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

Dr Marshall & Partners

Laindon Health Centre, Essex, SS15 5TR

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

2013

Report by

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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-R (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.

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

Benchmarks

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

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4, These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

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: www.gpaq.info

How the Survey was carried out

GPAQ-R questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2013	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	306	17,145
No practices	1,031		
% female	64.7	61.8	59.2
% over 45*	(Mean age: 50.3)	58.8	54.8
% with long term disability	49.0	47.1	48.0
Ethnicity			
% White	92.2	81.4	80.3
% Asian/Asian British	3.7	2.0	6.6
% Black/Black British	1.8	6.9	3.2
% Mixed	1.1	2.3	1.7
% Chinese	.0.3	1.3	0.6
% Other ethnic group	0.9	1.3	2.2
Employment			
% employed	48.4	41.2	44.6
% unemployed	2.5	4.9	3.8
% in full time education	3.4	2.6	3.8
% unable to work/long term sickness	7.2	4.9	6.0
% looking after home / family	9.6	11.4	7.0
% retired	27.5	28.1	24.3
% other	1.6	1.6	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 dctor/nurse today for themselves, their child or for another reason.
Of the 169 or 55% who answered the question
152 saw the GP/nurse for themselves
15 saw the GP/nurse for their child
2 saw the GP/nurse for another reason or person.

Qs 42 and 43 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Age								
Under 16	5	2			7			}
16 to 44	32	71	110		103	38.7	41.7	} 46%
45 to 64	32	57			89			{
65 to 74	12	31		174	43	61.3	58.3	54% {
75 or over	18	24			42			{
Total	99	185	110	174	284	100.0	100.0	100%
%	34.9	65.1						
Missing					22			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

284 of the 306 patients who completed the questionnaire answered both these questions.

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	44	98	39	103	144	49.7	51.4	43%
No	47	78	66	59	132	45.5	43.5	55%
Don't know / can't say	7	7	5	9	14	4.8	5.1	2%
Total %						95.2	100.0	98%
Total Number	98	183	110	171	290		**16,016**	
Missing					16			

290 of the 306 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	84	158	85	157	249	85.6	84.9	88%
Black or Black	2	18	10	10	21	7.2	3.4	2%
Asian or Asian	3	2	3	2	6	2.1	7.0	5%
Mixed	3	4	3	4	7	2.4	1.8	0%
Chinese	2	2	4	0	4	1.4	0.6	1%
Other ethnic gro	3	1	4	0	4	1.4	2.3	2%
Total %						98.6	100.0	98%
Total Number	97	185	109	173	291		**16,199**	
Missing					15			

291 of the 306 patients who completed the questionnaire answered this question.

9 of these did not answer the question about sex.

9 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	76	62	59	126	43.4	48.5	58%
Unemployed / looking for work	6	9	10	5	15	5.2	4.2	5%
At school or in full time education	1	6	6	1	8	2.8	4.1	4%
Unable to work due to long term sickness	7	8	3	12	15	5.2	6.6	5%
Looking after your home/family	2	32	22	12	35	12.1	7.6	6%
Retired from paid work	32	52	0	84	86	29.7	26.4	20%
Other	4	1	5	0	5	1.7	2.6	2%
Total %						98.3	100.0	98%
Total Number	97	184	108	173	290		**15,757**	
Missing					16			

290 of the 306 patients who completed the questionnaire answered this question.

9 of these did not answer the question about sex.

9 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	79	79.8	142	77.2	241	79.3	76.8	N/A
Good	15	15.2	29	15.8	44	14.5	18.0	
Satisfactory	5	5.1	10	5.4	15	4.9	4.4	
Poor	0	0.0	1	0.5	1	0.3	0.3	
Very poor	0	0.0	0	0.0	1	0.3	0.2	
Does not apply	0	0.0	2	1.1	2	0.7	0.3	
Total %		100.0		100.0		99.3	100.0	
No answering	**99**		**184**		**304**		**16,425**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	73	66.4	148	85.5	241	79.3	76.8	N/A
Good	28	25.5	16	9.2	44	14.5	18.0	
Satisfactory	7	6.4	8	4.6	15	4.9	4.4	
Poor	0	0.0	1	0.6	1	0.3	0.3	
Very poor	0	0.0	0	0.0	1	0.3	0.2	
Does not apply	2	1.8	0	0.0	2	0.7	0.3	
Total %		100.0		100.0		100.0	100.0	
No answering	**110**		**173**		**304**		**16,425**	

Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	85	86.7	153	83.6	258	85.4	82.0	N/A
Good	12	12.2	24	13.1	36	11.9	14.7	
Satisfactory	1	1.0	5	2.7	6	2.0	2.8	
Poor	0	0.0	0	0.0	1	0.3	0.2	
Very poor	0	0.0	1	0.5	1	0.3	0.1	
Does not apply	0	0.0	0	0.0	0	0.0	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**98**		**183**		**302**		**16,402**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	87	79.8	151	87.8	258	85.4	82.0	N/A
Good	20	18.3	16	9.3	36	11.9	14.7	
Satisfactory	2	1.8	4	2.3	6	2.0	2.8	
Poor	0	0.0	0	0.0	1	0.3	0.2	
Very poor	0	0.0	1	0.6	1	0.3	0.1	
Does not apply	0	0.0	0	0.0	0	0.0	0.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**109**		**172**		**302**		**16,402**	

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	81	81.8	147	79.9	248	81.6	79.5	52%
Good	16	16.2	27	14.7	43	14.1	16.2	36%
Satisfactory	2	2.0	7	3.8	9	3.0	3.6	7%
Poor	0	0.0	2	1.1	3	1.0	0.4	2%
Very poor	0	0.0	1	0.5	1	0.3	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	1%
Total %		100.0		100.0		100.0	100.0	99%
No answering	**99**		**184**		**304**		**16,419**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	84	76.4	144	83.2	248	81.6	79.5	49%
Good	20	18.2	23	13.3	43	14.1	16.2	37%
Satisfactory	5	4.5	4	2.3	9	3.0	3.6	9%
Poor	1	0.9	1	0.6	3	1.0	0.4	2%
Very poor	0	0.0	1	0.6	1	0.3	0.1	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**110**		**173**		**304**		**16,419**	

Q4 Giving you enough time?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	80	80.8	135	73.4	233	76.6	73.6	49%
Good	13	13.1	35	19.0	49	16.1	19.7	37%
Satisfactory	5	5.1	10	5.4	17	5.6	5.6	9%
Poor	1	1.0	3	1.6	4	1.3	0.7	2%
Very poor	0	0.0	1	0.5	1	0.3	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**99**		**184**		**304**		**16,413**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	80	72.7	135	78.0	233	76.6	73.6	49%
Good	21	19.1	27	15.6	49	16.1	19.7	37%
Satisfactory	7	6.4	8	4.6	17	5.6	5.6	9%
Poor	2	1.8	2	1.2	4	1.3	0.7	2%
Very poor	0	0.0	1	0.6	1	0.3	0.2	1%
Does not apply	0	0.0	0	0.0	0	0.0	0.2	2%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**110**		**173**		**304**		**16,413**	

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	80	80.8	141	77.9	241	80.1	72.5	N/A
Good	17	17.2	22	12.2	39	13.0	20.1	
Satisfactory	1	1.0	10	5.5	12	4.0	5.6	
Poor	1	1.0	3	1.7	4	1.3	0.6	
Very poor	0	0.0	1	0.6	1	0.3	0.2	
Does not apply	0	0.0	4	2.2	4	1.3	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**99**		**181**		**301**		**16,374**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	79	71.8	142	83.5	241	80.1	72.5	N/A
Good	23	20.9	16	9.4	39	13.0	20.1	
Satisfactory	4	3.6	7	4.1	12	4.0	5.6	
Poor	3	2.7	1	0.6	4	1.3	0.6	
Very poor	0	0.0	1	0.6	1	0.3	0.2	
Does not apply	1	0.9	3	1.8	4	1.3	1.1	
Total %		100.0		100.0		100.0	100.0	
No answering	**110**		**170**		**301**		**16,374**	

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	72	72.7	130	70.7	219	72.3	70.4	47%
Good	23	23.2	32	17.4	57	18.8	21.3	36%
Satisfactory	1	1.0	14	7.6	15	5.0	5.5	10%
Poor	0	0.0	3	1.6	3	1.0	0.5	2%
Very poor	0	0.0	1	0.5	2	0.7	0.2	1%
Does not apply	3	3.0	4	2.2	7	2.3	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	**99**		**184**		**303**		**16,387**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	72	65.5	130	75.1	219	72.3	70.4	47%
Good	25	22.7	30	17.3	57	18.8	21.3	36%
Satisfactory	7	6.4	8	4.6	15	5.0	5.5	10%
Poor	2	1.8	1	0.6	3	1.0	0.5	2%
Very poor	0	0.0	1	0.6	2	0.7	0.2	1%
Does not apply	4	3.6	3	1.7	7	2.3	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
No answering	**110**		**173**		**303**		**16,387**	

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	68	68.7	120	65.6	204	67.5	67.2	41%
Good	24	24.2	43	23.5	70	23.2	21.9	35%
Satisfactory	4	4.0	10	5.5	14	4.6	6.3	12%
Poor	0	0.0	3	1.6	3	1.0	0.5	3%
Very poor	0	0.0	1	0.5	2	0.7	0.2	1%
Does not apply	3	3.0	6	3.3	9	3.0	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**99**		**183**		**302**		**16,278**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	73	66.4	115	66.9	204	67.5	67.2	41%
Good	28	25.5	39	22.7	70	23.2	21.9	35%
Satisfactory	4	3.6	10	5.8	14	4.6	6.3	12%
Poor	2	1.8	1	0.6	3	1.0	0.5	3%
Very poor	0	0.0	1	0.6	2	0.7	0.2	1%
Does not apply	3	2.7	6	3.5	9	3.0	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**110**		**172**		**302**		**16,278**	

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	72	75.0	128	70.3	216	72.5	70.8	N/A
Good	15	15.6	31	17.0	49	16.4	18.8	
Satisfactory	2	2.1	12	6.6	14	4.7	4.8	
Poor	0	0.0	2	1.1	2	0.7	0.4	
Very poor	0	0.0	1	0.5	2	0.7	0.2	
Does not apply	7	7.3	8	4.4	15	5.0	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**96**		**182**		**298**		**16,169**	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	76	69.1	124	73.8	216	72.5	70.8	N/A
Good	23	20.9	23	13.7	49	16.4	18.8	
Satisfactory	5	4.5	9	5.4	14	4.7	4.8	
Poor	2	1.8	0	0.0	2	0.7	0.4	
Very poor	0	0.0	1	0.6	2	0.7	0.2	
Does not apply	4	3.6	11	6.5	15	5.0	5.0	
Total %		100.0		100.0		100.0	100.0	
No answering	**110**		**168**		**298**		**16,169**	

Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	79.3	76.8	85.4	82.0	81.6	79.5	76.6	73.6
Good	14.5	18.0	11.9	14.7	14.1	16.2	16.1	19.7
Satisfactory	4.9	4.4	2.0	2.8	3.0	3.6	5.6	5.6
Poor	0.3	0.3	0.3	0.2	1.0	0.4	1.3	0.7
Very poor	0.3	0.2	0.3	0.1	0.3	0.1	0.3	0.2
Does not apply	0.7	0.3	0.0	0.1	0.0	0.2	0.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	304	16,425	302	16,402	304	16,419	304	16,413

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	80.1	73	72.3	70	67.5	67	72.5	71
Good	13.0	20	18.8	21	23.2	22	16.4	19
Satisfactory	4.0	6	5.0	6	4.6	6	4.7	5
Poor	1.3	1	1.0	1	1.0	0	0.7	0
Very poor	0.3	0	0.7	0	0.7	0	0.7	0
Does not apply	1.3	1	2.3	2	3.0	4	5.0	5
Total %	100.0	100	100.0	100	100.0	100	100	100
Total Number of responses	301	16,374	303	16,387	302	16,278	298	16,169

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

Males %	Q1 Putting you at ease?	GPAQ V4 % benchmark Q1 Putting you at ease?	Q2 Being polite and considerate?	GPAQ V4 % benchmark Q2 Being polite and considerate?	Q3 Listening to you?	GPAQ V4 % benchmark Q3 Listening to you?	Q4 Giving you enough time?	GPAQ V4 % benchmark Q4 Giving you enough time?
Very good	79.8	76.8	86.7	82.1	81.8	79.3	80.8	73.0
Good	15.2	18.0	12.2	14.4	16.2	16.2	13.1	19.9
Satisfactory	5.1	4.5	1.0	2.9	2.0	3.5	5.1	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.5	1.0	1.0
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
Total Number	**99**	**5,739**	**98**	**5,743**	**99**	**5,749**	**99**	**5,746**
Females %								
Very good	77.2	76.9	83.6	82.2	79.9	79.8	73.4	74.1
Good	15.8	18.0	13.1	14.8	14.7	16.0	19.0	19.5
Satisfactory	5.4	4.3	2.7	2.6	3.8	3.6	5.4	5.5
Poor	0.5	0.3	0.0	0.3	1.1	0.3	1.6	0.6
Very poor	0.0	0.2	0.5	0.1	0.5	0.1	0.5	0.1
Does not apply	1.1	0.3	0.0	0.1	0.0	0.1	0.0	0.2
Total Number	**184**	**9,848**	**183**	**9,822**	**184**	**9,831**	**184**	**9,834**
Under 45 %								
Very good	66.4	72.3	79.8	79.1	76.4	77.0	72.7	71.4
Good	25.5	21.7	18.3	17.3	18.2	18.2	19.1	21.7
Satisfactory	6.4	5.0	1.8	3.1	4.5	4.0	6.4	5.8
Poor	0.0	0.5	0.0	0.3	0.9	0.5	1.8	0.7
Very poor	0.0	0.2	0.0	0.2	0.0	0.1	0.0	0.2
Does not apply	1.8	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Total Number	**110**	**6,749**	**109**	**6,760**	**110**	**6,773**	**110**	**6,765**
Over 45 %								
Very good	85.5	80.8	87.8	84.6	83.2	81.8	78.0	75.7
Good	9.2	14.9	9.3	12.5	13.3	14.3	15.6	18.1
Satisfactory	4.6	3.8	2.3	2.4	2.3	3.2	4.6	5.2
Poor	0.6	0.2	0.0	0.2	0.6	0.3	1.2	0.7
Very poor	0.0	0.1	0.6	0.1	0.6	0.1	0.6	0.1
Does not apply	0.0	0.3	0.0	0.2	0.0	0.2	0.0	0.2
Total Number	**173**	**9,082**	**172**	**9,050**	**173**	**9,054**	**173**	**9,057**

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

Males %	Q5 Assessing your medical condition?	GPAQ V4 % benchmark — Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	GPAQ V4 % benchmark — Q6 Explaining your tests and treatment?	Q7 Involving you in decisions about your care?	GPAQ V4 % benchmark — Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	GPAQ V4 % benchmark — Q8 Providing or arranging treatment for you?
Very good	80.8	72.2	72.7	70.5	68.7	67.2	75.0	70.5
Good	17.2	20.4	23.2	21.3	24.2	21.4	15.6	19.5
Satisfactory	1.0	5.5	1.0	5.6	4.0	7.0	2.1	4.9
Poor	1.0	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	0.0	1.0	3.0	1.8	3.0	3.7	7.3	4.4
Total Number	**99**	**5,737**	**99**	**5,741**	**99**	**5,721**	**96**	**5,667**
Females %								
Very good	77.9	72.9	70.7	70.4	65.6	67.2	70.3	70.6
Good	12.2	19.9	17.4	21.3	23.5	22.2	17.0	18.6
Satisfactory	5.5	5.4	7.6	5.4	5.5	5.7	6.6	4.6
Poor	1.7	0.5	1.6	0.5	1.6	0.5	1.1	0.4
Very poor	0.6	0.1	0.5	0.2	0.5	0.2	0.5	0.2
Does not apply	2.2	1.2	2.2	2.2	3.3	4.2	4.4	5.7
Total Number	**181**	**9,811**	**184**	**9,820**	**183**	**9,748**	**182**	**9,691**
Under 45 %								
Very good	71.8	69.5	65.5	66.6	66.4	64.4	69.1	68.6
Good	20.9	22.3	22.7	23.8	25.5	23.8	20.9	20.6
Satisfactory	3.6	6.1	6.4	6.3	3.6	6.9	4.5	5.4
Poor	2.7	0.7	1.8	0.7	1.8	0.6	1.8	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	0.9	1.2	3.6	2.4	2.7	4.1	3.6	4.7
Total Number	**110**	**6,753**	**110**	**6,764**	**110**	**6,737**	**110**	**6,722**
Over 45 %								
Very good	83.5	75.3	75.1	73.6	66.9	69.7	73.8	72.8
Good	9.4	18.1	17.3	19.1	22.7	20.2	13.7	17.1
Satisfactory	4.1	5.0	4.6	4.8	5.8	5.7	5.4	4.1
Poor	0.6	0.5	0.6	0.5	0.6	0.3	0.0	0.4
Very poor	0.6	0.1	0.6	0.1	0.6	0.2	0.6	0.2
Does not apply	1.8	1.1	1.7	1.8	3.5	3.9	6.5	5.3
Total Number	**170**	**9,039**	**173**	**9,042**	**172**	**8,972**	**168**	**8,880**

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	93	93.9	167	90.8	278	92.1	91.2	66%
Yes, to some ex	5	5.1	15	8.2	20	6.6	7.6	27%
No, not at all	0	0.0	1	0.5	2	0.7	0.4	4%
Don't know, can	1	1.0	1	0.5	2	0.7	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**99**		**184**		**302**		**16,331**	

	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	96	87.3	164	94.8	278	92.1	91.2	66%
Yes, to some ex	13	11.8	7	4.0	20	6.6	7.6	27%
No, not at all	0	0.0	1	0.6	2	0.7	0.4	4%
Don't know, can	1	0.9	1	0.6	2	0.7	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**110**		**173**		**302**		**16,331**	

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	91	91.9	168	92.3	276	92.3	93.0
Yes, to some ex	5	5.1	13	7.1	19	6.4	5.2
No, not at all	1	1.0	0	0.0	1	0.3	0.3
Don't know, can	2	2.0	1	0.5	3	1.0	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**99**		**182**		**299**		**16,286**

	Number Under 45	% of Under 45s	**Number 45 and over**	% of over 45s	**Total Number**	% of Total	GPAQ V4 % benchmark
Yes, definitely	101	91.8	158	92.4	276	92.3	93.0
Yes, to some ex	7	6.4	11	6.4	19	6.4	5.2
No, not at all	0	0.0	1	0.6	1	0.3	0.3
Don't know, can	2	1.8	1	0.6	3	1.0	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**110**		**171**		**299**		**16,286**

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	99	100.0	175	98.9	287	99.0	98.8
No	0	0.0	2	1.1	3	1.0	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**99**		**177**		**290**		**15,491**

	Number Under 45	% of Under 45s	**Number 45 and over**	% of over 45s	**Total Number**	% of Total	GPAQ V4 % benchmark
Yes	107	99.1	167	99.4	287	99.0	98.8
No	1	0.9	1	0.6	3	1.0	1.2
Total %		100.0		100.0		100.0	100.0
No answering	**108**		**168**		**290**		**15,491**

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	73	73.7	117	65.4	199	67.7	70.5	48%
Fairly	24	24.2	55	30.7	85	28.9	26.3	41%
Not Very	2	2.0	4	2.2	7	2.4	2.1	7%
Not at all	0	0.0	1	0.6	1	0.3	0.5	2%
Don't know	0	0.0	2	1.1	2	0.7	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	99		179		294		16,430	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	67	61.5	123	72.8	199	67.7	70.5	48%
Fairly	39	35.8	40	23.7	85	28.9	26.3	41%
Not Very	3	2.8	3	1.8	7	2.4	2.1	7%
Not at all	0	0.0	1	0.6	1	0.3	0.5	2%
Don't know	0	0.0	2	1.2	2	0.7	0.6	2%
Total %		100.0		100.0		100.0	100.0	
No answering	109		169		294		16,430	1

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	32	32.3	40	21.9	79	26.5	32.5	31%
Fairly easy	44	44.4	99	54.1	150	50.3	44.3	47%
Not very easy	8	8.1	37	20.2	46	15.4	14.9	13%
Not at all easy	6	6.1	5	2.7	12	4.0	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	9	9.1	2	1.1	11	3.7	2.5	4%
Total %		100.0		100.0		100.0		
No answering	99		183		298		16,512	1

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	34	31.2	38	22.0	79	26.5	32.5	31%
Fairly easy	49	45.0	94	54.3	150	50.3	44.3	47%
Not very easy	15	13.8	30	17.3	46	15.4	14.9	13%
Not at all easy	7	6.4	4	2.3	12	4.0	5.2	5%
Don't know	0	0.0	0	0.0	0	0.0	0.7	-
Haven't tried	4	3.7	7	4.0	11	3.7	2.5	4%
Total %		100.0		100.0		100.0		
No answering	109		173		298		16,512	1

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	25	25.3	42	23.1	71	24.0	26.0	8% / 8%
Fairly easy	24	24.2	63	34.6	96	32.4	35.2	15% / 14%
Not very easy	8	8.1	14	7.7	23	7.8	12.1	9% / 7%
Not at all easy	4	4.0	8	4.4	12	4.1	2.8	9% / 5%
Don't know	3	3.0	7	3.8	10	3.4	4.3	12% / 16%
Haven't tried	35	35.4	48	26.4	84	28.4	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	99		182		296		16,437	100% / 100%

	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	25	22.9	42	24.4	71	24.0	26.0	8% / 8%
Fairly easy	33	30.3	54	31.4	96	32.4	35.2	15% / 14%
Not very easy	9	8.3	13	7.6	23	7.8	12.1	9% / 7%
Not at all easy	5	4.6	7	4.1	12	4.1	2.8	9% / 5%
Don't know	2	1.8	8	4.7	10	3.4	4.3	12% / 16%
Haven't tried	35	32.1	48	27.9	84	28.4	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
No answering	109		172		296		16,437	100% / 100%

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	50	50.5	112	61.9	172	58.3	62.0
No	17	17.2	38	21.0	59	20.0	17.7
Don't know/nev	32	32.3	31	17.1	64	21.7	20.2
Total %		100.0		100.0		100.0	100.0
No answering	99		181		295		16,382

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	69	63.3	93	54.4	172	58.3	62.0
No	22	20.2	33	19.3	59	20.0	17.7
Don't know/nev	18	16.5	45	26.3	64	21.7	20.2
Total %		100.0		100.0		100.0	100.0
No answering	109		171		295		16,382

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	81.4	164	90.6	257	87.7	86.2
Not important	18	18.6	17	9.4	36	12.3	13.8
Total %		100.0		100.0		100.0	
No answering	**97**		**181**		**293**		**16,210**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	97	90.7	146	85.4	257	87.7	86.2
Not important	10	9.3	25	14.6	36	12.3	13.8
Total %		100.0		100.0		100.0	
No answering	**107**		**171**		**293**		**16,210**

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	54	54.5	84	46.2	147	49.5	34.4
Fairly easy	29	29.3	81	44.5	116	39.1	42.2
Not very easy	5	5.1	12	6.6	18	6.1	13.5
Not at all easy	0	0.0	0	0.0	0	0.0	4.0
Don't know	3	3.0	1	0.5	4	1.3	1.8
Haven't tried	8	8.1	4	2.2	12	4.0	4.1
Total %		100.0		100.0		100.0	100.0
No answering	**99**		**182**		**297**		16102

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	50	45.9	88	51.2	147	49.5	34.4
Fairly easy	46	42.2	64	37.2	116	39.1	42.2
Not very easy	7	6.4	10	5.8	18	6.1	13.5
Not at all easy	0	0.0	0	0.0	0	0.0	4.0
Don't know	1	0.9	3	1.7	4	1.3	1.8
Haven't tried	5	4.6	7	4.1	12	4.0	4.1
Total %		100.0		100.0		100.0	100.0
No answering	**109**		**172**		**297**		16102

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	41	67	33	75	117	32.3	38.2	26.5	30%
By phone	72	155	86	141	240	66.3	78.4	80.1	90%
Online	1	3	0	4	4	1.1	1.3	3.4	3%
Doesn't apply	0	1	0	1	1	0.3	0.3	0.6	1%
Total Response	114	226	119	221	362	100.0	118.3	110.6	124%
From your	**103**	**189**	**112**	**180**	**306**	patients			

(though some may not have answered this question)

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

Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	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	44	62	41	65	114	27.7	37.3	29.0	31%
By phone	75	139	79	135	224	54.4	73.2	76.2	81%
Online	21	47	42	26	70	17.0	22.9	21.7	29%
Doesn't apply	2	1	2	1	4	1.0	1.3	1.2	
Total	142	249	164	227	412	100.0	134.6	128.2	141%
From your	**103**	**189**	**112**	**180**	**306**	patients*			

(though some may not have answered this question)

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	38.2	37.3
By phone	78.4	73.2
Online	1.3	22.9
Doesn't apply	0.3	1.3
Total	118.3	134.6

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	25	25.5	37	20.4	66	22.4	30.9
2-4 days	39	39.8	73	40.3	118	40.0	31.0
5 days or more	25	25.5	58	32.0	87	29.5	24.2
Don't usually need to be seen quickly	4	4.1	9	5.0	15	5.1	6.6
Don't know, never tried	5	5.1	4	2.2	9	3.1	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**98**		**181**		**295**		**16,283**

	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	36	33.3	26	15.2	66	22.4	30.9
2-4 days	32	29.6	80	46.8	118	40.0	31.0
5 days or more	29	26.9	54	31.6	87	29.5	24.2
Don't usually need to be seen quickly	5	4.6	8	4.7	15	5.1	6.6
Don't know, never tried	6	5.6	3	1.8	9	3.1	7.3
Total %		100.0		100.0		100.0	100.0
Total Responses	**108**		**171**		**295**		**16,283**

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
	25	26.0	38	21.2	67	23.2	25.8
Very good	28	29.2	52	29.1	83	28.7	28.6
Good	23	24.0	49	27.4	74	25.6	20.4
Fair	14	14.6	26	14.5	44	15.2	14.5
Poor	5	5.2	12	6.7	17	5.9	5.8
Very poor	0	0.0	1	0.6	2	0.7	0.9
Does not apply	1	1.0	1	0.6	2	0.7	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**96**		**179**		**289**		16289

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	27	25.5	36	21.3	67	23.2	25.8
Very good	24	22.6	56	33.1	83	28.7	28.6
Good	29	27.4	43	25.4	74	25.6	20.4
Fair	16	15.1	24	14.2	44	15.2	14.5
Poor	9	8.5	8	4.7	17	5.9	5.8
Very poor	0	0.0	1	0.6	2	0.7	0.9
Does not apply	1	0.9	1	0.6	2	0.7	3.9
Total %		100.0		100.0		100.0	100.0
Total Respons	**106**		**169**		**289**		**16,289**

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	49	49.5	103	56.9	161	54.8	56.7
2-4 days	33	33.3	52	28.7	88	29.9	26.2
5 days or more	1	1.0	6	3.3	9	3.1	7.0
Don't usually need to be seen qu	2	2.0	6	3.3	8	2.7	4.3
Don't know, never tried	14	14.1	14	7.7	28	9.5	5.8
Total %		100.0		100.0		100	100.0
Total Responses	99		181		294		16,282

	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	66	61.1	86	50.0	161	54.8	56.7
2-4 days	29	26.9	56	32.6	88	29.9	26.2
5 days or more	2	1.9	5	2.9	9	3.1	7.0
Don't usually need to be seen qu	1	0.9	7	4.1	8	2.7	4.3
Don't know, never tried	10	9.3	18	10.5	28	9.5	5.8
Total %		100.0		100.0		100	100.0
Total Responses	108		172		294		16,282

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	28	31.1	46	26.1	80	28.3	31.0
Very good	28	31.1	52	29.5	83	29.3	29.7
Good	20	22.2	39	22.2	62	21.9	19.5
Fair	7	7.8	26	14.8	37	13.1	11.1
Poor	2	2.2	6	3.4	9	3.2	3.5
Very poor	0	0.0	0	0.0	0	0.0	0.7
Does not apply	5	5.6	7	4.0	12	4.2	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	90		176		283		15,668

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	29	29.6	45	26.8	80	28.3	31.0
Very good	24	24.5	56	33.3	83	29.3	29.7
Good	23	23.5	36	21.4	62	21.9	19.5
Fair	15	15.3	18	10.7	37	13.1	11.1
Poor	3	3.1	5	3.0	9	3.2	3.5
Very poor	0	0.0	0	0.0	0	0.0	0.7
Does not apply	4	4.1	8	4.8	12	4.2	4.5
Total %		100.0		100.0		100.0	100.0
Total Respons	98		168		283		15,668

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	18	18.9	28	16.4	48	17.0	22.8	10%
6-10 minutes	33	34.7	78	45.6	116	41.1	39.5	5-15 mins 58%
11-20 minutes	27	28.4	30	17.5	62	22.0	22.2	
21-30 minutes	10	10.5	25	14.6	36	12.8	9.0	
More than 30 minutes	6	6.3	10	5.8	18	6.4	5.2	>15 mins 24%
No set time	1	1.1	0	0.0	2	0.7	1.3	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**95**		**171**		**282**		**15,664**	

	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	19	18.3	27	16.7	48	17.0	19.6	10%
6-10 minutes	44	42.3	67	41.4	116	41.1	40.0	5-15 mins 58%
11-20 minutes	16	15.4	41	25.3	62	22.0	24.2	
21-30 minutes	17	16.3	18	11.1	36	12.8	8.8	
More than 30 minutes	8	7.7	8	4.9	18	6.4	5.9	>15 mins 24%
No set time	0	0.0	1	0.6	2	0.7	1.5	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**104**		**162**		**282**		**15,664**	

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	17	17.5	31	17.9	51	17.7	24.1
Very good	30	30.9	48	27.7	83	28.8	26.6
Good	26	26.8	38	22.0	65	22.6	21.6
Satisfactory	18	18.6	33	19.1	58	20.1	19.6
Poor	3	3.1	20	11.6	25	8.7	6.1
Very poor	2	2.1	2	1.2	4	1.4	1.4
Does not apply	1	1.0	1	0.6	2	0.7	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**97**		**173**		**288**		**15,701**

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	18	17.1	30	18.2	51	17.7	24.1
Very good	27	25.7	51	30.9	83	28.8	26.6
Good	27	25.7	37	22.4	65	22.6	21.6
Satisfactory	20	19.0	31	18.8	58	20.1	19.6
Poor	11	10.5	12	7.3	25	8.7	6.1
Very poor	2	1.9	2	1.2	4	1.4	1.4
Does not apply	0	0.0	2	1.2	2	0.7	0.5
Total %		100.0		100.0		100.0	100.0
Total no responses	**105**		**165**		**288**		**15,701**

GPPS National Results:	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	83	151	88	146	249	86.2	86.3
Answered Q27	*37*	*61*	*31*	*67*			
No	5	13	9	9	20	6.9	9.2
Don't know	8	12	11	9	20	6.9	4.6
Answered Q27	*10*	*23*	*18*	*15*			
Total %						100.0	100.0
Total no responses	**96**	**176**	**108**	**164**	**289**		**15,538**

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, **28** also answered Q27

However a total of **144** 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 reponses 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 respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	**47**	**84**	**49**	**82**	**144**	100.0		**6,598**	
Before 8am	10	22	14	18	36	25.0	16.7	16.6	13%
At lunchtime	5	11	5	11	16	11.1	7.4	12.0	6%
After 6.30pm	12	24	14	22	39	27.1	18.1	22.6	28%
Saturday	16	48	25	39	68	47.2	31.6	28.8	47%
Sunday	6	20	14	11	25	17.4	11.6	10.2	5%
None of these	14	15	8	21	31	21.5	14.4	9.8	
Total %							100.0	100.0	
Total no responses	**63**	**140**	**80**	**122**	**215**			**9,367**	

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

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondants	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No or Don't know answered Q27	**7**	**20**	**15**	**12**	**28**	100.0		**1,864**	
Before 8am	1	6	4	3	8	28.6	12.3	15.6	13%
At lunchtime	0	2	1	1	2	7.1	3.1	8.0	6%
After 6.30pm	5	11	11	5	16	57.1	24.6	29.2	28%
Saturday	4	16	11	9	20	71.4	30.8	32.2	47%
Sunday	2	11	8	5	13	46.4	20.0	12.8	5%
None of these	3	3	3	3	6	21.4	9.2	2.2	
Total %							100.0	100.0	
Total no responses	**15**	**49**	**38**	**26**	**65**			**3,645**	

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	70	150	85	135	234	79.9	64.6	61%
No	27	29	24	32	59	20.1	33.7	38%
There is only one doctor in my surgery	0	0	0	0	0	0.0	1.7	2%
Total %						100.0	100.0	
Total no responses	**97**	**179**	**109**	**167**	**293**		**15,634**	

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

234 Patients answered "Yes" to Q28 so prefer to speak to a particular GP
239 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Number said "Yes" to Q28	70	150	85	135	234	79.9	**10,098**	
Always or almost always	45	72	31	86	127	53.1	45.1	48%
A lot of the time	8	34	17	25	44	18.4	25.6	22%
Some of the time	12	37	24	25	51	21.3	19.7	24%
Never or almost never	1	6	4	3	7	2.9	2.5	6%
Not tried	6	4	3	7	10	4.2	1.0	1%
Total answering this question	**72**	**153**	**79**	**146**	**239**	100.0	**10,098**	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;

and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

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	59.2	51.6	58.0	52.9	47.3	51.6
Good	25.5	33.9	25.0	28.3	29.6	25.0
Satisfactory	8.2	7.8	10.1	8.6	10.2	9.0
Poor	0.5	0.5	0.5	0.0	0.0	0.0
Very poor	0.0	0.5	0.5	0.0	0.0	0.5
Does not apply	6.6	5.7	5.9	10.2	12.9	13.8
Total %	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	196	192	188	187	186	188

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%	
Total %		99%	100%	100%	100%	

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
Total Number of responses	12,540	12,380	12,345	12,306	12,247	12,212

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.

Males %	Q30 Putting you at ease?	GPAQ V4 % benchmark — Q30 Putting you at ease?	Q31 Giving you enough time?	GPAQ V4 % benchmark — Q31 Giving you enough time?	Q32 Listening to you?	GPAQ V4 % benchmark — Q32 Listening to you?
Very good	63.2	68.5	53.0	64.1	58.5	66.5
Good	23.5	21.7	31.8	26.5	26.2	23.8
Satisfactory	4.4	4.4	6.1	4.9	6.2	5.0
Poor	0.0	0.4	0.0	0.4	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	8.8	4.9	9.1	4.0	9.2	4.1
Total Number	**68**	**4,483**	**66**	**4,431**	**65**	**4,416**
Females %						
Very good	53.1	65.4	47.7	61.9	53.7	63.7
Good	29.2	23.7	36.9	27.4	26.9	25.0
Satisfactory	10.6	5.6	9.0	6.8	13.0	6.7
Poor	0.9	1.0	0.9	0.7	0.9	0.9
Very poor	0.0	0.4	0.9	0.2	0.9	0.3
Does not apply	6.2	3.8	4.5	2.9	4.6	3.4
Total Number	**113**	**7,660**	**111**	**7,559**	**108**	**7,544**
Under 45 %						
Very good	53.5	60.4	49.3	58.3	57.4	60.6
Good	31.0	26.1	37.7	29.4	26.5	26.5
Satisfactory	8.5	5.9	5.8	6.5	10.3	6.6
Poor	0.0	1.1	0.0	0.8	0.0	1.0
Very poor	0.0	0.4	1.4	0.2	0.0	0.3
Does not apply	7.0	6.1	5.8	4.8	5.9	4.8
Total Number	**71**	**5,001**	**69**	**4,918**	**68**	**4,904**
Over 45 %						
Very good	59.1	71.0	50.0	66.1	54.3	67.7
Good	24.5	20.7	33.3	25.4	26.7	23.3
Satisfactory	8.2	4.5	9.3	5.7	10.5	5.5
Poor	0.9	0.6	0.9	0.4	1.0	0.6
Very poor	0.0	0.3	0.0	0.1	1.0	0.2
Does not apply	7.3	2.8	6.5	2.2	6.7	2.8
Total Number	**110**	**7,340**	**108**	**7,269**	**105**	**7,252**

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.

Males %	Q33 Explaining your condition and treatment?	GPAQ V4 % benchmark — Q33 Explaining your tests and treatment?	Q34 Involving you in decisions about your care?	GPAQ V4 % benchmark — Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?	GPAQ V4 % benchmark — Q35 Providing or arranging treatment for you?
Very good	52.3	62.6	45.5	55.8	58.2	58.2
Good	29.2	24.8	28.8	26.6	19.4	24.9
Fair	6.2	6.0	10.6	7.1	9.0	5.6
Poor	0.0	0.5	0.0	0.5	0.0	0.5
Very poor	0.0	0.2	0.0	0.1	0.0	0.1
Does not apply	12.3	5.9	15.2	9.9	13.4	10.8
Total Number	**65**	**4,400**	**66**	**4,384**	**67**	**4,380**
Females %						
Very good	49.5	60.4	44.8	54.2	43.9	55.1
Good	29.9	24.8	31.4	26.1	29.9	24.3
Fair	10.3	7.5	10.5	7.3	9.3	6.4
Poor	0.0	1.0	0.0	1.0	0.0	0.7
Very poor	0.0	0.3	0.0	0.4	0.9	0.4
Does not apply	10.3	6.0	13.3	11.0	15.9	13.1
Total Number	**107**	**7,526**	**105**	**7,487**	**107**	**7,464**
Under 45 %						
Very good	53.7	57.3	50.7	53.3	52.2	55.6
Good	32.8	27.1	32.8	27.7	34.3	25.9
Fair	7.5	7.4	10.4	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	6.0	6.8	6.0	10.5	7.5	11.0
Total Number	**67**	**4,891**	**67**	**4,868**	**67**	**4,859**
Over 45 %						
Very good	48.6	63.9	41.3	56.2	47.7	57.8
Good	27.6	23.3	28.8	25.2	20.6	22.9
Fair	9.5	6.5	10.6	7.0	11.2	5.7
Poor	0.0	0.6	0.0	0.7	0.0	0.5
Very poor	0.0	0.2	0.0	0.2	0.9	0.3
Does not apply	14.3	5.4	19.2	10.7	19.6	12.8
Total Number	**105**	**7,225**	**104**	**7,194**	**107**	**7,175**

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	100.0	97.2	97.0	99.0	98.4	97.1	N/A
No	0.0	2.8	3.0	1.0	1.6	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
Number answering Q36	**62**	**106**	**66**	**102**	**182**	**11,676**	N/A

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

Q37 Understand you health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	84	85.7	152	82.2	243	83.5	13,789	85.0
Unsure	11	11.2	20	10.8	32	11.0	1,783	11.0
Not very well	0	0.0	9	4.9	9	3.1	246	1.5
Does not apply	3	3.1	4	2.2	7	2.4	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	**98**		**185**		**291**		**16,226**	

	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	85	78.0	151	86.8	243	83.5	13,789	85.0
Unsure	16	14.7	15	8.6	32	11.0	1,783	11.0
Not very well	4	3.7	5	2.9	9	3.1	246	1.5
Does not apply	4	3.7	3	1.7	7	2.4	408	2.5
		100.0		100.0		100.0		100.0
Total number / %	**109**		**174**		**291**		**16,226**	

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	87	88.8	143	78.6	236	81.9	13,295	82.4
Unsure	7	7.1	22	12.1	31	10.8	1,920	11.9
Not very well	1	1.0	10	5.5	11	3.8	333	2.1
Does not apply	3	3.1	7	3.8	10	3.5	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	**98**		**182**		**288**		**16,137**	

	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	76.1	147	86.0	236	81.9	13,295	82.4
Unsure	15	13.8	14	8.2	31	10.8	1,920	11.9
Not very well	6	5.5	5	2.9	11	3.8	333	2.1
Does not apply	5	4.6	5	2.9	10	3.5	589	3.6
		100.0		100.0		100.0		100.0
Total number / %	**109**		**171**		**288**		**16,137**	

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	71	74.0	141	78.3	219	77.1	12,073	75.2
Unsure	16	16.7	22	12.2	39	13.7	2,581	16.1
Not very well	1	1.0	5	2.8	6	2.1	406	2.5
Does not apply	8	8.3	12	6.7	20	7.0	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	**96**		**180**		**284**		**16,048**	

	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	80	74.1	132	78.6	219	77.1	12,073	75.2
Unsure	18	16.7	20	11.9	39	13.7	2,581	16.1
Not very well	2	1.9	4	2.4	6	2.1	406	2.5
Does not apply	8	7.4	12	7.1	20	7.0	988	6.2
		100.0		100.0		100.0		100.0
Total number / %	**108**		**168**		**284**		**16,048**	

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	GPPS Benchmark
Excellent	47	65	36	76	117	40.6	45.9	
Very good	33	74	39	68	107	37.2	34.6	51%
Good	12	28	24	16	43	14.9	14.0	38%
Satisfactory	6	12	9	9	18	6.3	4.6	7%
Poor	0	2	1	1	2	0.7	0.8	3%
Very poor	0	1	0	1	1	0.3	0.2	1%
Total %						100.0	100.0	100%
Total number	**98**	**182**	**109**	**171**	**288**		**16,287**	

288 of the 306 patients who completed the questionnaire answered this question.

Q41 Would you recommend your GP surgery to someone who has just moved to

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes, definitely	68	121	59	130	196	67.6	69.0	60%
Yes, probably	21	48	38	31	70	24.1	25.5	24%
No, probably not	6	9	9	6	15	5.2	3.2	9%
Not sure	Option not in GPAQ but GPPS Benchmark given							4%
No, definitley not	0	2	0	2	2	0.7	0.6	2%
Don't know	3	4	3	4	7	2.4	1.8	2%
Total %						100.0	100.0	100%
Total number	**98**	**184**	**109**	**173**	**290**		**16,278**	

290 of the 306 patients who completed the questionnaire answered this question.

Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	103	189	306	17,145
GP				
Q1 Putting you at ease?	93.7	92.9	93.3	92.8
Q2 Being polite and considerate?	96.4	94.8	95.4	94.6
Q3 Listening to you?	94.9	93.1	93.9	93.7
Q4 Giving you enough time?	93.4	90.8	91.9	91.5
Q5 Assessing your medical condition?	94.4	92.2	93.4	91.5
Q6 Explaining your condition and treatment?	93.5	89.9	91.2	91.1
Q7 Involving you in decisions about your care?	91.7	89.3	90.2	90.5
Q8 Providing or arranging treatment for you?	94.7	90.7	92.0	92.0
Q9 Confidence that the GP is honest and trustworthy?	97.4	95.4	96.0	95.7
Q10 Confidence that the dr will keep your information confidential?	96.4	96.4	96.5	97.0
Q11 Would you be completely happy to see this GP again?	100.0	98.9	99.0	98.8
Nurse				
Q30 Putting you at ease?	91.1	85.8	88.4	90.3
Q31 Giving you enough time?	87.9	84.0	85.9	89.2
Q32 Listening to you?	89.4	84.5	87.0	89.6
Q33 Explaining your condition and treatment?	88.2	85.9	87.4	88.8
Q34 Involving you in decisions about your care?	85.3	84.9	85.6	87.6
Q35 Providing or arranging treatment for you?	89.2	84.4	86.9	88.9
Q36 Would you be completely happy to see this Nurse again?	100.0	97.2	98.4	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	90.4	87.4	88.2	89.1
Q13 How easy is it to get through to the practice on the phone?	70.8	64.9	67.3	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	71.3	69.4	70.3	69.9
Q17 How easy to book ahead?	85.0	79.9	81.7	70.9
Q21 How do you rate how quickly you were seen (partic dr)	71.4	68.4	69.3	70.7
Q23 How do you rate how quickly you were seen (any dr)	77.2	72.5	73.9	75.0
Q25 How do you rate how long you waited	67.1	63.6	64.5	67.8
Q37 Understand your health problems	94.2	89.5	91.2	92.8
Q38 Cope with your health problems	95.3	88.0	90.5	91.7
Q39 Keep yourself healthy	89.8	90.5	90.3	88.7
Q40 Overall, how would you describe your experience?	84.7	80.3	81.9	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 **above** the national benchmark are highlighted in* `cream`
*Practice benchmarks **below** the national benchmark are highlighted in* `v pale green`
*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`

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
Number of Questionnaires	112	180	306	17,145
GP				
Q1 Putting you at ease?	90.3	94.9	93.3	92.8
Q2 Being polite and considerate?	94.5	95.9	95.4	94.6
Q3 Listening to you?	92.5	94.5	93.9	93.7
Q4 Giving you enough time?	90.7	92.3	91.9	91.5
Q5 Assessing your medical condition?	90.8	94.5	93.4	91.5
Q6 Explaining your condition and treatment?	89.4	92.2	91.2	91.1
Q7 Involving you in decisions about your care?	90.2	90.1	90.2	90.5
Q8 Providing or arranging treatment for you?	90.8	92.8	92.0	92.0
Q9 Confidence that the GP is honest and trustworthy?	94.0	97.4	96.0	95.7
Q10 Confidence that the dr will keep your information confidential?	96.8	96.2	96.5	97.0
Q11 Would you be completely happy to see this GP again?	99.1	99.4	99.0	98.8
Nurse				
Q30 Putting you at ease?	87.1	88.2	88.4	90.3
Q31 Giving you enough time?	85.4	85.4	85.9	89.2
Q32 Listening to you?	87.5	85.5	87.0	89.6
Q33 Explaining your condition and treatment?	87.3	86.4	87.4	88.8
Q34 Involving you in decisions about your care?	85.7	84.5	85.6	87.6
Q35 Providing or arranging treatment for you?	87.5	85.5	86.9	88.9
Q36 Would you be completely happy to see this Nurse again?	97.0	99.0	98.4	97.1
Practice				
Q12 How helpful do you find the receptionists at your practice?	86.0	90.1	88.2	89.1
Q13 How easy is it to get through to the practice on the phone?	67.9	66.2	67.3	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	69.1	70.6	70.3	69.9
Q17 How easy to book ahead?	80.3	82.4	81.7	70.9
Q21 How do you rate how quickly you were seen (partic dr)	68.4	70.1	69.3	70.7
Q23 How do you rate how quickly you were seen (any dr)	73.0	74.8	73.9	75.0
Q25 How do you rate how long you waited	62.9	66.1	64.5	67.8
Q37 Understand your health problems	88.6	92.7	91.2	92.8
Q38 Cope with your health problems	87.0	92.8	90.5	91.7
Q39 Keep yourself healthy	89.0	91.0	90.3	88.7
Q40 Overall, how would you describe your experience?	78.3	84.1	81.9	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 **above** the national benchmark are highlighted in* — cream
*Practice benchmarks **below** the national benchmark are highlighted in* — v pale green
*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

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.