



**Farnham Centre for Health and  
Lodge Hill Road, Lower Bourne**

**The General Practice Assessment Questionnaire  
Survey Results**

**December 2008**

# **FARNHAM DENE MEDICAL PRACTICE**

## **Contents**

<b>GPAQ Patient Survey</b>	-	<b>Summary of Results</b>
<b>Questionnaire Analysis</b>	-	<b>Doctor Comparison</b>

### **Individual Questionnaire Analysis**

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### **Summary of Patients Comments**

### **The General Practice Assessment Questionnaire**

## **How the survey was carried out**

The appropriate number of questionnaires required to carry out the survey were copied and prepared. The aim was to obtain 50 completed questionnaires per doctor within the practice. Sixty questionnaires per doctor were copied initially to allow for non-returns. Fifty questionnaires were completed and returned within this allowance for each doctor.

In preparing to implement the patient experience survey, the following actions were taken:

- Survey guidelines information sheet was produced for reception
- Information brief for receptionists
- A letter of statement to the patients, explaining the aims of the survey, highlighting confidentiality together with an indication of what the practice intends to do with the data collected.

All patients on the doctor's surgery session, morning or afternoon, were given a questionnaire to complete. Patients were informed on arrival at the practice of the survey and requested to complete a questionnaire.

## 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	79	77
Q3a. Satisfaction with opening hours	71	67
Q4b. Satisfaction with availability of particular doctor	57	60
Q5b. Satisfaction with availability of any doctor	74	69
Q7b. Satisfaction with waiting times at practice	60	57
Q8a. Satisfaction with phoning through to practice	61	59
Q8b. Satisfaction with phoning through to doctor for advice	70	61

Q9b. Satisfaction with continuity of care	69	69
Q10a. Satisfaction with doctor's questioning	87	81
Q10b. Satisfaction with how well doctor listens	90	84
Q10c. Satisfaction with how well doctor puts patient at ease	88	84
Q10d. Satisfaction with how much doctor involves patient	86	81
Q10e. Satisfaction with doctor's explanations	88	83
Q10f. Satisfaction with time doctor spends	85	80
Q10g. Satisfaction with doctor's patience	88	84
Q10h. Satisfaction with doctor's caring and concern	90	84
Q11a. Ability to understand problem after visiting doctor	75	69
Q11b. Ability to cope with problem after visiting doctor	72	66
Q11c. Ability to keep healthy after visiting doctor	73	62

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

These benchmark figures are based on data from 232,908 respondents to both the postal and post-consultation versions of GPAQ (combined) collected during the 2004/2005 contract year. Separate benchmarks for the two different versions of GPAQ will be posted in due course if on-going analyses show that mode of administration produces significantly different GPAQ scores after controlling for social and demographic factors known to influence patient evaluations.

Please check our website <http://www.gpaq.info/benchmarks.htm> for further information.

### 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	24
Lunchtime	13
Evenings	73
Weekends	100
None	132

Q4a. Availability of particular doctor	Number of responses
Same day	50
Next working day	36
Within 2 working days	40
Within 3 working days	37
Within 4 working days	27
5 or more working days	66
Does not apply	35

Q5a. Availability of any doctor	Number of responses
Same day	151
Next working day	54
Within 2 working days	35
Within 3 working days	18
Within 4 working days	9
5 or more working days	10
Does not apply	15

Q6. Same day urgent availability of doctor	Number of responses
Yes	204
No	27
Don't know/never needed to	66

Q7a. Waiting time at practice	Number of responses
5 minutes or less	35
6-10 minutes	156
11-20 minutes	89
21-30 minutes	13
More than 30 minutes	1

Q9a. Continuity for seeing same doctor	Number of responses
Always	28
Almost always	101
A lot of the time	59
Some of the time	68
Almost never	10
Never	0

### Demographics

The following tables display the demographic data collected in GPAQ.

Q12. Sex	Number of responses
Male	86
Female	206

Q13. Age	Number of responses
Up to 44 years old	124
45 years old and above	149
<i>Mean</i>	<i>49</i>

Q14. Long standing illness, disability or infirmity	Number of responses
Yes	124
No	161

Q15. Ethnic group	Number of responses
White	289
Black or Black British	0
Asian or Asian British	4
Mixed	0
Chinese	0
Other ethnic group	1

Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	227
Rented or other arrangements	58

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	156
Unemployed	5
School or full time education	10
Long term sickness	12
Looking after home/family	44

Retired	61
Other	2

For all other frequency distribution tables that have not been included in the report so far, please refer to appendix 3.

**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	15
Once or twice	71
Three or four times	90
Five or six times	60
Seven times or more	62

Q2. Satisfaction with receptionists	Number of responses
Very poor	2
Poor	0
Fair	23
Good	57
Very good	120
Excellent	97

Q3a. Satisfaction with opening hours	Number of responses
Very poor	0
Poor	7
Fair	28
Good	102
Very good	122
Excellent	40

Q4b. Satisfaction with availability of particular doctor	Number of responses
Very poor	7
Poor	30
Fair	76
Good	67
Very good	45
Excellent	38
Does not apply	29

Q5b. Satisfaction with availability of any doctor	Number of responses
Very poor	2
Poor	7
Fair	33
Good	70
Very good	78
Excellent	80
Does not apply	14

Q7b. Satisfaction with waiting times at practice	Number of responses
Very poor	1
Poor	10
Fair	82
Good	111
Very good	67
Excellent	22

Q8a. Satisfaction with phoning through to practice	Number of responses
Very poor	8
Poor	8
Fair	73
Good	108
Very good	63
Excellent	31
Don't know/ never tried	7

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses
Very poor	4
Poor	7
Fair	24
Good	68
Very good	85
Excellent	42
Don't know/ never tried	66

Q9b. Satisfaction with continuity of care	Number of responses
Very poor	0
Poor	9
Fair	47
Good	64
Very good	95
Excellent	47

Q10a. Satisfaction with doctor's questioning	Number of responses
Very poor	0
Poor	1
Fair	9
Good	32
Very good	95
Excellent	154
Does not apply	3

Q10b. Satisfaction with how well doctor listens	Number of responses
Very poor	0
Poor	0
Fair	6
Good	22
Very good	90
Excellent	175
Does not apply	1

Q10c. Satisfaction with how well doctor puts patient at ease	Number of responses
Very poor	0
Poor	2
Fair	3
Good	27
Very good	84
Excellent	152
Does not apply	25

Q10d. Satisfaction with how much doctor involves patient	Number of responses
Very poor	1
Poor	1
Fair	12
Good	37
Very good	75
Excellent	142
Does not apply	25

Q10e. Satisfaction with doctor's explanations	Number of responses
Very poor	1
Poor	1
Fair	4
Good	38
Very good	77
Excellent	162
Does not apply	10

Q10f. Satisfaction with time doctor spends	Number of responses
Very poor	0
Poor	2
Fair	7
Good	47
Very good	95
Excellent	139
Does not apply	2

Q10g. Satisfaction with doctor's patience	Number of responses
Very poor	0
Poor	0
Fair	10
Good	28
Very good	82
Excellent	166
Does not apply	7

Q10h. Satisfaction with doctor's caring and concern	Number of responses
Very poor	0
Poor	2
Fair	4
Good	27
Very good	76
Excellent	180
Does not apply	3

Q11a. Ability to understand problem after visiting doctor	Number of responses
Much more than before the visit	144
A little more than before the visit	73
The same or less than before the visit	23
Does not apply	47

Q11b. Ability to cope with problem after visiting doctor	Number of responses
Much more than before the visit	128
A little more than before the visit	76
The same or less than before the visit	26
Does not apply	54

Q1 1c. Ability to keep healthy after visiting doctor	Number of responses
Much more than before the visit	121
A little more than before the visit	55
The same or less than before the visit	27
Does not apply	78