Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for

Beechfield Medical Centre

Spalding, Lincs, PE11 1UN

Detailed Report
giving breakdown by
Age and Sex

December 2022

Report by

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 V2 Data 2005/6	Your Survey December 2022	Data from GPAQ V4 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
Ethnicity			
% 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
Employment			
% 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

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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
Total	345	100.0

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	
Total	345	100.0	0	345	

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

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

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

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%
Total Number	105	216	101	220	322		**16,016**	
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	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%
Total Number	105	214	99	220	320		**16,199**	
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%
Total Number	106	213	98	221	321		**15,757**	
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	
No answering	**101**		**199**		**322**		**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	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	
No answering	**92**		**208**		**322**		**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	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	
No answering	**101**		**198**		**321**		**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	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	
No answering	**92**		**207**		**321**		**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	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%
No answering	101		197		320		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	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%
No answering	92		206		320		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	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%
No answering	101		197		320		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	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%
No answering	91		207		320		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	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	
No answering	101		199		322		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	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	
No answering	92		208		322		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	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%
No answering	101		197		320		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	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%
No answering	91		207		320		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	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%
No answering	**100**		**197**		**318**		**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	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%
No answering	**90**		**207**		**318**		**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	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	
No answering	**101**		**196**		**318**		**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	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	
No answering	**90**		**207**		**318**		**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	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
Total Number of responses	322	16,425	321	16,402	320	16,419	320	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	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
Total Number of responses	322	16,374	320	16,387	318	16,278	318	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	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
Total Number	**101**	**5,739**	**101**	**5,743**	**101**	**5,749**	**101**	**5,746**
Females %								
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
Total Number	**199**	**9,848**	**198**	**9,822**	**197**	**9,831**	**197**	**9,834**
Under 45 %								
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
Total Number	**92**	**6,749**	**92**	**6,760**	**92**	**6,773**	**91**	**6,765**
Over 45 %								
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
Total Number	**208**	**9,082**	**207**	**9,050**	**206**	**9,054**	**207**	**9,057**

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
Males %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your tests 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	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
Total Number	**101**	**5,737**	**101**	**5,741**	**100**	**5,721**	**101**	**5,667**
Females %								
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
Total Number	**199**	**9,811**	**197**	**9,820**	**197**	**9,748**	**196**	**9,691**
Under 45 %								
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
Total Number	**92**	**6,753**	**91**	**6,764**	**90**	**6,737**	**90**	**6,722**
Over 45 %								
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
Total Number	**208**	**9,039**	**207**	**9,042**	**207**	**8,972**	**207**	**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	97	96.0	192	96.5	311	96.6	91.2	66%
Yes, to some ex	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	1	1.0	2	1.0	3	0.9	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**101**		**199**		**322**		**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	87	94.6	202	97.1	311	96.6	91.2	66%
Yes, to some ex	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	0	0.0	3	1.4	3	0.9	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
No answering	**92**		**208**		**322**		**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	95	94.1	195	98.0	311	96.9	93.0
Yes, to some ex	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	3	3.0	2	1.0	5	1.6	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**101**		**199**		**321**		**16,286**

	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 ex	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	1	1.1	4	1.9	5	1.6	1.4
Total %		100.0		100.0		100.0	100.0
No answering	**92**		**208**		**321**		**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	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
No answering	**100**		**195**		**317**		**15,491**

	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
No answering	**92**		**203**		**317**		**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	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	
No answering	105		212		329		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	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	
No answering	102		215		329		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	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		
No answering	105		213		330		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	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		
No answering	101		217		330		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	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	
No answering	**105**		**212**		**329**		**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	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	
No answering	**101**		**216**		**329**		**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	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
No answering	**104**		**212**		**328**		**16,382**

	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
No answering	**100**		**216**		**328**		**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	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	
No answering	103		211		325		16,210

	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	
No answering	101		213		325		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	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
No answering	104		214		329		16102

	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
No answering	102		216		329		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	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%
Total Response	123	246	120	249	382	100.0	110.7	110.6	124%
From your	**106**	**217**	**102**	**221**	**345**	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	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	
Total	147	314	155	306	474	100.0	137.4	128.2	141%
From your	**106**	**217**	**102**	**221**	**345**	patients*			

(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
Total	110.7	137.4

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

NB Percentages are rounded. Where they are highlighted yet appear identical,

*please compare the **numbers** in the Total Responses columns of Qs 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
Total Responses	**103**		**211**		**326**		**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	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
Total Responses	**102**		**213**		**326**		**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
	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
Total Respons	**104**		**212**		**328**		16289

	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
Total Respons	**102**		**214**		**328**		**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	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 qu	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
Total Responses	**102**		**210**		**322**		**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	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 qu	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
Total Responses	**102**		**211**		**322**		**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	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
Total Respons	**105**		**212**		**327**		**15,668**

	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
Total Respons	**102**		**215**		**327**		**15,668**

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 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	
More than 30 minutes	0	0.0	3	1.4	3	0.9	5.2	>15 mins 24%
No set time	1	1.0	1	0.5	2	0.6	1.3	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**104**		**214**		**327**		**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	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 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	
More than 30 minutes	1	1.0	2	0.9	3	0.9	5.9	>15 mins 24%
No set time	1	1.0	1	0.5	2	0.6	1.5	
Total %		100.0		100.0		100.0	100.0	
Total no responses	**102**		**216**		**327**		**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	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
Total no responses	**104**		**214**		**327**		**15,701**

	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
Total no responses	**101**		**217**		**327**		**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	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
Total no responses	**104**	**206**	**97**	**212**	**315**		**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, **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 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	**46**	**90**	**47**	**89**	**143**	100.0		**6,598**	
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	
Total no responses	**63**	**148**	**80**	**131**	**220**			**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	**14**	**18**	**10**	**22**	**33**	100.0		**1,864**	
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	
Total no responses	**25**	**41**	**22**	**44**	**69**			**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	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%
Total %						100.0	100.0	
Total no responses	100	202	95	207	306		15,634	

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
Number said "Yes" to Q28	34	72	27	80	108	35.3	10,098	
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%
Total answering this question	55	113	55	114	83	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	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
Total Number of responses	264	260	261	260	259	259

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	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
Total Number	**78**	**4,483**	**78**	**4,431**	**78**	**4,416**
Females %						
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
Total Number	**178**	**7,660**	**175**	**7,559**	**175**	**7,544**
Under 45 %						
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
Total Number	**85**	**5,001**	**85**	**4,918**	**85**	**4,904**
Over 45 %						
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
Total Number	**171**	**7,340**	**168**	**7,269**	**168**	**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	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
Total Number	**77**	**4,400**	**77**	**4,384**	**77**	**4,380**
Females %						
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
Total Number	**175**	**7,526**	**174**	**7,487**	**174**	**7,464**
Under 45 %						
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
Total Number	**85**	**4,891**	**84**	**4,868**	**84**	**4,859**
Over 45 %						
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
Total Number	**168**	**7,225**	**168**	**7,194**	**168**	**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	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
Number answering Q36	**73**	**170**	**83**	**161**	**248**	**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 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
Total number / %	**106**		**215**		**323**		**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	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
Total number / %	**102**		**219**		**323**		**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	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
Total number / %	**106**		**213**		**321**		**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	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
Total number / %	**101**		**218**		**321**		**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	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
Total number / %	**103**		**208**		**313**		**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	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
Total number / %	**100**		**211**		**313**		**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	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%
Total number	**106**	**215**	**101**	**220**	**323**		**16,287**	

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

Q40 Males' overall experience of GP surgery

Q40 Females' overall experience of GP surgery

Q40 Under 45s' overall experience of GP surgery

Q40 Over 45s' overall experience of GP surgery
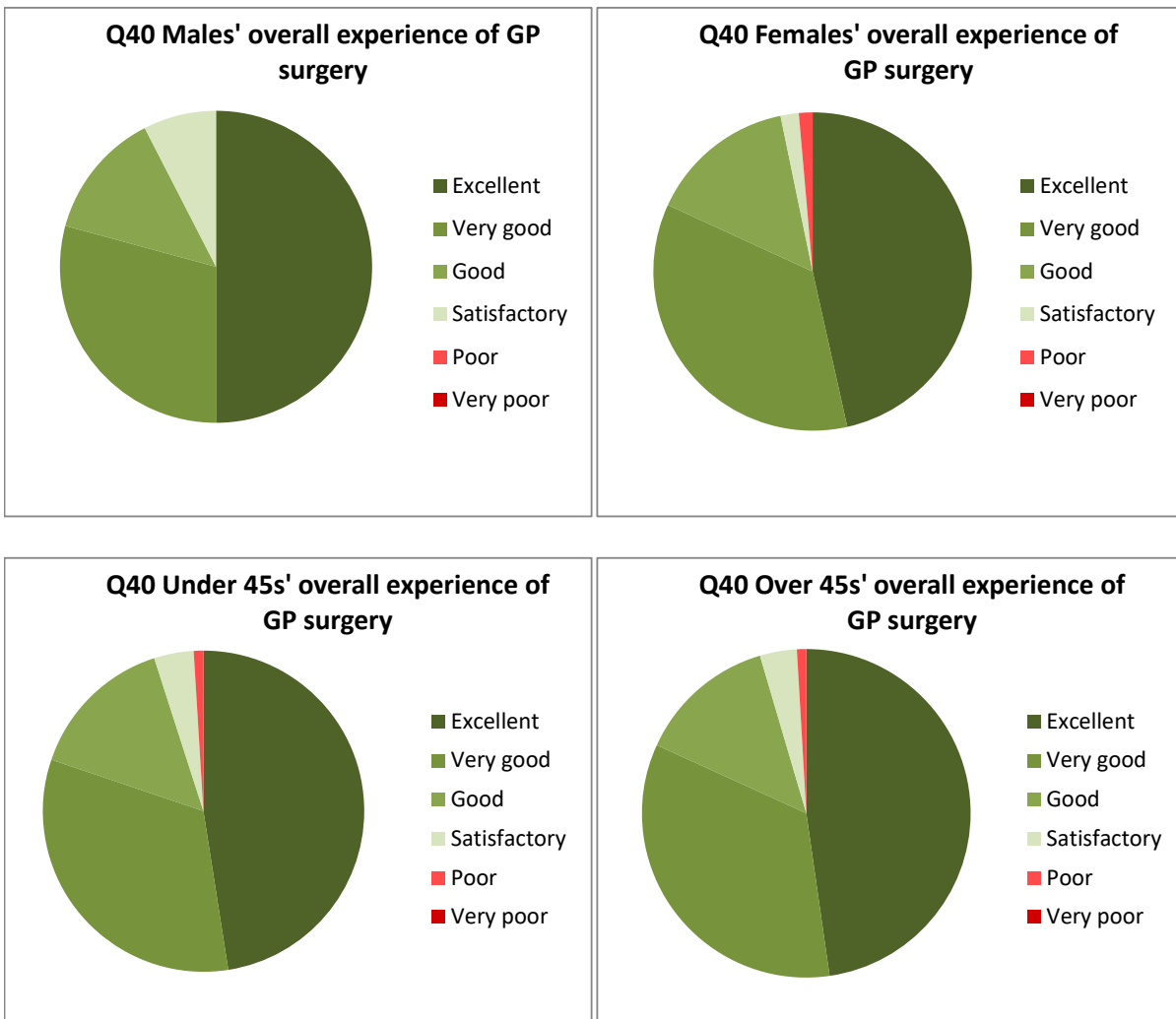
Friends and Family Test

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
Total number responses	**105**	**216**	**102**	**220**	**324**	
FFT NPS Scores:	**37.5**	**41.1**	**44.0**	**38.4**	**40.3**	

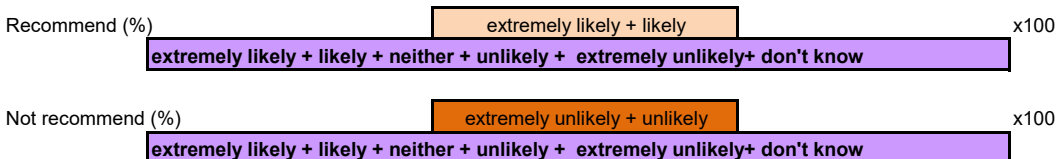324   of the   345   patients who completed the questionnaire answered this question.

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:

Proportion of respondants "extremely likely" to recommend	minus	Proportion of respondants "neither likely nor unlikely" , "unlikely" or "extremely unlikely" to recommend
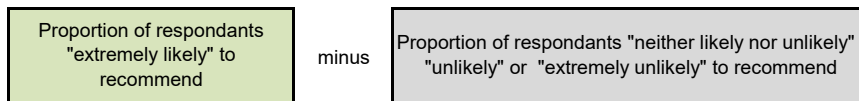
However there is a move to present the scores as percentages of those who would, or would not recommend:

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
Total number responses	**105**	**216**	**102**	**220**	**324**	
Recommend (%)	**82.9**	**88.4**	**88.2**	**85.9**	**86.4**	
Not recommend (%)	**4.8**	**2.3**	**2.0**	**3.6**	**3.1**	

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

Recommend (%) $\dfrac{\text{extremely likely + likely}}{\text{extremely likely + likely + neither + unlikely + extremely unlikely+ don't know}}$ x100

Not recommend (%) $\dfrac{\text{extremely unlikely + unlikely}}{\text{extremely likely + likely + neither + unlikely + extremely unlikely+ don't know}}$ x100

Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
Number of Questionnaires	106	217	345	17,145
GP				
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
Nurse				
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
Practice				
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

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	102	221	345	17,145
GP				
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
Nurse				
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
Practice				
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

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.