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PatientDynamics GPAQ V3 Report

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PatientDynamics GPAQ

GPAQ Version 3 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 3 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.

Q1

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

Q2, Q3, Q6

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

Q10, Q12, Q14, Q34

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 19-23 & 25-29

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

Q24, Q30

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

Q31, Q32, Q33

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

Q35

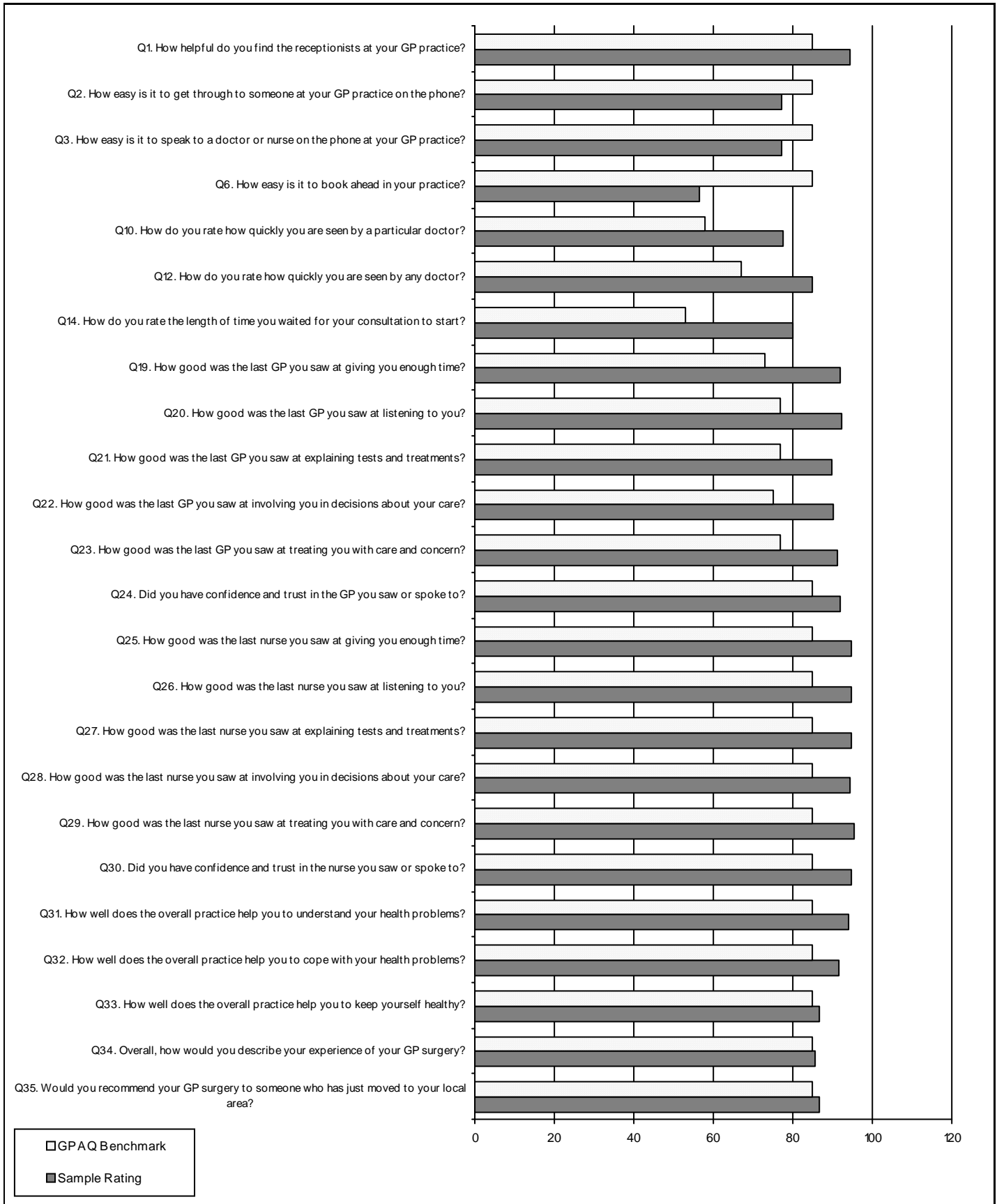
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1. How helpful do you find the receptionists at your GP practice?	95	85
Q2. How easy is it to get through to someone at your GP practice on the phone?	77	85
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	77	85
Q6. How easy is it to book ahead in your practice?	57	85
Q10. How do you rate how quickly you are seen by a particular doctor?	77	58
Q12. How do you rate how quickly you are seen by any doctor?	85	67
Q14. How do you rate the length of time you waited for your consultation to start?	80	53
Q19. How good was the last GP you saw at giving you enough time?	92	73
Q20. How good was the last GP you saw at listening to you?	92	77
Q21. How good was the last GP you saw at explaining tests and treatments?	90	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	90	75
Q23. How good was the last GP you saw at treating you with care and concern?	91	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	92	85
Q25. How good was the last nurse you saw at giving you enough time?	95	85
Q26. How good was the last nurse you saw at listening to you?	95	85
Q27. How good was the last nurse you saw at explaining tests and treatments?	95	85
Q28. How good was the last nurse you saw at involving you in decisions about your care?	94	85
Q29. How good was the last nurse you saw at treating you with care and concern?	96	85
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	95	85
Q31. How well does the overall practice help you to understand your health problems?	94	85
Q32. How well does the overall practice help you to cope with your health problems?	92	85
Q33. How well does the overall practice help you to keep yourself healthy?	87	85
Q34. Overall, how would you describe your experience of your GP surgery?	86	85
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	87	85

Chart showing report ratings against benchmark



2. Report Questions

Q1. How helpful do you find the receptionists at your GP practice?		Number of Responses	% of Responses
1	Very helpful	104	85
2	Fairly helpful	16	13
3	Not very helpful	2	2
4	Not at all helpful	0	0
5	Don't know	0	0
Question Total:		122	100

Q2. How easy is it to get through to someone at your GP practice on the phone?		Number of Responses	% of Responses
1	Very easy	57	47
2	Fairly easy	51	42
3	Not very easy	10	8
4	Not at all easy	4	3
5	Don't know	0	0
6	Haven't tried	0	0
Question Total:		122	100

Q3. 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	55	45
2	Fairly easy	48	40
3	Not very easy	10	8
4	Not at all easy	4	3
5	Don't know	0	0
6	Haven't tried	4	3
Question Total:		121	100

Q4. If you need to see a GP urgently, can you normally get seen on the same day?		Number of Responses	% of Responses
1	Yes	86	71
2	No	14	12
3	Don't know / never needed to	21	17
Question Total:		121	100

Q5. How important is it to you to be able to book appointments ahead of time in your practice?		Number of Responses	% of Responses
1	Important	95	79
2	Not important	26	21
Question Total:		121	100

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

		Number of Responses	% of Responses
1	Very easy	28	23
2	Fairly easy	32	26
3	Not very easy	27	22
4	Not at all easy	16	13
5	Don't know	5	4
6	Haven't tried	13	11
Question Total:		121	100

Q7. How do you normally book your appointments at your practice? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	35	24
2	By phone	108	75
3	Online	0	0
4	Doesn't apply	1	1
Question Total:		144	100

Q8. Which of the following methods would you prefer to use to book appointments? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	37	23
2	By phone	107	66
3	Online	19	12
4	Doesn't apply	0	0
Question Total:		163	100

Q9. 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	68	56
2	2-4 days	32	26
3	5 days or more	5	4
4	I don't usually need to be seen quickly	7	6
5	Don't know, never tried	9	7
Question Total:		121	100

Q10. How do you rate how quickly you are seen by a particular doctor?

		Number of Responses	% of Responses
1	Excellent	50	43
2	Very good	22	19
3	Good	19	16
4	Fair	7	6
5	Poor	9	8
6	Very poor	1	1
7	Does not apply	8	7
Question Total:		116	100

Q11. 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	95	79
2	2-4 days	16	13
3	5 days or more	1	1
4	I don't usually need to be seen quickly	4	3
5	Don't know, never tried	5	4

Question Total:

121	100
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Q12. How do you rate how quickly you are seen by any doctor?

		Number of Responses	% of Responses
1	Excellent	57	48
2	Very good	29	25
3	Good	18	15
4	Fair	6	5
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	8	7

Question Total:

118	100
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Q13. How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	27	23
2	5-10 minutes	74	62
3	11-20 minutes	12	10
4	21-30 minutes	1	1
5	More than 30 minutes	2	2
6	There was no set time for my consultation	4	3

Question Total:

120	100
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Q14. How do you rate the length of time you waited for your consultation to start?

		Number of Responses	% of Responses
1	Excellent	44	38
2	Very good	42	36
3	Good	17	15
4	Fair	10	9
5	Poor	2	2
6	Very poor	0	0
7	Does not apply	2	2

Question Total:

117	100
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Q15. Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	96	79
2	No	22	18
3	Don't know	4	3
Question Total:		122	100

Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that

		Number of Responses	% of Responses
1	Before 8am	5	10
2	At lunchtime	3	6
3	After 6.30pm	14	29
4	On a Saturday	17	35
5	On a Sunday	10	20
6	None of these	0	0
Question Total:		49	100

Q17. Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	77	63
2	No	45	37
3	There is usually only one doctor in my surgery	0	0
Question Total:		122	100

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

		Number of Responses	% of Responses
1	Always or almost always	33	43
2	A lot of the time	28	36
3	Some of the time	11	14
4	Never or almost never	4	5
5	Not tried at this GP practice	1	1
Question Total:		77	100

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

		Number of Responses	% of Responses
1	Very good	81	70
2	Good	33	28
3	Fair	2	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		116	100

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

		Number of Responses	% of Responses
1	Very good	84	73
2	Good	27	23
3	Fair	3	3
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		115	100

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

		Number of Responses	% of Responses
1	Very good	72	64
2	Good	32	28
3	Fair	4	4
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	4	4
Question Total:		113	100

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

		Number of Responses	% of Responses
1	Very good	74	65
2	Good	31	27
3	Fair	4	4
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	4	4
Question Total:		114	100

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

		Number of Responses	% of Responses
1	Very good	84	73
2	Good	24	21
3	Fair	6	5
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	0	0
Question Total:		115	100

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

		Number of Responses	% of Responses
1	Yes, definitely	99	85
2	Yes, to some extent	15	13
3	No, not at all	2	2
4	Don't know / can't say	0	0

Question Total:	116	100
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Q25. How good was the last nurse you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	79	78
2	Good	16	16
3	Fair	2	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	4

Question Total:	101	100
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Q26. How good was the last nurse you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	77	76
2	Good	16	16
3	Fair	2	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	6

Question Total:	101	100
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Q27. How good was the last nurse you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	75	76
2	Good	15	15
3	Fair	2	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	7

Question Total:	99	100
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Q28. How good was the last nurse you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	73	73
2	Good	15	15
3	Fair	1	1
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	10	10
Question Total:		100	100

Q29. How good was the last nurse you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	82	82
2	Good	11	11
3	Fair	3	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	4
Question Total:		100	100

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

		Number of Responses	% of Responses
1	Yes, definitely	88	89
2	Yes, to some extent	8	8
3	No, not at all	1	1
4	Don't know / can't say	2	2
Question Total:		99	100

Q31. How well does the overall practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	103	84
2	Unsure	14	11
3	Not very well	0	0
4	Does not apply	5	4
Question Total:		122	100

Q32. How well does the overall practice help you to cope with your health problems?

		Number of Responses	% of Responses
1	Very well	96	81
2	Unsure	15	13
3	Not very well	2	2
4	Does not apply	5	4
Question Total:		118	100

Q33. How well does the overall practice help you to keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	84	72
2	Unsure	23	20
3	Not very well	3	3
4	Does not apply	7	6

Question Total:

117	100
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Q34. Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	58	48
2	Very good	46	38
3	Good	10	8
4	Fair	7	6
5	Poor	0	0
6	Very poor	0	0

Question Total:

121	100
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Q35. Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	85	70
2	Yes, probably	26	21
3	No, probably not	8	7
4	No, definitely not	2	2
5	Don't know	1	1

Question Total:

122	100
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Q36. Gender: Are you?

		Number of Responses	% of Responses
1	Male	46	39
2	Female	72	61

Question Total:

118	100
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Q37. How old are you?

		Number of Responses	% of Responses
1	0-15	0	0
2	16 to 44	20	21
3	45 to 64	32	34
4	65 to 74	43	45
5	75+	0	0

Question Total:

95	100
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Q38. Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	67	62
2	No	38	35
3	Don't know / can't say	3	3
Question Total:		108	100

Q39. What is your ethnic group?

		Number of Responses	% of Responses
1	White	119	98
2	Black or Black British	0	0
3	Asian or Asian British	1	1
4	Mixed	1	1
5	Chinese	1	1
6	Other ethnic group	0	0
Question Total:		122	100

Q40. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part time, including self-employed)	36	30
2	Unemployed / looking for work	4	3
3	At school or in full time education	2	2
4	Unable to work due to long term sickness	6	5
5	Looking after your home / family	5	4
6	Retired from paid work	67	55
7	Other	2	2
Question Total:		122	100

This report is based on a total of 122 completed questionnaires

Report - Open Ended Comments

Q41. Finally, please add any comments you would like to make about your GP practice:

Fantastic practice!

Smiles go a long way to putting one at ease. GP's who look at computer not the patient are appalling.

Reception staff always very helpful. Practice nurse very helpful. Doctors when required to see respond reasonably well.

Reception no real effort & flexibility in helping to solve errors in appointments comments like there's nothing I can do doesn't help the patient more appointments for nurses.

I think surgeries should be open or a doctor available in ease of emergencies. I think a doctor should see a patient rather than diagnose over the phone (as in the case of my husband when the Dr asked what he was taking CPAP for!) I think older patients should be seen by a doctor/nurse every 12 months automatically.

I think looking at the patient more than the computer is very important.

I have prefer to get direct to reception instead of an answer machine.

I have always found this practice to be excellent and efficient and helpful.

I have always found the practice very understanding and helpful.

I feel comfortable discussing my health problem and can always feel fairly reassured.

I do not like the current practice of having to speak to a receptionist and a doctor before getting an appointment. I feel I know when I need to see a doctor and don't like being vetted first. I would prefer the telephone conversation be an option.

Very happy with the care I receive, everyone in the practice to very pleasant and helpful.

For persons not competent using the phone having consultations only by phone only is not very fair.

The phone consultation is an excellent system freeing up G.P's time? And reducing risk & cross infection.

Excellent!!

Excellent kind & caring staff. (GP's & Nurses). Think after hours "call out" service with doctors on call on rota (as in former times) would be a big plus.

Dr. Steere excellent.

Can't complain at all.

Always very polite and helpful.

All staff I have found excellent G.P. very good.

All in all very good. Staff and GP's.

All fabulous & professional, been WIM GP all my life no - problems. Desk staff all helpful & nice.

A superb practice - love the new telephone appointment system - fantastic!

2013 New telephone consultation with G.P. is very poor it means 2 phone calls one via patient to reception all, this is to filter out. A surgery visit if possible & when you are ill. You have not got the energy!

1) Very few out of hours service. NMC & Mellock Lane should jointly provide cover. 2) Most impressive Arrowe Park Hospital A & E & 24 hours walk-in clinic which severally makes up for the loss of the old "Family Doctors" 24/7 call and attention.

Fortunately, 2 visit the surgery only in rare occasions but always receive excellent service.

I would not now recommend this surgery to anybody, as since the new system has started it is no good at all, before was much better walking in & making your appointments.

To be able to get an appointment when you call up and not have to juggle your day around a phone call!

Phlebotomist room not very comfortable to have blood taken.

Not often at weekend i.e. Saturday.

Not happy with the new system, i.e. phoning up to speak to receptionist to arrange a phone call from the doctor.

No.

No comments as I am satisfied with the practice.

NMC provides an excellent and the staff are very helpful.

NMC provides an excellent and the staff are extremely helpful.

My wife and I are none standing patients of this practice as were my children. We have always found the receptionist most gorgeous and helpful. The nurses most proficient and pleasant and the doctors service excellent.

My GP is excellent & support my rare & progressive illness with 100% plus knowledgeable & care.

I've not seen a doctor or nurse in the past 6 months only saw the phlebotomist today. I am under treatment for high blood pressure and cholesterol but I've not been seen by a doctor over 2 years for this.

The appointments system was changed without any consultation with patients. All patients can now book only an initial telephone consultation then have to wait for a doctor to phone them. During this call the doctor decides whether or not it is necessary for him to see the patient. I know someone who needs medication for anxiety who finds this impersonal system extremely stressful. The system discriminates against the vulnerable i.e. the timid, the inarticulate, the aged & mentally infirm, etc. and is a massive step backward in GP patient care!!!

It is difficult to get to see a doctor now with telephone consultations, I feel that illnesses can be missed as not everyone explains their symptoms fully. Is this ethical?

The new system suits me but for people who work & cannot take or receive phone calls at work it is not so good.

I think the new system of waiting until your GP phones you, is wrong! Some people find it hard to speak on the phone and therefore may not bother to contact their doctor. The elderly! Also sometimes a person can feel better just going to see a GP and talk to him it can be therapeutic! Especially if someone is anxious.

I think that the GP practice is very good. I have a lot of respect for doctors and nurses. I'm happy with the practice myself.

Your reception staff are brilliant. Thank you.

Would like appointment to see doctor same day instead of waiting 4 hours to speak to them on the phone.

Well run very good practice if its not broke. Don't fix it!!

Very satisfied, so fun, with the staff at this surgery.

They are all very kind, helpful, caring and most of all very friendly & understanding. They have always been smashing to my family and still are.

The system of telephone triage to obtain an appointment is ridiculous! I would rather see a female GP face to face than be subjected to male GP with no understanding of female problems who did not listen to my concerns. Prescribed needless drugs!

The receptionist are not the most friendly or polite.

The practice provides old fashioned support & care.

Very efficient, excellent service.

It would be good to be able to pre-book an appointment on occasions. Phone consultations work very well but it can be inconvenient to stay near a phone or to take calls.



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you 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 Receptionists and Appointments

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

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

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

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

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

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

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

- ¹ Yes
- ² No
- ³ Don't know / never needed to

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

- ¹ Important
- ² Not important

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

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q7 How do you normally book your appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q8 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

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

Q9 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q10 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

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

Q11 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q12 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
- ² 5 – 10 minutes
- ³ 11 – 20 minutes
- ⁴ 21 – 30 minutes
- ⁵ More than 30 minutes
- ⁶ There was no set time for my consultation

Q14 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

- ¹ Yes **Go to Q17**
- ² No
- ³ Don't know

Q16 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)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ On a Saturday
- ⁵ On a Sunday
- ⁶ None of these

About seeing the doctor of your choice

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

- ¹ Yes
- ² No **Go to Q19**
- ³ There is usually only one doctor in my surgery **Go to Q19**

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

- ¹ Always or almost always
- ² A lot of the time
- ³ Some of the time
- ⁴ Never or almost never
- ⁵ Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q20 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q21 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q22 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q23 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

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 Q31

Q25 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q26 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q27 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q28 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q29 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

About care from your doctors and nurses

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

Q31 Understand your health problems?

- ¹ Very well
² Unsure
³ Not very well
⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
² Unsure
³ Not very well
⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
² Unsure
³ Not very well
⁴ Does not apply

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

- ¹ Excellent
² Very good
³ Good
⁴ Fair
⁵ Poor
⁶ Very poor

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

- ¹ Yes, definitely
² Yes, probably
³ No, probably not
⁴ No, definitely not
⁵ Don't know

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

Q36 Are you ?

- ¹ Male
² Female

Q37 How old are you?

- ¹ Under 16
² 16 to 44
³ 45 to 64
⁴ 65 to 74
⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
² No
³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
² Black or Black British
³ Asian or Asian British
⁴ Mixed
⁵ Chinese
⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
² Unemployed / looking for work
³ At school or in full time education
⁴ Unable to work due to long term sickness
⁵ Looking after your home/family
⁶ Retired from paid work
⁷ 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 Gabb Neston

