

# Patient Survey Results Analysis Detail



## Bennfield Surgery

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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. 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)	210	82.4%
Good (75)	37	14.5%
Satisfactory (50)	6	2.4%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	0	
Did not answer	2	
<b>Total</b>	<b>257</b>	

Good	Not Good
96.9%	3.1%

**Q2.**  
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	225	87.9%
Good (75)	24	9.4%
Satisfactory (50)	5	2.0%
Poor (25)	2	0.8%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
<b>Total</b>	<b>257</b>	

Good	Not Good
97.3%	2.7%

**Q3.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	216	85.4%
Good (75)	30	11.9%
Satisfactory (50)	5	2.0%
Poor (25)	2	0.8%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
<b>Total</b>	<b>257</b>	

Mean scores for Q3	
Your patients	95.5
GPAQ Mean	83.5

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	97.2%	2.8%

**Q4.**  
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	202	80.2%
Good (75)	40	15.9%
Satisfactory (50)	8	3.2%
Poor (25)	2	0.8%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
<b>Total</b>	<b>257</b>	

Mean scores for Q4	
Your patients	93.8
GPAQ Mean	80.0

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	96.0%	4.0%

**Q5.**  
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	191	77.0%
Good (75)	48	19.4%
Satisfactory (50)	7	2.8%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	4	
Did not answer	5	
<b>Total</b>	<b>257</b>	

Good	Not Good
96.4%	3.6%

**Q6.**  
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	195	78.3%
Good (75)	44	17.7%
Satisfactory (50)	8	3.2%
Poor (25)	2	0.8%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	3	
<b>Total</b>	<b>257</b>	

Good	Not Good
96.0%	4.0%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	176	75.2%
Good (75)	47	20.1%
Satisfactory (50)	10	4.3%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	13	
Did not answer	10	
<b>Total</b>	<b>257</b>	

Mean scores for Q7	
Your patients	92.5
GPAQ Mean	81.4

	Good	Not Good
GPPS	76.0%	16.0%
GPAQ	95.3%	4.7%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	184	80.0%
Good (75)	40	17.4%
Satisfactory (50)	5	2.2%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	19	
Did not answer	8	
<b>Total</b>	<b>257</b>	

Good	Not Good
97.4%	2.6%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	244	96.4%
Yes, to some extent (50)	9	3.6%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	3	
<b>Total</b>	<b>257</b>	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	245	97.2%
Yes, to some extent (50)	7	2.8%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	4	
<b>Total</b>	<b>257</b>	

Yes	No
100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	249	99.6%
No (0)	1	0.4%
Did not answer	7	
<b>Total</b>	<b>257</b>	

Yes	No
99.6%	0.4%

**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)	193	79.1%
Fairly helpful (66)	47	19.3%
Not very helpful (33)	3	1.2%
Not at all helpful (0)	1	0.4%
Don't know	0	
Did not answer	13	
<b>Total</b>	<b>257</b>	

Mean scores for Q12	
Your patients	92.2
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89.0%	9.0%
GPAQ	98.4%	1.6%

**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)	18	7.7%
Fairly easy (66)	93	39.7%
Not very easy (33)	79	33.8%
Not at all easy (0)	44	18.8%
Don't know	1	
Haven't tried	7	
Did not answer	15	
<b>Total</b>	<b>257</b>	

Mean scores for Q13	
Your patients	45.1
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78.0%	18.0%
GPAQ	47.4%	52.6%

**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)	37	24.5%
Fairly easy (66)	84	55.6%
Not very easy (33)	21	13.9%
Not at all easy (0)	9	6.0%
Don't know	13	
Haven't tried	78	
Did not answer	15	
<b>Total</b>	<b>257</b>	

Mean scores for Q14	
Your patients	65.8
GPAQ Mean	60.6

	Easy	Not Easy
	80.1%	19.9%

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

Answer	Count	Percentage
Yes	138	71.9%
No	54	28.1%
Don't know / never needed to	48	
Did not answer	17	
<b>Total</b>	<b>257</b>	

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

Answer	Count	Percentage
Important	188	77.7%
Not important	54	22.3%
Did not answer	15	
<b>Total</b>	<b>257</b>	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	37	18.5%
Fairly easy (66)	105	52.5%
Not very easy (33)	42	21.0%
Not at all easy (0)	16	8.0%
Don't know	9	
Haven't tried	33	
Did not answer	15	
<b>Total</b>	<b>257</b>	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	71.0%	29.0%

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

Answer	Count	Percentage
In person	55	19.0%
By phone	222	76.6%
Online	13	4.5%
Doesn't apply	0	0.0%
Did not answer	13	
<b>Total</b>	<b>303</b>	

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

Answer	Count	Percentage
In person	67	18.7%
By phone	206	57.4%
Online	85	23.7%
Doesn't apply	1	0.3%
Did not answer	13	
<b>Total</b>	<b>372</b>	

**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	114	47.7%
2-4 days	51	21.3%
5 days or more	33	13.8%
I don't usually need to be seen quickly	16	6.7%
Don't know, never tried	25	10.5%
Did not answer	18	
<b>Total</b>	<b>257</b>	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	50	21.8%
Very good (80)	74	32.3%
Good (60)	59	25.8%
Satisfactory (40)	29	12.7%
Poor (20)	16	7.0%
Very poor (0)	1	0.4%
Does not apply	10	
Did not answer	18	
<b>Total</b>	<b>257</b>	

Mean scores for Q21	
Your patients	69.6
GPAQ Mean	68.8

Good	Not Good
79.9%	20.1%

**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	184	76.3%
2-4 days	38	15.8%
5 days or more	5	2.1%
I don't usually need to be seen quickly	4	1.7%
Don't know, never tried	10	4.1%
Did not answer	16	
<b>Total</b>	<b>257</b>	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	64	27.1%
Very good (80)	77	32.6%
Good (60)	64	27.1%
Satisfactory (40)	24	10.2%
Poor (20)	7	3.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	16	
<b>Total</b>	<b>257</b>	

Good	Not Good
86.9%	13.1%

**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	18	7.9%
5 - 10 minutes	57	24.9%
11 - 20 minutes	85	37.1%
21 - 30 minutes	48	21.0%
More than 30 minutes	18	7.9%
There was no set time for my consultation	3	1.3%
Did not answer	28	
<b>Total</b>	<b>257</b>	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	22	9.7%
Very good (80)	36	15.9%
Good (60)	59	26.0%
Satisfactory (40)	67	29.5%
Poor (20)	34	15.0%
Very poor (0)	9	4.0%
Does not apply	3	
Did not answer	27	
<b>Total</b>	<b>257</b>	

Mean scores for Q25	
Your patients	52.8
GPAQ Mean	56.9

Good	Not Good
51.5%	48.5%

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

Answer	Count	Percentage
Yes	201	86.6%
No	31	13.4%
Don't know	6	
Did not answer	19	
<b>Total</b>	<b>257</b>	

Yes	No
86.6%	13.4%

**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	35	17.5%
At lunchtime	19	9.5%
After 6.30pm	51	25.5%
On a Saturday	56	28.0%
On a Sunday	23	11.5%
None of these	16	8.0%
Did not answer	152	
<b>Total</b>	<b>352</b>	

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

Answer	Count	Percentage
Yes	159	67.9%
No	75	32.1%
There is usually only one doctor in my surgery	1	
Did not answer	22	
<b>Total</b>	<b>257</b>	

Yes	No
67.9%	32.1%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	59	35.1%
A lot of the time (66)	64	38.1%
Some of the time (33)	35	20.8%
Never or almost never (0)	10	6.0%
Not tried at this GP practice	7	
Did not answer	82	
<b>Total</b>	<b>257</b>	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	73.2%	26.8%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	109	70.8%
Good (75)	34	22.1%
Satisfactory (50)	9	5.8%
Poor (25)	1	0.6%
Very poor (0)	1	0.6%
Does not apply	9	
Did not answer	94	
<b>Total</b>	<b>257</b>	

Good	Not Good
92.9%	7.1%

**Q31.**  
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	100	65.8%
Good (75)	41	27.0%
Fair (50)	10	6.6%
Poor (25)	0	0.0%
Very poor (0)	1	0.7%
Does not apply	7	
Did not answer	98	
<b>Total</b>	<b>257</b>	

Mean scores for Q31	
Your patients	89.3
GPAQ Mean	78.0

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	92.8%	7.2%

**Q32.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	102	67.1%
Good (75)	42	27.6%
Fair (50)	5	3.3%
Poor (25)	2	1.3%
Very poor (0)	1	0.7%
Does not apply	7	
Did not answer	98	
<b>Total</b>	<b>257</b>	

Mean scores for Q32	
Your patients	89.8
GPAQ Mean	81.0

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	94.7%	5.3%

**Q33.**  
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	96	64.0%
Good (75)	43	28.7%
Fair (50)	10	6.7%
Poor (25)	0	0.0%
Very poor (0)	1	0.7%
Does not apply	9	
Did not answer	98	
<b>Total</b>	<b>257</b>	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	92.7%	7.3%

**Q34.**  
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	81	58.3%
Good (75)	44	31.7%
Fair (50)	10	7.2%
Poor (25)	3	2.2%
Very poor (0)	1	0.7%
Does not apply	18	
Did not answer	100	
<b>Total</b>	<b>257</b>	

Mean scores for Q34	
Your patients	86.2
GPAQ Mean	59.4

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	89.9%	10.1%

**Q35.**  
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	86	62.8%
Good (75)	37	27.0%
Fair (50)	12	8.8%
Poor (25)	1	0.7%
Very poor (0)	1	0.7%
Does not apply	20	
Did not answer	100	
<b>Total</b>	<b>257</b>	

Good	Not Good
89.8%	10.2%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	149	97.4%
No (0)	4	2.6%
Did not answer	104	
<b>Total</b>	<b>257</b>	

Yes	No
97.4%	2.6%



**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)	211	89.8%
Unsure (50)	22	9.4%
Not very well (0)	2	0.9%
Does not apply	7	
Did not answer	15	
<b>Total</b>	<b>257</b>	

Mean scores for Q37	
Your patients	94.5
GPAQ Mean	69.1

**Q38.**  
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	206	87.3%
Unsure (50)	25	10.6%
Not very well (0)	5	2.1%
Does not apply	8	
Did not answer	13	
<b>Total</b>	<b>257</b>	

Mean scores for Q38	
Your patients	92.6
GPAQ Mean	65.5

**Q39.**  
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	175	78.1%
Unsure (50)	42	18.8%
Not very well (0)	7	3.1%
Does not apply	13	
Did not answer	20	
<b>Total</b>	<b>257</b>	

Mean scores for Q39	
Your patients	87.5
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)	107	43.9%
Very good (80)	89	36.5%
Good (60)	31	12.7%
Fair (40)	16	6.6%
Poor (20)	1	0.4%
Very poor (0)	0	0.0%
Did not answer	13	
<b>Total</b>	<b>257</b>	

	Good	Not Good
GPPS	88.0%	4.0%
GPAQ	93.0%	7.0%

**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)	175	72.9%
Yes, probably (66)	52	21.7%
No, probably not (33)	11	4.6%
No, definitely not (0)	2	0.8%
Don't know	4	
Did not answer	13	
<b>Total</b>	<b>257</b>	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	94.6%	5.4%

<b>Q42. Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	71	29.0%
Female	174	71.0%
Did not answer	12	
<b>Total</b>	<b>257</b>	

<b>Q43.</b>		
How old are you?		
Answer	Count	Percentage
Under 16	3	1.2%
16 to 44	106	43.3%
45 to 64	66	26.9%
65 to 74	43	17.6%
75 and over	27	11.0%
Did not answer	12	
<b>Total</b>	<b>257</b>	

<b>Q44.</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	119	52.7%
No	107	47.3%
Don't know / never needed to	15	
Did not answer	16	
<b>Total</b>	<b>257</b>	

<b>Q45.</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	231	95.1%
Black or Black British	0	0.0%
Asian or Asian British	10	4.1%
Mixed	1	0.4%
Chinese	0	0.0%
Other ethnic group	1	0.4%
Did not answer	14	
<b>Total</b>	<b>257</b>	

<b>Q46.</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	129	52.7%
Unemployed / looking for work	7	2.9%
At school or in full time education	7	2.9%
Unable to work due to long term sickness	9	3.7%
Looking after your home/family	21	8.6%
Retired from paid work	68	27.8%
Other	4	1.6%
Did not answer	12	
<b>Total</b>	<b>257</b>	