



General Practice Assessment Questionnaire

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

**Beechfield Medical Centre**

**Spalding, PE11 1UN**

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

**2018 - 2019**

**Report by**

**CMI Publishing Ltd**  
**GPAQ Analysis and Reporting**  
**Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB, UK**  
**Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>**  
**E-mail: [gpaq@dsl.pipex.com](mailto:gpaq@dsl.pipex.com) or [gpaq@hotmail.co.uk](mailto:gpaq@hotmail.co.uk)**

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## Introduction

### The Survey

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

### Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

### This Report

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

### A Note about Numbers /Subtotals

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

### Benchmarks

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

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

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

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

### Friends and Family Test

Results are given on page 28.

### Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website:

<http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf>

### How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

## Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Survey 2018 - 2019	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	214	17,145
No practices	1,031		
% female	64.7	59.8	59.2
% over 45*	(Mean age: 50.3)	65.0	54.8
% with long term disability	49.0	52.3	48.0
<b>Ethnicity</b>			
% White	92.2	94.9	80.3
% Asian/Asian British	3.7	0.5	6.6
% Black/Black British	1.8	0.0	3.2
% Mixed	1.1	0.9	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.0	2.2
<b>Employment</b>			
% employed	48.4	44.9	44.6
% unemployed	2.5	2.8	3.8
% in full time education	3.4	3.3	3.8
% unable to work/long term sickness	7.2	3.7	6.0
% looking after home / family	9.6	4.2	7.0
% retired	27.5	35.5	24.3
% other	1.6	1.4	2.4

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

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.

Of the 35 or 16.4% who answered the question

31 saw the GP/nurse for themselves

4 saw the GP/nurse for their child

0 saw the GP/nurse for another reason or person.

**Q42 Are you male or female?**

	Number	%
Male	78	36.4
Female	128	59.8
Missing	8	3.7
Total	214	100.0

**Q43 How old are you?**

	Number	%		Number	% under & over 45
Under 16	4	1.9	}		
16 to 44	63	29.4	}	67	31.3
45 to 64	67	31.3	{		
65 to 74	35	16.4	{	139	65.0
75 or over	37	17.3	{		
Missing	8	3.7	0	8	
Total	214	100.0	0	214	

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

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

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
<b>Age</b>								
Under 16	2	2			4			}
16 to 44	20	43	67		63	32.5	41.7	46%
45 to 64	26	41			67			{
65 to 74	13	22		139	35	67.5	58.3	54%
75 or over	17	20			37			{
<b>Total</b>	<b>78</b>	<b>128</b>	67	139	206	100.0	100.0	100%
%	37.9	62.1						
Missing					8			
Benchmark %	36.8	63.2						
<b>GPPS Benchmark</b>	49%	51%						

206 of the 214 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	40	72	22	90	112	54.9	51.4	43%
No	32	46	39	39	78	38.2	43.5	55%
Don't know / can't say	5	9	6	8	14	6.9	5.1	2%
Total %						93.1	100.0	98%
<b>Total Number</b>	77	127	67	137	204		<b>16,016</b>	
Missing					10			

204 of the 214 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	75	128	65	138	203	98.5	84.9	88%
Black or Black British	0	0	0	0	0	0.0	3.4	2%
Asian or Asian British	1	0	0	1	1	0.5	7.0	5%
Mixed	2	0	2	0	2	1.0	1.8	0%
Chinese	0	0	0	0	0	0.0	0.6	1%
Other ethnic group	0	0	0	0	0	0.0	2.3	2%
Total %						100.0	100.0	98%
<b>Total Number</b>	78	128	67	139	206		<b>16,199</b>	
Missing					8			

206 of the 214 patients who completed the questionnaire answered this question.

- 0 of these did not answer the question about sex.
- 0 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)	35	61	48	48	96	46.8	48.5	58%
Unemployed / looking for work	5	1	4	2	6	2.9	4.2	5%
At school or in full time education	2	5	7	0	7	3.4	4.1	4%
Unable to work due to long term sickness	6	2	2	6	8	3.9	6.6	5%
Looking after your home/family	0	9	5	4	9	4.4	7.6	6%
Retired from paid work	29	47	0	76	76	37.1	26.4	20%
Other	1	2	0	3	3	1.5	2.6	2%
Total %						98.5	100.0	98%
<b>Total Number</b>	78	127	66	139	205		<b>15,757</b>	
Missing					9			

205 of the 214 patients who completed the questionnaire answered this question.

- 0 of these did not answer the question about sex.
- 0 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	66	84.6	114	89.8	185	87.3	76.8	N/A
Good	10	12.8	12	9.4	23	10.8	18.0	
Satisfactory	1	1.3	0	0.0	1	0.5	4.4	
Poor	0	0.0	0	0.0	1	0.5	0.3	
Very poor	1	1.3	0	0.0	1	0.5	0.2	
Does not apply	0	0.0	1	0.8	1	0.5	0.3	
Total %		100.0		100.0		99.5	100.0	
<b>No answering</b>	<b>78</b>		<b>127</b>		<b>212</b>		<b>16,425</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	55	82.1	125	90.6	185	87.3	76.8	N/A
Good	10	14.9	12	8.7	23	10.8	18.0	
Satisfactory	0	0.0	1	0.7	1	0.5	4.4	
Poor	0	0.0	0	0.0	1	0.5	0.3	
Very poor	1	1.5	0	0.0	1	0.5	0.2	
Does not apply	1	1.5	0	0.0	1	0.5	0.3	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>67</b>		<b>138</b>		<b>212</b>		<b>16,425</b>	

#### Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	72	92.3	118	92.2	194	91.1	82.0	N/A
Good	4	5.1	9	7.0	15	7.0	14.7	
Satisfactory	1	1.3	1	0.8	3	1.4	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	1	1.3	0	0.0	1	0.5	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	
<b>No answering</b>	<b>78</b>		<b>128</b>		<b>213</b>		<b>16,402</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	60	89.6	130	93.5	194	91.1	82.0	N/A
Good	5	7.5	8	5.8	15	7.0	14.7	
Satisfactory	1	1.5	1	0.7	3	1.4	2.8	
Poor	0	0.0	0	0.0	0	0.0	0.2	
Very poor	1	1.5	0	0.0	1	0.5	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	
<b>No answering</b>	<b>67</b>		<b>139</b>		<b>213</b>		<b>16,402</b>	

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

**Q3 Listening to you?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	74	96.1	117	91.4	197	92.9	79.5	52%
Good	1	1.3	10	7.8	11	5.2	16.2	36%
Satisfactory	1	1.3	1	0.8	3	1.4	3.6	7%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	1	1.3	0	0.0	1	0.5	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%
<b>No answering</b>	<b>77</b>		<b>128</b>		<b>212</b>		<b>16,419</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	62	92.5	129	93.5	197	92.9	79.5	49%
Good	3	4.5	8	5.8	11	5.2	16.2	37%
Satisfactory	1	1.5	1	0.7	3	1.4	3.6	9%
Poor	0	0.0	0	0.0	0	0.0	0.4	2%
Very poor	1	1.5	0	0.0	1	0.5	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%
<b>No answering</b>	<b>67</b>		<b>138</b>		<b>212</b>		<b>16,419</b>	

**Q4 Giving you enough time?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	87.2	107	83.6	178	83.6	73.6	49%
Good	8	10.3	20	15.6	30	14.1	19.7	37%
Satisfactory	1	1.3	0	0.0	3	1.4	5.6	9%
Poor	0	0.0	1	0.8	1	0.5	0.7	2%
Very poor	1	1.3	0	0.0	1	0.5	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%
<b>No answering</b>	<b>78</b>		<b>128</b>		<b>213</b>		<b>16,413</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	56	83.6	119	85.6	178	83.6	73.6	49%
Good	9	13.4	19	13.7	30	14.1	19.7	37%
Satisfactory	0	0.0	1	0.7	3	1.4	5.6	9%
Poor	1	1.5	0	0.0	1	0.5	0.7	2%
Very poor	1	1.5	0	0.0	1	0.5	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%
<b>No answering</b>	<b>67</b>		<b>139</b>		<b>213</b>		<b>16,413</b>	

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

**Q5 Assessing your medical condition?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	67	87.0	109	85.2	182	85.8	72.5	N/A
Good	7	9.1	18	14.1	26	12.3	20.1	
Satisfactory	1	1.3	1	0.8	2	0.9	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	1	1.3	0	0.0	1	0.5	0.2	
Does not apply	1	1.3	0	0.0	1	0.5	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>77</b>		<b>128</b>		<b>212</b>		<b>16,374</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	56	83.6	120	87.0	182	85.8	72.5	N/A
Good	9	13.4	16	11.6	26	12.3	20.1	
Satisfactory	0	0.0	2	1.4	2	0.9	5.6	
Poor	0	0.0	0	0.0	0	0.0	0.6	
Very poor	1	1.5	0	0.0	1	0.5	0.2	
Does not apply	1	1.5	0	0.0	1	0.5	1.1	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>67</b>		<b>138</b>		<b>212</b>		<b>16,374</b>	

**Q6 Explaining your condition and treatment?**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	63	81.8	104	81.3	172	81.1	70.4	47%
Good	9	11.7	18	14.1	28	13.2	21.3	36%
Satisfactory	1	1.3	0	0.0	2	0.9	5.5	10%
Poor	1	1.3	0	0.0	1	0.5	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	3	3.9	6	4.7	9	4.2	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>77</b>		<b>128</b>		<b>212</b>		<b>16,387</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	46	68.7	121	87.7	172	81.1	70.4	47%
Good	14	20.9	13	9.4	28	13.2	21.3	36%
Satisfactory	0	0.0	1	0.7	2	0.9	5.5	10%
Poor	1	1.5	0	0.0	1	0.5	0.5	2%
Very poor	0	0.0	0	0.0	0	0.0	0.2	1%
Does not apply	6	9.0	3	2.2	9	4.2	2.1	5%
Total %		100.0		100.0		100.0	100.0	101%
<b>No answering</b>	<b>67</b>		<b>138</b>		<b>212</b>		<b>16,387</b>	

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

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	62	79.5	99	78.0	166	78.3	67.2	41%
Good	10	12.8	21	16.5	32	15.1	21.9	35%
Satisfactory	1	1.3	1	0.8	2	0.9	6.3	12%
Poor	1	1.3	0	0.0	2	0.9	0.5	3%
Very poor	1	1.3	0	0.0	1	0.5	0.2	1%
Does not apply	3	3.8	6	4.7	9	4.2	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>78</b>		<b>127</b>		<b>212</b>		<b>16,278</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	51	76.1	110	79.7	166	78.3	67.2	41%
Good	11	16.4	20	14.5	32	15.1	21.9	35%
Satisfactory	0	0.0	2	1.4	2	0.9	6.3	12%
Poor	0	0.0	1	0.7	2	0.9	0.5	3%
Very poor	1	1.5	0	0.0	1	0.5	0.2	1%
Does not apply	4	6.0	5	3.6	9	4.2	4.0	8%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>67</b>		<b>138</b>		<b>212</b>		<b>16,278</b>	

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	64	83.1	101	79.5	168	79.6	70.8	N/A
Good	6	7.8	16	12.6	25	11.8	18.8	
Satisfactory	2	2.6	1	0.8	4	1.9	4.8	
Poor	2	2.6	0	0.0	2	0.9	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	3	3.9	9	7.1	12	5.7	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>77</b>		<b>127</b>		<b>211</b>		<b>16,169</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	54	83.1	111	79.9	168	79.6	70.8	N/A
Good	5	7.7	17	12.2	25	11.8	18.8	
Satisfactory	2	3.1	1	0.7	4	1.9	4.8	
Poor	1	1.5	1	0.7	2	0.9	0.4	
Very poor	0	0.0	0	0.0	0	0.0	0.2	
Does not apply	3	4.6	9	6.5	12	5.7	5.0	
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>65</b>		<b>139</b>		<b>211</b>		<b>16,169</b>	

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

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	87.3	76.8	91.1	82.0	92.9	79.5	83.6	73.6
Good	10.8	18.0	7.0	14.7	5.2	16.2	14.1	19.7
Satisfactory	0.5	4.4	1.4	2.8	1.4	3.6	1.4	5.6
Poor	0.5	0.3	0.0	0.2	0.0	0.4	0.5	0.7
Very poor	0.5	0.2	0.5	0.1	0.5	0.1	0.5	0.2
Does not apply	0.5	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
<b>Total Number of responses</b>	<b>212</b>	<b>16,425</b>	<b>213</b>	<b>16,402</b>	<b>212</b>	<b>16,419</b>	<b>213</b>	<b>16,413</b>

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	85.8	73	81.1	70	78.3	67	79.6	71
Good	12.3	20	13.2	21	15.1	22	11.8	19
Satisfactory	0.9	6	0.9	6	0.9	6	1.9	5
Poor	0.0	1	0.5	1	0.9	0	0.9	0
Very poor	0.5	0	0.0	0	0.5	0	0.0	0
Does not apply	0.5	1	4.2	2	4.2	4	5.7	5
Total %	100.0	100	100.0	100	100.0	100	100	100
<b>Total Number of responses</b>	<b>212</b>	<b>16,374</b>	<b>212</b>	<b>16,387</b>	<b>212</b>	<b>16,278</b>	<b>211</b>	<b>16,169</b>

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	84.6	76.8	92.3	82.1	96.1	79.3	87.2	73.0
Good	12.8	18.0	5.1	14.4	1.3	16.2	10.3	19.9
Satisfactory	1.3	4.5	1.3	2.9	1.3	3.5	1.3	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.5	0.0	1.0
Very poor	1.3	0.2	1.3	0.2	1.3	0.2	1.3	0.3
Does not apply	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.3
<b>Total Number</b>	<b>78</b>	<b>5,739</b>	<b>78</b>	<b>5,743</b>	<b>77</b>	<b>5,749</b>	<b>78</b>	<b>5,746</b>
<b>Females %</b>								
Very good	89.8	76.9	92.2	82.2	91.4	79.8	83.6	74.1
Good	9.4	18.0	7.0	14.8	7.8	16.0	15.6	19.5
Satisfactory	0.0	4.3	0.8	2.6	0.8	3.6	0.0	5.5
Poor	0.0	0.3	0.0	0.3	0.0	0.3	0.8	0.6
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.1
Does not apply	0.8	0.3	0.0	0.1	0.0	0.1	0.0	0.2
<b>Total Number</b>	<b>127</b>	<b>9,848</b>	<b>128</b>	<b>9,822</b>	<b>128</b>	<b>9,831</b>	<b>128</b>	<b>9,834</b>
<b>Under 45 %</b>								
Very good	82.1	72.3	89.6	79.1	92.5	77.0	83.6	71.4
Good	14.9	21.7	7.5	17.3	4.5	18.2	13.4	21.7
Satisfactory	0.0	5.0	1.5	3.1	1.5	4.0	0.0	5.8
Poor	0.0	0.5	0.0	0.3	0.0	0.5	1.5	0.7
Very poor	1.5	0.2	1.5	0.2	1.5	0.1	1.5	0.2
Does not apply	1.5	0.2	0.0	0.1	0.0	0.1	0.0	0.2
<b>Total Number</b>	<b>67</b>	<b>6,749</b>	<b>67</b>	<b>6,760</b>	<b>67</b>	<b>6,773</b>	<b>67</b>	<b>6,765</b>
<b>Over 45 %</b>								
Very good	90.6	80.8	93.5	84.6	93.5	81.8	85.6	75.7
Good	8.7	14.9	5.8	12.5	5.8	14.3	13.7	18.1
Satisfactory	0.7	3.8	0.7	2.4	0.7	3.2	0.7	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	0.0	0.3	0.0	0.2	0.0	0.2	0.0	0.2
<b>Total Number</b>	<b>138</b>	<b>9,082</b>	<b>139</b>	<b>9,050</b>	<b>138</b>	<b>9,054</b>	<b>139</b>	<b>9,057</b>

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your tests and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	87.0	72.2	81.8	70.5	79.5	67.2	83.1	70.5
Good	9.1	20.4	11.7	21.3	12.8	21.4	7.8	19.5
Satisfactory	1.3	5.5	1.3	5.6	1.3	7.0	2.6	4.9
Poor	0.0	0.7	1.3	0.6	1.3	0.5	2.6	0.5
Very poor	1.3	0.2	0.0	0.2	1.3	0.1	0.0	0.2
Does not apply	1.3	1.0	3.9	1.8	3.8	3.7	3.9	4.4
<b>Total Number</b>	<b>77</b>	<b>5,737</b>	<b>77</b>	<b>5,741</b>	<b>78</b>	<b>5,721</b>	<b>77</b>	<b>5,667</b>
<b>Females %</b>								
Very good	85.2	72.9	81.3	70.4	78.0	67.2	79.5	70.6
Good	14.1	19.9	14.1	21.3	16.5	22.2	12.6	18.6
Satisfactory	0.8	5.4	0.0	5.4	0.8	5.7	0.8	4.6
Poor	0.0	0.5	0.0	0.5	0.0	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	0.0	1.2	4.7	2.2	4.7	4.2	7.1	5.7
<b>Total Number</b>	<b>128</b>	<b>9,811</b>	<b>128</b>	<b>9,820</b>	<b>127</b>	<b>9,748</b>	<b>127</b>	<b>9,691</b>
<b>Under 45 %</b>								
Very good	83.6	69.5	68.7	66.6	76.1	64.4	83.1	68.6
Good	13.4	22.3	20.9	23.8	16.4	23.8	7.7	20.6
Satisfactory	0.0	6.1	0.0	6.3	0.0	6.9	3.1	5.4
Poor	0.0	0.7	1.5	0.7	0.0	0.6	1.5	0.5
Very poor	1.5	0.2	0.0	0.2	1.5	0.2	0.0	0.2
Does not apply	1.5	1.2	9.0	2.4	6.0	4.1	4.6	4.7
<b>Total Number</b>	<b>67</b>	<b>6,753</b>	<b>67</b>	<b>6,764</b>	<b>67</b>	<b>6,737</b>	<b>65</b>	<b>6,722</b>
<b>Over 45 %</b>								
Very good	87.0	75.3	87.7	73.6	79.7	69.7	79.9	72.8
Good	11.6	18.1	9.4	19.1	14.5	20.2	12.2	17.1
Satisfactory	1.4	5.0	0.7	4.8	1.4	5.7	0.7	4.1
Poor	0.0	0.5	0.0	0.5	0.7	0.3	0.7	0.4
Very poor	0.0	0.1	0.0	0.1	0.0	0.2	0.0	0.2
Does not apply	0.0	1.1	2.2	1.8	3.6	3.9	6.5	5.3
<b>Total Number</b>	<b>138</b>	<b>9,039</b>	<b>138</b>	<b>9,042</b>	<b>138</b>	<b>8,972</b>	<b>139</b>	<b>8,880</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	74	94.9	119	94.4	200	94.8	91.2	66%
Yes, to some extent	3	3.8	6	4.8	9	4.3	7.6	27%
No, not at all	1	1.3	0	0.0	1	0.5	0.4	4%
Don't know, can't say	0	0.0	1	0.8	1	0.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>78</b>		<b>126</b>		<b>211</b>		<b>16,331</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	61	92.4	132	95.7	200	94.8	91.2	66%
Yes, to some extent	4	6.1	5	3.6	9	4.3	7.6	27%
No, not at all	1	1.5	0	0.0	1	0.5	0.4	4%
Don't know, can't say	0	0.0	1	0.7	1	0.5	0.7	3%
Total %		100.0		100.0		100.0	100.0	100%
<b>No answering</b>	<b>66</b>		<b>138</b>		<b>211</b>		<b>16,331</b>	

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	74	94.9	124	96.9	205	96.2	93.0
Yes, to some extent	2	2.6	2	1.6	4	1.9	5.2
No, not at all	1	1.3	0	0.0	1	0.5	0.3
Don't know, can't say	1	1.3	2	1.6	3	1.4	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>78</b>		<b>128</b>		<b>213</b>		<b>16,286</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	64	95.5	134	96.4	205	96.2	93.0
Yes, to some extent	2	3.0	2	1.4	4	1.9	5.2
No, not at all	1	1.5	0	0.0	1	0.5	0.3
Don't know, can't say	0	0.0	3	2.2	3	1.4	1.4
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>67</b>		<b>139</b>		<b>213</b>		<b>16,286</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	73	97.3	127	100.0	206	98.6	98.8
No	2	2.7	0	0.0	3	1.4	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>75</b>		<b>127</b>		<b>209</b>		<b>15,491</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	66	98.5	134	99.3	206	98.6	98.8
No	1	1.5	1	0.7	3	1.4	1.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>67</b>		<b>135</b>		<b>209</b>		<b>15,491</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	57	76.0	103	81.7	163	79.1	70.5	48%
Fairly	13	17.3	19	15.1	34	16.5	26.3	41%
Not Very	1	1.3	1	0.8	2	1.0	2.1	7%
Not at all	1	1.3	0	0.0	1	0.5	0.5	2%
Don't know	3	4.0	3	2.4	6	2.9	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>75</b>		<b>126</b>		<b>206</b>		<b>16,430</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	47	71.2	113	83.7	163	79.1	70.5	48%
Fairly	14	21.2	18	13.3	34	16.5	26.3	41%
Not Very	1	1.5	1	0.7	2	1.0	2.1	7%
Not at all	0	0.0	1	0.7	1	0.5	0.5	2%
Don't know	4	6.1	2	1.5	6	2.9	0.6	2%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>66</b>		<b>135</b>		<b>206</b>		<b>16,430</b>	<b>1</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	20	26.3	25	20.0	45	21.8	32.5	31%
Fairly easy	38	50.0	58	46.4	98	47.6	44.3	47%
Not very easy	11	14.5	34	27.2	48	23.3	14.9	13%
Not at all easy	5	6.6	6	4.8	11	5.3	5.2	5%
Don't know	1	1.3	0	0.0	1	0.5	0.7	-
Haven't tried	1	1.3	2	1.6	3	1.5	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>76</b>		<b>125</b>		<b>206</b>		<b>16,512</b>	<b>1</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	20	29.9	25	18.7	45	21.8	32.5	31%
Fairly easy	31	46.3	65	48.5	98	47.6	44.3	47%
Not very easy	12	17.9	33	24.6	48	23.3	14.9	13%
Not at all easy	2	3.0	9	6.7	11	5.3	5.2	5%
Don't know	1	1.5	0	0.0	1	0.5	0.7	-
Haven't tried	1	1.5	2	1.5	3	1.5	2.5	4%
Total %		100.0		100.0		100.0		
<b>No answering</b>	<b>67</b>		<b>134</b>		<b>206</b>		<b>16,512</b>	<b>1</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	23	30.3	25	19.8	48	23.2	26.0	8% / 8%
Fairly easy	35	46.1	63	50.0	100	48.3	35.2	15% / 14%
Not very easy	5	6.6	12	9.5	19	9.2	12.1	9% / 7%
Not at all easy	1	1.3	2	1.6	3	1.4	2.8	9% / 5%
Don't know	3	3.9	1	0.8	4	1.9	4.3	12% / 16%
Haven't tried	9	11.8	23	18.3	33	15.9	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>76</b>		<b>126</b>		<b>207</b>		<b>16,437</b>	<b>100% / 100%</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	21	31.3	27	20.0	48	23.2	26.0	8% / 8%
Fairly easy	30	44.8	68	50.4	100	48.3	35.2	15% / 14%
Not very easy	5	7.5	12	8.9	19	9.2	12.1	9% / 7%
Not at all easy	1	1.5	2	1.5	3	1.4	2.8	9% / 5%
Don't know	2	3.0	2	1.5	4	1.9	4.3	12% / 16%
Haven't tried	8	11.9	24	17.8	33	15.9	19.5	45% / 50%
Total %		100.0		100.0		100.0	100.0	
<b>No answering</b>	<b>67</b>		<b>135</b>		<b>207</b>		<b>16,437</b>	<b>100% / 100%</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Yes	54	71.1	95	74.8	154	74.0	62.0
No	5	6.6	14	11.0	19	9.1	17.7
Don't know/nev	17	22.4	18	14.2	35	16.8	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>76</b>		<b>127</b>		<b>208</b>		<b>16,382</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Yes	55	82.1	94	69.1	154	74.0	62.0
No	5	7.5	14	10.3	19	9.1	17.7
Don't know/nev	7	10.4	28	20.6	35	16.8	20.2
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>67</b>		<b>136</b>		<b>208</b>		<b>16,382</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Important	64	85.3	113	89.7	181	87.9	86.2
Not important	11	14.7	13	10.3	25	12.1	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>75</b>		<b>126</b>		<b>206</b>		<b>16,210</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Important	60	90.9	117	86.7	181	87.9	86.2
Not important	6	9.1	18	13.3	25	12.1	13.8
Total %		100.0		100.0		100.0	
<b>No answering</b>	<b>66</b>		<b>135</b>		<b>206</b>		<b>16,210</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	20	26.3	22	17.5	42	20.3	34.4
Fairly easy	31	40.8	49	38.9	82	39.6	42.2
Not very easy	14	18.4	38	30.2	54	26.1	13.5
Not at all easy	3	3.9	8	6.3	12	5.8	4.0
Don't know	0	0.0	5	4.0	5	2.4	1.8
Haven't tried	8	10.5	4	3.2	12	5.8	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>76</b>		<b>126</b>		<b>207</b>		<b>16102</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	17	25.4	25	18.5	42	20.3	34.4
Fairly easy	24	35.8	56	41.5	82	39.6	42.2
Not very easy	21	31.3	31	23.0	54	26.1	13.5
Not at all easy	2	3.0	9	6.7	12	5.8	4.0
Don't know	1	1.5	4	3.0	5	2.4	1.8
Haven't tried	2	3.0	10	7.4	12	5.8	4.1
Total %		100.0		100.0		100.0	100.0
<b>No answering</b>	<b>67</b>		<b>135</b>		<b>207</b>		<b>16102</b>

### Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	23	43	13	53	67	25.7	31.3	26.5	30%
By phone	62	112	61	113	179	68.6	83.6	80.1	90%
Online	8	6	7	7	15	5.7	7.0	3.4	3%
Doesn't apply	0	0	0	0	0	0.0	0.0	0.6	1%
<b>Total Response</b>	<b>93</b>	<b>161</b>	<b>81</b>	<b>173</b>	<b>261</b>	<b>100.0</b>	<b>122.0</b>	<b>110.6</b>	<b>124%</b>
<b>From your</b>	<b>78</b>	<b>128</b>	<b>67</b>	<b>139</b>	<b>214</b>	<b>patients</b>			

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

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

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

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	20	49	13	56	70	24.6	32.7	29.0	31%
By phone	54	94	48	100	153	53.9	71.5	76.2	81%
Online	19	40	32	27	60	21.1	28.0	21.7	29%
Doesn't apply	0	1	1	0	1	0.4	0.5	1.2	
<b>Total</b>	<b>93</b>	<b>184</b>	<b>94</b>	<b>183</b>	<b>284</b>	<b>100.0</b>	<b>132.7</b>	<b>128.2</b>	<b>141%</b>
<b>From your</b>	<b>78</b>	<b>128</b>	<b>67</b>	<b>139</b>	<b>214</b>	<b>patients*</b>			

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

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	31.3	32.7
By phone	83.6	71.5
Online	7.0	28.0
Doesn't apply	0.0	0.5
<b>Total</b>	<b>122.0</b>	<b>132.7</b>

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

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

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

Q20 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	22	28.9	30	23.8	52	25.2	30.9
2-4 days	4	5.3	11	8.7	15	7.3	31.0
5 days or more	27	35.5	61	48.4	92	44.7	24.2
Don't usually need to be seen quickly	14	18.4	16	12.7	30	14.6	6.6
Don't know, never tried	9	11.8	8	6.3	17	8.3	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>76</b>		<b>126</b>		<b>206</b>		<b>16,283</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	25	37.3	27	20.0	52	25.2	30.9
2-4 days	5	7.5	10	7.4	15	7.3	31.0
5 days or more	21	31.3	67	49.6	92	44.7	24.2
Don't usually need to be seen quickly	8	11.9	22	16.3	30	14.6	6.6
Don't know, never tried	8	11.9	9	6.7	17	8.3	7.3
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>67</b>		<b>135</b>		<b>206</b>		<b>16,283</b>

Q21 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
	27	35.5	42	33.1	70	33.8	25.8
Very good	19	25.0	27	21.3	47	22.7	28.6
Good	14	18.4	18	14.2	33	15.9	20.4
Fair	7	9.2	18	14.2	26	12.6	14.5
Poor	3	3.9	12	9.4	15	7.2	5.8
Very poor	3	3.9	2	1.6	5	2.4	0.9
Does not apply	3	3.9	8	6.3	11	5.3	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>76</b>		<b>127</b>		<b>207</b>		<b>16289</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	29	43.3	40	29.4	70	33.8	25.8
Very good	15	22.4	31	22.8	47	22.7	28.6
Good	6	9.0	26	19.1	33	15.9	20.4
Fair	7	10.4	18	13.2	26	12.6	14.5
Poor	3	4.5	12	8.8	15	7.2	5.8
Very poor	2	3.0	3	2.2	5	2.4	0.9
Does not apply	5	7.5	6	4.4	11	5.3	3.9
Total %		100.0		100.0		100.0	100.0
<b>Total Respons</b>	<b>67</b>		<b>136</b>		<b>207</b>		<b>16,289</b>

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

Q22 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	39	53.4	58	45.7	99	48.3	56.7
2-4 days	10	13.7	25	19.7	35	17.1	26.2
5 days or more	12	16.4	24	18.9	38	18.5	7.0
Don't usually need to be seen quickly	7	9.6	11	8.7	19	9.3	4.3
Don't know, never tried	5	6.8	9	7.1	14	6.8	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>73</b>		<b>127</b>		<b>205</b>		<b>16,282</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	41	61.2	56	42.1	99	48.3	56.7
2-4 days	9	13.4	26	19.5	35	17.1	26.2
5 days or more	8	11.9	28	21.1	38	18.5	7.0
Don't usually need to be seen quickly	5	7.5	13	9.8	19	9.3	4.3
Don't know, never tried	4	6.0	10	7.5	14	6.8	5.8
Total %		100.0		100.0		100	100.0
<b>Total Responses</b>	<b>67</b>		<b>133</b>		<b>205</b>		<b>16,282</b>

Q23 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	28	37.3	44	34.6	74	35.7	31.0
Very good	17	22.7	38	29.9	56	27.1	29.7
Good	16	21.3	22	17.3	39	18.8	19.5
Fair	9	12.0	12	9.4	22	10.6	11.1
Poor	1	1.3	6	4.7	7	3.4	3.5
Very poor	1	1.3	1	0.8	2	1.0	0.7
Does not apply	3	4.0	4	3.1	7	3.4	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>75</b>		<b>127</b>		<b>207</b>		<b>15,668</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	30	44.8	42	31.1	74	35.7	31.0
Very good	17	25.4	38	28.1	56	27.1	29.7
Good	12	17.9	26	19.3	39	18.8	19.5
Fair	6	9.0	15	11.1	22	10.6	11.1
Poor	0	0.0	7	5.2	7	3.4	3.5
Very poor	1	1.5	1	0.7	2	1.0	0.7
Does not apply	1	1.5	6	4.4	7	3.4	4.5
Total %		100.0		100.0		100.0	100.0
<b>Total Responses</b>	<b>67</b>		<b>135</b>		<b>207</b>		<b>15,668</b>

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	24	32.4	67	53.6	93	45.6	22.8	10%
6-10 minutes	37	50.0	40	32.0	79	38.7	39.5	5-15 mins 58%
11-20 minutes	9	12.2	15	12.0	25	12.3	22.2	
21-30 minutes	2	2.7	3	2.4	5	2.5	9.0	>15 mins 24%
More than 30 minutes	0	0.0	0	0.0	0	0.0	5.2	
No set time	2	2.7	0	0.0	2	1.0	1.3	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>74</b>		<b>125</b>		<b>204</b>		<b>15,664</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	31	46.3	60	45.5	93	45.6	19.6	10%
6-10 minutes	24	35.8	53	40.2	79	38.7	40.0	5-15 mins 58%
11-20 minutes	9	13.4	15	11.4	25	12.3	24.2	
21-30 minutes	2	3.0	3	2.3	5	2.5	8.8	>15 mins 24%
More than 30 minutes	0	0.0	0	0.0	0	0.0	5.9	
No set time	1	1.5	1	0.8	2	1.0	1.5	
Total %		100.0		100.0		100.0	100.0	
<b>Total no responses</b>	<b>67</b>		<b>132</b>		<b>204</b>		<b>15,664</b>	

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	26	35.1	46	36.5	74	36.1	24.1
Very good	21	28.4	47	37.3	68	33.2	26.6
Good	16	21.6	24	19.0	41	20.0	21.6
Satisfactory	9	12.2	9	7.1	20	9.8	19.6
Poor	1	1.4	0	0.0	1	0.5	6.1
Very poor	0	0.0	0	0.0	0	0.0	1.4
Does not apply	1	1.4	0	0.0	1	0.5	0.5
Total %		100.0		100.0		100.0	100.0
<b>Total no responses</b>	<b>74</b>		<b>126</b>		<b>205</b>		<b>15,701</b>

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	22	32.8	50	37.6	74	36.1	24.1
Very good	27	40.3	41	30.8	68	33.2	26.6
Good	10	14.9	30	22.6	41	20.0	21.6
Satisfactory	7	10.4	11	8.3	20	9.8	19.6
Poor	1	1.5	0	0.0	1	0.5	6.1
Very poor	0	0.0	0	0.0	0	0.0	1.4
Does not apply	0	0.0	1	0.8	1	0.5	0.5
Total %		100.0		100.0		100.0	100.0
<b>Total no responses</b>	<b>67</b>		<b>133</b>		<b>205</b>		<b>15,701</b>

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

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark
Yes	67	115	55	127	187	91.7	86.3
Answered Q27	24	39	20	43			
No	5	7	8	4	12	5.9	9.2
Don't know	2	3	4	1	5	2.5	4.6
Answered Q27	7	9	12	4			
Total %						100.0	100.0
<b>Total no responses</b>	<b>74</b>	<b>125</b>	<b>67</b>	<b>132</b>	<b>204</b>		<b>15,538</b>

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

A total of **17** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **16** also answered Q27

However a total of **79** patients who answered Q26, also answered Q27;  
Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

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

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number / % of patients responding</b>	<b>31</b>	<b>48</b>	<b>32</b>	<b>47</b>	<b>79</b>	100.0		<b>6,598</b>	
Before 8am	12	11	6	17	23	29.1	18.4	16.6	13%
At lunchtime	5	10	4	11	15	19.0	12.0	12.0	6%
After 6.30pm	9	19	15	13	28	35.4	22.4	22.6	28%
Saturday	14	23	17	20	37	46.8	29.6	28.8	47%
Sunday	1	10	4	7	11	13.9	8.8	10.2	5%
None of these	4	7	2	9	11	13.9	8.8	9.8	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>45</b>	<b>80</b>	<b>48</b>	<b>77</b>	<b>125</b>			<b>9,367</b>	

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

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number of patients said No or Don't know answered Q27</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>4</b>	<b>16</b>	100.0		<b>1,864</b>	
Before 8am	2	4	3	3	6	37.5	17.1	15.6	13%
At lunchtime	0	1	0	1	1	6.3	2.9	8.0	6%
After 6.30pm	4	6	8	2	10	62.5	28.6	29.2	28%
Saturday	6	6	9	3	12	75.0	34.3	32.2	47%
Sunday	1	5	4	2	6	37.5	17.1	12.8	5%
None of these	0	0	0	0	0	0.0	0.0	2.2	
Total %							100.0	100.0	
<b>Total no responses</b>	<b>13</b>	<b>22</b>	<b>24</b>	<b>11</b>	<b>35</b>			<b>3,645</b>	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	42	71	26	87	116	59.2	64.6	61%
No	30	47	36	41	79	40.3	33.7	38%
There is only one doctor in my surgery	0	1	0	1	1	0.5	1.7	2%
<b>Total %</b>						100.0	100.0	
<b>Total no responses</b>	<b>72</b>	<b>119</b>	<b>62</b>	<b>129</b>	<b>196</b>		<b>15,634</b>	

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

116 Patients answered "Yes" to Q28 so prefer to speak to a particular GP  
146 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number said "Yes" to Q28</b>	<b>42</b>	<b>71</b>	<b>26</b>	<b>87</b>	<b>116</b>	59.2	<b>10,098</b>	
Always or almost always	18	25	10	33	39	30.1	45.1	48%
A lot of the time	14	23	6	31	31	25.3	25.6	22%
Some of the time	14	31	16	29	34	32.9	19.7	24%
Never or almost never	5	4	3	6	5	6.2	2.5	6%
Not tried	3	5	2	6	0	5.5	1.0	1%
<b>Total answering this question</b>	<b>54</b>	<b>88</b>	<b>37</b>	<b>105</b>	<b>109</b>	100.0	<b>10,098</b>	

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

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

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

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

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	72.5	72.2	76.9	75.8	68.8	69.4
Good	19.4	20.3	16.0	15.9	19.7	13.4
Satisfactory	1.9	3.2	3.2	3.2	3.2	3.8
Poor	0.6	0.0	0.0	0.0	0.0	0.6
Very poor	0.0	0.0	0.0	0.0	0.0	0.0
Does not apply	5.6	4.4	3.8	5.1	8.3	12.7
Total %	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>160</b>	<b>158</b>	<b>156</b>	<b>157</b>	<b>157</b>	<b>157</b>

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

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

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

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

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

		GPAQ V4 % benchma rk		GPAQ V4 % benchmar k		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q30 Putting you at ease?</b>	<b>Q30 Putting you at ease?</b>	<b>Q31 Giving you enough time?</b>	<b>Q31 Giving you enough time?</b>	<b>Q32 Listening to you?</b>	<b>Q32 Listening to you?</b>
Very good	66.1	68.5	63.8	64.1	70.2	66.5
Good	23.7	21.7	25.9	26.5	21.1	23.8
Satisfactory	3.4	4.4	5.2	4.9	3.5	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	6.8	4.9	5.2	4.0	5.3	4.1
<b>Total Number of patients</b>	<b>59</b>	<b>4,483</b>	<b>58</b>	<b>4,431</b>	<b>57</b>	<b>4,416</b>
<b>Females %</b>						
Very good	75.0	65.4	76.8	61.9	79.8	63.7
Good	17.7	23.7	16.8	27.4	13.8	25.0
Satisfactory	1.0	5.6	2.1	6.8	3.2	6.7
Poor	1.0	1.0	0.0	0.7	0.0	0.9
Very poor	0.0	0.4	0.0	0.2	0.0	0.3
Does not apply	5.2	3.8	4.2	2.9	3.2	3.4
<b>Total Number of patients</b>	<b>96</b>	<b>7,660</b>	<b>95</b>	<b>7,559</b>	<b>94</b>	<b>7,544</b>
<b>Under 45 %</b>						
Very good	67.2	60.4	70.2	58.3	71.9	60.6
Good	22.4	26.1	19.3	29.4	17.5	26.5
Satisfactory	3.4	5.9	5.3	6.5	5.3	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	6.9	6.1	5.3	4.8	5.3	4.8
<b>Total Number of patients</b>	<b>58</b>	<b>5,001</b>	<b>57</b>	<b>4,918</b>	<b>57</b>	<b>4,904</b>
<b>Over 45 %</b>						
Very good	74.2	71.0	72.9	66.1	78.7	67.7
Good	18.6	20.7	20.8	25.4	16.0	23.3
Satisfactory	1.0	4.5	2.1	5.7	2.1	5.5
Poor	1.0	0.6	0.0	0.4	0.0	0.6
Very poor	0.0	0.3	0.0	0.1	0.0	0.2
Does not apply	5.2	2.8	4.2	2.2	3.2	2.8
<b>Total Number of patients</b>	<b>97</b>	<b>7,340</b>	<b>96</b>	<b>7,269</b>	<b>94</b>	<b>7,252</b>

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

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

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

		GPAQ V4 % benchmark		GPAQ V4 % benchmark		GPAQ V4 % benchmark
<b>Males %</b>	<b>Q33 Explaining your condition and treatment?</b>	<b>Q33 Explaining your tests and treatment?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q34 Involving you in decisions about your care?</b>	<b>Q35 Providing or arranging treatment for you?</b>	<b>Q35 Providing or arranging treatment for you?</b>
Very good	67.2	62.6	60.3	55.8	67.2	58.2
Good	22.4	24.8	29.3	26.6	17.2	24.9
Fair	3.4	6.0	3.4	7.1	5.2	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	6.9	5.9	6.9	9.9	10.3	10.8
<b>Total Number</b>	<b>58</b>	<b>4,400</b>	<b>58</b>	<b>4,384</b>	<b>58</b>	<b>4,380</b>
<b>Females %</b>						
Very good	80.9	60.4	73.4	54.2	69.1	55.1
Good	11.7	24.8	13.8	26.1	11.7	24.3
Fair	3.2	7.5	3.2	7.3	3.2	6.4
Poor	0.0	1.0	0.0	1.0	1.1	0.7
Very poor	0.0	0.3	0.0	0.4	0.0	0.4
Does not apply	4.3	6.0	9.6	11.0	14.9	13.1
<b>Total Number</b>	<b>94</b>	<b>7,526</b>	<b>94</b>	<b>7,487</b>	<b>94</b>	<b>7,464</b>
<b>Under 45 %</b>						
Very good	71.9	57.3	68.4	53.3	70.2	55.6
Good	15.8	27.1	19.3	27.7	14.0	25.9
Fair	5.3	7.4	5.3	7.2	5.3	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	7.0	6.8	7.0	10.5	10.5	11.0
<b>Total Number</b>	<b>57</b>	<b>4,891</b>	<b>57</b>	<b>4,868</b>	<b>57</b>	<b>4,859</b>
<b>Over 45 %</b>						
Very good	77.9	63.9	68.4	56.2	67.4	57.8
Good	15.8	23.3	20.0	25.2	13.7	22.9
Fair	2.1	6.5	2.1	7.0	3.2	5.7
Poor	0.0	0.6	0.0	0.7	1.1	0.5
Very poor	0.0	0.2	0.0	0.2	0.0	0.3
Does not apply	4.2	5.4	9.5	10.7	14.7	12.8
<b>Total Number</b>	<b>95</b>	<b>7,225</b>	<b>95</b>	<b>7,194</b>	<b>95</b>	<b>7,175</b>

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

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

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

%	Males	Females	Under 45	45 and over	% Total responses	Total GPAQ V4 % benchmark	GPPS Benchmark
Yes	94.7	98.9	96.4	97.8	97.4	97.1	N/A
No	5.3	1.1	3.6	2.2	2.6	2.9	N/A
Total %	100.0	100.0	100.0	100.0	100.0	100.0	N/A
<b>Number answering Q36</b>	<b>57</b>	<b>91</b>	<b>55</b>	<b>93</b>	<b>152</b>	<b>11,676</b>	N/A

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

**Q37 Understand your health problems**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	69	88.5	113	89.0	183	88.8	13,789	85.0
Unsure	7	9.0	11	8.7	18	8.7	1,783	11.0
Not very well	2	2.6	1	0.8	3	1.5	246	1.5
Does not apply	0	0.0	2	1.6	2	1.0	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>78</b>		<b>127</b>		<b>206</b>		<b>16,226</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	54	81.8	128	92.1	183	88.8	13,789	85.0
Unsure	10	15.2	8	5.8	18	8.7	1,783	11.0
Not very well	1	1.5	2	1.4	3	1.5	246	1.5
Does not apply	1	1.5	1	0.7	2	1.0	408	2.5
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>66</b>		<b>139</b>		<b>206</b>		<b>16,226</b>	

**Q38 Cope with your health problems**

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	69	89.6	110	86.6	180	87.8	13,295	82.4
Unsure	5	6.5	9	7.1	14	6.8	1,920	11.9
Not very well	2	2.6	2	1.6	4	2.0	333	2.1
Does not apply	1	1.3	6	4.7	7	3.4	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>77</b>		<b>127</b>		<b>205</b>		<b>16,137</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	51	78.5	128	92.1	180	87.8	13,295	82.4
Unsure	8	12.3	6	4.3	14	6.8	1,920	11.9
Not very well	2	3.1	2	1.4	4	2.0	333	2.1
Does not apply	4	6.2	3	2.2	7	3.4	589	3.6
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>65</b>		<b>139</b>		<b>205</b>		<b>16,137</b>	

**Q39 Keep yourself healthy**

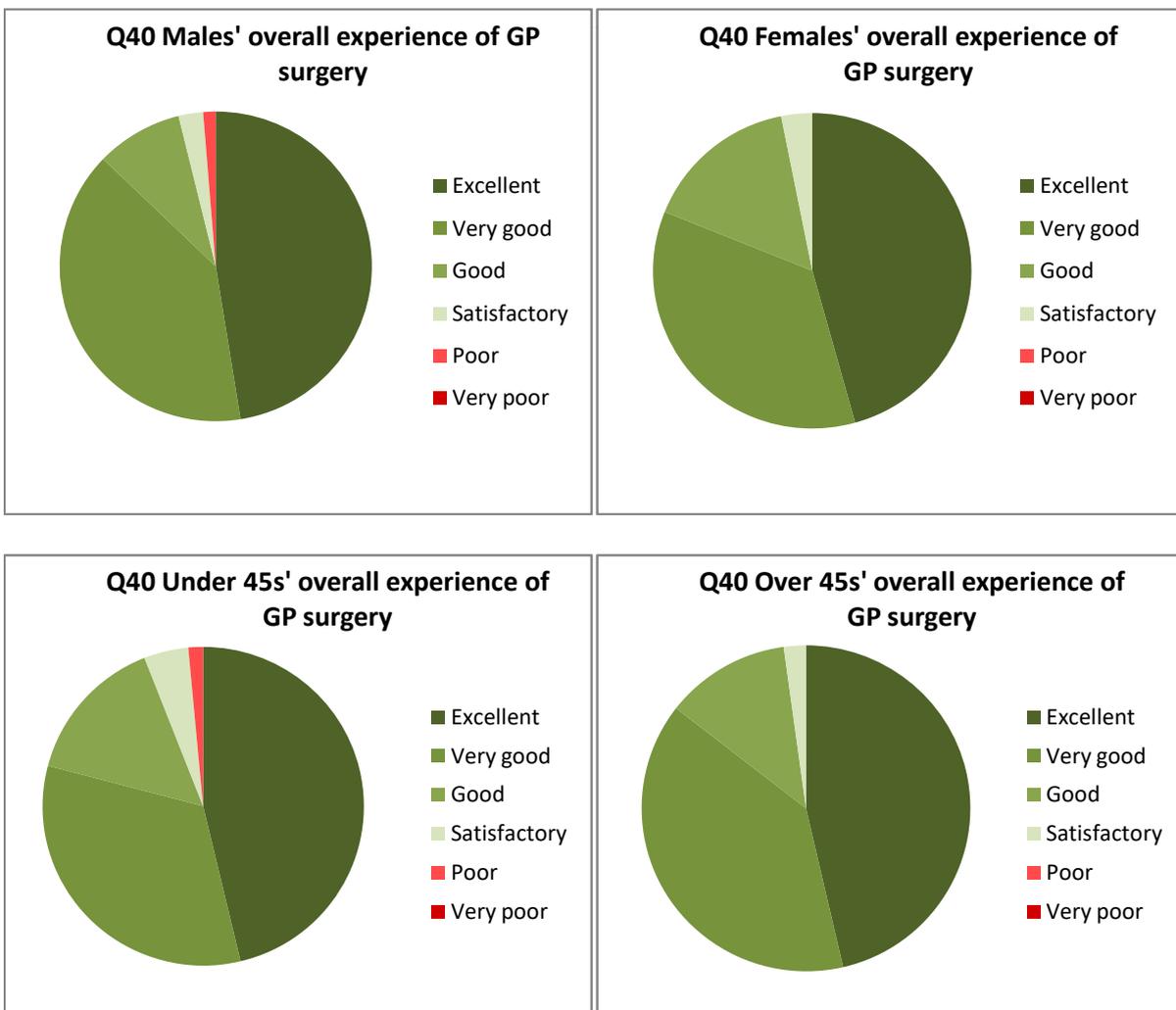
	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	64	82.1	102	81.0	167	81.5	12,073	75.2
Unsure	11	14.1	14	11.1	25	12.2	2,581	16.1
Not very well	3	3.8	3	2.4	6	2.9	406	2.5
Does not apply	0	0.0	7	5.6	7	3.4	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>78</b>		<b>126</b>		<b>205</b>		<b>16,048</b>	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V4 Total No	GPAQ V4 % benchmark
Very well	49	73.1	117	85.4	167	81.5	12,073	75.2
Unsure	11	16.4	14	10.2	25	12.2	2,581	16.1
Not very well	3	4.5	3	2.2	6	2.9	406	2.5
Does not apply	4	6.0	3	2.2	7	3.4	988	6.2
		100.0		100.0		100.0		100.0
<b>Total number / %</b>	<b>67</b>		<b>137</b>		<b>205</b>		<b>16,048</b>	

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V4 % benchmark	GPSS Benchmark
Excellent	37	58	31	64	96	46.6	45.9	
Very good	31	45	22	54	76	36.9	34.6	51%
Good	7	20	10	17	27	13.1	14.0	38%
Satisfactory	2	4	3	3	6	2.9	4.6	7%
Poor	1	0	1	0	1	0.5	0.8	3%
Very poor	0	0	0	0	0	0.0	0.2	1%
Total %						100.0	100.0	100%
<b>Total number</b>	<b>78</b>	<b>127</b>	<b>67</b>	<b>138</b>	<b>206</b>		<b>16,287</b>	

206 of the 214 patients who completed the questionnaire answered this question.



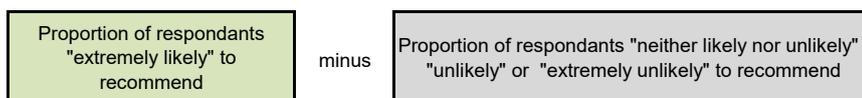
## Friends and Family Test

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	40	71	36	75	112	54.1
Likely	28	47	23	52	75	36.2
Neither likely nor unlikely	4	8	3	9	12	5.8
Unlikely	3	0	2	1	3	1.4
Extremely unlikely	1	0	1	0	1	0.5
Don't know	2	2	2	2	4	1.9
Total %						98.6
<b>Total number responses</b>	<b>78</b>	<b>128</b>	<b>67</b>	<b>139</b>	<b>207</b>	
<b>FFT NPS Scores:</b>	<b>42.1</b>	<b>50.0</b>	<b>46.2</b>	<b>47.4</b>	<b>47.3</b>	

207 of the 214 patients who completed the questionnaire answered this question.

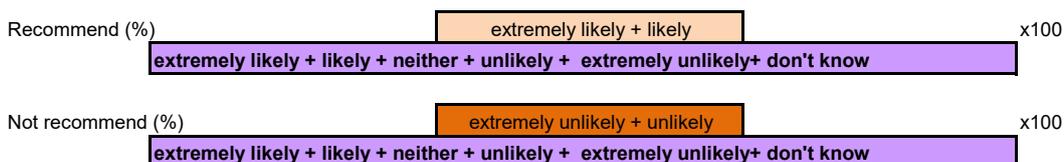
The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:



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

Q41 FFT	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total
Extremely likely	40	71	36	75	112	54.1
Likely	28	47	23	52	75	36.2
Neither likely nor unlikely	4	8	3	9	12	5.8
Unlikely	3	0	2	1	3	1.4
Extremely unlikely	1	0	1	0	1	0.5
Don't know	2	2	2	2	4	1.9
Total %						98.6
<b>Total number responses</b>	<b>78</b>	<b>128</b>	<b>67</b>	<b>139</b>	<b>207</b>	
<b>Recommend (%)</b>	<b>87.2</b>	<b>92.2</b>	<b>88.1</b>	<b>91.4</b>	<b>90.3</b>	
<b>Not recommend (%)</b>	<b>5.1</b>	<b>0.0</b>	<b>4.5</b>	<b>0.7</b>	<b>1.9</b>	

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



## Benchmarks

	Male	Female	Your practice overall	GPAQ-R National benchmark
<b>Number of Questionnaires</b>	78	128	214	17,145
<b>GP</b>				
Q1 Putting you at ease?	94.9	97.6	96.2	92.8
Q2 Being polite and considerate?	96.8	97.9	97.1	94.6
Q3 Listening to you?	97.7	97.7	97.5	93.7
Q4 Giving you enough time?	95.5	95.5	95.0	91.5
Q5 Assessing your medical condition?	95.7	96.1	96.0	91.5
Q6 Explaining your condition and treatment?	95.3	96.3	95.7	91.1
Q7 Involving you in decisions about your care?	93.7	95.2	94.3	90.5
Q8 Providing or arranging treatment for you?	94.6	96.2	95.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	96.8	97.6	97.4	95.7
Q10 Confidence that the dr will keep your information confidential?	97.4	99.2	98.6	97.0
Q11 Would you be completely happy to see this GP again?	97.3	100.0	98.6	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	91.8	94.0	93.4	90.3
Q31 Giving you enough time?	90.5	94.5	93.0	89.2
Q32 Listening to you?	92.6	94.8	94.2	89.6
Q33 Explaining your condition and treatment?	92.1	95.3	94.1	88.8
Q34 Involving you in decisions about your care?	90.3	94.4	92.9	87.6
Q35 Providing or arranging treatment for you?	92.3	93.8	93.4	88.9
Q36 Would you be completely happy to see this Nurse again?	94.7	98.9	97.4	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	91.5	94.2	93.1	89.1
Q13 How easy is it to get through to the practice on the phone?	65.8	60.6	62.1	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.6	69.2	70.7	69.9
Q17 How easy to book ahead?	66.3	57.2	60.0	70.9
Q21 How do you rate how quickly you were seen (partic dr)	74.0	70.6	71.8	70.7
Q23 How do you rate how quickly you were seen (any dr)	76.4	76.1	76.2	75.0
Q25 How do you rate how long you waited	77.0	80.6	79.0	67.8
Q37 Understand your health problems	92.9	94.8	94.1	92.8
Q38 Cope with your health problems	94.1	94.6	94.4	91.7
Q39 Keep yourself healthy	89.1	91.6	90.7	88.7
Q40 Overall, how would you describe your experience?	85.9	84.7	85.2	83.9

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

yellow
pale yellow
pale green
green

Ditto Male/Female with respect to overall practice benchmarks.

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

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

## Benchmarks

	Under 45	Over 45	Your practice overall	GPAQ-R National benchmark
<b>Number of Questionnaires</b>	<b>67</b>	<b>139</b>	<b>214</b>	<b>17,145</b>
<b>GP</b>				
Q1 Putting you at ease?	94.7	97.5	96.2	92.8
Q2 Being polite and considerate?	95.9	98.2	97.1	94.6
Q3 Listening to you?	96.6	98.2	97.5	93.7
Q4 Giving you enough time?	94.0	96.2	95.0	91.5
Q5 Assessing your medical condition?	95.1	96.4	96.0	91.5
Q6 Explaining your condition and treatment?	93.0	97.2	95.7	91.1
Q7 Involving you in decisions about your care?	94.0	94.9	94.3	90.5
Q8 Providing or arranging treatment for you?	95.2	95.8	95.1	92.0
Q9 Confidence that the GP is honest and trustworthy?	95.5	98.2	97.4	95.7
Q10 Confidence that the dr will keep your information confidential?	97.0	99.3	98.6	97.0
Q11 Would you be completely happy to see this GP again?	98.5	99.3	98.6	98.8
<b>Nurse</b>				
Q30 Putting you at ease?	92.1	93.8	93.4	90.3
Q31 Giving you enough time?	92.1	93.5	93.0	89.2
Q32 Listening to you?	92.6	94.8	94.2	89.6
Q33 Explaining your condition and treatment?	92.9	94.8	94.1	88.8
Q34 Involving you in decisions about your care?	92.0	93.3	92.9	87.6
Q35 Providing or arranging treatment for you?	93.1	93.2	93.4	88.9
Q36 Would you be completely happy to see this Nurse again?	96.4	97.8	97.4	97.1
<b>Practice</b>				
Q12 How helpful do you find the receptionists at your practice?	91.2	94.1	93.1	89.1
Q13 How easy is it to get through to the practice on the phone?	68.3	59.7	62.1	68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.5	69.6	70.7	69.9
Q17 How easy to book ahead?	62.1	59.7	60.0	70.9
Q21 How do you rate how quickly you were seen (partic dr)	77.4	69.2	71.8	70.7
Q23 How do you rate how quickly you were seen (any dr)	80.6	74.0	76.2	75.0
Q25 How do you rate how long you waited	78.5	79.7	79.0	67.8
Q37 Understand your health problems	90.8	95.7	94.1	92.8
Q38 Cope with your health problems	90.2	96.3	94.4	91.7
Q39 Keep yourself healthy	86.5	92.5	90.7	88.7
Q40 Overall, how would you describe your experience?	83.6	85.9	85.2	83.9

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

yellow
pale yellow
pale green
green

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

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

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