**KINGS MEDICAL CENTRE**

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 0 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.

**Report Questions**

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 74 | 77 |
| 2 | Good | 19 | 20 |
| 3 | Satisfactory | 2 | 2 |
| 4 | Poor | 1 | 1 |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 96 |  |

**Q2:** Being polite and considerate?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 81 | 85 |
| 2 | Good | 15 | 15 |
| 3 | Satisfactory |  |  |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 96 |  |

**Q3:** Listening to you?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 70 | 73 |
| 2 | Good | 22 | 23 |
| 3 | Satisfactory | 2 | 2 |
| 4 | Poor | 2 | 2 |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 96 |  |

**Q4:** Giving you enough time?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 67 | 70 |
| 2 | Good | 23 | 24 |
| 3 | Satisfactory | 6 | 6 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 96 |  |

**Q5:** Assessing your medical condition?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 68 | 71 |
| 2 | Good | 20 | 21 |
| 3 | Satisfactory | 5 | 5 |
| 4 | Poor | 3 | 3 |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 96 |  |

**Q6:** Explaining your condition and treatment?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 66 | 70 |
| 2 | Good | 19 | 20 |
| 3 | Satisfactory | 5 | 5 |
| 4 | Poor | 2 | 2 |
| 5 | Very poor | 1 | 1.5 |
| 6 | Does not apply | 1 | 1.5 |
|  | Question Total | 94 |  |

**Q7:** Involving you in decisions about your care?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 60 | 62.5 |
| 2 | Good | 25 | 26 |
| 3 | Satisfactory | 7 | 7 |
| 4 | Poor | 1 | 1 |
| 5 | Very poor |  |  |
| 6 | Does not apply | 3 | 3.5 |
|  | Question Total | 96 |  |

**Q8:** Providing or arranging treatment for you?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 62 | 65 |
| 2 | Good | 24 | 25 |
| 3 | Satisfactory | 6 | 6 |
| 4 | Poor | 1 | 1 |
| 5 | Very poor |  |  |
| 6 | Does not apply | 2 | 3 |
|  | Question Total | 95 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes, definitely | 88 | 92 |
| 2 | Yes, to some extent | 6 | 6 |
| 3 | No, not at all | 2 | 2 |
| 4 | Don’t know / can’t say |  |  |
|  | Question Total | 96 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes, definitely | 88 | 94 |
| 2 | Yes, to some extent | 5 | 5 |
| 3 | No, not at all | 1 | 1 |
| 4 | Don’t know / can’t say |  |  |
|  | Question Total | 94 |  |

**Q11: Would you be completely happy to sees this doctor again?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 87 | 99 |
| 2 | No | 1 | 1 |
|  | Question Total | 88 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very helpful | 51 | 78.5 |
| 2 | Fairly helpful | 12 | 18.5 |
| 3 | Not very helpful | 2 | 3 |
| 4 | Not at all helpful |  |  |
| 5 | Don’t know |  |  |
|  | Question Total | 65 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very easy | 24 | 37.5 |
| 2 | Fairly easy | 25 | 39 |
| 3 | Not very easy | 8 | 12.5 |
| 4 | Not at all easy | 7 | 11 |
| 5 | Don’t know |  |  |
| 6 | Haven’t tried |  |  |
|  | Question Total | 64 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very easy | 24 | 38 |
| 2 | Fairly easy | 25 | 39 |
| 3 | Not very easy | 2 | 3 |
| 4 | Not at all easy |  |  |
| 5 | Don’t know | 4 | 6 |
| 6 | Haven’t tried | 9 | 14 |
|  | Question Total | 64 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 47 | 72 |
| 2 | No | 11 | 17 |
| 3 | Don’t know / never needed to | 7 | 11 |
|  | Question Total | 65 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Important | 54 | 86 |
| 2 | Not important | 9 | 14 |
|  | Question Total | 63 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very easy | 22 | 33 |
| 2 | Fairly easy | 25 | 38 |
| 3 | Not very easy | 10 | 15.5 |
| 4 | Not at all easy | 5 | 7.5 |
| 5 | Don’t know | 2 | 3 |
| 6 | Haven’t tried | 2 | 3 |
|  | Question Total | 66 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | In person | 13 | 18.5 |
| 2 | By phone | 56 | 80 |
| 3 | Online | 1 | 1.5 |
| 4 | Doesn’t apply |  |  |
|  | Question Total | 70 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | In person | 17 | 22 |
| 2 | By phone | 50 | 66 |
| 3 | Online | 9 | 12 |
| 4 | Doesn’t apply |  |  |
|  | Question Total | 76 |  |

**Q20:** Thinking of times when you want to see a **particular doctor,** how quickly do you usually get seen?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Same day or next day | 40 | 68 |
| 2 | 2-4 days | 10 | 17 |
| 3 | 5 days or more | 4 | 7 |
| 4 | I don’t usually need to be seen quickly | 3 | 5 |
| 5 | Don’t know, never tried | 2 | 3 |
|  | Question Total | 59 |  |

**Q21:** **How do you rate this?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Excellent | 24 | 38 |
| 2 | Very good | 24 | 38 |
| 3 | Good | 8 | 12.5 |
| 4 | Fair | 4 | 6 |
| 5 | Poor |  |  |
| 6 | Very poor |  |  |
| 7 | Does not apply | 3 | 5.5 |
|  | Question Total | 63 |  |

**Q22:** Thinking of times when you are willing to see **any doctor,** how quickly do you usually get seen?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Same day or next day | 54 | 89 |
| 2 | 2-4 days | 5 | 8 |
| 3 | 5 days or more |  |  |
| 4 | I don’t usually need to be seen quickly | 1 | 1.5 |
| 5 | Don’t know, never tried | 1 | 1.5 |
|  | Question Total | 61 |  |

**Q23:** **How do you rate this?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Excellent | 32 | 52 |
| 2 | Very good | 19 | 31 |
| 3 | Good | 5 | 8 |
| 4 | Fair | 3 | 4.5 |
| 5 | Poor |  |  |
| 6 | Very poor |  |  |
| 7 | Does not apply | 3 | 4.5 |
|  | Question Total | 62 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Less than 5 minutes | 31 | 50 |
| 2 | 5-10 minutes | 24 | 38 |
| 3 | 11-20 minutes | 5 | 8 |
| 4 | 21-30 minutes |  |  |
| 5 | More than 30 minutes | 1 | 2 (ML) |
| 6 | There was no set time for my consultation | 1 | 2 |
|  | Question Total | 62 |  |

**Q25: How do you rate this?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Excellent | 22 | 34 |
| 2 | Very good | 23 | 36 |
| 3 | Good | 13 | 20 |
| 4 | Fair | 6 | 10 |
| 5 | Poor |  |  |
| 6 | Very poor |  |  |
| 7 | Does not apply |  |  |
|  | Question Total | 64 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 61 | 92 |
| 2 | No | 1 | 2 |
| 3 | Don’t know | 4 | 6 |
|  | Question Total | 66 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Before 8am | 15 | 31 |
| 2 | At lunchtime | 11 | 23 |
| 3 | After 6.30pm | 6 | 12 |
| 4 | On a Saturday | 7 | 14 |
| 5 | On a Sunday | 4 | 8 |
| 6 | None of these | 5 | 12 |
|  | Question Total | 48 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 44 | 69 |
| 2 | No | 20 | 31 |
| 3 | Don’t know |  |  |
|  | Question Total | 64 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Always or most always | 20 | 40 |
| 2 | A lot of the time | 15 | 30 |
| 3 | Some of the time | 13 | 26 |
| 4 | Never or almost never |  |  |
| 5 | Not tried at the GP practice | 2 | 4 |
|  | Question Total | 50 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 41 | 68 |
| 2 | Good | 11 | 18 |
| 3 | Satisfactory | 7 | 11 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply | 1 | 3 |
|  | Question Total | 60 |  |

**Q31:** Giving you enough time?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 39 | 66 |
| 2 | Good | 15 | 25 |
| 3 | Satisfactory | 5 | 9 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply |  |  |
|  | Question Total | 59 |  |

**Q32**: Listening to you?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 39 | 66 |
| 2 | Good | 13 | 22 |
| 3 | Satisfactory | 6 | 10 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply | 1 | 2 |
|  | Question Total | 59 |  |

**Q33:** Explaining your condition and treatment?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 35 | 59 |
| 2 | Good | 14 | 24 |
| 3 | Satisfactory | 7 | 12 |
| 4 | Poor | 1 | 1 |
| 5 | Very poor |  |  |
| 6 | Does not apply | 2 | 4 |
|  | Question Total | 59 |  |

**Q34:** Involving you in decisions about your care?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 32 | 54 |
| 2 | Good | 17 | 29 |
| 3 | Satisfactory | 7 | 12 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply | 3 | 5 |
|  | Question Total | 59 |  |

**Q35:** Providing or arranging treatment for you?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very good | 34 | 58 |
| 2 | Good | 16 | 27 |
| 3 | Satisfactory | 3 | 5 |
| 4 | Poor |  |  |
| 5 | Very poor |  |  |
| 6 | Does not apply | 6 | 10 |
|  | Question Total | 59 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 56 | 100 |
| 2 | No |  |  |
|  | Question Total | 56 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very well | 55 | 86 |
| 2 | Unsure | 8 | 12.5 |
| 3 | Not very well | 1 | 1.5 |
| 4 | Does not apply |  |  |
|  | Question Total | 64 |  |

**Q38:** Cope with your health problems?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very well | 56 | 89 |
| 2 | Unsure | 5 | 8 |
| 3 | Not very well | 2 | 3 |
| 4 | Does not apply |  |  |
|  | Question Total | 63 |  |

**Q39:** Keep yourself healthy?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Very well | 52 | 82.5 |
| 2 | Unsure | 6 | 9.5 |
| 3 | Not very well | 3 | 4.5 |
| 4 | Does not apply | 2 | 3.5 |
|  | Question Total | 63 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Excellent | 36 | 57 |
| 2 | Very good | 16 | 25 |
| 3 | Good | 9 | 14 |
| 4 | Fair | 2 | 4 |
| 5 | Poor |  |  |
| 6 | Very poor |  |  |
|  | Question Total | 63 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes, definitely | 45 | 70 |
| 2 | Yes, probably | 14 | 22 |
| 3 | No, probably not | 4 | 6 |
| 4 | No, definitely not |  |  |
| 5 | Don’t know | 1 | 2 |
|  | Question Total | 64 |  |

**Q42: Gender: Are you?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Male | 31 | 48 |
| 2 | Female | 33 | 52 |
|  | Question Total | 64 |  |

**Q43: How old are you?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | 0-16 | 1 | 4.5 |
| 2 | 16-44 | 18 | 28.5 |
| 3 | 45-64 | 31 | 49 |
| 4 | 65-74 | 9 | 14 |
| 5 | 75+ | 4 | 4 |
|  | Question Total | 63 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Yes | 42 | 66.5 |
| 2 | No | 20 | 31.5 |
| 3 | Don’t know / can’t say | 1 | 2 |
|  | Question Total | 63 |  |

**Q45: What is your ethnic group?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | White | 60 | 95 |
| 2 | Black or Black British |  |  |
| 3 | Asian or Asian British |  |  |
| 4 | Mixed | 2 | 3 |
| 5 | Chinese | 1 | 2 |
| 6 | Other ethnic group |  |  |
|  | Question Total | 63 |  |

**Q46: Which of the following best describes you?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | No. of responses | % of responses |
| 1 | Employed | 32 | 51 |
| 2 | Unemployed | 6 | 9.5 |
| 3 | At school of full time education | 2 | 3 |
| 4 | Unable to work due to long term sickness | 6 | 9.5 |
| 5 | Looking after your home/family | 3 | 5 |
| 6 | Retired from paid work | 13 | 20 |
| 7 | Other | 1 | 2 |
|  | Question Total | 63 |  |

This report is based on a total of 100 completed questionnaires

**Open Ended Comments:-**

**Q11b – Please add any comments about the GP**

We are very satisfied with our Doctor and the practice.

I find all GP's and nurses good, helpful & friendly.

Very good.

Dr X - excellent care & communication.

Seeing a Doctor is no problem, seeing a Nurse is a lot harder.

Dr X gives you time and listens to you. A great Doctor.

No problems at all.

Very good service.

No worries at all.

Always consistent.

Good fellow.

Has always been a very good Doctor.

Dr X is excellent.

Very patient with my elderly father.

Very good.

Always friendly and efficient.

Drs X both make me feel at ease, I feel like I can tell them anything.

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

No problems with Doctors, Nurses or staff at the practice at all. Very satisfied with the attention we receive.

I moved to this surgery approx. 3 years ago and Dr X is the best Doctor I have ever seen.

None – OK.

Always helpful reception staff.

I was a little disappointed to find I wasn't able to see my usual Doctor when I arrived. I wasn't informed of this beforehand.

Always fully satisfied, we have fantastic GP's and I would recommend anyone to join this practice.

Very pleased with the service given by the practice.

Always manage to see a Doctor on the day I want. My family have now joined this practice.

Very happy with GP practice.

Dr X is always consistent with me on all medical issues.

Self-check in should be removed - ill people touch it and pass germs. Also no-one at front desk makes reception look uninterested.

The only thing I didn't like was when I walked in surgery and no communication with anybody. Just pushing buttons.

For my child I need a Doctor who will be understanding about our circumstances not one who criticises. I would only go to see Dr X or Dr X. Or X who I thought was excellent.

The staff from reception to the Nurses is excellent. Dr X is amazing.

I have found my GP practice to be very helpful to me during my cancer illness, and have asked questions and have received good advice in return.