

Patient Survey Results Analysis Detail



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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
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	1006	80.3%
Good (75)	205	16.4%
Satisfactory (50)	40	3.2%
Poor (25)	1	0.1%
Very poor (0)	1	0.1%
Does not apply	1	
Did not answer	23	
Total	1277	

Good	Not Good
96.6%	3.4%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	1088	86.8%
Good (75)	151	12.0%
Satisfactory (50)	14	1.1%
Poor (25)	1	0.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	23	
Total	1277	

Good	Not Good
98.8%	1.2%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	1050	83.8%
Good (75)	170	13.6%
Satisfactory (50)	32	2.6%
Poor (25)	1	0.1%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	24	
Total	1277	

Mean scores for Q3	
Your patients	95.3
GPAQ Mean	83.5

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	97.4%	2.6%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	972	77.6%
Good (75)	218	17.4%
Satisfactory (50)	54	4.3%
Poor (25)	7	0.6%
Very poor (0)	1	0.1%
Does not apply	3	
Did not answer	22	
Total	1277	

Mean scores for Q4	
Your patients	93.0
GPAQ Mean	80.0

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	95.0%	5.0%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	939	75.6%
Good (75)	243	19.6%
Satisfactory (50)	56	4.5%
Poor (25)	4	0.3%
Very poor (0)	0	0.0%
Does not apply	11	
Did not answer	24	
Total	1277	

Good	Not Good
95.2%	4.8%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	891	73.5%
Good (75)	271	22.4%
Satisfactory (50)	45	3.7%
Poor (25)	5	0.4%
Very poor (0)	0	0.0%
Does not apply	44	
Did not answer	21	
Total	1277	

Good	Not Good
95.9%	4.1%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	867	72.9%
Good (75)	271	22.8%
Satisfactory (50)	48	4.0%
Poor (25)	3	0.3%
Very poor (0)	0	0.0%
Does not apply	63	
Did not answer	25	
Total	1277	

Mean scores for Q7	
Your patients	92.1
GPAQ Mean	81.4

	Good	Not Good
GPPS	76.0%	16.0%
GPAQ	95.7%	4.3%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	907	78.3%
Good (75)	211	18.2%
Satisfactory (50)	40	3.5%
Poor (25)	0	0.0%
Very poor (0)	1	0.1%
Does not apply	81	
Did not answer	37	
Total	1277	

Good	Not Good
96.5%	3.5%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	1179	94.6%
Yes, to some extent (50)	66	5.3%
No, not at all (0)	1	0.1%
Don't know / can't say	5	
Did not answer	26	
Total	1277	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.9%	0.1%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	1177	96.6%
Yes, to some extent (50)	40	3.3%
No, not at all (0)	2	0.2%
Don't know / can't say	27	
Did not answer	31	
Total	1277	

Yes	No
99.8%	0.2%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	1218	99.4%
No (0)	7	0.6%
Did not answer	52	
Total	1277	

Yes	No
99.4%	0.6%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	718	60.2%
Fairly helpful (66)	428	35.9%
Not very helpful (33)	39	3.3%
Not at all helpful (0)	7	0.6%
Don't know	43	
Did not answer	42	
Total	1277	

Mean scores for Q12	
Your patients	85.0
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89.0%	9.0%
GPAQ	96.1%	3.9%

Q13.
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)	260	21.8%
Fairly easy (66)	561	47.0%
Not very easy (33)	273	22.9%
Not at all easy (0)	99	8.3%
Don't know	10	
Haven't tried	40	
Did not answer	34	
Total	1277	

Mean scores for Q13	
Your patients	60.4
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78.0%	18.0%
GPAQ	68.8%	31.2%

Q14.
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)	243	26.7%
Fairly easy (66)	492	54.0%
Not very easy (33)	150	16.5%
Not at all easy (0)	26	2.9%
Don't know	44	
Haven't tried	286	
Did not answer	36	
Total	1277	

Mean scores for Q14	
Your patients	67.8
GPAQ Mean	60.6

	Easy	Not Easy
	80.7%	19.3%

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

Answer	Count	Percentage
Yes	583	67.0%
No	287	33.0%
Don't know / never needed to	367	
Did not answer	40	
Total	1277	

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

Answer	Count	Percentage
Important	1102	89.2%
Not important	134	10.8%
Did not answer	41	
Total	1277	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	299	26.3%
Fairly easy (66)	543	47.7%
Not very easy (33)	229	20.1%
Not at all easy (0)	67	5.9%
Don't know	27	
Haven't tried	66	
Did not answer	46	
Total	1277	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	74.0%	26.0%

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

Answer	Count	Percentage
In person	230	16.5%
By phone	1124	80.9%
Online	29	2.1%
Doesn't apply	7	0.5%
Did not answer	34	
Total	1424	

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

Answer	Count	Percentage
In person	259	14.5%
By phone	970	54.4%
Online	545	30.5%
Doesn't apply	10	0.6%
Did not answer	38	
Total	1822	

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

Answer	Count	Percentage
Same day or next day	319	25.8%
2-4 days	487	39.4%
5 days or more	175	14.2%
I don't usually need to be seen quickly	74	6.0%
Don't know, never tried	180	14.6%
Did not answer	42	
Total	1277	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	241	21.3%
Very good (80)	348	30.7%
Good (60)	286	25.3%
Satisfactory (40)	192	17.0%
Poor (20)	55	4.9%
Very poor (0)	10	0.9%
Does not apply	97	
Did not answer	48	
Total	1277	

Mean scores for Q21	
Your patients	68.8
GPAQ Mean	68.8

Good	Not Good
77.3%	22.7%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	699	56.8%
2-4 days	361	29.3%
5 days or more	29	2.4%
I don't usually need to be seen quickly	57	4.6%
Don't know, never tried	84	6.8%
Did not answer	47	
Total	1277	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	311	26.9%
Very good (80)	415	35.9%
Good (60)	247	21.3%
Satisfactory (40)	146	12.6%
Poor (20)	33	2.9%
Very poor (0)	5	0.4%
Does not apply	65	
Did not answer	55	
Total	1277	

Good	Not Good
84.1%	15.9%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	274	23.2%
5 - 10 minutes	431	36.4%
11 - 20 minutes	274	23.2%
21 - 30 minutes	119	10.1%
More than 30 minutes	75	6.3%
There was no set time for my consultation	10	0.8%
Did not answer	94	
Total	1277	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	231	19.7%
Very good (80)	264	22.5%
Good (60)	256	21.8%
Satisfactory (40)	281	23.9%
Poor (20)	113	9.6%
Very poor (0)	30	2.6%
Does not apply	7	
Did not answer	95	
Total	1277	

Mean scores for Q25	
Your patients	62.2
GPAQ Mean	56.9

Good	Not Good
63.9%	36.1%

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

Answer	Count	Percentage
Yes	1032	91.1%
No	101	8.9%
Don't know	78	
Did not answer	66	
Total	1277	

Yes	No
91.1%	8.9%

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

Answer	Count	Percentage
Before 8am	142	16.2%
At lunchtime	58	6.6%
After 6.30pm	197	22.4%
On a Saturday	274	31.2%
On a Sunday	146	16.6%
None of these	61	6.9%
Did not answer	761	
Total	1639	

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

Answer	Count	Percentage
Yes	582	49.2%
No	600	50.8%
There is usually only one doctor in my surgery	2	
Did not answer	93	
Total	1277	

Yes	No
49.2%	50.8%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	189	29.1%
A lot of the time (66)	190	29.2%
Some of the time (33)	221	34.0%
Never or almost never (0)	50	7.7%
Not tried at this GP practice	108	
Did not answer	519	
Total	1277	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	58.3%	41.7%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	420	58.1%
Good (75)	219	30.3%
Satisfactory (50)	67	9.3%
Poor (25)	12	1.7%
Very poor (0)	5	0.7%
Does not apply	107	
Did not answer	447	
Total	1277	

Good	Not Good
88.4%	11.6%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	388	53.9%
Good (75)	251	34.9%
Fair (50)	69	9.6%
Poor (25)	11	1.5%
Very poor (0)	1	0.1%
Does not apply	72	
Did not answer	485	
Total	1277	

Mean scores for Q31	
Your patients	85.2
GPAQ Mean	78.0

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	88.8%	11.3%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	402	56.9%
Good (75)	217	30.7%
Fair (50)	68	9.6%
Poor (25)	17	2.4%
Very poor (0)	2	0.3%
Does not apply	82	
Did not answer	489	
Total	1277	

Mean scores for Q32	
Your patients	85.4
GPAQ Mean	81.0

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	87.7%	12.3%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	386	57.0%
Good (75)	200	29.5%
Fair (50)	71	10.5%
Poor (25)	16	2.4%
Very poor (0)	4	0.6%
Does not apply	109	
Did not answer	491	
Total	1277	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	86.6%	13.4%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	314	51.5%
Good (75)	218	35.7%
Fair (50)	59	9.7%
Poor (25)	18	3.0%
Very poor (0)	1	0.2%
Does not apply	168	
Did not answer	499	
Total	1277	

Mean scores for Q34	
Your patients	83.9
GPAQ Mean	59.4

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	87.2%	12.8%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	343	57.8%
Good (75)	181	30.5%
Fair (50)	54	9.1%
Poor (25)	12	2.0%
Very poor (0)	3	0.5%
Does not apply	179	
Did not answer	505	
Total	1277	

Good	Not Good
88.4%	11.6%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	670	94.4%
No (0)	40	5.6%
Did not answer	567	
Total	1277	

Yes	No
94.4%	5.6%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	969	83.1%
Unsure (50)	175	15.0%
Not very well (0)	22	1.9%
Does not apply	45	
Did not answer	66	
Total	1277	

Mean scores for Q37	
Your patients	90.6
GPAQ Mean	69.1

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	902	80.0%
Unsure (50)	192	17.0%
Not very well (0)	33	2.9%
Does not apply	75	
Did not answer	75	
Total	1277	

Mean scores for Q38	
Your patients	88.6
GPAQ Mean	65.5

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	804	75.4%
Unsure (50)	233	21.8%
Not very well (0)	30	2.8%
Does not apply	139	
Did not answer	71	
Total	1277	

Mean scores for Q39	
Your patients	86.3
GPAQ Mean	61.7

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	458	37.6%
Very good (80)	454	37.2%
Good (60)	226	18.5%
Fair (40)	68	5.6%
Poor (20)	12	1.0%
Very poor (0)	1	0.1%
Did not answer	58	
Total	1277	

	Good	Not Good
GPPS	88.0%	4.0%
GPAQ	93.4%	6.6%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	822	68.8%
Yes, probably (66)	332	27.8%
No, probably not (33)	36	3.0%
No, definitely not (0)	4	0.3%
Don't know	28	
Did not answer	55	
Total	1277	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	96.6%	3.4%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	375	30.4%
Female	857	69.6%
Did not answer	45	
Total	1277	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	20	1.6%
16 to 44	760	61.7%
45 to 64	272	22.1%
65 to 74	95	7.7%
75 and over	84	6.8%
Did not answer	46	
Total	1277	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	429	37.3%
No	721	62.7%
Don't know / never needed to	70	
Did not answer	57	
Total	1277	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	1029	84.5%
Black or Black British	39	3.2%
Asian or Asian British	68	5.6%
Mixed	32	2.6%
Chinese	11	0.9%
Other ethnic group	39	3.2%
Did not answer	59	
Total	1277	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	768	62.8%
Unemployed / looking for work	33	2.7%
At school or in full time education	94	7.7%
Unable to work due to long term sickness	26	2.1%
Looking after your home/family	116	9.5%
Retired from paid work	163	13.3%
Other	22	1.8%
Did not answer	55	
Total	1277	