

Patient Survey Results Analysis Detail



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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	234	74.1%
Good (75)	67	21.2%
Satisfactory (50)	14	4.4%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	13	
Total	329	

Good	Not Good
95.3%	4.7%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	260	82.8%
Good (75)	47	15.0%
Satisfactory (50)	7	2.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	15	
Total	329	

Good	Not Good
97.8%	2.2%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	252	80.0%
Good (75)	57	18.1%
Satisfactory (50)	5	1.6%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	14	
Total	329	

Mean scores for Q3	
Your patients	94.4
GPAQ Mean	83.5

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	98.1%	1.9%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	242	76.8%
Good (75)	54	17.1%
Satisfactory (50)	18	5.7%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	14	
Total	329	

Mean scores for Q4	
Your patients	92.6
GPAQ Mean	80.0

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	94.0%	6.0%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	230	73.5%
Good (75)	67	21.4%
Satisfactory (50)	16	5.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	15	
Total	329	

Good	Not Good
94.9%	5.1%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	224	73.4%
Good (75)	65	21.3%
Satisfactory (50)	15	4.9%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	17	
Total	329	

Good	Not Good
94.8%	5.2%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	214	71.8%
Good (75)	62	20.8%
Satisfactory (50)	20	6.7%
Poor (25)	2	0.7%
Very poor (0)	0	0.0%
Does not apply	14	
Did not answer	17	
Total	329	

Mean scores for Q7	
Your patients	90.9
GPAQ Mean	81.4

	Good	Not Good
GPPS	76.0%	16.0%
GPAQ	92.6%	7.4%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	221	76.7%
Good (75)	55	19.1%
Satisfactory (50)	11	3.8%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	17	
Did not answer	24	
Total	329	

Good	Not Good
95.8%	4.2%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	297	95.2%
Yes, to some extent (50)	15	4.8%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	15	
Total	329	

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

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	303	97.4%
Yes, to some extent (50)	8	2.6%
No, not at all (0)	0	0.0%
Don't know / can't say	3	
Did not answer	15	
Total	329	

Yes	No
100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	299	99.0%
No (0)	3	1.0%
Did not answer	27	
Total	329	

Yes	No
99.0%	1.0%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	271	86.6%
Fairly helpful (66)	41	13.1%
Not very helpful (33)	1	0.3%
Not at all helpful (0)	0	0.0%
Don't know	0	
Did not answer	16	
Total	329	

Mean scores for Q12	
Your patients	95.3
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89.0%	9.0%
GPAQ	99.7%	0.3%

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	167	54.4%
Fairly easy (66)	131	42.7%
Not very easy (33)	9	2.9%
Not at all easy (0)	0	0.0%
Don't know	1	
Haven't tried	7	
Did not answer	14	
Total	329	

Mean scores for Q13	
Your patients	83.5
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78.0%	18.0%
GPAQ	97.1%	2.9%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	101	38.0%
Fairly easy (66)	140	52.6%
Not very easy (33)	23	8.6%
Not at all easy (0)	2	0.8%
Don't know	9	
Haven't tried	38	
Did not answer	16	
Total	329	

Mean scores for Q14	
Your patients	75.6
GPAQ Mean	60.6

	Easy	Not Easy
	90.6%	9.4%

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

Answer	Count	Percentage
Yes	221	89.8%
No	25	10.2%
Don't know / never needed to	66	
Did not answer	17	
Total	329	

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

Answer	Count	Percentage
Important	270	86.8%
Not important	41	13.2%
Did not answer	18	
Total	329	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	109	37.5%
Fairly easy (66)	147	50.5%
Not very easy (33)	30	10.3%
Not at all easy (0)	5	1.7%
Don't know	8	
Haven't tried	15	
Did not answer	15	
Total	329	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	88.0%	12.0%

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

Answer	Count	Percentage
In person	60	16.9%
By phone	291	82.2%
Online	2	0.6%
Doesn't apply	1	0.3%
Did not answer	16	
Total	370	

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

Answer	Count	Percentage
In person	75	17.8%
By phone	286	67.8%
Online	56	13.3%
Doesn't apply	5	1.2%
Did not answer	16	
Total	438	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	59	19.0%
2-4 days	95	30.5%
5 days or more	104	33.4%
I don't usually need to be seen quickly	26	8.4%
Don't know, never tried	27	8.7%
Did not answer	18	
Total	329	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	58	19.2%
Very good (80)	87	28.8%
Good (60)	70	23.2%
Satisfactory (40)	62	20.5%
Poor (20)	20	6.6%
Very poor (0)	5	1.7%
Does not apply	8	
Did not answer	19	
Total	329	

Mean scores for Q21	
Your patients	65.7
GPAQ Mean	68.8

Good	Not Good
71.2%	28.8%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	179	57.6%
2-4 days	87	28.0%
5 days or more	19	6.1%
I don't usually need to be seen quickly	13	4.2%
Don't know, never tried	13	4.2%
Did not answer	18	
Total	329	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	97	32.2%
Very good (80)	102	33.9%
Good (60)	60	19.9%
Satisfactory (40)	33	11.0%
Poor (20)	8	2.7%
Very poor (0)	1	0.3%
Does not apply	5	
Did not answer	23	
Total	329	

Good	Not Good
86.0%	14.0%

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

Answer	Count	Percentage
Less than 5 minutes	38	13.6%
5 - 10 minutes	83	29.7%
11 - 20 minutes	84	30.1%
21 - 30 minutes	37	13.3%
More than 30 minutes	34	12.2%
There was no set time for my consultation	3	1.1%
Did not answer	50	
Total	329	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	40	14.4%
Very good (80)	52	18.7%
Good (60)	69	24.8%
Satisfactory (40)	83	29.9%
Poor (20)	28	10.1%
Very poor (0)	6	2.2%
Does not apply	3	
Did not answer	48	
Total	329	

Mean scores for Q25	
Your patients	58.2
GPAQ Mean	56.9

Good	Not Good
57.9%	42.1%

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

Answer	Count	Percentage
Yes	252	90.3%
No	27	9.7%
Don't know	16	
Did not answer	34	
Total	329	

Yes	No
90.3%	9.7%

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

Answer	Count	Percentage
Before 8am	26	12.6%
At lunchtime	27	13.0%
After 6.30pm	51	24.6%
On a Saturday	62	30.0%
On a Sunday	21	10.1%
None of these	20	9.7%
Did not answer	198	
Total	405	

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

Answer	Count	Percentage
Yes	184	59.9%
No	123	40.1%
There is usually only one doctor in my surgery	1	
Did not answer	21	
Total	329	

Yes	No
59.9%	40.1%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	74	37.2%
A lot of the time (66)	59	29.6%
Some of the time (33)	58	29.1%
Never or almost never (0)	8	4.0%
Not tried at this GP practice	5	
Did not answer	125	
Total	329	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	66.8%	33.2%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	170	75.6%
Good (75)	51	22.7%
Satisfactory (50)	3	1.3%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	94	
Total	329	

Good	Not Good
98.2%	1.8%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	149	67.4%
Good (75)	64	29.0%
Fair (50)	8	3.6%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	11	
Did not answer	97	
Total	329	

Mean scores for Q31	
Your patients	91.0
GPAQ Mean	78.0

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	96.4%	3.6%

Q32. Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	157	71.0%
Good (75)	54	24.4%
Fair (50)	10	4.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	98	
Total	329	

Mean scores for Q32	
Your patients	91.6
GPAQ Mean	81.0

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	95.5%	4.5%

Q33. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	144	69.6%
Good (75)	50	24.2%
Fair (50)	13	6.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	21	
Did not answer	101	
Total	329	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	93.7%	6.3%

Q34. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	106	58.2%
Good (75)	60	33.0%
Fair (50)	16	8.8%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	45	
Did not answer	102	
Total	329	

Mean scores for Q34	
Your patients	87.4
GPAQ Mean	59.4

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	91.2%	8.8%

Q35. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	118	66.7%
Good (75)	48	27.1%
Fair (50)	11	6.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	49	
Did not answer	103	
Total	329	

Good	Not Good
93.8%	6.2%

Q36. Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	215	99.5%
No (0)	1	0.5%
Did not answer	113	
Total	329	

Yes	No
99.5%	0.5%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	253	86.9%
Unsure (50)	36	12.4%
Not very well (0)	2	0.7%
Does not apply	7	
Did not answer	31	
Total	329	

Mean scores for Q37	
Your patients	93.1
GPAQ Mean	69.1

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	236	81.9%
Unsure (50)	47	16.3%
Not very well (0)	5	1.7%
Does not apply	10	
Did not answer	31	
Total	329	

Mean scores for Q38	
Your patients	90.1
GPAQ Mean	65.5

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	212	77.4%
Unsure (50)	55	20.1%
Not very well (0)	7	2.6%
Does not apply	19	
Did not answer	36	
Total	329	

Mean scores for Q39	
Your patients	87.4
GPAQ Mean	61.7

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	116	39.1%
Very good (80)	118	39.7%
Good (60)	50	16.8%
Fair (40)	12	4.0%
Poor (20)	0	0.0%
Very poor (0)	1	0.3%
Did not answer	32	
Total	329	

	Good	Not Good
GPPS	88.0%	4.0%
GPAQ	95.6%	4.4%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	211	72.3%
Yes, probably (66)	78	26.7%
No, probably not (33)	3	1.0%
No, definitely not (0)	0	0.0%
Don't know	7	
Did not answer	30	
Total	329	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	99.0%	1.0%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	110	36.7%
Female	190	63.3%
Did not answer	29	
Total	329	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	2	0.7%
16 to 44	93	31.0%
45 to 64	105	35.0%
65 to 74	58	19.3%
75 and over	42	14.0%
Did not answer	29	
Total	329	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	164	57.7%
No	120	42.3%
Don't know / never needed to	15	
Did not answer	30	
Total	329	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	297	99.3%
Black or Black British	0	0.0%
Asian or Asian British	0	0.0%
Mixed	1	0.3%
Chinese	0	0.0%
Other ethnic group	1	0.3%
Did not answer	30	
Total	329	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	131	43.7%
Unemployed / looking for work	2	0.7%
At school or in full time education	7	2.3%
Unable to work due to long term sickness	22	7.3%
Looking after your home/family	24	8.0%
Retired from paid work	104	34.7%
Other	10	3.3%
Did not answer	29	
Total	329	