

Thatcham Medical Practice
The Health Centre
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PatientDynamics GPAQ Report (Combined)

Friday 28 February 2014

Thatcham Medical Practice

PatientDynamics GPAQ

GPAQ Version R Report

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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 4 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 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.

Q12

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

Qs 13, 14, 17

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

Qs 21, 23, 25, 40

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 1-8 and 30-35

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

Qs 9 and 10

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

Qs 37, 38, 39

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

Q41

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

Qs 11 and 36

Rating	Score
<i>Yes</i>	100
<i>No</i>	0

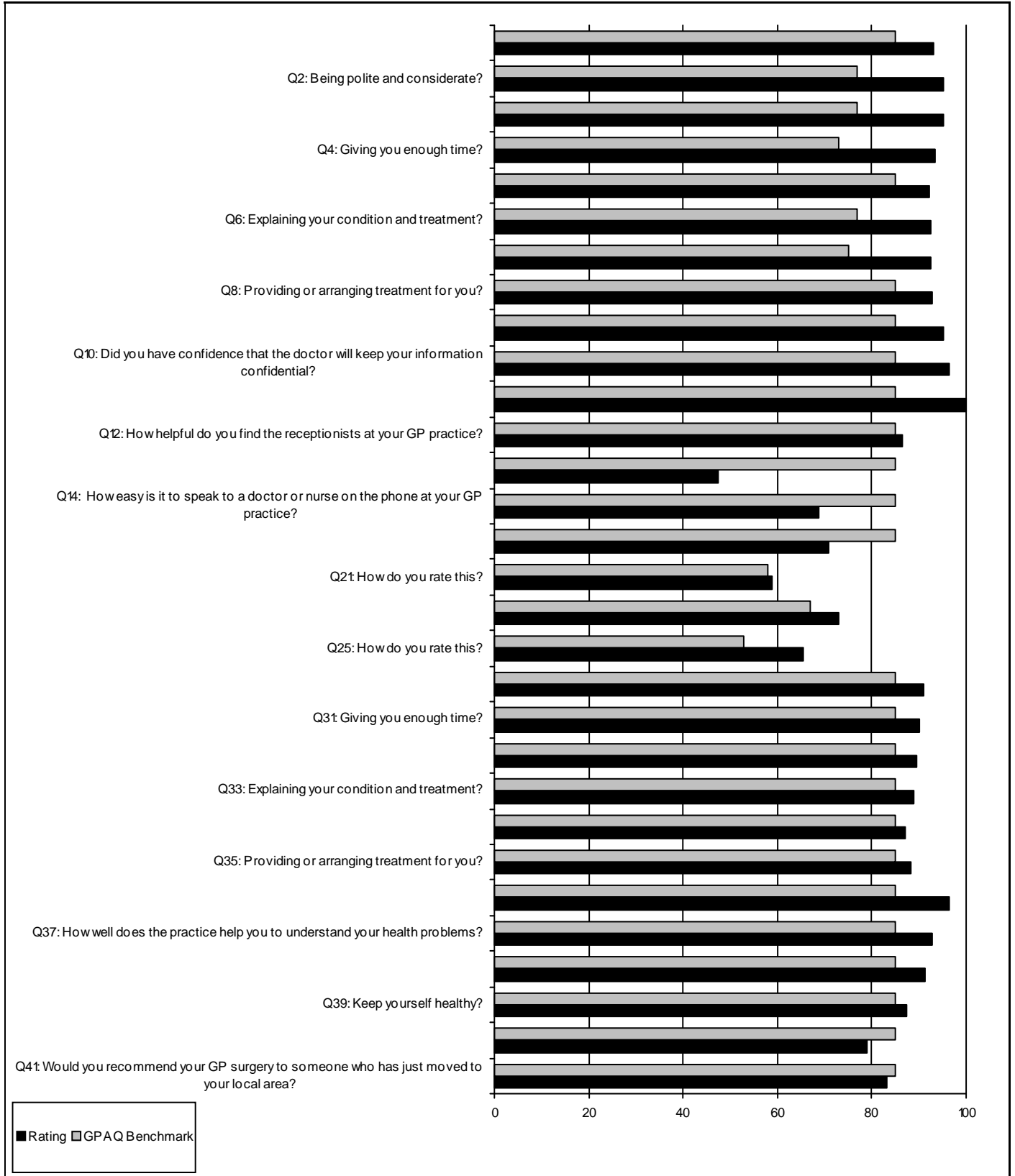
As GPAQ-R is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 and the latest GPAQ-R from the evaluation trial. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	93	85
Q2: Being polite and considerate?	95	77
Q3: Listening to you?	95	77
Q4: Giving you enough time?	93	73
Q5: Assessing your medical condition?	92	85
Q6: Explaining your condition and treatment?	93	77
Q7: Involving you in decisions about your care?	93	75
Q8: Providing or arranging treatment for you?	93	85
Q9: Did you have confidence that the GP is honest and trustworthy?	95	85
Q10: Did you have confidence that the doctor will keep your information confidential?	96	85
Q11a: Would you be completely happy to see this doctor again?	100	85
Q12: How helpful do you find the receptionists at your GP practice?	86	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	47	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	69	85
Q17: How easy is it to book ahead in your practice?	71	85
Q21: How do you rate this?	59	58
Q23: How do you rate this?	73	67
Q25: How do you rate this?	65	53
Q30: How good was the last nurse you saw at putting you at ease?	91	85
Q31: Giving you enough time?	90	85
Q32: Listening to you?	90	85
Q33: Explaining your condition and treatment?	89	85
Q34: Involving you in decisions about your care?	87	85
Q35: Providing or arranging treatment for you?	88	85

Q36: Would you be completely happy to see this nurse again?	96	85
Q37: How well does the practice help you to understand your health problems?	93	85
Q38: Cope with your health problems?	91	85
Q39: Keep yourself healthy?	87	85
Q40: Overall, how would you describe your experience of your GP surgery?	79	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	83	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	305	77
2	Good	73	19
3	Satisfactory	14	4
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		394	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	328	83
2	Good	59	15
3	Satisfactory	9	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		396	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	331	84
2	Good	50	13
3	Satisfactory	12	3
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		394	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	307	78
2	Good	68	17
3	Satisfactory	17	4
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		393	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	282	72
2	Good	83	21
3	Satisfactory	19	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	2
Question Total:		390	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	290	75
2	Good	71	18
3	Satisfactory	20	5
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	7	2
Question Total:		389	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	270	70
2	Good	81	21
3	Satisfactory	14	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	18	5
Question Total:		383	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	272	71
2	Good	74	19
3	Satisfactory	14	4
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	22	6
Question Total:		383	100

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

		Number of Responses	% of Responses
1	Yes, definitely	356	90
2	Yes, to some extent	35	9
3	No, not at all	1	0
4	Don't know / can't say	4	1
Question Total:		396	100

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

		Number of Responses	% of Responses
1	Yes, definitely	363	92
2	Yes, to some extent	24	6
3	No, not at all	2	1
4	Don't know / can't say	7	2
Question Total:		396	100

Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	373	100
2	No	0	0
Question Total:		373	100

Q12: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	245	63
2	Fairly helpful	133	34
3	Not very helpful	10	3
4	Not at all helpful	2	1
5	Don't know	0	0
Question Total:		390	100

Q13: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	43	11
2	Fairly easy	145	37
3	Not very easy	124	32
4	Not at all easy	70	18
5	Don't know	4	1
6	Haven't tried	6	2
Question Total:		392	100

Q14: 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	81	21
2	Fairly easy	185	47
3	Not very easy	41	10
4	Not at all easy	10	3
5	Don't know	15	4
6	Haven't tried	59	15

Question Total: 391 100

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

		Number of Responses	% of Responses
1	Yes	254	65
2	No	64	16
3	Don't know / never needed to	71	18

Question Total: 389 100

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

		Number of Responses	% of Responses
1	Important	322	83
2	Not important	67	17

Question Total: 389 100

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

		Number of Responses	% of Responses
1	Very easy	119	30
2	Fairly easy	194	49
3	Not very easy	40	10
4	Not at all easy	16	4
5	Don't know	6	2
6	Haven't tried	17	4

Question Total: 392 100

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

		Number of Responses	% of Responses
1	In person	199	38
2	By phone	304	59
3	Online	13	3
4	Doesn't apply	2	0

Question Total: 518 100

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

		Number of Responses	% of Responses
1	In person	156	28
2	By phone	316	57
3	Online	77	14
4	Doesn't apply	1	0
Question Total:		550	100

Q20: 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	84	22
2	2-4 days	125	32
3	5 days or more	129	33
4	I don't usually need to be seen quickly	27	7
5	Don't know, never tried	24	6
Question Total:		389	100

Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	55	14
2	Very good	79	21
3	Good	79	21
4	Fair	93	24
5	Poor	44	11
6	Very poor	9	2
7	Does not apply	26	7
Question Total:		385	100

Q22: 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	229	58
2	2-4 days	105	27
3	5 days or more	39	10
4	I don't usually need to be seen quickly	10	3
5	Don't know, never tried	9	2
Question Total:		392	100

Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	104	27
2	Very good	124	32
3	Good	80	21
4	Fair	54	14
5	Poor	14	4
6	Very poor	1	0
7	Does not apply	11	3
Question Total:		388	100

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

		Number of Responses	% of Responses
1	Less than 5 minutes	52	14
2	5-10 minutes	169	46
3	11-20 minutes	104	28
4	21-30 minutes	30	8
5	More than 30 minutes	9	2
6	There was no set time for my consultation	3	1
Question Total:		367	100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	58	16
2	Very good	111	30
3	Good	98	27
4	Fair	73	20
5	Poor	21	6
6	Very poor	4	1
7	Does not apply	1	0
Question Total:		366	100

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

		Number of Responses	% of Responses
1	Yes	302	81
2	No	63	17
3	Don't know	9	2
Question Total:		374	100

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

		Number of Responses	% of Responses
1	Before 8am	21	16
2	At lunchtime	5	4
3	After 6.30pm	44	34
4	On a Saturday	47	36
5	On a Sunday	14	11
6	None of these	0	0

Question Total: 131 100

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

		Number of Responses	% of Responses
1	Yes	272	72
2	No	104	28
3	There is usually only one doctor in my surgery	1	0

Question Total: 377 100

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

		Number of Responses	% of Responses
1	Always or almost always	88	33
2	A lot of the time	97	36
3	Some of the time	73	27
4	Never or almost never	9	3
5	Not tried at this GP practice	3	1

Question Total: 270 100

Q30: How good was the last nurse you saw at putting you at ease?

		Number of Responses	% of Responses
1	Very good	191	68
2	Good	67	24
3	Fair	12	4
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	10	4

Question Total: 282 100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	178	64
2	Good	76	27
3	Fair	14	5
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	11	4
Question Total:		280	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	177	64
2	Good	70	25
3	Fair	17	6
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	12	4
Question Total:		278	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	168	60
2	Good	71	26
3	Fair	17	6
4	Poor	3	1
5	Very poor	0	0
6	Does not apply	19	7
Question Total:		278	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	147	53
2	Good	72	26
3	Fair	20	7
4	Poor	3	1
5	Very poor	1	0
6	Does not apply	32	12
Question Total:		275	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	156	57
2	Good	64	23
3	Fair	18	7
4	Poor	3	1
5	Very poor	1	0
6	Does not apply	33	12
Question Total:		275	100

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

		Number of Responses	% of Responses
1	Yes	239	96
2	No	9	4
Question Total:		248	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	323	85
2	Unsure	40	10
3	Not very well	7	2
4	Does not apply	12	3
Question Total:		382	100

Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	307	82
2	Unsure	42	11
3	Not very well	10	3
4	Does not apply	15	4
Question Total:		374	100

Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	268	73
2	Unsure	73	20
3	Not very well	8	2
4	Does not apply	20	5
Question Total:		369	100

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

		Number of Responses	% of Responses
1	Excellent	110	28
2	Very good	178	46
3	Good	78	20
4	Fair	17	4
5	Poor	4	1
6	Very poor	2	1

Question Total: 389 100

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

		Number of Responses	% of Responses
1	Yes, definitely	218	56
2	Yes, probably	147	38
3	No, probably not	18	5
4	No, definitely not	4	1
5	Don't know	3	1

Question Total: 390 100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	139	35
2	Female	253	65

Question Total: 392 100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	0	0
2	16-44	114	29
3	45-64	146	37
4	65-74	84	22
5	75+	46	12

Question Total: 390 100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	214	57
2	No	138	37
3	Don't know / can't say	21	6

Question Total: 373 100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	367	95
2	Black or Black British	4	1
3	Asian or Asian British	7	2
4	Mixed	5	1
5	Chinese	1	0
6	Other ethnic group	3	1
Question Total:		387	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	177	48
2	Unemployed and looking for work	6	2
3	At school or in full-time education	7	2
4	Unable to work due to long term sickness	23	6
5	Looking after your home/family	20	5
6	Retired from paid work	132	36
7	Other	6	2
Question Total:		371	100

This report is based on a total of 398 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

It was my first visit to Dr. Wadsworth.

Very easy to speak with very reassuring.

I am very satisfied with my GP, he has been very helpful & supportive throughout a long term injury & rehab programme.

Dr. Foulkes has been my GP for several years and I have complete confidence in him.

I have see the G.P. on previous occasions and I have always been happy with the consultation and recommended treatment.

Dr. Reed is excellent and I would recommend her to anyone.

Dr. Pongratz is a superb GP.

The doctor I saw today was helpful, detailed and did not make me feel rushed. She made me feel at ease and was easy to talk to. I would recommend that others see her also. Many of the doctors I have seen in this practice are very good.

Splendid.

Dr. R. Rudgley has been unstinting with his time and efforts on my behalf.

I can not praise our GP enough, the care, kindness and her understanding has been wonderful.

Unable to comment - have only just been put on her list. It would have been nice to be informed that my usual GP had left!

A very nice, helpful lady.

Dr. Wadsworth is the only doctor who has actually taken time to help and access my problem.

I will be quite happy to continue with Dr. Wadsworth. I prefer to see the same doctor whom I get to know.

Dr. Stow is amazing & makes you feel like you are her only patient.

Amazing, very helpful. I would see Dr. Reed every time.

Dr. Reed is treating me at the moment and her care and honesty has been excellent.

Where possible, I prefer to see the same GP, particularly when it relates to an ongoing issue as they are aware of the background/history which provides better consistency for treatment options. Dr. Rudgley is my preferred choice as he always shows genuine compassion and never makes you feel like your appointment is being rushed in any way or that you are wasting his time. A fantastic role model.

Dr. Miller is so good - can not always get an appointment with her which I would like because I trust her.

Dr. Miller is exceptional I feel very secure and at ease seeing her and she explains things so I can understand.

Dr. Miller is the best G.P. I have ever seen. Always listens & understands me. Very professional.

Very pleasant & easy to talk to.

I find these questions about the doctor ridiculous as it is almost impossible to see the same doctor more than once.

If I needed to - wouldn't decline.

Dr. Pongratz is very good.

Q47: Finally, please add any other comments you would like to make about your GP practice

I'm very happy with the service - seems better than other GP practices locally re making appointments.

Staff are always friendly and helpful.

I ask for a particular nurse to do a regular injection & I get her. Well done!

Everyone is very helpful and pleasant to speak to even when they are very busy. The waiting room is very clean with plenty of seating.

Seem to spend a lot of time on the phone (costing money). Waiting to speak to someone.

That not everyone's job fits the times you set aside - and for staff to not be rude about this making you feel an inconvenience.

Excellent practice.

I have only lived in Thatcham 15 months & my only problems are with hands & feet. I am told they are worn out. Have no other problems & am told I am very healthy for 76 years.

Need a more effective on the day appointment booking system. Spend ages trying to last call in. the last nurse assessment is not typical - in general nurses are excellent.

Doctors & surgery are brilliant although the receptionist staff could be a bit more polite!

There is only 2 male doctors with mainly females, it would be nice for at least 1 more male doctor for the benefit of males attending the surgery.

This GP Practice is new to me and my family, as we have just moved to Thatcham, so far I am extremely happy with this practice, being as we have been with them for 3 months.

I would like appointments on the phone made easier to get someone to talk to. When I made my last appointment it took me 35 mins to finally get to appointments, not good.

Dr. Rudgley is my GP who is excellent but Dr. Reed is supporting me currently and is doing an excellent job.

I would have preferred an internal examination on my consultation as well as medication.

I feel the main short falls getting through to make appointments - more reception staff needed, appreciate they are very busy!!

The most annoying thing is having to keep listening to the tape over and over again, when trying to make appointment over the phone.

Dr. Veldtman is a excellent doctor and I really trust her.

Dr. Veldtman is always happy to spend time with me.

A really good practice but a little more resource allocated to reception/phones would be good.

Would prefer to see the same doctor as they would be more familiar with my health history regularly seen.

Excellent 5 Star.

Overall good service.

Would like to be able to make appointments myself confidently.

Excellent in every way, except so difficult to get through on the phone, to speak to reception.

The doctors and nurses are generally very helpful, it's just frustrating trying to get appointments - phone often engaged for long periods.

No?

With everyone having to phone at 8 am for same day appointments, it is a nightmare trying to get through and you have to sit on continuous redial for up to 20 minutes. Perhaps increase number of incoming lines and staffing levels to take more calls at peak times? Alternatively, the online appointments system makes it easier to book in advance, perhaps increase number of online GP appointments and include a handful of times that could be released say OK midnight for example, that you can book for that day? The automated appointments line is frustrating and never seems to register my booking so I end up having to phone anyway! Though I can't rule out operator error here perhaps!

The screen should show the room number for longer or there should be a permanent display of who's in which room.

Re. Q 16 & 17, aren't all appointments booked ahead of time?

Trouble parking today, no spaces available, nearly late. The most frustration is phoning dead on 8 o'clock to try and get an appointment to find it's engaged and you have to keep re-dialing until you are in the queue. Also for urgent appointments never see own doctor.

When you get to see a doctor I think they are all very good but trying to get an appointment when you can't get through on the telephone is very very frustrating.

Very happy with service.

Staff are always very friendly and helpful.

If you phone up, you want to get through.

Getting through to the treatment room is very difficult.

A good practice but has to cope with a lot of patients. Can't always see own doctor as she is very popular and people prefer seeing her rather than their own doctor.

Dr. Sylvester is a brilliant doctor!

Our GP practice is very good and I always come away feeling better!

You can't phone up the day before and book an appointment, you are asked to call back at 8:00 the next morning. This seems a long and unnecessary process. Also trying to book appointment in advance with some doctor is not easy so you often the different doctors all the time.

Practice GP Patient

PD REF

The General Practice Assessment Questionnaire GPAQ-R

Dear Patient

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

They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions you can 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 Your Visit to the GP Today

How good was the GP at:

	Very good	Good	Satisfactory	Poor	Very Poor	Does not apply
1. Putting you at ease?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2. Being polite and considerate?	<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. Listening to 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
4. Giving you enough time?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5. Assessing your medical condition?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6. Explaining your condition and treatment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7. Involving 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
8. Providing or arranging treatment 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
	Yes, definitely	Yes, to some extent		No, not at all	Don't know / can't say	
9. Did you have confidence that the GP is honest and trustworthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
10. Did you have confidence that the doctor will keep your information confidential?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
11. Would you be completely happy to see this doctor again?		1 <input type="checkbox"/> Yes		2 <input type="checkbox"/> No		

Please add any comments about the GP:



About Receptionists and Appointments

12. How helpful do you find the receptionists at your GP practice?
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very helpful | Fairly helpful | Not very helpful | Not at all helpful | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
13. How easy is it to get through to someone at your GP practice on the phone?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't 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 |
14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't 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 |
15. 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 |
16. How important is it to you to be able to book appointments ahead of time in your practice?
- | | |
|----------------------------|----------------------------|
| Important | Not important |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
17. How easy is it to book ahead in your practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't 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 |
18. How do you normally book your appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
19. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

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

20. How **quickly** do you usually get seen?
- | | | | | |
|----------------------------|----------------------------|----------------------------|---|----------------------------|
| Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | 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 |
21. How do you rate this?
- | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Very good | Good | Fair | Poor | Very poor | 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 |

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

22. How **quickly** do you usually get seen?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|---|----------------------------|
| | Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | 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 |
23. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | 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 |

Thinking of your **most recent** consultation with a doctor or nurse:

24. How long did you wait for your consultation to start?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| | Less than 5 minutes | 5-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | There was no set time for my consultation |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
25. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | 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 |
26. Is your GP practice currently open at times that are convenient to you?
- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| | Yes Go to Q28 | No Go to Q27 | Don't know Go to Q27 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
27. 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)
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
28. Is there a particular GP you usually prefer to see or speak to?
- | | | | | |
|--|----------------------------|----------------------------|--|--|
| | Yes Go to Q29 | No Go to Q30 | There is usually only one doctor in my surgery Go to Q30 | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | |
29. How often do you see or speak to the GP you prefer?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------------|
| | Always or almost always | A lot of the time | Some of the time | Never or almost never | Not tried at this GP practice |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

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 Q37

- | | | | | | | | |
|--|--|-----------|------|------|------|-----------|----------------|
| | | Very good | Good | Fair | Poor | Very Poor | Does not apply |
|--|--|-----------|------|------|------|-----------|----------------|
30. Putting you at ease?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
31. Giving you enough time?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
32. Listening to 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 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
33. Explaining your condition and treatment
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
34. Involving 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 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
35. Providing or arranging treatment 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 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|

36. Would you be completely happy to see this nurse again? ¹ Yes ² No

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

- | | Very well | Unsure | Not very well | Does not apply |
|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 37. Understand your health problems? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| 38. Cope with your health problems | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| 39. Keep yourself healthy | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |

- | | Excellent | Very good | Good | Fair | Poor | Very poor |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 40. Overall, how would you describe your experience of your GP surgery? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ | <input type="checkbox"/> ⁶ |

- | | Yes, definitely | Yes probably | No, probably not | No, definitely not | Don't know |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 41. Would you recommend your GP surgery to someone who has just moved to your local area? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |

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

42. Are you: ¹ Male ² Female
43. How old are you?
- | | | |
|--|--|--|
| <input type="checkbox"/> ¹ Under 16 | <input type="checkbox"/> ³ 45 to 64 | <input type="checkbox"/> ⁵ 75 or over |
| <input type="checkbox"/> ² 16 to 44 | <input type="checkbox"/> ⁴ 65 to 74 | |
44. Do you have a long-standing health condition? ¹ Yes ² No ³ Don't know/can't say
45. What is your ethnic group?
- | | |
|--|--|
| <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 |
46. Which of the following best describes you?
- | | |
|---|--|
| <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 | |

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 Gelb Safran

