

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

Answer (score in brackets)	Count	Percentage
Very helpful (100)	241	81.4%
Fairly helpful (66)	54	18.2%
Not very helpful (33)	1	0.3%
Not at all helpful (0)	0	0.0%
Don't know	1	
Did not answer	0	
<b>Total</b>	<b>297</b>	

Mean scores for Q1	
Your patients	93.6
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	93%	8%
GPAQ	99.7%	0.3%

**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)	32	11.0%
Fairly easy (66)	134	46.2%
Not very easy (33)	88	30.3%
Not at all easy (0)	36	12.4%
Don't know	0	
Haven't tried	5	
Did not answer	2	
<b>Total</b>	<b>297</b>	

Mean scores for Q2	
Your patients	51.5
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	69%	29%
GPAQ	57.2%	42.8%

**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)	24	17.0%
Fairly easy (66)	73	51.8%
Not very easy (33)	31	22.0%
Not at all easy (0)	13	9.2%
Don't know	24	
Haven't tried	129	
Did not answer	3	
<b>Total</b>	<b>297</b>	

Mean scores for Q3	
Your patients	58.4
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	162	71.4%
No	65	28.6%
Don't know / never needed to	67	
Did not answer	3	
<b>Total</b>	<b>297</b>	

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

Answer	Count	Percentage
Important	224	76.2%
Not important	70	23.8%
Did not answer	3	
<b>Total</b>	<b>297</b>	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	48	18.5%
Fairly easy (66)	115	44.2%
Not very easy (33)	77	29.6%
Not at all easy (0)	20	7.7%
Don't know	7	
Haven't tried	27	
Did not answer	3	
<b>Total</b>	<b>297</b>	

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

Answer	Count	Percentage
In person	66	18.6%
By phone	272	76.8%
Online	15	4.2%
Doesn't apply	1	0.3%
Did not answer	0	
<b>Total</b>	<b>354</b>	

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

Answer	Count	Percentage
In person	74	17.1%
By phone	260	59.9%
Online	96	22.1%
Doesn't apply	4	0.9%
Did not answer	0	
<b>Total</b>	<b>434</b>	

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

Answer	Count	Percentage
Same day or next day	124	42.8%
2-5 days	80	27.6%
5 days or more	34	11.7%
I don't usually need to be seen quickly	22	7.6%
Don't know, never tried	30	10.3%
Did not answer	7	
<b>Total</b>	<b>297</b>	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	54	21.0%
Very good (80)	75	29.2%
Good (60)	58	22.6%
Fair (40)	48	18.7%
Poor (20)	19	7.4%
Very poor (0)	3	1.2%
Does not apply	32	
Did not answer	8	
<b>Total</b>	<b>297</b>	

Mean scores for Q10	
Your patients	66.8
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	212	74.1%
2-5 days	49	17.1%
5 days or more	8	2.8%
I don't usually need to be seen quickly	9	3.1%
Don't know, never tried	8	2.8%
Did not answer	11	
<b>Total</b>	<b>297</b>	

<b>Q12</b>		
How do you rate - how quickly you get to see any doctor?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	86	31.4%
Very good (80)	90	32.8%
Good (60)	53	19.3%
Fair (40)	34	12.4%
Poor (20)	10	3.6%
Very poor (0)	1	0.4%
Does not apply	10	
Did not answer	13	
<b>Total</b>	<b>297</b>	

<b>Q13</b>		
How long do you wait for your consultations to start?		
Answer	Count	Percentage
Less than 5 minutes	27	9.5%
6 - 10 minutes	98	34.4%
11 - 20 minutes	108	37.9%
21 - 30 minutes	29	10.2%
More than 30 minutes	20	7.0%
There was no set time for my consultation	3	1.1%
Did not answer	12	
<b>Total</b>	<b>297</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)	34	12.0%
Very good (80)	67	23.6%
Good (60)	70	24.6%
Fair (40)	82	28.9%
Poor (20)	24	8.5%
Very poor (0)	7	2.5%
Does not apply	1	
Did not answer	12	
<b>Total</b>	<b>297</b>	

Mean scores for Q14	
Your patients	58.9
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	239	83.3%
No	37	12.9%
Don't know	11	3.8%
Did not answer	10	
<b>Total</b>	<b>297</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	31	13.6%
At lunchtime	23	10.1%
After 6.30pm	55	24.1%
On a Saturday	50	21.9%
On a Sunday	23	10.1%
None of these	46	20.2%
Did not answer	0	
<b>Total</b>	<b>228</b>	

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

Answer	Count	Percentage
Yes	176	60.9%
No	113	39.1%
There is usually only one doctor in my surgery	0	0.0%
Did not answer	8	
<b>Total</b>	<b>297</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)	71	37.0%
A lot of the time (66)	59	30.7%
Some of the time (33)	56	29.2%
Never or almost never (0)	6	3.1%
Not tried at this GP practice	9	
Did not answer	96	
<b>Total</b>	<b>297</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)	165	60.0%
Good (75)	90	32.7%
Fair (50)	20	7.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	19	
<b>Total</b>	<b>297</b>	

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

Answer (score in brackets)	Count	Percentage
Very good (100)	180	65.7%
Good (75)	76	27.7%
Fair (50)	16	5.8%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	3	
Did not answer	20	
<b>Total</b>	<b>297</b>	

	Often	Not Often
GPPS	95%	5%
GPAQ	67.7%	32.3%

Mean scores for Q19	
Your patients	88.2
GPAQ Mean	80.0

	Good	Not Good
GPPS	88%	11%
GPAQ	92.7%	7.3%

Mean scores for Q20	
Your patients	89.5
GPAQ Mean	83.5

	Good	Not Good
GPPS	88%	11%
GPAQ	93.4%	6.6%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	162	60.0%
Good (75)	91	33.7%
Fair (50)	13	4.8%
Poor (25)	3	1.1%
Very poor (0)	1	0.4%
Does not apply	7	
Did not answer	20	
<b>Total</b>	<b>297</b>	

Mean scores for Q21	
Your patients	88.0
GPAQ Mean	83.1

	Good	Not Good
GPPS	78%	14%
GPAQ	93.7%	6.3%

**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)	148	56.5%
Good (75)	100	38.2%
Fair (50)	11	4.2%
Poor (25)	2	0.8%
Very poor (0)	1	0.4%
Does not apply	14	
Did not answer	21	
<b>Total</b>	<b>297</b>	

Mean scores for Q22	
Your patients	87.4
GPAQ Mean	81.4

	Good	Not Good
GPPS	72%	16%
GPAQ	94.7%	5.3%

**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)	181	66.1%
Good (75)	77	28.1%
Fair (50)	12	4.4%
Poor (25)	3	1.1%
Very poor (0)	1	0.4%
Does not apply	3	
Did not answer	20	
<b>Total</b>	<b>297</b>	

Mean scores for Q23	
Your patients	89.6
GPAQ Mean	83.7

	Good	Not Good
GPPS	84%	14%
GPAQ	94.2%	5.8%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	231	84.6%
Yes, to some extent (50)	39	14.3%
No, not at all (0)	3	1.1%
Don't know / can't say	0	
Did not answer	24	
<b>Total</b>	<b>297</b>	

	Yes	No
GPPS	94%	4%
GPAQ	98.9%	1.1%

**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)	156	68.1%
Good (75)	64	27.9%
Fair (50)	9	3.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	15	
Did not answer	53	
<b>Total</b>	<b>297</b>	

Mean scores for Q25	
Your patients	91.0
GPAQ Mean	78.0

	Good	Not Good
GPPS	94%	6%
GPAQ	96.1%	3.9%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	158	69.6%
Good (75)	60	26.4%
Fair (50)	8	3.5%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	14	
Did not answer	56	
<b>Total</b>	<b>297</b>	

Mean scores for Q26	
Your patients	91.3
GPAQ Mean	81.0

	Good	Not Good
GPPS	77%	7%
GPAQ	96.0%	4.0%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	141	63.2%
Good (75)	70	31.4%
Fair (50)	10	4.5%
Poor (25)	2	0.9%
Very poor (0)	0	0.0%
Does not apply	15	
Did not answer	59	
<b>Total</b>	<b>297</b>	

Mean scores for Q27	
Your patients	89.2
GPAQ Mean	59.4

	Good	Not Good
GPPS	72%	8%
GPAQ	94.6%	5.4%

**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)	131	62.7%
Good (75)	66	31.6%
Fair (50)	10	4.8%
Poor (25)	2	1.0%
Very poor (0)	0	0.0%
Does not apply	25	
Did not answer	63	
<b>Total</b>	<b>297</b>	

Mean scores for Q28	
Your patients	89.0
GPAQ Mean	59.4

	Good	Not Good
GPPS	62%	13%
GPAQ	94.3%	5.7%

**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)	159	71.6%
Good (75)	55	24.8%
Fair (50)	6	2.7%
Poor (25)	2	0.9%
Very poor (0)	0	0.0%
Does not apply	14	
Did not answer	61	
<b>Total</b>	<b>297</b>	

Mean scores for Q29	
Your patients	91.8
GPAQ Mean	82.0

	Good	Not Good
GPPS	72%	12%
GPAQ	96.4%	3.6%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	196	87.9%
Yes, to some extent (50)	25	11.2%
No, not at all (0)	2	0.9%
Don't know / can't say	0	
Did not answer	74	
<b>Total</b>	<b>297</b>	

	Yes	No
GPPS	94%	4%
GPAQ	99.1%	0.9%

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

Answer (score in brackets)	Count	Percentage
Very well (100)	247	88.5%
Unsure (50)	27	9.7%
Not very well (0)	5	1.8%
Does not apply	0	
Did not answer	18	
<b>Total</b>	<b>297</b>	

Mean scores for Q31	
Your patients	93.4
GPAQ Mean	69.1

	Well	Not Well
GPPS	62%	13%
GPAQ	88.5%	11.5%

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

Answer (score in brackets)	Count	Percentage
Very well (100)	233	86.6%
Unsure (50)	31	11.5%
Not very well (0)	5	1.9%
Does not apply	0	
Did not answer	28	
<b>Total</b>	<b>297</b>	

Mean scores for Q32	
Your patients	92.4
GPAQ Mean	65.5

	Well	Not Well
GPPS	62%	13%
GPAQ	86.6%	13.4%

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

Answer (score in brackets)	Count	Percentage
Very well (100)	216	80.6%
Unsure (50)	48	17.9%
Not very well (0)	4	1.5%
Does not apply	0	
Did not answer	29	
<b>Total</b>	<b>297</b>	

Mean scores for Q33	
Your patients	89.6
GPAQ Mean	61.7

	Well	Not Well
GPPS	62%	13%
GPAQ	80.6%	19.4%

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	112	39.3%
Very good (80)	117	41.1%
Good (60)	42	14.7%
Fair (40)	13	4.6%
Poor (20)	0	0.0%
Very poor (0)	1	0.4%
Did not answer	12	
<b>Total</b>	<b>297</b>	

	Good	Not Good
GPPS	62%	13%
GPAQ	95.1%	4.9%

**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)	193	69.4%
Yes, probably (66)	80	28.8%
No, probably not (33)	5	1.8%
No, definitely not (0)	0	0.0%
Don't know	7	
Did not answer	12	
<b>Total</b>	<b>297</b>	

	Yes	No
GPPS	83.0%	6.00%
GPAQ	98.2%	1.8%



<b>Q36 Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	110	38.7%
Female	174	61.3%
Did not answer	13	
<b>Total</b>	<b>297</b>	

<b>Q37</b>		
How old are you?		
Answer	Count	Percentage
Under 15	2	0.7%
16 to 44	108	38.0%
45 to 64	101	35.6%
65 to 74	50	17.6%
75 and over	23	8.1%
Did not answer	13	
<b>Total</b>	<b>297</b>	

<b>Q38</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	144	51.1%
No	126	44.7%
Don't know / never needed to	12	4.3%
Did not answer	15	
<b>Total</b>	<b>297</b>	

<b>Q39</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	271	95.8%
Black or Black British	1	0.4%
Asian or Asian British	6	2.1%
Mixed	3	1.1%
Chinese	1	0.4%
Other ethnic group	1	0.4%
Did not answer	14	
<b>Total</b>	<b>297</b>	

<b>Q40</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	163	57.6%
Unemployed / looking for work	3	1.1%
At school or in full time education	8	2.8%
Unable to work due to long term sickness	14	4.9%
Looking after your home/family	20	7.1%
Retired from paid work	74	26.1%
Other	1	0.4%
Did not answer	14	
<b>Total</b>	<b>297</b>	