



General Practice Assessment Questionnaire

**Patient Survey using the  
General Practice Assessment Questionnaire  
GPAQ  
for**

**Abbey Surgery**

**Tavistock, Devon, PL19 8BU**

**Detailed Report  
giving breakdown by  
Age and Sex**

**2017 - 2018**

**Report by**

**CMI Publishing Ltd**

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## Introduction

## The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

## Survey Development

GPAQ was introduced in 2004. This version, GPAQ V3, has been revised (2011) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

## This Report

For each question, a summary of how many patients responded to each answer within each question is given.

## A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

## Benchmarks

The latest benchmarks we have for GPAQ V3 are from 27,000 questionnaires collected in 2012, these are highlighted in yellow. For the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey, for which the numbers collected are much greater.

In addition, for questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks are given - as best possible - in a column to the right of your practice results, highlighted in green.

## Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website: [www.gpaq.info](http://www.gpaq.info)

## Characteristics of the sample

Abbey Surgery  
GPAQ Report 2017 - 2018

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Abbey Surgery Survey 2018	Benchmarks from Data collected in 2012
<b>Total: n</b>	<b>190,038</b>	<b>607</b>	<b>27,032</b>
No practices	1,031	1	
% female	64.7	63.8	60.4
% with long term disability	49.0	55.2	48.1
<b>Ethnicity</b>			
% White	92.2	96.2	82.4
% Asian/Asian British	3.7	0.5	5.8
% Black/Black British	1.8	0.2	4.4
% Mixed	1.1	0.2	1.7
% Chinese	.0.3	0.0	0.4
% Other ethnic group	0.9	0.7	1.5
<b>Employment</b>			
% employed	48.4	41.7	46.4
% unemployed	2.5	1.2	4.8
% in full time education	3.4	2.5	2.7
% unable to work/long term sickness	7.2	4.0	5.3
% looking after home / family	9.6	5.1	7.5
% retired	27.5	40.5	27.3
% other	1.6	2.6	2.0

### Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	Benchmark % Under & over 45	GPPS Benchmark
<b>Age</b>								
Under 16	2	3			5			} 46%
16 to 44	32	101	138		133	23	39	
45 to 64	84	133			217			{ 54%
65 to 74	61	89		456	150	77	61	
75 or over	28	61			89			{
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>594</b>	100	100	100%
%	35	65						
Missing					13			
Benchmark %	37	63						
<b>GPPS Benchmark</b>	49%	51%						

594 of the 607 patients who completed the questionnaire answered both these questions.

### Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	119	216	47	288	335	56	52	43%
No	80	148	80	148	228	38	43	55%
Don't know / can't say	8	23	11	20	31	5	5	2%
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>594</b>	100	100	100%
Missing					13			

594 of the 607 patients who completed the questionnaire answered this question.

**Q39 What is your ethnic group?**

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
White	205	379	135	449	584	98	86	88%
Black or Black	0	1	1	0	1	0	5	2%
Asian or Asian	1	2	1	2	3	1	6	5%
Mixed	0	1	0	1	1	0	2	0%
Chinese	0	0	0	0	0	0	0	1%
Other ethnic gr	1	3	1	3	4	1	2	2%
<b>Total</b>	<b>207</b>	<b>386</b>	<b>138</b>	<b>455</b>	<b>593</b>	100	100	98%
Missing					14			

593 of the 607 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

**Q40 Which of the following best describes you?**

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	88	165	90	163	253	43	48	58%
Unemployed / looking for work	4	3	2	5	7	1	5	5%
At school or in full time education	5	10	15	0	15	3	3	4%
Unable to work due to long term sickness	10	14	9	15	24	4	6	5%
Looking after your home/family	1	30	15	16	31	5	8	6%
Retired from paid work	94	152	4	242	246	42	28	20%
Other	4	12	3	13	16	3	2	2%
<b>Total</b>	<b>206</b>	<b>386</b>	<b>138</b>	<b>454</b>	<b>592</b>	100	100	100%
Missing					15			

592 of the 607 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

## Results

### Q1 How helpful do you find the Receptionists at your GP Practice?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	183	88	319	82	512	84	75	51%
Fairly helpful	24	12	68	18	95	16	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very helpful	99	72	403	88	512	84	75	51%
Fairly helpful	39	28	53	12	95	16	23	41%
Not Very	0	0	0	0	0	0	2	6%
Not at all	0	0	0	0	0	0	0	2%
Don't know	0	0	0	0	0	0	0	
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100%</b>

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	90	43	167	43	262	43	35	29%
Fairly easy	105	51	212	55	325	54	44	38%
Not very easy	2	1	4	1	6	1	14	14%
Not at all easy	0	0	0	0	0	0	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	10	5	4	1	14	2	2	11%
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Very easy	69	50	188	41	262	43	35	29%
Fairly easy	64	46	253	55	325	54	44	38%
Not very easy	2	1	4	1	6	1	14	14%
Not at all easy	0	0	0	0	0	0	5	8%
Don't know	0	0	0	0	0	0	1	1%
Haven't tried	3	2	11	2	14	2	2	11%
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100%</b>

**Q3 How easy to speak to doctor or nurse on phone?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	39	19	81	21	122	20	24	8% / 8%
Fairly easy	89	43	174	45	270	44	33	15% / 14%
Not very easy	6	3	13	3	19	3	11	9% / 7%
Not at all easy	0	0	0	0	0	0	3	9% / 5%
Don't know	11	5	21	5	34	6	6	12% / 16%
Haven't tried	62	30	98	25	162	27	23	45% / 50%
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100% / 100%</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark GP/Nurse
Very easy	28	20	92	20	122	20	24	8% / 8%
Fairly easy	64	46	199	44	270	44	33	15% / 14%
Not very easy	4	3	15	3	19	3	11	9% / 7%
Not at all easy	0	0	0	0	0	0	3	9% / 5%
Don't know	5	4	27	6	34	6	6	12% / 16%
Haven't tried	37	27	123	27	162	27	23	45% / 50%
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>	<b>100% / 100%</b>

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	139	67	299	77	448	74	67
No	13	6	11	3	24	4	15
Don't know/never needed to	54	26	77	20	134	22	18
<b>Total</b>	<b>206</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Yes	106	77	332	73	448	74	67
No	2	1	22	5	24	4	15
Don't know/never needed to	30	22	101	22	134	22	18
<b>Total</b>	<b>138</b>	<b>100</b>	<b>455</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

**Totals** include any patients who did not answer Qs 36 and 37 (Sex and Age).

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Important	175	85	340	88	527	87	86
Not important	32	15	47	12	80	13	14
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Important	114	83	401	88	527	87	86
Not important	24	17	55	12	80	13	14
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	92	44	147	38	245	40	34
Fairly easy	100	48	212	55	317	52	40
Not very easy	2	1	8	2	10	2	14
Not at all easy	0	0	1	0	1	0	5
Don't know	4	2	6	2	11	2	2
Haven't tried	9	4	11	3	21	3	5
<b>Total</b>	<b>207</b>	<b>100</b>	<b>385</b>	<b>100</b>	<b>605</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very easy	51	37	188	41	245	40	34
Fairly easy	74	54	238	52	317	52	40
Not very easy	1	1	9	2	10	2	14
Not at all easy	0	0	1	0	1	0	5
Don't know	4	3	6	1	11	2	2
Haven't tried	7	5	13	3	21	3	5
<b>Total</b>	<b>137</b>	<b>100</b>	<b>455</b>	<b>100</b>	<b>605</b>	<b>100</b>	<b>100</b>

### Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 % normal book Benchmark	GPPS Benchmark
In person	56	115	26	145	176	23	29	30	26%
By phone	172	332	129	375	514	66	85	70	91%
Online	34	53	12	75	88	11	14	8	2%
Doesn't apply	0	0	0	0	0	0	0	19	1%
<b>Total Responses</b>	262	500	167	595	778	100	128	127	
<b>% of patients</b>	43	82	28	98	128				

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

### Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 % prefer to book Benchmark	GPPS Benchmark
In person	57	138	37	158	200	22	33	32	31%
By phone	172	324	115	381	508	56	84	68	84%
Online	61	133	59	135	196	22	32	22	30%
Doesn't apply	0	3	2	1	3	0	0	19	
<b>Total</b>	290	598	213	675	907	100	149	140	
<b>% of patients</b>	48	99	35	111	149				

Your patients	Total % normally booking appointments	Total % would prefer to book appointments
In person	29	33
By phone	85	84
Online	14	32
Doesn't apply	0	0
<b>Total</b>	128	149

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above



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

Q9 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	17	8	45	12	64	11	34
2-4 days	61	29	79	20	145	24	32
5 days or more	89	43	213	55	308	51	21
Don't usually need to be seen quickly	26	13	30	8	56	9	6
Don't know, never tried	14	7	20	5	34	6	7
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	27	20	35	8	64	11	34
2-4 days	37	27	103	23	145	24	32
5 days or more	58	42	244	54	308	51	21
Don't usually need to be seen quickly	10	7	46	10	56	9	6
Don't know, never tried	6	4	28	6	34	6	7
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

Q10 How do you rate how quickly you can see a particular doctor?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	27	13	39	10	68	11	24
Very good	50	24	95	25	150	25	25
Good	43	21	77	20	122	20	17
Fair	67	32	135	35	205	34	16
Poor	3	1	10	3	14	2	9
Very poor	0	0	0	0	0	0	2
Does not apply	17	8	31	8	48	8	7
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	21	15	45	10	68	11	24
Very good	46	33	99	22	150	25	25
Good	28	20	92	20	122	20	17
Fair	31	22	171	38	205	34	16
Poor	1	1	12	3	14	2	9
Very poor	0	0	0	0	0	0	2
Does not apply	11	8	37	8	48	8	7
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

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

Q11 How quickly do you usually get seen?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	133	64	292	76	431	71	62
2-4 days	52	25	62	16	120	20	24
5 days or more	1	0	2	1	3	0	5
Don't usually need to be seen quickly	12	6	14	4	27	4	4
Don't know, never tried	9	4	16	4	25	4	5
<b>Total</b>	<b>207</b>	<b>100</b>	<b>386</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Same day or next day	109	80	316	69	431	71	62
2-4 days	24	18	90	20	120	20	24
5 days or more	1	1	2	0	3	0	5
Don't usually need to be seen quickly	3	2	23	5	27	4	4
Don't know, never tried	0	0	25	5	25	4	5
<b>Total</b>	<b>137</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

Q12 How do you rate how quickly you can see any doctor?

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	84	64	174	45	264	44	36
Very good	75	25	134	35	213	35	29
Good	33	16	41	11	76	13	17
Fair	2	1	10	3	12	2	9
Poor	0	0	1	0	1	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	13	6	26	7	40	7	5
<b>Total</b>	<b>207</b>	<b>100</b>	<b>386</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	73	53	185	41	264	44	36
Very good	54	39	155	34	213	35	29
Good	9	7	65	14	76	13	17
Fair	0	0	12	3	12	2	9
Poor	0	0	1	0	1	0	3
Very poor	0	0	0	0	0	0	1
Does not apply	1	1	38	8	40	7	5
<b>Total</b>	<b>137</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

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

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	20	10	34	9	54	9	20	10%
6-10 minutes	80	39	122	32	206	34	40	} 71%
11-20 minutes	58	28	125	32	189	31	24	
21-30 minutes	30	15	66	17	97	16	9	} 6%
More than 30 minutes	14	7	36	9	51	8	6	
No set time	4	2	4	1	9	1	1	2%
<b>Total</b>	<b>206</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>	

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark	GPPS Benchmark
Less than 5 minutes	18	13	36	8	54	9	20	10%
6-10 minutes	40	29	162	36	206	34	40	} 71%
11-20 minutes	34	25	149	33	189	31	24	
21-30 minutes	31	22	65	14	97	16	9	} 6%
More than 30 minutes	14	10	36	8	51	8	6	
No set time	1	1	7	2	9	1	1	2%
<b>Total</b>	<b>138</b>	<b>100</b>	<b>455</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>	

**Q14 How do you rate waiting times?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	43	21	63	16	108	18	23
Very good	56	27	100	26	159	26	27
Good	59	29	92	24	155	26	22
Fair	41	20	117	30	162	27	18
Poor	3	1	10	3	13	2	6
Very poor	1	0	2	1	3	0	2
Does not apply	3	1	3	1	6	1	1
<b>Total</b>	<b>206</b>	<b>100</b>	<b>387</b>	<b>0</b>	<b>606</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Excellent	26	19	80	18	108	18	23
Very good	36	26	120	26	159	26	27
Good	33	24	118	26	155	26	22
Fair	41	30	117	26	162	27	18
Poor	1	1	12	3	13	2	6
Very poor	1	1	2	0	3	0	2
Does not apply	0	0	6	1	6	1	1
<b>Total</b>	<b>138</b>	<b>100</b>	<b>455</b>	<b>100</b>	<b>606</b>	<b>100</b>	<b>100</b>

<b>GPPS National Results:</b>	62% don't normally have to wait too long.
	24% have to wait a bit too long.
	7% have to wait far too long.

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark
Yes	194	360	121	433	566	93	86
No	12	26	16	22	39	6	10
Don't know	1	1	1	1	2	0	4
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>607</b>	<b>100</b>	<b>100</b>

**Q16 Which of the following opening hours would make it easier to see or speak to someone?**

A total of **41** Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question of these **41** answered Q 16

However a total of **101** patients who answered Q15, answered Q16; and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPSS Benchmark
<b>Number of patients responding</b>	<b>35</b>	<b>64</b>	<b>37</b>	<b>62</b>	<b>101</b>	<b>17</b>	<b>39</b>	
Before 8am	13	19	14	18	32	20	17	13%
At lunchtime	5	16	7	14	22	14	14	6%
After 6.30pm	25	35	25	35	62	39	22	28%
Saturday	5	10	6	9	15	9	28	47%
Sunday	10	18	13	15	29	18	9	5%
None of these	0	0	0	0	0	0	11	
<b>Total responses</b>	<b>58</b>	<b>98</b>	<b>65</b>	<b>91</b>	<b>160</b>	<b>100</b>	<b>100</b>	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times. They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPAQ V3 % Benchmark	GPSS Benchmark
<b>Number of patients said No or Don't know</b>	<b>13</b>	<b>27</b>	<b>17</b>	<b>23</b>	<b>41</b>	<b>7</b>	<b>14</b>	
<b>Number of these answering Q16</b>	<b>13</b>	<b>27</b>	<b>17</b>	<b>23</b>	<b>41</b>			
Before 8am	6	8	6	8	14	18	16	13%
At lunchtime	0	4	1	3	5	7	13	6%
After 6.30pm	12	19	14	17	32	42	28	28%
Saturday	3	7	4	6	10	13	30	47%
Sunday	6	8	6	8	15	20	11	5%
None of these	0	0	0	0	0	0	2	
<b>Total responses</b>	<b>27</b>	<b>46</b>	<b>31</b>	<b>42</b>	<b>76</b>	<b>100</b>	<b>100</b>	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes	136	265	65	336	411	68	67	61%
No	71	122	73	120	196	32	32	38%
There is only one doctor in my surgery	0	0	0	0	0	0	1	2%
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>607</b>	<b>100</b>	<b>100</b>	

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

411 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
414 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	<b>136</b>	<b>265</b>	<b>65</b>	<b>336</b>	<b>411</b>	<b>68</b>	<b>67</b>	
Always or almost always	67	105	18	154	177	43	42	48%
A lot of the time	36	68	19	85	108	26	27	22%
Some of the time	34	94	30	98	129	31	24	24%
Never or almost never	0	0	0	0	0	0	5	6%
Not tried	0	0	0	0	0	0	4	1%
<b>Total answering this question</b>	<b>137</b>	<b>267</b>	<b>67</b>	<b>337</b>	<b>414</b>	<b>100</b>	<b>100</b>	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank;  
and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

**Qs19 to 23 How good was the last GP you saw at each of the following?**

Only patients who have seen a GP in the last 6 months should have answered this question.

Figures, except where total numbers (in bold) are given, are percentages of total answering each question.

Tables on the following two pages give these results for patients who are male, female, under and over 45.

<b>SUMMARY Your Practice Total Patients %</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
Very good	70	77	70	70	75
Good	26	20	25	23	22
Fair	4	2	2	3	2
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	3	4	1
Total %	100	100	100	100	100
<b>Total number</b>	<b>607</b>	<b>607</b>	<b>607</b>	<b>607</b>	<b>607</b>

<b>GPPS Benchmarks %</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>GPAQ V3 % Benchmark</b>	<b>Q19 Giving you enough time?</b>	<b>Q20 Listening to you?</b>	<b>Q21 Explaining tests and treatments?</b>	<b>Q22 Involving you in decisions about your care?</b>	<b>Q23 Treating you with care and concern?</b>
Very good	63	67	62	57	65
Good	29	26	28	29	26
fair	7	6	6	7	6
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	0	0	3	5	1
Total %	100	100	100	100	100
<b>Total number</b>	<b>25,406</b>	<b>25,208</b>	<b>25,276</b>	<b>25,228</b>	<b>25,259</b>

**Qs19 to Q21: How good was the last GP you saw at each of the following? (continued)**

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q19 Giving you enough time?	GPAQ V3 % Benchmark	Q20 Listening to you?	GPAQ V3 % Benchmark	Q21 Explaining tests and treatments?	GPAQ V3 % Benchmark
Very good	71	63	74	67	73	63
Good	26	29	25	26	23	28
Fair	2	6	0	6	1	6
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	1	0	0	3	2
<b>Total number</b>	<b>207</b>	<b>9,112</b>	<b>207</b>	<b>9,000</b>	<b>207</b>	<b>9,071</b>
<b>Females %</b>						
Very good	69	63	79	67	69	61
Good	26	28	18	25	25	27
Fair	4	7	4	6	2	7
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	3	3
<b>Total number</b>	<b>387</b>	<b>15,574</b>	<b>387</b>	<b>15,511</b>	<b>387</b>	<b>15,504</b>
<b>Under 45 %</b>						
Very good	69	55	80	59	70	54
Good	29	33	17	30	24	31
Fair	2	9	3	8	3	9
Poor	0	1	0	2	0	2
Very poor	0	0	0	1	0	0
Does not apply	0	1	0	1	4	4
<b>Total number</b>	<b>138</b>	<b>9,813</b>	<b>138</b>	<b>9,697</b>	<b>138</b>	<b>9,767</b>
<b>45 and over %</b>						
Very good	70	68	76	72	71	67
Good	25	26	21	23	25	25
Fair	4	5	2	4	2	5
Poor	0	1	0	1	0	1
Very poor	0	0	0	0	0	0
Does not apply	0	0	0	0	3	2
<b>Total number</b>	<b>456</b>	<b>15,106</b>	<b>456</b>	<b>15,034</b>	<b>456</b>	<b>15,035</b>

NB: Not all patients answer every question, so subtotals may vary.

**Qs22 to Q23: How good was the last GP you saw at each of the following? (continued)**

This table gives results for patients who are male, female, under and over 45.

Males %	Q22 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q23 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	70	58	73	66
	Good	26	30	25	26
	Fair	2	7	1	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	2	4	0	1
	<b>Total number</b>	<b>207</b>	<b>9,064</b>	<b>207</b>	<b>9,072</b>
<b>Females %</b>					
	Very good	69	57	79	65
	Good	26	28	18	26
	Fair	4	8	4	6
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	5	0	1
	<b>Total number</b>	<b>387</b>	<b>15,478</b>	<b>387</b>	<b>15,503</b>
<b>Under 45 %</b>					
	Very good	69	51	80	57
	Good	29	31	17	30
	Fair	2	10	3	9
	Poor	0	2	0	2
	Very poor	0	1	0	1
	Does not apply	0	5	0	1
	<b>Total number</b>	<b>138</b>	<b>9,772</b>	<b>138</b>	<b>9,768</b>
<b>45 and over %</b>					
	Very good	70	62	76	71
	Good	25	27	21	24
	Fair	4	6	2	4
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	0	4	0	1
	<b>Total number</b>	<b>456</b>	<b>14,992</b>	<b>456</b>	<b>15,025</b>

NB: Not all patients answer every question, so subtotals may vary.

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

Only patients who have seen a GP in the last 6 months should have answered this question.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	89	85	89	86	86	79	67%
Yes, to some extent	10	14	11	13	13	18	26%
No, not at all	0	0	0	0	0	2	4%
Don't know / can't say	1	0	0	1	1	1	3%
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100%</b>
<b>Number answering Q24</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>607</b>	<b>25,208</b>	



**Qs 25 to 29: How good was the last NURSE you saw at each of the following?**

Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures, except where total numbers are given (in bold), are percentages of total answering each question.

Tables on the following pages give these results for patients who are male, female, under and over 45.

<b>SUMMARY</b> Your Practice Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	55	58	55	50	57
Good	22	19	19	20	19
Fair	2	2	3	3	3
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	20	21	22	26	21
Total %	100	100	100	100	100
<b>Total Number</b>	<b>587</b>	<b>587</b>	<b>587</b>	<b>587</b>	<b>587</b>

<b>GPPS Benchmarks</b> %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>GPAQ V3 % Benchmark</b>	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	63	63	60	55	63
Good	26	26	26	26	25
Fair	5	5	6	6	5
Poor	1	1	1	1	1
Very poor	0	0	0	0	0
Does not apply	5	5	7	12	6
Total %	100	100	100	100	100
<b>Total number</b>	<b>21,770</b>	<b>21,493</b>	<b>21,389</b>	<b>21,286</b>	<b>21,366</b>

**Qs 25 to 27: How good was the last NURSE you saw at each of the following? (continued)**

Tables on this & the next page give results for patients who are male, female, under and over 45.

Males %	Q25 Giving you enough time?	GPAQ V3 % Benchmark	Q26 Listening to you?	GPAQ V3 % Benchmark	Q27 Explaining tests and treatments?	GPAQ V3 % Benchmark	
	Very good	55	63	59	63	55	60
	Good	24	26	19	26	21	26
	Fair	1	4	2	4	2	5
	Poor	0	0	0	1	0	1
	Very poor	0	0	0	0	0	0
	Does not apply	20	7	20	6	22	8
	<b>Total Number</b>	<b>203</b>	<b>7,820</b>	<b>203</b>	<b>7,724</b>	<b>203</b>	<b>7,710</b>
<b>Females %</b>							
	Very good	56	63	58	63	56	60
	Good	22	26	20	26	19	26
	Fair	3	5	3	5	4	6
	Poor	0	1	0	1	0	1
	Very poor	0	0	0	0	0	0
	Does not apply	19	5	20	5	21	7
	<b>Total Number</b>	<b>371</b>	<b>13,360</b>	<b>371</b>	<b>13,190</b>	<b>371</b>	<b>13,114</b>
<b>Under 45 %</b>							
	Very good	49	56	54	57	53	56
	Good	21	29	16	29	16	27
	Fair	1	6	1	6	2	7
	Poor	0	1	0	1	0	1
	Very poor	0	0	0	0	0	1
	Does not apply	29	7	29	7	29	9
	<b>Total Number</b>	<b>131</b>	<b>8,231</b>	<b>131</b>	<b>8,133</b>	<b>131</b>	<b>8,101</b>
<b>45 and over %</b>							
	Very good	58	68	59	67	56	63
	Good	23	24	21	24	21	25
	Fair	3	4	3	4	4	5
	Poor	0	0	0	0	0	1
	Very poor	0	0	0	0	0	0
	Does not apply	16	4	17	4	19	7
	<b>Total Number</b>	<b>443</b>	<b>13,148</b>	<b>443</b>	<b>12,974</b>	<b>443</b>	<b>12,912</b>

NB: Not all patients answer every question, so subtotals may vary.

**Qs 28 to 29: How good was the last NURSE you saw at each of the following? (continued)**

This table gives results for patients who are male, female, under and over 45.

Males %	Q28 Involving you in decisions about your care?	GPAQ V3 % Benchmark	Q29 Treating you with care and concern?	GPAQ V3 % Benchmark	
	Very good	53	55	59	63
	Good	20	26	18	25
	Fair	3	5	2	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	24	12	21	7
	<b>Total Number</b>	<b>203</b>	<b>7,687</b>	<b>203</b>	<b>7,700</b>
<b>Females %</b>					
	Very good	50	55	57	63
	Good	20	26	19	25
	Fair	3	6	3	5
	Poor	0	1	0	1
	Very poor	0	0	0	0
	Does not apply	27	12	20	5
	<b>Total Number</b>	<b>371</b>	<b>13,045</b>	<b>371</b>	<b>13,113</b>
<b>Under 45 %</b>					
	Very good	49	52	52	57
	Good	17	28	18	28
	Fair	1	7	1	6
	Poor	0	1	0	1
	Very poor	1	1	0	1
	Does not apply	33	12	29	7
	<b>Total Number</b>	<b>131</b>	<b>8,073</b>	<b>131</b>	<b>8,084</b>
<b>45 and over %</b>					
	Very good	52	57	59	67
	Good	21	25	19	24
	Fair	4	5	4	4
	Poor	0	1	0	0
	Very poor	0	0	0	0
	Does not apply	24	12	18	5
	<b>Total Number</b>	<b>443</b>	<b>12,847</b>	<b>443</b>	<b>12,925</b>

NB: Not all patients answer every question, so subtotals may vary.

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

Only patients who have seen a nurse in the last 6 months should have answered this question.

%	Males	Females	Under 45	45 and over	% Total responses	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	73	69	60	74	70	77	N/A
Yes, to some extent	7	11	10	10	10	17	N/A
No, not at all	0	0	0	0	0	1	N/A
Don't know / can't say	20	19	30	17	20	5	N/A
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>N/A</b>
<b>Number answering Q30</b>	<b>202</b>	<b>370</b>	<b>130</b>	<b>442</b>	<b>585</b>	<b>21,161</b>	

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?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	176	85	328	85	516	85	83
Unsure	25	12	43	11	69	11	12
Not very well	1	0	0	0	1	0	2
Does not apply	5	2	16	4	21	3	3
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	110	80	394	86	516	85	83
Unsure	18	13	50	11	69	11	12
Not very well	0	0	1	0	1	0	2
Does not apply	10	7	11	2	21	3	3
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	171	83	311	80	494	81	81
Unsure	26	13	49	13	76	13	12
Not very well	2	1	2	1	4	1	2
Does not apply	8	4	25	6	33	5	5
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	109	79	373	82	494	81	81
Unsure	17	12	58	13	76	13	12
Not very well	1	1	3	1	4	1	2
Does not apply	11	8	22	5	33	5	5
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Number Males	% Males	Number Females	% Females	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	155	75	284	73	451	74	74
Unsure	37	18	70	18	108	18	16
Not very well	0	0	2	1	2	0	3
Does not apply	15	7	31	8	46	8	7
<b>Total</b>	<b>207</b>	<b>100</b>	<b>387</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

	Number Under 45	% Under 45	Number 45 and over	% over 45	Total Number	% of Total	GPAQ V3 % Benchmark
Very well	96	70	343	75	451	74	74
Unsure	29	21	78	17	108	18	16
Not very well	0	0	2	0	2	0	3
Does not apply	13	9	33	7	46	8	7
<b>Total</b>	<b>138</b>	<b>100</b>	<b>456</b>	<b>100</b>	<b>607</b>	<b>100</b>	<b>100</b>

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Excellent	101	183	60	224	295	49	44	
Very good	81	156	56	181	239	39	37	51%
Good	24	42	20	46	66	11	13	38%
Fair	1	6	2	5	7	1	4	7%
Poor	0	0	0	0	0	0	1	3%
Very poor	0	0	0	0	0	0	0	1%
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>607</b>	100	100	100%

607 of the 607 patients who completed the questionnaire answered this question.

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % Benchmark	GPPS Benchmark
Yes, definitely	165	302	99	368	480	79	70	60%
Yes, probably	42	84	39	87	126	21	24	24%
No, probably not	0	1	0	1	1	0	3	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given							4%
No, definitely not	0	0	0	0	0	0	1	2%
Don't know	0	0	0	0	0	0	2	2%
<b>Total</b>	<b>207</b>	<b>387</b>	<b>138</b>	<b>456</b>	<b>607</b>	100	100	100%

607 of the 607 patients who completed the questionnaire answered this question.

## Overall Benchmarks

	Males	Females	Your practice	GPAQ V3 National Benchmark
Number	207	387	607	28,782
<b>GP</b>				
Q19 GP Giving enough time	92.5	91.0	91.5	88.1
Q20 GP Listening	93.6	93.8	93.7	89.3
Q21 GP Explaining	93.4	92.3	92.6	88.3
Q22 GP Involving	92.2	92.7	92.5	87.0
Q23 GP Treating with care & concern	93.1	93.7	93.4	88.8
Q24 Confidence in GP	95.1	92.7	93.4	89.1
<b>Nurse</b>				
Q25 Nurse Giving enough time	91.6	91.6	91.5	89.8
Q26 Nurse Listening	92.9	92.1	92.4	89.7
Q27 Nurse Explaining	91.4	91.6	91.5	88.9
Q28 Nurse Involving	91.3	90.7	90.8	88.0
Q29 Nurse treating with care & concern	92.7	91.7	92.1	89.7
Q30 Confidence in Nurse	95.4	93.0	93.8	89.8
<b>Practice</b>				
Q1 How helpful Receptionists	96.1	94.0	94.7	90.4
Q2 How easy to get through to practice on phone	81.2	80.5	80.7	69.5
Q3 How easy to speak to dr/nurse on phone	74.4	74.7	74.6	68.8
Q6 How easy to book ahead	81.8	78.7	79.8	69.2
Q10 Rate how quickly seen (days) by particular dr	63.3	61.0	61.9	66.9
Q12 Rate how quickly seen (days) by any dr	84.8	86.1	85.7	76.9
Q14 Rate waiting time for consultation	69.1	64.3	65.9	67.0
Q31 Understand problem	93.3	94.2	93.9	91.7
Q32 Cope with problems	92.5	92.7	92.7	90.9
Q33 Keep healthy	90.4	89.6	90.0	88.2
Q34 Overall satisfaction	87.2	86.7	87.1	83.4
Q35 Would you recommend this practice?	93.1	92.4	92.8	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto male/female with respect to overall practice scores.

## Overall Benchmarks

	Under 45	45 and over	Your practice	GPAQ V3 National Benchmark
Number	138	456	607	28,782
<b>GP</b>				
Q19 GP Giving enough time	91.7	91.5	91.5	88.1
Q20 GP Listening	94.4	93.5	93.7	89.3
Q21 GP Explaining	92.3	92.8	92.6	88.3
Q22 GP Involving	93.1	92.3	92.5	87.0
Q23 GP Treating with care & concern	93.7	93.4	93.4	88.8
Q24 Confidence in GP	94.6	93.3	93.4	89.1
<b>Nurse</b>				
Q25 Nurse Giving enough time	91.9	91.5	91.5	89.8
Q26 Nurse Listening	93.8	92.0	92.4	89.7
Q27 Nurse Explaining	93.3	91.1	91.5	88.9
Q28 Nurse Involving	92.0	90.6	90.8	88.0
Q29 Nurse treating with care & concern	93.0	91.8	92.1	89.7
Q30 Confidence in Nurse	92.9	94.0	93.8	89.8
<b>Practice</b>				
Q1 How helpful Receptionists	90.4	96.0	94.7	90.4
Q2 How easy to get through to practice on phone	82.9	80.1	80.7	69.5
Q3 How easy to speak to dr/nurse on phone	74.5	74.6	74.6	68.8
Q6 How easy to book ahead	79.5	79.8	79.8	69.2
Q10 Rate how quickly seen (days) by particular dr	68.7	59.7	61.9	66.9
Q12 Rate how quickly seen (days) by any dr	89.4	84.4	85.7	76.9
Q14 Rate waiting time for consultation	66.1	65.9	65.9	67.0
Q31 Understand problem	93.0	94.2	93.9	91.7
Q32 Cope with problems	92.5	92.6	92.7	90.9
Q33 Keep healthy	88.4	90.3	90.0	88.2
Q34 Overall satisfaction	85.2	87.4	87.1	83.4
Q35 Would you recommend this practice?	90.4	93.4	92.8	88.3

Benchmarks are averages rather than ideal scores. Comparisons should be made with caution and in context.

Practice scores 5 or more points above the national benchmark are highlighted in yellow.

Practice scores 5 or more points below the national benchmark are highlighted in green.

Ditto over/under 45 with respect to overall practice scores.