

Hounsfield Surgery
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PatientDynamics GPAQ Report (Combined)

Monday 13 January 2014

Hounsfield Surgery

PatientDynamics GPAQ

GPAQ Version 4 Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

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

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

GPAQ Version 4 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

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

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

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

Q12

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Qs 13, 14, 17

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Qs 21, 23, 25, 40

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

Qs 1-8 and 30-35

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Qs 9 and 10

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Qs 37, 38, 39

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q41

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

Qs 11 and 36

Rating	Score
<i>Yes</i>	100
<i>No</i>	0

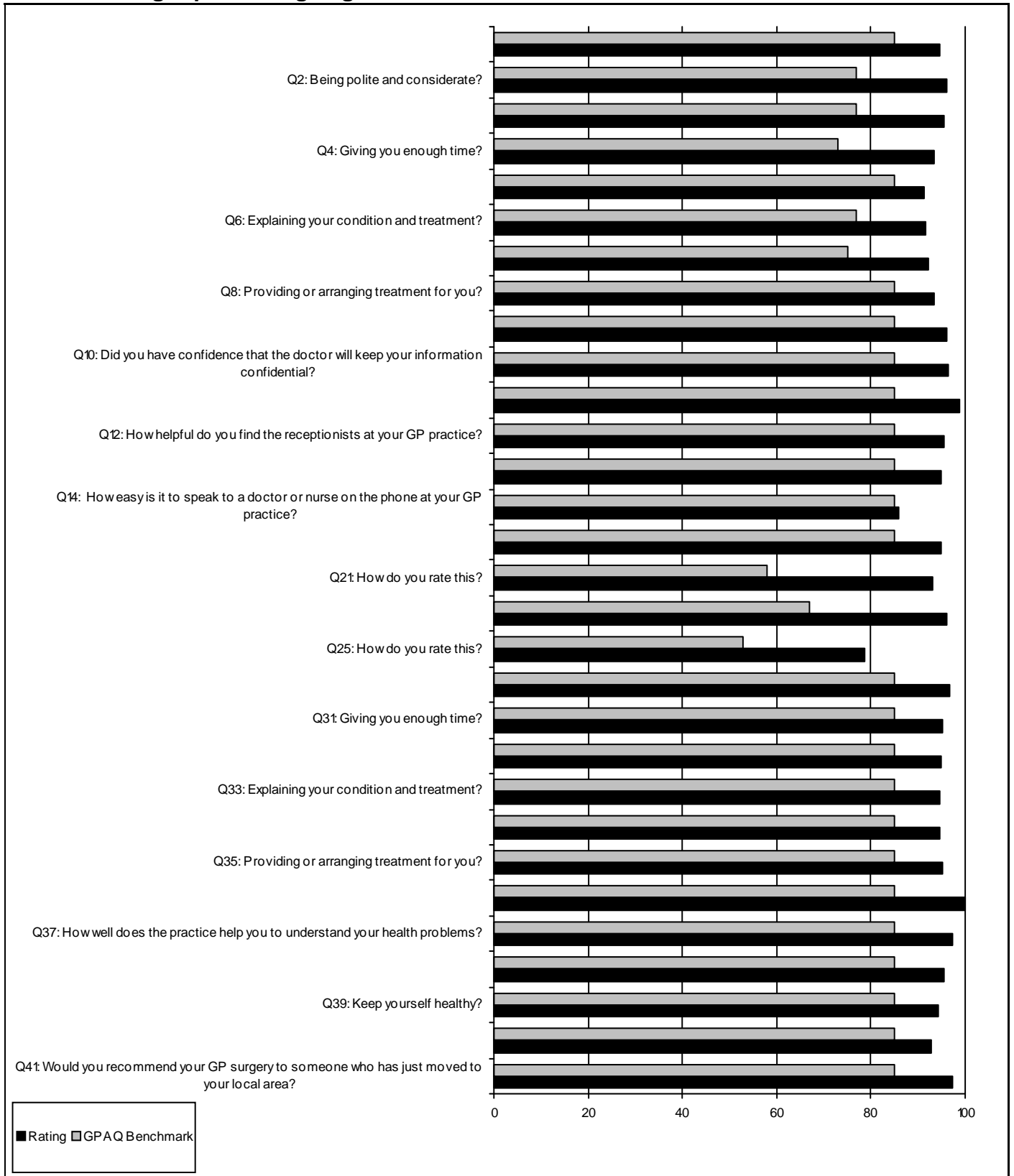
As GPAQ V4 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	94	85
Q2: Being polite and considerate?	96	77
Q3: Listening to you?	95	77
Q4: Giving you enough time?	93	73
Q5: Assessing your medical condition?	91	85
Q6: Explaining your condition and treatment?	92	77
Q7: Involving you in decisions about your care?	92	75
Q8: Providing or arranging treatment for you?	93	85
Q9: Did you have confidence that the GP is honest and trustworthy?	96	85
Q10: Did you have confidence that the doctor will keep your information confidential?	96	85
Q11a: Would you be completely happy to see this doctor again?	99	85
Q12: How helpful do you find the receptionists at your GP practice?	96	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	95	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	86	85
Q17: How easy is it to book ahead in your practice?	95	85
Q21: How do you rate this?	93	58
Q23: How do you rate this?	96	67
Q25: How do you rate this?	79	53
Q30: How good was the last nurse you saw at putting you at ease?	97	85
Q31: Giving you enough time?	95	85
Q32: Listening to you?	95	85
Q33: Explaining your condition and treatment?	94	85
Q34: Involving you in decisions about your care?	95	85
Q35: Providing or arranging treatment for you?	95	85

Q36: Would you be completely happy to see this nurse again?	100	85
Q37: How well does the practice help you to understand your health problems?	97	85
Q38: Cope with your health problems?	96	85
Q39: Keep yourself healthy?	94	85
Q40: Overall, how would you describe your experience of your GP surgery?	93	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	97	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	137	80
2	Good	32	19
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		172	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	145	84
2	Good	28	16
3	Satisfactory	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		173	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	143	83
2	Good	26	15
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		172	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	133	77
2	Good	35	20
3	Satisfactory	5	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		173	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	125	72
2	Good	33	19
3	Satisfactory	12	7
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		173	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	122	71
2	Good	35	20
3	Satisfactory	9	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	5	3
Question Total:		172	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	119	69
2	Good	39	23
3	Satisfactory	4	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	9	5
Question Total:		172	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	128	74
2	Good	27	16
3	Satisfactory	5	3
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	10	6
Question Total:		172	100

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

		Number of Responses	% of Responses
1	Yes, definitely	159	92
2	Yes, to some extent	13	8
3	No, not at all	0	0
4	Don't know / can't say	0	0

Question Total: 172 100

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

		Number of Responses	% of Responses
1	Yes, definitely	159	93
2	Yes, to some extent	12	7
3	No, not at all	0	0
4	Don't know / can't say	0	0

Question Total: 171 100

Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	163	99
2	No	2	1

Question Total: 165 100

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

		Number of Responses	% of Responses
1	Very helpful	149	87
2	Fairly helpful	21	12
3	Not very helpful	1	1
4	Not at all helpful	0	0
5	Don't know	0	0

Question Total: 171 100

Q13: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	143	84
2	Fairly easy	25	15
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	0	0
6	Haven't tried	3	2

Question Total: 171 100

Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	75	44
2	Fairly easy	40	23
3	Not very easy	4	2
4	Not at all easy	1	1
5	Don't know	10	6
6	Haven't tried	41	24

Question Total: 171 100

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

		Number of Responses	% of Responses
1	Yes	143	85
2	No	3	2
3	Don't know / never needed to	23	14

Question Total: 169 100

Q16: How important is it to you to be able to book appointments ahead of time at your practice?

		Number of Responses	% of Responses
1	Important	140	82
2	Not important	30	18

Question Total: 170 100

Q17: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	132	78
2	Fairly easy	24	14
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	4	2
6	Haven't tried	10	6

Question Total: 170 100

Q18: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	44	22
2	By phone	158	78
3	Online	1	0
4	Doesn't apply	0	0

Question Total: 203 100

Q19: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	51	22
2	By phone	154	66
3	Online	26	11
4	Doesn't apply	3	1
Question Total:		234	100

Q20: Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	131	77
2	2-4 days	28	16
3	5 days or more	1	1
4	I don't usually need to be seen quickly	5	3
5	Don't know, never tried	6	4
Question Total:		171	100

Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	117	69
2	Very good	34	20
3	Good	10	6
4	Fair	1	1
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	8	5
Question Total:		170	100

Q22: Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	150	88
2	2-4 days	14	8
3	5 days or more	0	0
4	I don't usually need to be seen quickly	2	1
5	Don't know, never tried	4	2
Question Total:		170	100

Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	138	83
2	Very good	22	13
3	Good	5	3
4	Fair	0	0
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	2	1

Question Total: 167 100

Q24: Thinking of your most recent consultation with a doctor or nurse, how long did you wait for your consultation to

		Number of Responses	% of Responses
1	Less than 5 minutes	27	16
2	5-10 minutes	96	57
3	11-20 minutes	37	22
4	21-30 minutes	3	2
5	More than 30 minutes	3	2
6	There was no set time for my consultation	1	1

Question Total: 167 100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	58	35
2	Very good	62	38
3	Good	27	16
4	Fair	13	8
5	Poor	5	3
6	Very poor	0	0
7	Does not apply	0	0

Question Total: 165 100

Q26: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	154	92
2	No	10	6
3	Don't know	4	2

Question Total: 168 100

Q27: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	2	20
2	At lunchtime	0	0
3	After 6.30pm	3	30
4	On a Saturday	5	50
5	On a Sunday	0	0
6	None of these	0	0

Question Total: 10 100

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

		Number of Responses	% of Responses
1	Yes	96	57
2	No	71	42
3	There is usually only one doctor in my surgery	1	1

Question Total: 168 100

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

		Number of Responses	% of Responses
1	Always or almost always	74	78
2	A lot of the time	14	15
3	Some of the time	6	6
4	Never or almost never	1	1
5	Not tried at this GP practice	0	0

Question Total: 95 100

Q30: How good was the last nurse you saw at putting you at ease?

		Number of Responses	% of Responses
1	Very good	117	85
2	Good	16	12
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	2

Question Total: 137 100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	111	82
2	Good	21	15
3	Fair	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		136	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	110	81
2	Good	20	15
3	Fair	4	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		136	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	105	78
2	Good	23	17
3	Fair	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	3
Question Total:		135	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	100	74
2	Good	23	17
3	Fair	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	7
Question Total:		135	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	103	76
2	Good	23	17
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	9	7
Question Total:		136	100

Q36: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	118	100
2	No	0	0
Question Total:		118	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	153	92
2	Unsure	9	5
3	Not very well	0	0
4	Does not apply	4	2
Question Total:		166	100

Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	147	89
2	Unsure	12	7
3	Not very well	1	1
4	Does not apply	5	3
Question Total:		165	100

Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	142	87
2	Unsure	18	11
3	Not very well	0	0
4	Does not apply	4	2
Question Total:		164	100

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

		Number of Responses	% of Responses
1	Excellent	114	68
2	Very good	48	29
3	Good	6	4
4	Fair	0	0
5	Poor	0	0
6	Very poor	0	0

Question Total: 168 100

Q41: Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	154	91
2	Yes, probably	14	8
3	No, probably not	0	0
4	No, definitely not	0	0
5	Don't know	1	1

Question Total: 169 100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	60	36
2	Female	109	64

Question Total: 169 100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	1	1
2	16-44	51	30
3	45-64	64	38
4	65-74	31	18
5	75+	23	14

Question Total: 170 100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	83	50
2	No	72	44
3	Don't know / can't say	10	6

Question Total: 165 100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	163	96
2	Black or Black British	0	0
3	Asian or Asian British	0	0
4	Mixed	5	3
5	Chinese	1	1
6	Other ethnic group	0	0
Question Total:		169	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	80	50
2	Unemployed and looking for work	5	3
3	At school or in full-time education	6	4
4	Unable to work due to long term sickness	5	3
5	Looking after your home/family	10	6
6	Retired from paid work	54	34
7	Other	1	1
Question Total:		161	100

This report is based on a total of 173 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

Dr Maloney is just a wonderful doctor & a tonic full of life love it.

I did not feel that the comments he made were appropriate or helpful. I will not choose him if I can have a choice.

Need for bigger car park.

Great service - felt as though there was no visit on his time, & greatly helped me.

Brilliant - as always!

I feel it would be very difficult to improve on the service delivered by our GP.

Wonderful.

Q47: Finally, please add any other comments you would like to make about your GP prac

I am satisfied with my GP practice at present.

Excellent.

Excellent front of house staff who are efficient and listen. Approachable, caring, listening doctors - an A1 practice. Thank you!

The only problem is not being able to repeat prescription over the phone as it means 4 car trips to get tablets when not living in the village (not everyone has e-mail services).

Well satisfied.

Very impressed.

Retired.

All my family. My wife and 2 young children come here and we all get good treatment. Thank you.

Keep up the good work folks!! It's a pleasure to come here you all have a pleasant grating all the time.

Excellent service.

The practice is excellent - providing I can see my preferred doctor, otherwise I come home cross & frustrated having not had a good consultation!

An excellent practice.

After completing blood tests (usually annual). There is no follow up. I wants to know the results. The reason given is that they cannot communicate items all to everyone?? My question would be - Has by result been missed? Why should I be left in limbo!

I think we are very lucky to have such a good G.P. practice.

Friendly, open, love my doctor always willing to listen, help & advise.

We are very lucky to have this practice, in my 24 yrs of been a patient, I have always found the doctors & staff professional, helpful and kind.

It is a fantastic surgery - with great staff - doctors & reception staff are particularly good with my 6 week old son (looking after him and ordering items in for him).

The best.

Excellent service well done.

Practice

GP

Patient

PD REF

The General Practice Assessment Questionnaire GPAQ R

Dear Patient

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

They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions you can by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Your Visit to the GP Today

How good was the GP at:

	Very good	Good	Satisfactory	Poor	Very Poor	Does not apply
1. Putting you at ease?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2. Being polite and considerate?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3. Listening to you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4. Giving you enough time?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5. Assessing your medical condition?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6. Explaining your condition and treatment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7. Involving you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8. Providing or arranging treatment for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Yes, definitely	Yes, to some extent		No, not at all	Don't know / can't say	
9. Did you have confidence that the GP is honest and trustworthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
10. Did you have confidence that the doctor will keep your information confidential?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
11. Would you be completely happy to see this doctor again?		<input type="checkbox"/> 1 Yes		<input type="checkbox"/> 2 No		

Please add any comments about the GP:



About Receptionists and Appointments

12. How helpful do you find the receptionists at your GP practice?
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very helpful | Fairly helpful | Not very helpful | Not at all helpful | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
13. How easy is it to get through to someone at your GP practice on the phone?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
15. If you need to see a GP **urgently**, can you normally get seen on the same day?
- | | | |
|----------------------------|----------------------------|------------------------------|
| Yes | No | Don't know / never needed to |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
16. How important is it to you to be able to book appointments ahead of time in your practice?
- | | |
|----------------------------|----------------------------|
| Important | Not important |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
17. How easy is it to book ahead in your practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
18. How do you normally book your appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
19. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

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

20. How **quickly** do you usually get seen?
- | | | | | |
|----------------------------|----------------------------|----------------------------|---|----------------------------|
| Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
21. How do you rate this?
- | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

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

22. How **quickly** do you usually get seen?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|---|----------------------------|
| | Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
23. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

Thinking of your **most recent** consultation with a doctor or nurse:

24. How long did you wait for your consultation to start?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| | Less than 5 minutes | 5-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | There was no set time for my consultation |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
25. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
26. Is your GP practice currently open at times that are convenient to you?
- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| | Yes Go to Q28 | No Go to Q27 | Don't know Go to Q27 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
27. Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply)
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
28. Is there a particular GP you usually prefer to see or speak to?
- | | | | | |
|--|----------------------------|----------------------------|--|--|
| | Yes Go to Q29 | No Go to Q30 | There is usually only one doctor in my surgery Go to Q30 | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | |
29. How often do you see or speak to the GP you prefer?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------------|
| | Always or almost always | A lot of the time | Some of the time | Never or almost never | Not tried at this GP practice |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

How good was the last **Nurse** you saw at each of the following:
If you haven't seen a Nurse in your practice in the last 6 months, please go to Q37

- | | | | | | | |
|--|-----------|------|------|------|-----------|----------------|
| | Very good | Good | Fair | Poor | Very Poor | Does not apply |
|--|-----------|------|------|------|-----------|----------------|
30. Putting you at ease?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
31. Giving you enough time?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
32. Listening to you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
33. Explaining your condition and treatment
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
34. Involving you in decisions about your care
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
35. Providing or arranging treatment for you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|

36. Would you be completely happy to see this nurse again? Yes No

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

37. Understand your health problems? Very well Unsure Not very well Does not apply

38. Cope with your health problems Very well Unsure Not very well Does not apply

39. Keep yourself healthy Very well Unsure Not very well Does not apply

40. Overall, how would you describe your experience of your GP surgery? Excellent Very good Good Fair Poor Very poor

41. Would you recommend your GP surgery to someone who has just moved to your local area? Yes, definitely Yes probably No, probably not No, definitely not Don't know

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

42. Are you: Male Female

43. How old are you?

Under 16 45 to 64 75 or over

16 to 44 65 to 74

44. Do you have a long-standing health condition? Yes No Don't know/can't say

45. What is your ethnic group?

White Mixed Black or Black British Chinese Asian or Asian British Other ethnic group

46. Which of the following best describes you?

Employed (full or part time, including self-employed) Unable to work due to long term sickness Unemployed and looking for work Looking after your home/family At school or in full time education Retired from paid work Other

Finally, please add any other comments you would like to make about your GP practice:



This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran

