b>102</b>      | <b>220</b>         | <b>324</b>             |            |
| <b>Recommend (%)</b>          | <b>82.9</b>  | <b>88.4</b>    | <b>88.2</b>     | <b>85.9</b>        | <b>86.4</b>            |            |
| <b>Not recommend (%)</b>      | <b>4.8</b>   | <b>2.3</b>     | <b>2.0</b>      | <b>3.6</b>         | <b>3.1</b>             |            |

FFT results as a percentage of respondents who would/would not recommend the service to their friends and family



## Benchmarks

|   | Male | Female | Your practice overall | GPAQ-R National benchmark |
|---|------|--------|-----------------------|---------------------------|
| <b>Number of Questionnaires</b>                                     | 106  | 217    | 345                   | 17,145                    |
| <b>GP</b>   |      |        |                       |                           |
| Q1 Putting you at ease?   | 97.8 | 98.1   | 97.9                  | 92.8                      |
| Q2 Being polite and considerate?                                    | 99.0 | 99.0   | 98.9                  | 94.6                      |
| Q3 Listening to you?  | 99.3 | 98.1   | 98.4                  | 93.7                      |
| Q4 Giving you enough time?  | 96.8 | 97.3   | 97.2                  | 91.5                      |
| Q5 Assessing your medical condition?                                | 96.0 | 97.6   | 97.0                  | 91.5                      |
| Q6 Explaining your condition and treatment?                         | 96.3 | 97.2   | 96.8                  | 91.1                      |
| Q7 Involving you in decisions about your care?                      | 96.2 | 96.8   | 96.6                  | 90.5                      |
| Q8 Providing or arranging treatment for you?                        | 97.2 | 97.2   | 97.2                  | 92.0                      |
| Q9 Confidence that the GP is honest and trustworthy?                | 98.5 | 98.7   | 98.7                  | 95.7                      |
| Q10 Confidence that the dr will keep your information confidential? | 98.5 | 99.5   | 99.2                  | 97.0                      |
| Q11 Would you be completely happy to see this GP again?             | 98.0 | 99.5   | 99.1                  | 98.8                      |
| <b>Nurse</b>  |      |        |                       |                           |
| Q30 Putting you at ease?  | 92.3 | 93.9   | 93.6                  | 90.3                      |
| Q31 Giving you enough time?   | 91.3 | 93.8   | 93.2                  | 89.2                      |
| Q32 Listening to you?   | 92.3 | 94.1   | 93.8                  | 89.6                      |
| Q33 Explaining your condition and treatment?                        | 91.0 | 93.3   | 92.8                  | 88.8                      |
| Q34 Involving you in decisions about your care?                     | 90.4 | 91.8   | 91.6                  | 87.6                      |
| Q35 Providing or arranging treatment for you?                       | 89.5 | 92.0   | 91.5                  | 88.9                      |
| Q36 Would you be completely happy to see this Nurse again?          | 98.6 | 98.8   | 98.8                  | 97.1                      |
| <b>Practice</b>   |      |        |                       |                           |
| Q12 How helpful do you find the receptionists at your practice?     | 92.6 | 93.4   | 93.4                  | 89.1                      |
| Q13 How easy is it to get through to the practice on the phone?     | 57.7 | 57.4   | 57.9                  | 68.8                      |
| Q14 How easy is it to speak to a doctor or nurse on the phone?      | 69.1 | 65.9   | 67.5                  | 69.9                      |
| Q17 How easy to book ahead?   | 59.3 | 55.2   | 57.0                  | 70.9                      |
| Q21 How do you rate how quickly you were seen (partic dr)           | 82.7 | 82.7   | 83.0                  | 70.7                      |
| Q23 How do you rate how quickly you were seen (any dr)              | 79.8 | 83.4   | 82.5                  | 75.0                      |
| Q25 How do you rate how long you waited                             | 81.4 | 82.2   | 82.0                  | 67.8                      |
| Q37 Understand your health problems                                 | 94.1 | 93.2   | 93.5                  | 92.8                      |
| Q38 Cope with your health problems                                  | 90.1 | 92.5   | 91.8                  | 91.7                      |
| Q39 Keep yourself healthy   | 89.0 | 88.6   | 88.8                  | 88.7                      |
| Q40 Overall, how would you describe your experience?                | 84.3 | 84.7   | 84.5                  | 83.9                      |

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in yellow  
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in pale yellow  
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in pale green  
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in green

|             |
|-------------|
| yellow      |
| pale yellow |
| pale green  |
| green       |

Ditto Male/Female with respect to overall practice benchmarks.

**Caution:** Where numbers are not split equally between comparison groups, results may appear skewed.

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

## Benchmarks

|   | Under 45   | Over 45    | Your practice overall | GPAQ-R National benchmark |
|---|------------|------------|-----------------------|---------------------------|
| <b>Number of Questionnaires</b>                                     | <b>102</b> | <b>221</b> | <b>345</b>            | <b>17,145</b>             |
| <b>GP</b>   |            |            |                       |                           |
| Q1 Putting you at ease?   | 97.0       | 98.4       | 97.9                  | 92.8                      |
| Q2 Being polite and considerate?                                    | 98.1       | 99.4       | 98.9                  | 94.6                      |
| Q3 Listening to you?  | 97.8       | 98.8       | 98.4                  | 93.7                      |
| Q4 Giving you enough time?  | 95.6       | 97.8       | 97.2                  | 91.5                      |
| Q5 Assessing your medical condition?                                | 95.9       | 97.6       | 97.0                  | 91.5                      |
| Q6 Explaining your condition and treatment?                         | 95.6       | 97.3       | 96.8                  | 91.1                      |
| Q7 Involving you in decisions about your care?                      | 95.2       | 97.2       | 96.6                  | 90.5                      |
| Q8 Providing or arranging treatment for you?                        | 95.3       | 98.1       | 97.2                  | 92.0                      |
| Q9 Confidence that the GP is honest and trustworthy?                | 97.3       | 99.3       | 98.7                  | 95.7                      |
| Q10 Confidence that the dr will keep your information confidential? | 97.8       | 99.8       | 99.2                  | 97.0                      |
| Q11 Would you be completely happy to see this GP again?             | 100.0      | 98.5       | 99.1                  | 98.8                      |
| <b>Nurse</b>  |            |            |                       |                           |
| Q30 Putting you at ease?  | 92.3       | 94.0       | 93.6                  | 90.3                      |
| Q31 Giving you enough time?   | 91.4       | 93.9       | 93.2                  | 89.2                      |
| Q32 Listening to you?   | 92.6       | 94.1       | 93.8                  | 89.6                      |
| Q33 Explaining your condition and treatment?                        | 92.5       | 92.7       | 92.8                  | 88.8                      |
| Q34 Involving you in decisions about your care?                     | 91.1       | 91.6       | 91.6                  | 87.6                      |
| Q35 Providing or arranging treatment for you?                       | 90.9       | 91.5       | 91.5                  | 88.9                      |
| Q36 Would you be completely happy to see this Nurse again?          | 100.0      | 98.1       | 98.8                  | 97.1                      |
| <b>Practice</b>   |            |            |                       |                           |
| Q12 How helpful do you find the receptionists at your practice?     | 90.9       | 94.2       | 93.4                  | 89.1                      |
| Q13 How easy is it to get through to the practice on the phone?     | 62.0       | 55.4       | 57.9                  | 68.8                      |
| Q14 How easy is it to speak to a doctor or nurse on the phone?      | 69.7       | 65.6       | 67.5                  | 69.9                      |
| Q17 How easy to book ahead?   | 55.9       | 56.9       | 57.0                  | 70.9                      |
| Q21 How do you rate how quickly you were seen (partic dr)           | 82.2       | 82.9       | 83.0                  | 70.7                      |
| Q23 How do you rate how quickly you were seen (any dr)              | 84.0       | 81.3       | 82.5                  | 75.0                      |
| Q25 How do you rate how long you waited                             | 81.8       | 82.0       | 82.0                  | 67.8                      |
| Q37 Understand your health problems                                 | 93.2       | 93.6       | 93.5                  | 92.8                      |
| Q38 Cope with your health problems                                  | 91.2       | 92.2       | 91.8                  | 91.7                      |
| Q39 Keep yourself healthy   | 85.1       | 90.7       | 88.8                  | 88.7                      |
| Q40 Overall, how would you describe your experience?                | 84.4       | 84.8       | 84.5                  | 83.9                      |

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in yellow  
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in pale yellow  
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in pale green  
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in green

|             |
|-------------|
| yellow      |
| pale yellow |
| pale green  |
| green       |

Ditto Under/Over 45 with respect to overall practice benchmarks.

**Caution:** Where numbers are not split equally between comparison groups, results may appear skewed.

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

## GP Comments

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

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

Very pleased with the prompt service.

ease and in good hands.

## Practice Comments

Excellent practice

work at 8.

Amazing today thank you.

Getting through on the phone is very difficult at times and the wait in the queue can take 45 minutes!

Very good at being seen on the day, especially children. Always lovely doctors & nurses.