

# Patient Survey Results Analysis Detail



## Punleymead Group Medical Practice

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### Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

### Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
<b>Total</b>	<b>147</b>		<b>11,700</b>
<b>Score</b>		<b>79.59 (79.6)</b>	

**A perfect score is 100%**

**Q1. Reception**  
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	349	59.1%
Fairly helpful (66)	202	34.2%
Not very helpful (33)	26	4.4%
Not at all helpful (0)	14	2.4%
Don't know	15	
Did not answer	4	
<b>Total</b>	<b>610</b>	

Mean scores for Q1	
Your patients	83.1
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	93%	8%
GPAQ	93.2%	6.8%

**Q2. Access**  
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	106	18.2%
Fairly easy (66)	245	42.2%
Not very easy (33)	139	23.9%
Not at all easy (0)	91	15.7%
Don't know	5	
Haven't tried	21	
Did not answer	3	
<b>Total</b>	<b>610</b>	

Mean scores for Q2	
Your patients	54.0
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	69%	29%
GPAQ	60.4%	39.6%

**Q3**  
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	126	28.6%
Fairly easy (66)	212	48.1%
Not very easy (33)	72	16.3%
Not at all easy (0)	31	7.0%
Don't know	30	
Haven't tried	130	
Did not answer	9	
<b>Total</b>	<b>610</b>	

Mean scores for Q3	
Your patients	65.7
GPAQ Mean	60.6

**Q4**  
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	223	57.3%
No	166	42.7%
Don't know / never needed to	205	
Did not answer	16	
<b>Total</b>	<b>610</b>	

**Q5**  
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	534	89.6%
Not important	62	10.4%
Did not answer	14	
<b>Total</b>	<b>610</b>	

**Q6**  
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	135	24.8%
Fairly easy (66)	219	40.2%
Not very easy (33)	131	24.0%
Not at all easy (0)	60	11.0%
Don't know	15	
Haven't tried	34	
Did not answer	16	
<b>Total</b>	<b>610</b>	

**Q7**  
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	123	18.5%
By phone	538	81.0%
Online	3	0.5%
Doesn't apply	0	0.0%
Did not answer	0	
<b>Total</b>	<b>664</b>	

**Q8**  
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	123	14.9%
By phone	478	57.7%
Online	220	26.6%
Doesn't apply	7	0.8%
Did not answer	0	
<b>Total</b>	<b>828</b>	

**Q9**  
How quickly can you get to see a particular doctor?

Answer	Count	Percentage
Same day or next day	130	23.4%
2-5 days	276	49.7%
5 days or more	57	10.3%
I don't usually need to be seen quickly	10	1.8%
Don't know, never tried	82	14.8%
Did not answer	55	
<b>Total</b>	<b>610</b>	

**Q10**  
How do you rate - how quickly you get to see a particular doctor?

Answer (score in brackets)	Count	Percentage
Excellent (100)	92	19.1%
Very good (80)	119	24.7%
Good (60)	110	22.9%
Fair (40)	84	17.5%
Poor (20)	58	12.1%
Very poor (0)	18	3.7%
Does not apply	71	
Did not answer	58	
<b>Total</b>	<b>610</b>	

Mean scores for Q10	
Your patients	62.0
GPAQ Mean	68.8

<b>Q11</b>		
How quickly do you get to see any doctor at the practice?		
Answer	Count	Percentage
Same day or next day	281	50.9%
2-5 days	199	36.1%
5 days or more	10	1.8%
I don't usually need to be seen quickly	14	2.5%
Don't know, never tried	48	8.7%
Did not answer	58	
<b>Total</b>	<b>610</b>	

<b>Q12</b>		
How do you rate - how quickly you get to see any doctor?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	144	28.5%
Very good (80)	160	31.6%
Good (60)	94	18.6%
Fair (40)	71	14.0%
Poor (20)	24	4.7%
Very poor (0)	13	2.6%
Does not apply	40	
Did not answer	64	
<b>Total</b>	<b>610</b>	

<b>Q13</b>		
How long do you wait for your consultations to start?		
Answer	Count	Percentage
Less than 5 minutes	134	25.0%
6 - 10 minutes	192	35.9%
11 - 20 minutes	122	22.8%
21 - 30 minutes	41	7.7%
More than 30 minutes	40	7.5%
There was no set time for my consultation	6	1.1%
Did not answer	75	
<b>Total</b>	<b>610</b>	

<b>Q14</b>		
How do you rate - how long did you wait for your consultation to start?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	123	23.4%
Very good (80)	116	22.1%
Good (60)	109	20.7%
Fair (40)	101	19.2%
Poor (20)	55	10.5%
Very poor (0)	22	4.2%
Does not apply	7	
Did not answer	77	
<b>Total</b>	<b>610</b>	

Mean scores for Q14	
Your patients	63.2
GPAQ Mean	56.9

<b>Q15 Opening Times</b>		
If your practice currently open at times that are convenient to you?		
Answer	Count	Percentage
Yes	473	87.8%
No	44	8.2%
Don't know	22	4.1%
Did not answer	71	
<b>Total</b>	<b>610</b>	

**Q16**  
Which of the following opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	72	15.8%
At lunchtime	32	7.0%
After 6.30pm	89	19.5%
On a Saturday	128	28.0%
On a Sunday	55	12.0%
None of these	81	17.7%
Did not answer	0	
<b>Total</b>	<b>457</b>	

**Q17 Choice**  
Is there a particular GP you prefer to see or speak to?

Answer	Count	Percentage
Yes	304	57.5%
No	224	42.3%
There is usually only one doctor in my surgery	1	0.2%
Did not answer	81	
<b>Total</b>	<b>610</b>	

**Q18**  
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	109	32.9%
A lot of the time (66)	78	23.6%
Some of the time (33)	112	33.8%
Never or almost never (0)	32	9.7%
Not tried at this GP practice	35	
Did not answer	244	
<b>Total</b>	<b>610</b>	

**Q19 GP Care**  
How good was the last GP you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	268	54.4%
Good (75)	149	30.2%
Fair (50)	56	11.4%
Poor (25)	16	3.2%
Very poor (0)	4	0.8%
Does not apply	14	
Did not answer	103	
<b>Total</b>	<b>610</b>	

**Q20**  
How good was the last GP you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	296	59.7%
Good (75)	143	28.8%
Fair (50)	47	9.5%
Poor (25)	8	1.6%
Very poor (0)	2	0.4%
Does not apply	11	
Did not answer	103	
<b>Total</b>	<b>610</b>	

	Often	Not Often
GPPS	95%	5%
GPAQ	56.5%	43.5%

Mean scores for Q19	
Your patients	83.5
GPAQ Mean	80.0

	Good	Not Good
GPPS	88%	11%
GPAQ	84.6%	15.4%

Mean scores for Q20	
Your patients	86.4
GPAQ Mean	83.5

	Good	Not Good
GPPS	88%	11%
GPAQ	88.5%	11.5%

**Q21**  
How good was the last GP you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	271	56.5%
Good (75)	132	27.5%
Fair (50)	65	13.5%
Poor (25)	7	1.5%
Very poor (0)	5	1.0%
Does not apply	25	
Did not answer	105	
<b>Total</b>	<b>610</b>	

Mean scores for Q21	
Your patients	84.2
GPAQ Mean	83.1

	Good	Not Good
GPPS	78%	14%
GPAQ	84.0%	16.0%

**Q22**  
How good was the last GP you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	239	51.1%
Good (75)	142	30.3%
Fair (50)	63	13.5%
Poor (25)	18	3.8%
Very poor (0)	6	1.3%
Does not apply	37	
Did not answer	105	
<b>Total</b>	<b>610</b>	

Mean scores for Q22	
Your patients	81.5
GPAQ Mean	81.4

	Good	Not Good
GPPS	72%	16%
GPAQ	81.4%	18.6%

**Q23**  
How good was the last GP you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	282	57.4%
Good (75)	146	29.7%
Fair (50)	44	9.0%
Poor (25)	15	3.1%
Very poor (0)	4	0.8%
Does not apply	14	
Did not answer	105	
<b>Total</b>	<b>610</b>	

Mean scores for Q23	
Your patients	85.0
GPAQ Mean	83.7

	Good	Not Good
GPPS	84%	14%
GPAQ	87.2%	12.8%

**Q24**  
Did you have confidence and trust in the GP you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	348	71.5%
Yes, to some extent (50)	125	25.7%
No, not at all (0)	14	2.9%
Don't know / can't say	0	
Did not answer	123	
<b>Total</b>	<b>610</b>	

	Yes	No
GPPS	94%	4%
GPAQ	97.1%	2.9%

**Q25 Nurse Care**  
How good was the last Nurse you saw at giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	223	56.2%
Good (75)	137	34.5%
Fair (50)	28	7.1%
Poor (25)	8	2.0%
Very poor (0)	1	0.3%
Does not apply	48	
Did not answer	165	
<b>Total</b>	<b>610</b>	

Mean scores for Q25	
Your patients	86.1
GPAQ Mean	78.0

	Good	Not Good
GPPS	94%	6%
GPAQ	90.7%	9.3%

**Q26**  
How good was the last Nurse you saw at listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	212	54.5%
Good (75)	136	35.0%
Fair (50)	32	8.2%
Poor (25)	7	1.8%
Very poor (0)	2	0.5%
Does not apply	45	
Did not answer	176	
<b>Total</b>	<b>610</b>	

Mean scores for Q26	
Your patients	85.3
GPAQ Mean	81.0

	Good	Not Good
GPPS	77%	7%
GPAQ	89.5%	10.5%

**Q27**  
How good was the last Nurse you saw at explaining tests and treatments?

Answer (score in brackets)	Count	Percentage
Very good (100)	206	54.8%
Good (75)	127	33.8%
Fair (50)	34	9.0%
Poor (25)	7	1.9%
Very poor (0)	2	0.5%
Does not apply	53	
Did not answer	181	
<b>Total</b>	<b>610</b>	

Mean scores for Q27	
Your patients	85.1
GPAQ Mean	59.4

	Good	Not Good
GPPS	72%	8%
GPAQ	88.6%	11.4%

**Q28**  
How good was the last Nurse you saw at Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	178	51.7%
Good (75)	112	32.6%
Fair (50)	39	11.3%
Poor (25)	11	3.2%
Very poor (0)	4	1.2%
Does not apply	84	
Did not answer	182	
<b>Total</b>	<b>610</b>	

Mean scores for Q28	
Your patients	82.6
GPAQ Mean	59.4

	Good	Not Good
GPPS	62%	13%
GPAQ	84.3%	15.7%

**Q29**  
How good was the last Nurse you saw at treating you with care and concern?

Answer (score in brackets)	Count	Percentage
Very good (100)	217	57.0%
Good (75)	127	33.3%
Fair (50)	26	6.8%
Poor (25)	7	1.8%
Very poor (0)	4	1.0%
Does not apply	48	
Did not answer	181	
<b>Total</b>	<b>610</b>	

Mean scores for Q29	
Your patients	85.8
GPAQ Mean	82.0

	Good	Not Good
GPPS	72%	12%
GPAQ	90.3%	9.7%

**Q30**  
Did you have confidence and trust in the nurse you saw or spoke to?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	271	71.7%
Yes, to some extent (50)	94	24.9%
No, not at all (0)	13	3.4%
Don't know / can't say	0	
Did not answer	232	
<b>Total</b>	<b>610</b>	

	Yes	No
GPPS	94%	4%
GPAQ	96.6%	3.4%

**Q31 Enablement**  
How well does the practice help you to understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	370	72.7%
Unsure (50)	116	22.8%
Not very well (0)	23	4.5%
Does not apply	0	
Did not answer	101	
<b>Total</b>	<b>610</b>	

Mean scores for Q31	
Your patients	84.1
GPAQ Mean	69.1

	Well	Not Well
GPPS	62%	13%
GPAQ	72.7%	27.3%

**Q32**  
How well does the practice help you cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	357	72.7%
Unsure (50)	110	22.4%
Not very well (0)	24	4.9%
Does not apply	0	
Did not answer	119	
<b>Total</b>	<b>610</b>	

Mean scores for Q32	
Your patients	83.9
GPAQ Mean	65.5

	Well	Not Well
GPPS	62%	13%
GPAQ	72.7%	27.3%

**Q33**  
How well does the practice help you keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	314	66.7%
Unsure (50)	132	28.0%
Not very well (0)	25	5.3%
Does not apply	0	
Did not answer	139	
<b>Total</b>	<b>610</b>	

Mean scores for Q33	
Your patients	80.7
GPAQ Mean	61.7

	Well	Not Well
GPPS	62%	13%
GPAQ	66.7%	33.3%

**Q34 Satisfaction**  
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	165	30.8%
Very good (80)	191	35.7%
Good (60)	115	21.5%
Fair (40)	46	8.6%
Poor (20)	16	3.0%
Very poor (0)	2	0.4%
Did not answer	75	
<b>Total</b>	<b>610</b>	

	Good	Not Good
GPPS	62%	13%
GPAQ	88.0%	12.0%

**Q35**  
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	312	60.6%
Yes, probably (66)	155	30.1%
No, probably not (33)	33	6.4%
No, definitely not (0)	15	2.9%
Don't know	23	
Did not answer	72	
<b>Total</b>	<b>610</b>	

	Yes	No
GPPS	83.0%	6.00%
GPAQ	90.7%	9.3%



<b>Q36 Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	152	28.1%
Female	388	71.9%
Did not answer	70	
<b>Total</b>	<b>610</b>	

<b>Q37</b>		
How old are you?		
Answer	Count	Percentage
Under 15	5	0.9%
16 to 44	299	55.5%
45 to 64	123	22.8%
65 to 74	58	10.8%
75 and over	54	10.0%
Did not answer	71	
<b>Total</b>	<b>610</b>	

<b>Q38</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	226	42.1%
No	286	53.3%
Don't know / never needed to	25	4.7%
Did not answer	73	
<b>Total</b>	<b>610</b>	

<b>Q39</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	466	87.4%
Black or Black British	21	3.9%
Asian or Asian British	18	3.4%
Mixed	10	1.9%
Chinese	7	1.3%
Other ethnic group	11	2.1%
Did not answer	77	
<b>Total</b>	<b>610</b>	

<b>Q40</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	298	55.2%
Unemployed / looking for work	13	2.4%
At school or in full time education	36	6.7%
Unable to work due to long term sickness	25	4.6%
Looking after your home/family	53	9.8%
Retired from paid work	106	19.6%
Other	9	1.7%
Did not answer	70	
<b>Total</b>	<b>610</b>	