

Margaret Storey  
Dr Smith MJ & Partners  
The Gainsborough Practice  
Warfield Green Medical Centre  
1 County Lane  
Whitegrove, Bracknell  
Berks  
RG42 3JP

## **PatientDynamics GPAQ Report**

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**Margaret Storey**  
**Dr Smith MJ & Partners**



# **PatientDynamics GPAQ**

## **Practice Report**

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## **PatientDynamics GPAQ**

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

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

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to provide a sophisticated management tool at PCT level.

## **Report Structure**

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

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions

## **Sample and Methodology**

A kit comprising: 50 questionnaires for each doctor in the practice plus an extra 50; a ballot box for completed questionnaires; 5 pens; 2 posters; was posted to the practice. The questionnaires were numbered and matched to the practice. The questionnaires were offered to each patient by the receptionist to be completed in the surgery and posted in the ballot box. The practice then sent the completed questionnaires to PatientDynamics for analysis.

GPAQ is designed for adults at least 16 years of age.

## Analysis of Survey Results

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

**Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h, Q12a, Q12b, Q12c:**

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

**Q13:**

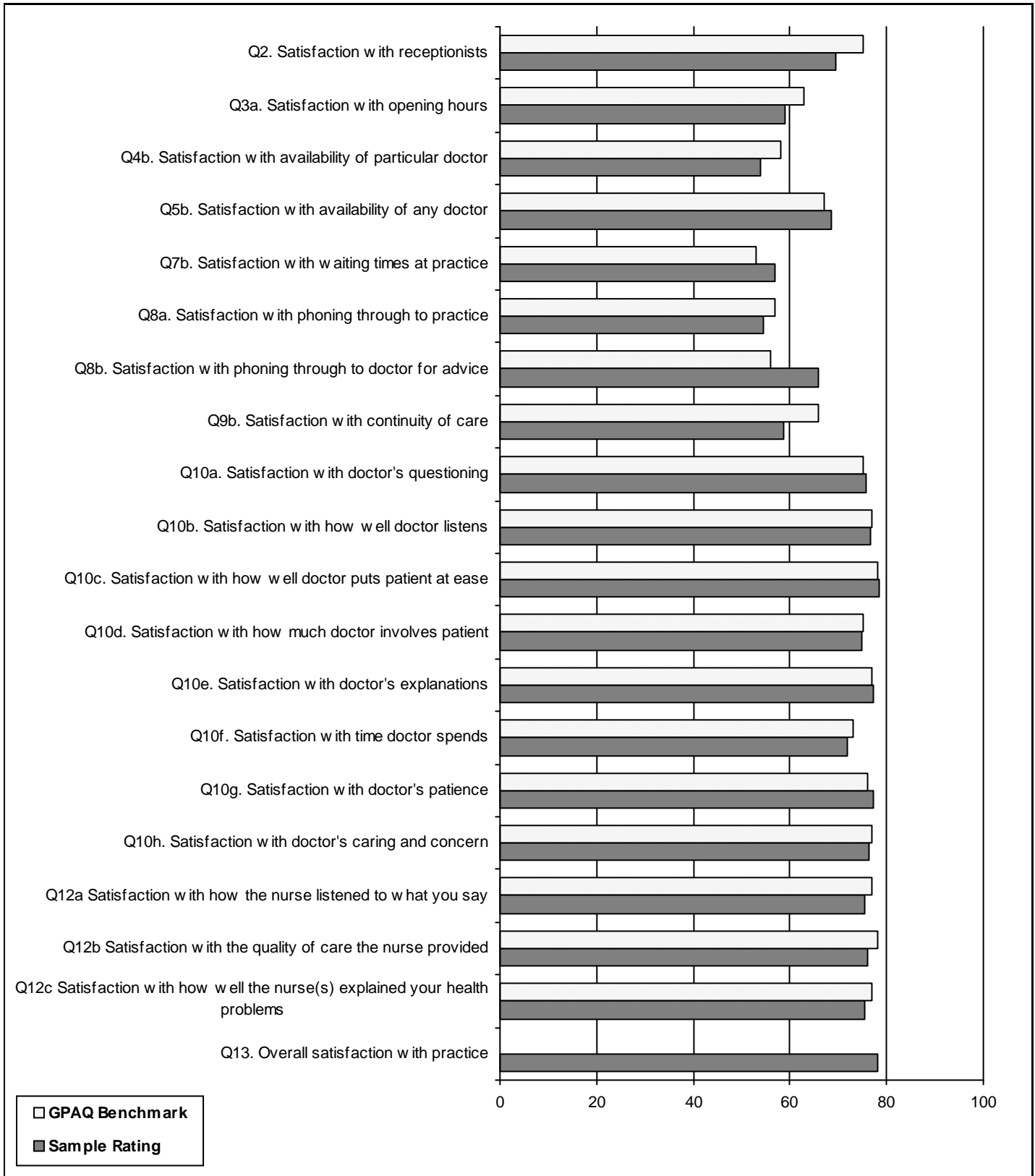
<b>Rating</b>	<b>Score</b>
<b><i>Completely satisfied</i></b>	100
<b><i>Very satisfied</i></b>	83.3
<b><i>Fairly satisfied</i></b>	66.7
<b><i>Neutral</i></b>	50
<b><i>Fairly dissatisfied</i></b>	33.3
<b><i>Very dissatisfied</i></b>	16.7
<b><i>Completely dissatisfied</i></b>	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

## 1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q2. Satisfaction with receptionists	70	75
Q3a. Satisfaction with opening hours	59	63
Q4b. Satisfaction with availability of particular doctor	54	58
Q5b. Satisfaction with availability of any doctor	68	67
Q7b. Satisfaction with waiting times at practice	57	53
Q8a. Satisfaction with phoning through to practice	54	57
Q8b. Satisfaction with phoning through to doctor for advice	66	56
Q9b. Satisfaction with continuity of care	59	66
Q10a. Satisfaction with doctor's questioning	76	75
Q10b. Satisfaction with how well doctor listens	77	77
Q10c. Satisfaction with how well doctor puts patient at ease	78	78
Q10d. Satisfaction with how much doctor involves patient	75	75
Q10e. Satisfaction with doctor's explanations	77	77
Q10f. Satisfaction with time doctor spends	72	73
Q10g. Satisfaction with doctor's patience	77	76
Q10h. Satisfaction with doctor's caring and concern	76	77
Q12a Satisfaction with how the nurse listened to what you say	75	77
Q12b Satisfaction with the quality of care the nurse provided	76	78
Q12c Satisfaction with how well the nurse(s) explained your health problems	76	77
Q13. Overall satisfaction with practice	78	

### Chart showing report ratings against benchmark



## 2. Report Questions

<b>Q1. In the past 12 months, how many times have you seen a doctor from your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	None	17	6
2	Once or twice	78	27
3	Three or four times	109	38
4	Five or six times	45	16
5	Seven times or more	36	13
Question Total:		285	100

<b>Q2. Satisfaction with receptionists</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	5	2
2	Poor	3	1
3	Fair	43	15
4	Good	87	30
5	Very Good	95	33
6	Excellent	53	19
Question Total:		286	100

<b>Q3a. Satisfaction with opening hours</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	13	5
3	Fair	73	26
4	Good	113	40
5	Very Good	64	23
6	Excellent	15	5
Question Total:		281	100

<b>Q3b. What additional hours would you like the practice to be open? (please tick all that apply)</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Early Morning	35	10
2	Lunch Times	17	5
3	Evenings	101	30
4	Weekends	106	31
5	None I am satisfied	80	24
Question Total:		339	100

**Q4a. How quickly do you usually get to see a particular doctor?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	68	25
2	Next working day	33	12
3	Within 2 working days	39	14
4	Within 3 working days	17	6
5	Within 4 working days	16	6
6	5 or more working days	71	26
7	Does not apply	33	12

Question Total:	277	100
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**Q4b. Satisfaction with availability of particular doctor**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	11	4
2	Poor	37	14
3	Fair	64	24
4	Good	55	21
5	Very Good	42	16
6	Excellent	29	11
7	Does not apply	25	10

Question Total:	263	100
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**Q5a. How quickly do you usually get seen?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	163	61
2	Next working day	52	19
3	Within 2 working days	21	8
4	Within 3 working days	10	4
5	Within 4 working days	3	1
6	5 or more working days	5	2
7	Does not apply	13	5

Question Total:	267	100
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**Q5b. Satisfaction with availability of any doctor**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	5	2
2	Poor	15	6
3	Fair	36	14
4	Good	63	24
5	Very Good	77	29
6	Excellent	55	21
7	Does not apply	13	5

Question Total:	264	100
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**Q6. Can you normally get seen on the same day?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	187	67
2	No	26	9
3	Don't know	68	24
Question Total:		281	100

**Q7a. How long do you usually have to wait at the practice for your consultation to begin?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	5 minutes or less	42	15
2	6-10 minutes	126	45
3	11-20 minutes	95	34
4	21-30 minutes	13	5
5	More than 30 minutes	1	0
Question Total:		277	100

**Q7b. Satisfaction with waiting times at practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	22	8
3	Fair	81	30
4	Good	94	35
5	Very Good	55	20
6	Excellent	16	6
Question Total:		269	100

**Q8a. Satisfaction with phoning through to practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	9	3
2	Poor	26	9
3	Fair	83	29
4	Good	93	33
5	Very Good	49	17
6	Excellent	18	6
7	Don't Know	5	2
Question Total:		283	100

**Q8b. Satisfaction with phoning through to doctor for advice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	5	2
2	Poor	3	1
3	Fair	31	11
4	Good	64	23
5	Very Good	49	18
6	Excellent	28	10
7	Don't know	99	35
Question Total:		279	100

**Q9a. In general, how often do you see your usual doctor?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always	28	10
2	Almost always	83	30
3	A lot of the time	37	13
4	Some of the time	73	26
5	Almost never	41	15
6	Never	16	6
Question Total:		278	100

**Q9b. Satisfaction with continuity of care**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	22	8
3	Fair	77	30
4	Good	71	27
5	Very Good	58	22
6	Excellent	28	11
Question Total:		259	100

**Q10a. Satisfaction with doctor's questioning**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	0	0
3	Fair	19	7
4	Good	83	30
5	Very Good	105	38
6	Excellent	65	23
7	Does not apply	5	2
Question Total:		278	100

**Q10b. Satisfaction with how well doctor listens**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	1	0
3	Fair	15	5
4	Good	83	30
5	Very Good	97	35
6	Excellent	76	27
7	Does not apply	4	1
Question Total:		277	100

**Q10c. Satisfaction with how well doctor puts patient at ease**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	0	0
3	Fair	14	5
4	Good	67	24
5	Very Good	104	38
6	Excellent	78	28
7	Does not apply	11	4
Question Total:		275	100

**Q10d. Satisfaction with how much doctor involves patient**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	3	1
3	Fair	20	7
4	Good	75	27
5	Very Good	97	36
6	Excellent	64	23
7	Does not apply	12	4
Question Total:		273	100

**Q10e. Satisfaction with doctor's explanations**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	2	1
3	Fair	13	5
4	Good	74	27
5	Very Good	105	38
6	Excellent	74	27
7	Does not apply	6	2
Question Total:		275	100

**Q10f. Satisfaction with time doctor spends**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	4	1
3	Fair	28	10
4	Good	97	36
5	Very Good	77	28
6	Excellent	60	22
7	Does not apply	5	2
Question Total:		272	100

**Q10g. Satisfaction with doctor's patience**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	2	1
3	Fair	13	5
4	Good	82	30
5	Very Good	81	30
6	Excellent	85	31
7	Does not apply	9	3
Question Total:		274	100

**Q10h. Satisfaction with doctor's caring and concern**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	0
2	Poor	4	1
3	Fair	23	8
4	Good	73	27
5	Very Good	80	29
6	Excellent	87	32
7	Does not apply	5	2
Question Total:		273	100

**Q11. Have you seen a nurse from your practice in the past 12 months**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	197	70
2	No	84	30
Question Total:		281	100

**Q12a Satisfaction with how the nurse listened to what you say**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	1	1
3	Fair	9	5
4	Good	56	29
5	Very Good	94	48
6	Excellent	35	18

Question Total:	196	100
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**Q12b Satisfaction with the quality of care the nurse provided**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	0	0
3	Fair	10	5
4	Good	51	26
5	Very Good	95	49
6	Excellent	37	19

Question Total:	194	100
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**Q12c Satisfaction with how well the nurse(s) explained your health problems**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	1	1
3	Fair	13	7
4	Good	48	25
5	Very Good	92	48
6	Excellent	38	20

Question Total:	193	100
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**Q13. Overall satisfaction with practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Completely dissatisfied	1	0
2	Very dissatisfied	5	2
3	Fairly dissatisfied	6	2
4	Neutral	13	5
5	Fairly satisfied	77	27
6	Very satisfied	125	44
7	Completely satisfied	58	20

Question Total:	285	100
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**Q14. Male or Female?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	102	35
2	Female	189	65
Question Total:		291	100

**Q15. How old are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	16 to 24	15	5
2	25 - 34	37	13
3	35 - 44	61	21
4	45 - 54	52	18
5	55 - 64	53	18
6	65 - 74	37	13
7	75 and Older	33	11
Question Total:		288	100

**Q16. Long standing illness or disability?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	113	40
2	No	167	60
Question Total:		280	100

**Q17. Which ethnic group do you belong to?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	284	97
2	Black or Black British	2	1
3	Asian or Asian British	2	1
4	Mixed	3	1
5	Chinese	1	0
6	Other Ethnic Group	1	0
Question Total:		293	100

**Q18. Is your accommodation:**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Owner occupied / mortgaged	210	74
2	Rented or other arrangements	75	26
Question Total:		285	100

**Q19. Which of the following best describes you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed	177	62
2	Unemployed and looking for work	3	1
3	At school or full time education	4	1
4	Unable to work due to long term sickness	8	3
5	Looking after your home / family	15	5
6	Retired from work	75	26
7	Other	4	1
Question Total:		286	100

This report is based on a total of 296 completed questionnaires

## Report - Open Ended Comments

### Q20a. Is there anything particularly good about your healthcare?

If can't get appointment, doctors always willing to speak to you on phone- excellent.

---

Easy to get to, Dr.

---

Receptionists kindness, patience and efficiency.

---

Continuity with GP and the knowledge shared with my consultant.

---

Dr Powers is great and a great listener- wish I could see her more often.

---

Completely satisfied.

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Clean, accessible practice.

---

Staff are excellent.

---

In general I am satisfied with the treatment I get from doctors but 5 mins not enough time for consultation.

---

Marked improvements in last 6 months.

---

Find it difficult to ring at 8.30 to get appointment and then leave work.

---

All the staff are wiling to help and listen.

---

Complete practice is friendly, caring and efficient.

---

Have first class treatment and care, very pleased.

---

Doctors very nice to deal with. Dr Kade has been great, generally am treated with respect by doctors.

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Particularly like the continuity of nearly always seeing Dr Goel. Saves explaining things.

---

Can always see Dr and they are all good.

---

The facilities e.g. blood tests, being under one roof.

---

Doctors all personable, caring and give the sense you are not being rushed.

---

Easy to get to chemist. Parking. Pleasant surgery.

---

Doctor will always speak to you on phone.

---

Doctors are excellent.

---

Seems to be improving. General attitude of receptionists, opening times etc.

---

Doctors superb, receptionists lovely, sitting room excellent, parking superb.

---

Prompt action.

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Dr Kade very good with children.

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HC2 certificate.

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Effective and efficient.

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My doctor is excellent in looking after me- very caring.

---

Am quite happy with my doctor.

---

If changes occur would like to be informed. Otherwise good.

---

Compared to most the patient care and reception staff are excellent.

---

Speed of resolution

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Good family practice- like to feel doctor cares for my family.

---

Excellent practice, if know of a better one let me know.

---

Reception most helpful and friendly.

---

Very pleasant, needs to remain that way.

---

Doctors always very thorough and willing to listen.

---

Think we have the best general practice in our area, doctors and nurses excellent.

---

Very thorough.

---

I am very happy when I see my own doctor.

---

I am very happy with doctors and practice generally.

---

Completely satisfied by the care at this surgery- from receptionists through to nurses and doctors.

---

A good caring practice.

---

Dr \* excellent and very professional.

---

Everyone just excellent.

---

Yearly monitoring.

---

The two doctors seen so far were both attentive and thorough in their care.

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Referral when necessary to specialists.

---

**Q20b. Is there anything that could be improved?**

Difficult to get an appointment for non urgent matters- waiting time 2 weeks. Difficult to go through symptoms with nurse on phone esp. when in work- no privacy.

---

Transferring notes from previous doctors.

---

Later appointments till 7pm.

---

Not really.

---

More doctors.

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If one needs to see doctor urgently it's a lottery first thing in the morning/afternoon. Unable to book for afternoon/next day.

---

Weekends open.

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System that explains if doctor is running late.

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Ability to see doctors after working hours.

---

Pre booking appointments.

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Late evening surgery.

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Making appointment a week in advance almost impossible. Ringing at 8am is frustrating. Workers not considered.

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Availability of appointments and seeing own doctor more quickly.

---

Pre booked appointments far too long. Appointments system.

---

Don't like restricted times to make appointments.

---

Waiting times for appointments.

---

Drop in centre for working people.

---

They probably are underpaid and understaffed.

---

Not as far as I am concerned.

---

Open Saturday mornings.

---

Trying to get back pain taken seriously.

---

No.

---

Very difficult to get same day appointment if do not ring at exactly 8.30am.

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Ability to make appointments in less than 5 days extremely difficult.

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Waiting time to see GP if not emergency.

---

Difficulty getting through at 8.30 or 2pm.

---

The way receptionists deal with appointments.

---

Later appointments for workers.

---

Not really.

---

Appointment making a farce.

---

Telephone system and longer hours for triage nurse.

---

Not that I can think of.

---

Seeing the Dr you are allocated.

---

Weekend appointments.

---

Receptionists tone and manner.

---

Should be able to make same day appointment without having to ring again at 2pm.

---

Greater ability to book appointment in advance.

---

Making an appointment for next day. Often difficult to get through on phone on day.

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Evening surgery hours/ Saturday morning.

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More available appointments.

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Appointments- getting through wait 30+ mins then none available.

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Making non urgent appointments on telephone.

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Surgery could have more than 1 phone line.

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Time waiting to be seen.

---

Opening times.

---

Earlier times.

---

Friendlier greeting from receptionist, better telephone manner.

---

Regular health checks.

---

Ability to get a same day appointment.

---

Don't get appointment on same day generally, unless an emergency.

---

Happy with care by doctors and staff.

---

Think practice is good but getting appointments can be difficult.

---

Appointment times.

---

Ability to see a doctor at convenient time.

---

Ability to make quick consultations for advice only.

---

Receptionists could be more happy with people.

---

Phoning for appointments big problem- often engaged, hit and miss.

---

To see own doctor easier.

---

Availability of appointments.

---

Open evenings and weekends.

---

Increase communication times by phone for info with doctors or nurses.

---

Overall I am content with the service given.

---

Clinics for over 50s, group discussions on changes in health as one ages.

---

Getting to see a doctor on the same day.

---

**Q20c. Any other comments?**

Very satisfied.

---

Answer phone message annoying.

---

Generally good and most of the doctors are kind and considerate and very helpful.;

---

No where to park bike.

---

Doctors and staff excellent.

---

Receptionists super at this practice. Very patient, always polite and frequently go the extra mile.

---

No complaints- very satisfied with care provided.

---

Always helps when doctors speak your language!

---

Lovely practice, nice staff and doctors. Very pleased to be part of practice.

---

Surgery very good, but one Dr unapproachable and unsympathetic to certain situations.

---

Receptionists have improved a lot in past 12 months. Thank you!

---

My practice is very good, and I have no complaints.

---

Generally an excellent service considering the size of area served.

---

At times, some receptionists speak too loudly on phone. Have heard names/problems whilst waiting to see doctor.

---

Recent health issue- found it frustrating to talk to/see 7 different doctors

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Would appreciate my worries being taken seriously.

---

Evening appointments.

---

Nice people, good care.

---

Waiting room could be redecorated. 90% of notices should go.

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An extremely well run surgery with excellent doctors and helpful staff.

---

Completely satisfied with all aspects of care and treatment.

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Happy as I am with this practice.

---

1 particular doctor is very uncaring and does not listen!

---

Difficult to get appointment over phone.

---

Overall the care and attention given by all doctors is very good.

---



Your opinion counts!

3rd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

**Dear Patient**

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

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and staff will **NOT** be able to identify your individual responses.

**Thank you.**

4th FOLD, TUCK IN UNDER FLAP 3

Please complete and return immediately to ensure your views are included in the results

Re-fold the completed questionnaire, tucking the 3rd fold into this flap. Post directly in the ballot box provided or return to the receptionist.

You can also complete this survey on our website: [www.gpaqsurvey.co.uk](http://www.gpaqsurvey.co.uk)

(Enter the number on the questionnaire to identify the practice)

2nd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

1 In the past 12 months, how many times have you seen a doctor from your practice?

None	Once or twice	Three or four times	Five or six times	Seven times or more
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2 How do you rate the way you are treated by receptionists at your practice?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3 a) How do you rate the hours that your practice is open for appointments?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) What additional hours would you like the practice to be open? (please tick all that apply)

Early morning	Lunch-times	Evenings	Weekends	None, I am satisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4 Thinking of times when you want to see a particular doctor: (please tick one box only)

a) How quickly do you usually get to see that doctor?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

5 Thinking of times when you are willing to see any doctor: (please tick one box only)

a) How quickly do you usually get seen?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

Yes	No	Don't know / never needed to
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7 a) How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

8 Thinking of times you have phoned the practice, how do you rate the following:

a) Ability to get through to the practice on the phone?

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) Ability to speak to a doctor on the phone when you have a question or need medical advice?

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

1st FOLD

The next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

9 a) In general, how often do you see your usual doctor?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

10 Thinking about when you consult your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the doctor asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor listens to what you have to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor puts you at ease during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor involves you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor explains your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of time your doctor spends with you today?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's patience with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's caring and concern for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

11 Have you seen a nurse from your practice in the past 12 months?

Yes	- go to	No	go to
<input type="checkbox"/> 1	question 12	<input type="checkbox"/> 2	question 13

12 Thinking about the nurse(s) you have seen, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How well they listen to what you say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The quality of care they provide?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) How well they explain your health problems or any treatment that you need	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

13 All things considered, how satisfied are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

14 Are you:  1 Male  2 Female

15 How old are you?  years

16 Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.  1 Yes  2 No

17 Which ethnic group do you belong to? (please tick one box)

<input type="checkbox"/> 1 White	<input type="checkbox"/> 4 Mixed
<input type="checkbox"/> 2 Black or Black British	<input type="checkbox"/> 5 Chinese
<input type="checkbox"/> 3 Asian or Asian British	<input type="checkbox"/> 6 Other ethnic group

18 Is your accommodation: (please tick one box)

<input type="checkbox"/> 1 Owner-occupied / mortgaged?	<input type="checkbox"/> 2 Rented or other arrangements?
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19 Which of the following best describes you? (please tick one box)

<input type="checkbox"/> 1 Employed (full or part time, including self-employed)	<input type="checkbox"/> 4 Unable to work due to long term sickness
<input type="checkbox"/> 2 Unemployed and looking for work	<input type="checkbox"/> 5 Looking after your home/family
<input type="checkbox"/> 3 At school or in full time education	<input type="checkbox"/> 6 Retired from paid work
<input type="checkbox"/> 7 Other (please describe) _____	

20 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

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Is there anything that could be improved?

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Any other comments?

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Thank you for taking time to complete this questionnaire.

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