

Margaret Keegan  
Queensview Medical Centre  
Thornton Road  
Kingsthorpe  
Northampton  
Northamptonshire  
NN2 6LS

## **PatientDynamics GPAQ Report**

Friday 12 December 2008

**Margaret Keegan**  
**Queensview Medical Centre**



# **PatientDynamics GPAQ**

## **Practice Report**

### **Contents**

**PatientDynamics GPAQ**

**Report Structure**

**Sample and Methodology**

**Analysis of Survey Results**

**Summary of Results**

- 1 Evaluation Questions**
- 2 Report Questions**
- 3 Open Ended Comments**
- 4 Questionnaire**

## **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, except that it is shorter and easier to complete.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to provide a sophisticated management tool at PCT level.

## **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, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions

## **Sample and Methodology**

A kit comprising: 50 questionnaires for each doctor in the practice plus an extra 50; a ballot box for completed questionnaires; 5 pens; 2 posters; was posted to the practice. The questionnaires were numbered and matched to the practice. The questionnaires were offered to each patient by the receptionist to be completed in the surgery and posted in the ballot box. The practice then sent the completed questionnaires to PatientDynamics for analysis.

GPAQ is designed for adults at least 16 years of age.

## Analysis of Survey Results

For evaluation or 'rating' questions an average score for the whole sample was calculated.

**Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h, Q12a, Q12b, Q12c:**

<b>Rating</b>	<b>Score</b>
<b><i>Excellent</i></b>	100
<b><i>Very Good</i></b>	80
<b><i>Good</i></b>	60
<b><i>Fair</i></b>	40
<b><i>Poor</i></b>	20
<b><i>Very Poor</i></b>	0

**Q13:**

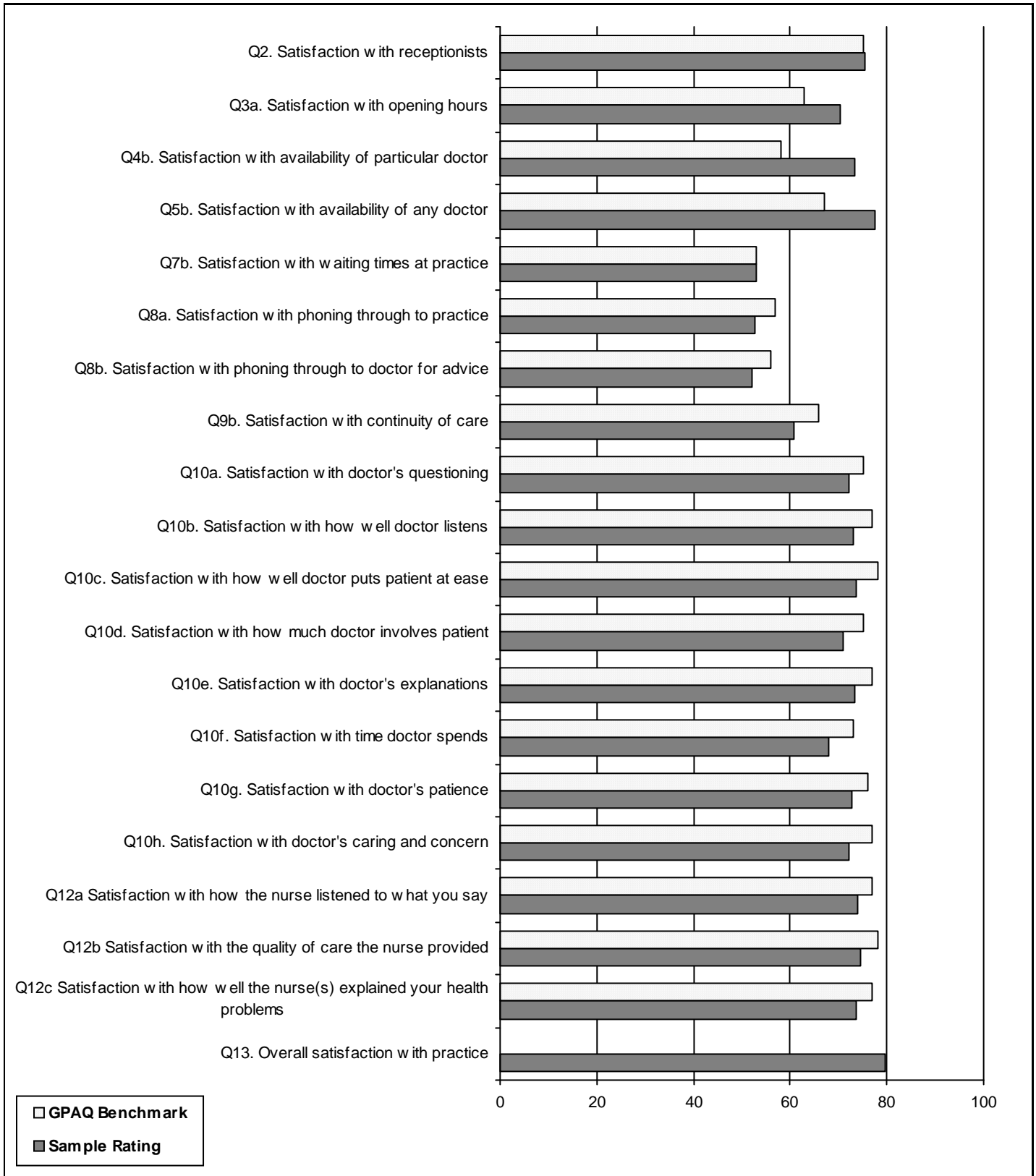
<b>Rating</b>	<b>Score</b>
<b><i>Completely satisfied</i></b>	100
<b><i>Very satisfied</i></b>	83.3
<b><i>Fairly satisfied</i></b>	66.7
<b><i>Neutral</i></b>	50
<b><i>Fairly dissatisfied</i></b>	33.3
<b><i>Very dissatisfied</i></b>	16.7
<b><i>Completely dissatisfied</i></b>	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

## 1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q2. Satisfaction with receptionists	75	75
Q3a. Satisfaction with opening hours	70	63
Q4b. Satisfaction with availability of particular doctor	73	58
Q5b. Satisfaction with availability of any doctor	78	67
Q7b. Satisfaction with waiting times at practice	53	53
Q8a. Satisfaction with phoning through to practice	53	57
Q8b. Satisfaction with phoning through to doctor for advice	52	56
Q9b. Satisfaction with continuity of care	61	66
Q10a. Satisfaction with doctor's questioning	72	75
Q10b. Satisfaction with how well doctor listens	73	77
Q10c. Satisfaction with how well doctor puts patient at ease	74	78
Q10d. Satisfaction with how much doctor involves patient	71	75
Q10e. Satisfaction with doctor's explanations	73	77
Q10f. Satisfaction with time doctor spends	68	73
Q10g. Satisfaction with doctor's patience	73	76
Q10h. Satisfaction with doctor's caring and concern	72	77
Q12a Satisfaction with how the nurse listened to what you say	74	77
Q12b Satisfaction with the quality of care the nurse provided	75	78
Q12c Satisfaction with how well the nurse(s) explained your health problems	74	77
Q13. Overall satisfaction with practice	80	

### Chart showing report ratings against benchmark



## 2. Report Questions

<b>Q1. In the past 12 months, how many times have you seen a doctor from your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	None	24	9
2	Once or twice	62	24
3	Three or four times	84	33
4	Five or six times	48	19
5	Seven times or more	40	16
Question Total:		258	100

<b>Q2. Satisfaction with receptionists</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	4	2
3	Fair	32	13
4	Good	61	24
5	Very Good	82	32
6	Excellent	77	30
Question Total:		256	100

<b>Q3a. Satisfaction with opening hours</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	6	2
3	Fair	34	13
4	Good	80	31
5	Very Good	97	37
6	Excellent	42	16
Question Total:		259	100

<b>Q3b. What additional hours would you like the practice to be open? (please tick all that apply)</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Early Morning	7	3
2	Lunch Times	4	1
3	Evenings	50	19
4	Weekends	71	26
5	None I am satisfied	137	51
Question Total:		269	100

**Q4a. How quickly do you usually get to see a particular doctor?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	135	56
2	Next working day	30	13
3	Within 2 working days	26	11
4	Within 3 working days	11	5
5	Within 4 working days	3	1
6	5 or more working days	11	5
7	Does not apply	24	10
Question Total:		240	100

**Q4b. Satisfaction with availability of particular doctor**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	4	2
2	Poor	5	2
3	Fair	30	12
4	Good	53	22
5	Very Good	60	25
6	Excellent	71	29
7	Does not apply	21	9
Question Total:		244	100

**Q5a. How quickly do you usually get seen?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	206	83
2	Next working day	19	8
3	Within 2 working days	8	3
4	Within 3 working days	3	1
5	Within 4 working days	1	0
6	5 or more working days	0	0
7	Does not apply	11	4
Question Total:		248	100

**Q5b. Satisfaction with availability of any doctor**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	1	0
3	Fair	16	7
4	Good	66	27
5	Very Good	70	29
6	Excellent	81	33
7	Does not apply	9	4
Question Total:		245	100

**Q6. Can you normally get seen on the same day?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	207	81
2	No	13	5
3	Don't know	34	13
Question Total:		254	100

**Q7a. How long do you usually have to wait at the practice for your consultation to begin?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	5 minutes or less	13	5
2	6-10 minutes	104	42
3	11-20 minutes	93	37
4	21-30 minutes	31	12
5	More than 30 minutes	8	3
Question Total:		249	100

**Q7b. Satisfaction with waiting times at practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	5	2
2	Poor	23	10
3	Fair	89	37
4	Good	68	29
5	Very Good	41	17
6	Excellent	12	5
Question Total:		238	100

**Q8a. Satisfaction with phoning through to practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	13	5
2	Poor	35	14
3	Fair	75	29
4	Good	63	25
5	Very Good	48	19
6	Excellent	21	8
7	Don't Know	0	0
Question Total:		255	100

<b>Q8b. Satisfaction with phoning through to doctor for advice</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	6	2
2	Poor	23	9
3	Fair	19	8
4	Good	37	15
5	Very Good	24	10
6	Excellent	7	3
7	Don't know	128	52
Question Total:		244	100

<b>Q9a. In general, how often do you see your usual doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always	25	10
2	Almost always	54	21
3	A lot of the time	40	16
4	Some of the time	93	36
5	Almost never	33	13
6	Never	11	4
Question Total:		256	100

<b>Q9b. Satisfaction with continuity of care</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	4	2
2	Poor	17	7
3	Fair	64	27
4	Good	64	27
5	Very Good	55	23
6	Excellent	32	14
Question Total:		236	100

<b>Q10a. Satisfaction with doctor's questioning</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	4	2
3	Fair	26	10
4	Good	82	32
5	Very Good	83	33
6	Excellent	55	22
7	Does not apply	1	0
Question Total:		253	100

**Q10b. Satisfaction with how well doctor listens**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	6	2
3	Fair	20	8
4	Good	82	32
5	Very Good	80	32
6	Excellent	62	25
7	Does not apply	1	0
Question Total:		253	100

**Q10c. Satisfaction with how well doctor puts patient at ease**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	5	2
3	Fair	25	10
4	Good	77	30
5	Very Good	76	30
6	Excellent	65	26
7	Does not apply	5	2
Question Total:		253	100

**Q10d. Satisfaction with how much doctor involves patient**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	6	2
3	Fair	25	10
4	Good	73	29
5	Very Good	89	36
6	Excellent	44	18
7	Does not apply	9	4
Question Total:		249	100

**Q10e. Satisfaction with doctor's explanations**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	7	3
3	Fair	20	8
4	Good	82	33
5	Very Good	74	30
6	Excellent	62	25
7	Does not apply	3	1
Question Total:		248	100

**Q10f. Satisfaction with time doctor spends**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	3	1
2	Poor	3	1
3	Fair	45	18
4	Good	85	34
5	Very Good	63	25
6	Excellent	47	19
7	Does not apply	3	1
Question Total:		249	100

**Q10g. Satisfaction with doctor's patience**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	4	2
3	Fair	25	10
4	Good	79	32
5	Very Good	76	30
6	Excellent	61	24
7	Does not apply	3	1
Question Total:		250	100

**Q10h. Satisfaction with doctor's caring and concern**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	2	1
2	Poor	6	2
3	Fair	28	11
4	Good	82	33
5	Very Good	66	26
6	Excellent	66	26
7	Does not apply	2	1
Question Total:		252	100

**Q11. Have you seen a nurse from your practice in the past 12 months**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	188	76
2	No	61	24
Question Total:		249	100

**Q12a Satisfaction with how the nurse listened to what you say**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	3	2
3	Fair	12	6
4	Good	58	31
5	Very Good	76	40
6	Excellent	38	20
Question Total:		188	100

**Q12b Satisfaction with the quality of care the nurse provided**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	5	3
3	Fair	10	5
4	Good	56	30
5	Very Good	76	40
6	Excellent	41	22
Question Total:		188	100

**Q12c Satisfaction with how well the nurse(s) explained your health problems**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	3	2
3	Fair	14	8
4	Good	54	29
5	Very Good	76	41
6	Excellent	37	20
Question Total:		185	100

**Q13. Overall satisfaction with practice**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Completely dissatisfied	2	1
2	Very dissatisfied	2	1
3	Fairly dissatisfied	3	1
4	Neutral	21	8
5	Fairly satisfied	56	22
6	Very satisfied	110	42
7	Completely satisfied	66	25
Question Total:		260	100

**Q14. Male or Female?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	84	32
2	Female	177	68
Question Total:		261	100

**Q15. How old are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	16 to 24	20	8
2	25 - 34	35	14
3	35 - 44	49	19
4	45 - 54	39	15
5	55 - 64	33	13
6	65 - 74	53	21
7	75 and Older	27	11
Question Total:		256	100

**Q16. Long standing illness or disability?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	101	40
2	No	149	60
Question Total:		250	100

**Q17. Which ethnic group do you belong to?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	241	93
2	Black or Black British	2	1
3	Asian or Asian British	7	3
4	Mixed	7	3
5	Chinese	0	0
6	Other Ethnic Group	2	1
Question Total:		259	100

**Q18. Is your accommodation:**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Owner occupied / mortgaged	166	67
2	Rented or other arrangements	81	33
Question Total:		247	100

**Q19. Which of the following best describes you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed	127	50
2	Unemployed and looking for work	6	2
3	At school or full time education	8	3
4	Unable to work due to long term sickness	11	4
5	Looking after your home / family	16	6
6	Retired from work	78	30
7	Other	10	4
Question Total:		256	100

This report is based on a total of 266 completed questionnaires

## Report - Open Ended Comments

### Q20a. Is there anything particularly good about your healthcare?

After suffering two heart attacks, my care in hospital and GP have all been excellent.

---

Very well looked after.

---

First class receptionists, doctors and nurses.

---

The care and attention my husband and I receive is excellent all through the practice.

---

I really appreciate the fact I can see a Dr the same day.

---

Excellent service.

---

Surgery open hours are now great. Help in regards to my mum ongoing quick response- understanding.

---

Everything.

---

Near where I live.

---

Very friendly.

---

At present the surgery has provided a very good service. My family and I have recently joined 3/4 months ago. It is a lot better service than my previous surgery.

---

Doctors and nurses are great, but can't usually get appointment at a suitable time for me. I think the new phone system is good.

---

Long term patient- always been satisfied with the consultations and treatment.

---

As a long standing patient I have always been very satisfied with the treatment received.

---

Dr Thornton and Dr Hallom were the best doctors I have ever had. Felt very safe with my health in their hands.

---

The service I get is always good. Long live the NHS.

---

Receptionists are excellent, caring, kind, accommodating and helpful.

---

Fairly good.

---

Friendly advice and people.

---

All of it.

---

Never being made to feel trivial with a health concern, but also a realistic view from healthcare workers.

---

Can normally be seen same day if ring early enough.

---

Reception staff were particularly helpful when I moved to area. They continue to be very helpful and try their best to accommodate my requests. I also have a lot of respect for the doctors who seem to work very hard and long hours.

---

Very pleasant ladies on front desk.

---

Satisfactory.

---

Very friendly services all round.

---

I like the website and being able to order repeat prescriptions online.

---

Dr is excellent with a great manner.

---

I am completely satisfied with my treatment at the surgery.

---

The fact I can see a female doctor if I wish.

---

All staff listen.

---

**Q20b. Is there anything that could be improved?**

The phone service.

---

Advanced bookings, although these have improved. Phone system for ringing in the morning for appointment still very frustrating.

---

Satisfied.

---

Due to 28 tablet prescription I find I am constantly going back and fro to renew.

---

Nothing,

---

Would prefer to just see one Dr.

---

Some of it.

---

Anything to add to preventative medicine and healthcare would be good.

---

The manner of some doctors- one has very little patience

---

Nurses could show more care and concern.

---

The waiting time once you are here is always 15-20 mins after appointment time.

---

Would be good if receptionist could speak a little bit more nicely with people.

---

Weekend opening.

---

Waiting times when getting through to reception in morning. A direct line for non urgent appointments.

---

When you make an appointment for a time you never go in that time- always 20-30 mins late.

---

Reduce the time in waiting for nurse/doctor.

---

Try to listen more to the patient.

---

Some locum doctors can be quite rude, have unconcerned manner and come across as if they don't care.

---

Sense of being rushed through appointments. Sometimes reception staff judge over phone as to how serious you are- sometimes you don't want to go into detail and this can be off-putting.

---

No.

---

Getting through on phone to make appointments.

---

Less interference by reception.

---

No.

---

No.

---

The times.

---

No.

---

There is now the opportunity to make pre booked appointments, however on every occasion I have tried to do this, it has not been possible.

---

Being able to attend the surgery either before or after work.

---

You need a diabetic nurse.

---

Would like ability to pre book several weeks ahead.

---

Longer opening hours.

---

Can't improve.

---

No, everything is good.

---

**Q20c. Any other comments?**

Easy parking, chemist next door.

---

All in all, a really good service.

---

Was recently given wrong results over the phone re blood test.

---

The new phone system is good, also the fact you can make appointments in advance is good, also the website is handy for repeat prescriptions.

---

Do not really like to tell receptionist the problem.

---

The doctor I see is very good with any problem I have ever had and has been very helpful to me.

---

None, I'm happy with it as it is.

---

No, everyone is good and caring.

---

All doctors to have the same attitude towards their patients whatever their age.

---

Almost impossible to get home visit.

---

Very difficult trying to get through on phone first thing.

---

Very happy and grateful for the care and concern I have been shown by both Drs.

---

Been with practice over 22 years, staff are always pleasant and polite. Keep it up.

---

Really don't like lengthy menu system when phoning.

---

When a GP tells you he will ring with results and does not- I think that should be dealt with.

---

I did like the phone system for ordering repeat prescriptions and would like that back.

---

Is it necessary for receptionist to ask what is wrong.

---

Keep up the good work and long live the NHS.

---

No real complaints over 30 years. Receptionists are friendly and polite. I did prefer the pre booked appointment system.

---

Would like to be offered choice of "usual" doctor when doctor leaves.

---

Just a thank you to our health team.

---

Very pleased with excellent service.

---

Have found the doctor does not really seem to look at you or listen- always looking at computer.

---

Always happy to give feedback when I can.

---



Your opinion counts!

3rd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

**Dear Patient**

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and staff will **NOT** be able to identify your individual responses.

**Thank you.**

4th FOLD, TUCK IN UNDER FLAP 3

Please complete and return immediately to ensure your views are included in the results

Re-fold the completed questionnaire, tucking the 3rd fold into this flap. Post directly in the ballot box provided or return to the receptionist.

You can also complete this survey on our website: [www.gpaqsurvey.co.uk](http://www.gpaqsurvey.co.uk)

(Enter the number on the questionnaire to identify the practice)

2nd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

1 In the past 12 months, how many times have you seen a doctor from your practice?

None	Once or twice	Three or four times	Five or six times	Seven times or more
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2 How do you rate the way you are treated by receptionists at your practice?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3 a) How do you rate the hours that your practice is open for appointments?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) What additional hours would you like the practice to be open? (please tick all that apply)

Early morning	Lunch-times	Evenings	Weekends	None, I am satisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4 Thinking of times when you want to see a particular doctor: (please tick one box only)

a) How quickly do you usually get to see that doctor?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

5 Thinking of times when you are willing to see any doctor: (please tick one box only)

a) How quickly do you usually get seen?

Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

Yes	No	Don't know / never needed to
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7 a) How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

8 Thinking of times you have phoned the practice, how do you rate the following:

a) Ability to get through to the practice on the phone?

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

b) Ability to speak to a doctor on the phone when you have a question or need medical advice?

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

1st FOLD

The next questions ask about your **usual doctor**. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

**9 a)** In general, how often do you see your **usual doctor**?  
 Always  1 Almost always  2 A lot of the time  3 Some of the time  4 Almost never  5 Never  6

**b)** How do you rate this?  
 Very poor  1 Poor  2 Fair  3 Good  4 Very good  5 Excellent  6

**10** Thinking about when you consult your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
<b>a)</b> How thoroughly the doctor asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>b)</b> How well the doctor listens to what you have to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>c)</b> How well the doctor puts you at ease during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>d)</b> How much the doctor involves you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>e)</b> How well the doctor explains your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>f)</b> The amount of time your doctor spends with you today?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>g)</b> The doctor's patience with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<b>h)</b> The doctor's caring and concern for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**11** Have you seen a **nurse** from your practice in the past 12 months?  
 Yes  1 - go to question 12 No  2 go to question 13

**12** Thinking about the **nurse(s)** you have seen, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
<b>a)</b> How well they listen to what you say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>b)</b> The quality of care they provide?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>c)</b> How well they explain your health problems or any treatment that you need	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**13** All things considered, how **satisfied** are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Finally, it will help us to understand your answers if you could tell us a little about yourself:

**14** Are you:  1 Male  2 Female

**15** How old are you?  years

**16** Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.  1 Yes  2 No

**17** Which **ethnic group** do you belong to? (please tick one box)

<input type="checkbox"/> 1 White	<input type="checkbox"/> 4 Mixed
<input type="checkbox"/> 2 Black or Black British	<input type="checkbox"/> 5 Chinese
<input type="checkbox"/> 3 Asian or Asian British	<input type="checkbox"/> 6 Other ethnic group

**18** Is your **accommodation**: (please tick one box)

<input type="checkbox"/> 1 Owner-occupied / mortgaged?	<input type="checkbox"/> 2 Rented or other arrangements?
--	--

**19** Which of the following best describes you? (please tick one box)

<input type="checkbox"/> 1 Employed (full or part time, including self-employed)	<input type="checkbox"/> 4 Unable to work due to long term sickness
<input type="checkbox"/> 2 Unemployed and looking for work	<input type="checkbox"/> 5 Looking after your home/family
<input type="checkbox"/> 3 At school or in full time education	<input type="checkbox"/> 6 Retired from paid work
<input type="checkbox"/> 7 Other (please describe) _____	

**20** We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is there anything that could be improved?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any other comments?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for taking time to complete this questionnaire.**

© GPAQ is copyright of the  National Primary Care Research and Development Centre, University of Manchester and Safran/NEMH [www.gpaq.info](http://www.gpaq.info)



- NHS Approved supplier of Patient Surveys
  - Licensed provider of GPAQ Patient Surveys
  - Independent Research
  - Complies with Market Research Society and British Healthcare Business Intelligence Association Guidelines
  - Guarantees Confidentiality
- For help to complete this survey  
 FREEPHONE: 0800 3285317

