

**Patient survey from *The Bourne Medical Practice*
using the General Practice Assessment Questionnaire (GPAQ)**

Standard report and analysis for GPAQ Postal Version 2.0a

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Date: 09 January 2008

How the survey was carried out

Patients visiting the surgery to see a GP during October were handed a questionnaire to be filled in during their visit. 50 questionnaires per partner and 30 for the retainer GP were returned and the following results are based on these

Summary of results

GPAQ evaluation questions

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. You will be able to see the areas where your practice scores well and where improvement may be needed, both comparing aspects of care in your own practice and comparing yourself with others.

The figures in the right hand column contain current national GPAQ benchmarks for that question. Once again, these figures are expressed as percentages of the maximum possible score in this table. These are regularly updated on the GPAQ website. Details of how many patients completed each of the individual responses for each of these questions for your practice are given in full in appendix 3

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	82	75
Q3a. Satisfaction with opening hours	66	63
Q4b. Satisfaction with availability of particular doctor	68	58
Q5b. Satisfaction with availability of any doctor	76	67
Q7b. Satisfaction with waiting times at practice	58	53
Q8a. Satisfaction with phoning through to practice	60	57
Q8b. Satisfaction with phoning through to doctor for advice	67	56
Q9b. Satisfaction with continuity of care	71	66
Q10a. Satisfaction with doctor's questioning	81	75
Q10b. Satisfaction with how well doctor listens	83	77
Q10c. Satisfaction with how well doctor puts patient at ease	84	78
Q10d. Satisfaction with how much doctor involves patient	82	75
Q10e. Satisfaction with doctor's explanations	83	77
Q10f. Satisfaction with time doctor spends	81	73
Q10g. Satisfaction with doctor's patience	83	76
Q10h. Satisfaction with doctor's caring and concern	84	77
Q12a. How well nurse listens to what you say	73	77
Q12b. Quality of care nurse provides	75	78
Q12c. How well nurse explain problems/treatments	72	77

Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks

GPAQ report questions

Some GPAQ questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

Q3b. Additional hours requested	Number of responses
Mornings	4
Lunchtime	2
Evenings	35
Weekends	44
None	52

Q4a. Availability of particular doctor	Number of responses
Same day	35
Next working day	21
Within 2 working days	28
Within 3 working days	8
Within 4 working days	6
5 or more working days	10
Does not apply	19

Q5a. Availability of any doctor	Number of responses
Same day	74
Next working day	18
Within 2 working days	13
Within 3 working days	2
Within 4 working days	1
5 or more working days	0
Does not apply	13

Q6. Same day urgent availability of doctor	Number of responses
Yes	73
No	10
Don't know/never needed to	41

Q7a. Waiting time at practice	Number of responses
5 minutes or less	13
6-10 minutes	49
11-20 minutes	47
21-30 minutes	7
More than 30 minutes	5

Q9a. Continuity for seeing same doctor	Number of responses
Always	20
Almost always	50
A lot of the time	24
Some of the time	19
Almost never	5
Never	1

Demographics

The following tables display the demographic data collected in GPAQ.

Q13. Sex	Number of responses
Male	34
Female	90

Q14. Age	Number of responses
Up to 44 years old	46
45 years old and above	76
<i>Mean</i>	53

Q15. Long standing illness, disability or infirmity	Number of responses
Yes	69
No	52

Q16. Ethnic group	Number of responses
White	112
Black or Black British	1
Asian or Asian British	3
Mixed	3
Chinese	0
Other ethnic group	0

Q17. Accommodation status	Number of responses
Owner-occupied/ mortgaged	99
Rented or other arrangements	20

Q18. Employment status	Number of responses
Employed (full/part time, self-employed)	50
Unemployed	2
School or full time education	1
Long term sickness	2
Looking after home/family	22
Retired	44
Other	2

Appendix 1

Notes about how the General Practice Assessment Questionnaire (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. We reviewed the literature to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care we started from what we regarded as the best currently available questionnaire, the Primary Care Assessment Survey (PCAS) which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, we modified PCAS for use in British general practice. The modified questionnaire was called the General Practice Assessment Survey (GPAS). We have used GPAS in large studies in the UK: and detailed research data on GPAS have been published

For the new GP contract, we were asked to modify our original GPAS questionnaire, and have produced GPAQ. The main differences are that the new questionnaire is shorter. We have also produced two versions, one designed to be sent by post, and one designed to be given to patients after consultations in the surgery.

GPAQ focuses mainly on questions about access, inter-personal aspects of care, and continuity of care. The version designed to be completed after the consultation asks about are given by an individual doctor. These scores will be able to be used by GPs for their appraisals and revalidation folders. The postal version of GPAQ does not allow scores to be calculated for individual doctors. However, it does include questions about the practice nurses.

GPAQ is described in more detail in the manual which can be downloaded from the GPAQ website, www.gpaq.info.

Appendix 2

Frequency distribution tables not included in the main body of the report

Q1. Number of visits to doctor in last 12 months	Number of responses
None	6
Once or twice	34
Three or four times	35
Five or six times	25
Seven times or more	31

Q2. Satisfaction with receptionists	Number of responses
Very poor	0
Poor	1
Fair	1
Good	28
Very good	57
Excellent	43

Q3a. Satisfaction with opening hours	Number of responses
Very poor	0
Poor	3
Fair	19
Good	56
Very good	43
Excellent	10

Q4b. Satisfaction with availability of particular doctor	Number of responses
Very poor	3
Poor	6
Fair	17
Good	30
Very good	22
Excellent	29
Does not apply	20

Q5b. Satisfaction with availability of any doctor	Number of responses
Very poor	2
Poor	2
Fair	4

Good	34
Very good	28
Excellent	34
Does not apply	10

Q7b. Satisfaction with waiting times at practice	Number of responses
Very poor	1
Poor	4
Fair	39
Good	41
Very good	22
Excellent	9

Q8a. Satisfaction with phoning through to practice	Number of responses
Very poor	2
Poor	10
Fair	26
Good	50
Very good	19
Excellent	16
Don't know/ never tried	2

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses
Very poor	3
Poor	5
Fair	10
Good	32
Very good	21
Excellent	19
Don't know/ never tried	31

Q9b. Satisfaction with continuity of care	Number of responses
Very poor	0
Poor	3
Fair	15
Good	36
Very good	43
Excellent	20

Q10a. Satisfaction with doctor's questioning	Number of responses
Very poor	0
Poor	0
Fair	2
Good	32

Very good	40
Excellent	42
Does not apply	0

Q10b. Satisfaction with how well doctor listens	Number of responses
Very poor	0
Poor	0
Fair	1
Good	29
Very good	35
Excellent	51
Does not apply	0

Q10c. Satisfaction with how well doctor puts patient at ease	Number of responses
Very poor	0
Poor	0
Fair	1
Good	23
Very good	39
Excellent	50
Does not apply	4

Q10d. Satisfaction with how much doctor involves patient	Number of responses
Very poor	0
Poor	0
Fair	0
Good	28
Very good	41
Excellent	40
Does not apply	7

Q10e. Satisfaction with doctor's explanations	Number of responses
Very poor	0
Poor	0
Fair	4
Good	22
Very good	43
Excellent	48
Does not apply	0

Q10f. Satisfaction with time doctor spends	Number of responses
Very poor	0
Poor	0
Fair	7
Good	25
Very good	40
Excellent	45
Does not apply	0

Q10g. Satisfaction with doctor's patience	Number of responses
Very poor	0
Poor	0
Fair	5
Good	23
Very good	39
Excellent	50
Does not apply	0

Q10h. Satisfaction with doctor's caring and concern	Number of responses
Very poor	0
Poor	0
Fair	5
Good	21
Very good	38
Excellent	52
Does not apply	0

Q11. Seen nurse from practice in past 12 months	Number of responses
Yes	89
No	32

Q12a. How well nurse listens to what you say	Number of responses
Very poor	0
Poor	0
Fair	5
Good	39
Very good	35
Excellent	15

Q12b. Quality of care nurse provides	Number of responses
Very poor	0
Poor	1
Fair	3
Good	36
Very good	30
Excellent	23

Q12c. How well nurse explain problems/treatments	Number of responses
Very poor	0
Poor	2
Fair	7
Good	34
Very good	30
Excellent	19