

Hounsfield Surgery
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PatientDynamics GPAQ V3 Report

Tuesday 24 January 2012

Hounsfield Surgery

PatientDynamics GPAQ

GPAQ Version 3 Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

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 – 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 3 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.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q1

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Q2, Q3, Q6

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Q10, Q12, Q14, Q34

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 19-23 & 25-29

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Q24, Q30

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Q31, Q32, Q33

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q35

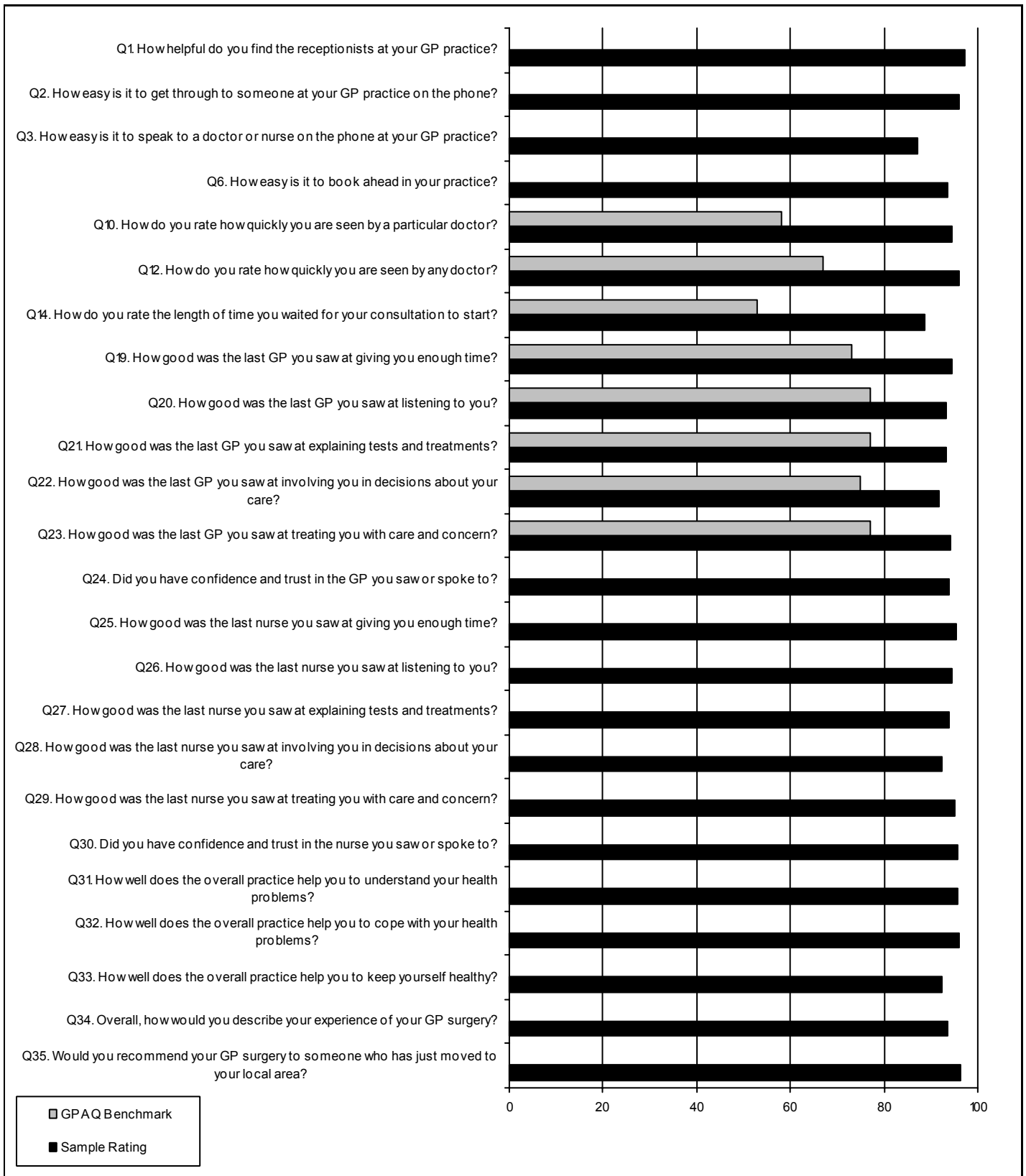
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1. How helpful do you find the receptionists at your GP practice?	97	0
Q2. How easy is it to get through to someone at your GP practice on the phone?	96	0
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	87	0
Q6. How easy is it to book ahead in your practice?	94	0
Q10. How do you rate how quickly you are seen by a particular doctor?	94	58
Q12. How do you rate how quickly you are seen by any doctor?	96	67
Q14. How do you rate the length of time you waited for your consultation to start?	89	53
Q19. How good was the last GP you saw at giving you enough time?	94	73
Q20. How good was the last GP you saw at listening to you?	93	77
Q21. How good was the last GP you saw at explaining tests and treatments?	93	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	92	75
Q23. How good was the last GP you saw at treating you with care and concern?	94	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	94	0
Q25. How good was the last nurse you saw at giving you enough time?	95	0
Q26. How good was the last nurse you saw at listening to you?	95	0
Q27. How good was the last nurse you saw at explaining tests and treatments?	94	0
Q28. How good was the last nurse you saw at involving you in decisions about your care?	92	0
Q29. How good was the last nurse you saw at treating you with care and concern?	95	0
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	96	0
Q31. How well does the overall practice help you to understand your health problems?	96	0
Q32. How well does the overall practice help you to cope with your health problems?	96	0
Q33. How well does the overall practice help you to keep yourself healthy?	92	0
Q34. Overall, how would you describe your experience of your GP surgery?	94	0
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	96	0

Chart showing report ratings against benchmark



2. Report Questions

Q1. How helpful do you find the receptionists at your GP practice?		Number of Responses	% of Responses
1	Very helpful	273	92
2	Fairly helpful	23	8
3	Not very helpful	1	0
4	Not at all helpful	0	0
5	Don't know	1	0
Question Total:		298	100

Q2. How easy is it to get through to someone at your GP practice on the phone?		Number of Responses	% of Responses
1	Very easy	259	87
2	Fairly easy	35	12
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	0	0
6	Haven't tried	3	1
Question Total:		297	100

Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?		Number of Responses	% of Responses
1	Very easy	128	43
2	Fairly easy	77	26
3	Not very easy	0	0
4	Not at all easy	1	0
5	Don't know	13	4
6	Haven't tried	76	26
Question Total:		295	100

Q4. If you need to see a GP urgently, can you normally get seen on the same day?		Number of Responses	% of Responses
1	Yes	247	84
2	No	7	2
3	Don't know / never needed to	41	14
Question Total:		295	100

Q5. How important is it to you to be able to book appointments ahead of time in your practice?		Number of Responses	% of Responses
1	Important	248	84
2	Not important	46	16
Question Total:		294	100

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

		Number of Responses	% of Responses
1	Very easy	226	76
2	Fairly easy	53	18
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	3	1
6	Haven't tried	16	5
Question Total:		298	100

Q7. How do you normally book your appointments at your practice? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	70	20
2	By phone	288	80
3	Online	0	0
4	Doesn't apply	0	0
Question Total:		358	100

Q8. Which of the following methods would you prefer to use to book appointments? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	76	20
2	By phone	265	68
3	Online	43	11
4	Doesn't apply	3	1
Question Total:		387	100

Q9. Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	225	80
2	2-4 days	41	15
3	5 days or more	0	0
4	I don't usually need to be seen quickly	7	3
5	Don't know, never tried	7	3
Question Total:		280	100

Q10. How do you rate how quickly you are seen by a particular doctor?

		Number of Responses	% of Responses
1	Excellent	212	77
2	Very good	38	14
3	Good	12	4
4	Fair	3	1
5	Poor	1	0
6	Very poor	0	0
7	Does not apply	10	4
Question Total:		276	100

Q11. Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	243	87
2	2-4 days	22	8
3	5 days or more	0	0
4	I don't usually need to be seen quickly	6	2
5	Don't know, never tried	7	3
Question Total:		278	100

Q12. How do you rate how quickly you are seen by any doctor?

		Number of Responses	% of Responses
1	Excellent	222	81
2	Very good	37	14
3	Good	4	1
4	Fair	1	0
5	Poor	1	0
6	Very poor	0	0
7	Does not apply	8	3
Question Total:		273	100

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

		Number of Responses	% of Responses
1	Less than 5 minutes	92	33
2	5-10 minutes	172	62
3	11-20 minutes	14	5
4	21-30 minutes	0	0
5	More than 30 minutes	0	0
6	There was no set time for my consultation	0	0
Question Total:		278	100

Q14. How do you rate the length of time you waited for your consultation to start?

		Number of Responses	% of Responses
1	Excellent	153	56
2	Very good	96	35
3	Good	18	7
4	Fair	7	3
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	0	0
Question Total:		274	100

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

		Number of Responses	% of Responses
1	Yes	246	87
2	No	31	11
3	Don't know	5	2

Question Total:

282	100
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Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that

		Number of Responses	% of Responses
1	Before 8am	20	15
2	At lunchtime	8	6
3	After 6.30pm	39	29
4	On a Saturday	40	30
5	On a Sunday	11	8
6	None of these	15	11

Question Total:

133	100
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Q17. Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	173	61
2	No	109	39
3	There is usually only one doctor in my surgery	1	0

Question Total:

283	100
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Q18. How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	166	76
2	A lot of the time	31	14
3	Some of the time	10	5
4	Never or almost never	4	2
5	Not tried at this GP practice	7	3

Question Total:

218	100
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Q19. How good was the last GP you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	217	80
2	Good	45	17
3	Fair	8	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1

Question Total:

272	100
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Q20. How good was the last GP you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	205	76
2	Good	57	21
3	Fair	7	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		271	100

Q21. How good was the last GP you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	197	73
2	Good	59	22
3	Fair	6	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	3
Question Total:		269	100

Q22. How good was the last GP you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	176	66
2	Good	61	23
3	Fair	10	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	20	7
Question Total:		267	100

Q23. How good was the last GP you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	210	78
2	Good	48	18
3	Fair	7	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	1
Question Total:		269	100

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

		Number of Responses	% of Responses
1	Yes, definitely	239	88
2	Yes, to some extent	31	11
3	No, not at all	1	0
4	Don't know / can't say	1	0

Question Total:

272	100
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Q25. How good was the last nurse you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	171	80
2	Good	31	14
3	Fair	4	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	9	4

Question Total:

215	100
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Q26. How good was the last nurse you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	161	76
2	Good	31	15
3	Fair	6	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	13	6

Question Total:

211	100
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Q27. How good was the last nurse you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	149	71
2	Good	33	16
3	Fair	7	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	20	10

Question Total:

209	100
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Q28. How good was the last nurse you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	128	61
2	Good	38	18
3	Fair	8	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	36	17
Question Total:		210	100

Q29. How good was the last nurse you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	166	78
2	Good	28	13
3	Fair	6	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	6
Question Total:		212	100

Q30. Did you have confidence and trust in the nurse you saw or spoke to?

		Number of Responses	% of Responses
1	Yes, definitely	188	88
2	Yes, to some extent	18	8
3	No, not at all	0	0
4	Don't know / can't say	8	4
Question Total:		214	100

Q31. How well does the overall practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	255	88
2	Unsure	24	8
3	Not very well	0	0
4	Does not apply	12	4
Question Total:		291	100

Q32. How well does the overall practice help you to cope with your health problems?

		Number of Responses	% of Responses
1	Very well	248	87
2	Unsure	19	7
3	Not very well	1	0
4	Does not apply	17	6
Question Total:		285	100

Q33. How well does the overall practice help you to keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	229	80
2	Unsure	35	12
3	Not very well	3	1
4	Does not apply	18	6

Question Total:

285	100
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Q34. Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	212	72
2	Very good	71	24
3	Good	12	4
4	Fair	0	0
5	Poor	0	0
6	Very poor	0	0

Question Total:

295	100
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Q35. Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	263	89
2	Yes, probably	28	10
3	No, probably not	2	1
4	No, definitely not	0	0
5	Don't know	1	0

Question Total:

294	100
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Q36. Gender: Are you?

		Number of Responses	% of Responses
1	Male	111	38
2	Female	180	62

Question Total:

291	100
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Q37. How old are you?

		Number of Responses	% of Responses
1	0-15	2	1
2	16 to 44	89	30
3	45 to 64	131	44
4	65 to 74	49	17
5	75+	25	8

Question Total:

296	100
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Q38. Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	120	48
2	No	121	49
3	Don't know / can't say	7	3
Question Total:		248	100

Q39. What is your ethnic group?

		Number of Responses	% of Responses
1	White	291	98
2	Black or Black British	0	0
3	Asian or Asian British	1	0
4	Mixed	5	2
5	Chinese	0	0
6	Other ethnic group	0	0
Question Total:		297	100

Q40. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part time, including self-employed)	175	60
2	Unemployed / looking for work	6	2
3	At school or in full time education	7	2
4	Unable to work due to long term sickness	4	1
5	Looking after your home / family	22	8
6	Retired from paid work	74	26
7	Other	2	1
Question Total:		290	100

This report is based on a total of 298 completed questionnaires

Report - Open Ended Comments

Q24a. If you know the name of the GP you last saw, please write it here:

Dr Molony

Dr Clayton.

Dr Molony

Dr Molony

Dr Clayton.

Dr Molony

Dr Clayton.

Dr Molony

Dr Edrull.

Dr Clayton.

Dr Clayton.

Dr Molony

Dr Clayton.

Dr Clayton.

Dr Clayton.

Dr Molony

Dr Molony

Dr Clayton.

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Dr Molony

Dr Molony

Dr Clayton.

Dr Molony

Dr Clayton.

Dr Clayton.

Dr Clayton.

Dr Katie Molony.

Dr Clayton.

Dr Molony

Dr Molony

Dr Clayton.

Dr Edrull.

Dr Clayton.

Dr Clayton.

Dr Molony

Dr Molony

Dr Molony

Dr Molony

Dr Molony

Dr Molony

Dr Clayton.

Dr Molony

Dr Molony

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Dr Molony

Dr Clayton.

Dr Clayton.

Dr Clayton.

Dr Molony

Dr Molony

Dr Molony

Dr Clayton.

Dr Clayton.

Dr Molony

Dr Clayton.

Dr Clayton.

Q30a. If you know the name of the nurse you last saw, please write it here:

Sarah

Sarah

Sarah

Linda.

Sarah

Sarah

Sarah

Linda.

Linda.

Sue Swiffen.

Sarah

L. Moose

Sarah

Sarah

Linda.

Sarah

S. Reah.

Sarah

Sarah

Sarah

Sarah

Sarah

Sarah

Linda.

Sarah

Sarah

Rachel Cook.

Q41. Finally, please add any comments you would like to make about your GP practice:

The receptionists aren't always that helpful. Some are very good but others can make it difficult to feel comfortable or at ease.

Never had a better surgery. Well done.

Generally extremely helpful.

The practice is excellent in every way and the staff are excellent.

Very caring and considerate practice.

First visit to the surgery. Very pleased with the service and care. Thank you.

Everyone is very helpful.

I travel by bus and staff are helpful booking appointments at these times.

Excellent all round. Thank you.

Family practice.

Since doctor joined the practice, I find the level of care exceptional.

Extremely satisfied. Thank you.

Doctor has been brilliant with me over the past few months. Very helpful and understanding and has given me more confidence with my worries.

Living in the area, I feel very lucky that I can contact my GP to book appointments and don't have to wait days. This also includes prescriptions. The nurse and staff are always helpful. Well done.

I cannot speak highly enough of the service this practice has given to my husband. I am lucky enough not to have any long term conditions and rarely visit the surgery but the service is excellent.

Just moved to this practice but I think the care is excellent.

Very helpful.

All I can say is it's a pity all practices are not like the Hounsfield Surgery.

Excellent service from all staff including office staff.

I feel thankful that having had a very distressing 2 years I was fortunate enough to be registered at such a caring practice.

An excellent practice.

Friendly, professional staff. Usually easy to get an appointment, usually very good at running to time. I value the pharmacy service available here.

The care and friendly approach of everyone here is excellent. It is personal and supportive. All the staff know the families. I would say the care here is outstanding.

Always excellent.

Fantastic - receptionists are brilliant.

Friendly, approachable and professional.

Fantastic care and understanding with all the staff.

Excellent in all departments.

Excellent in every way.

I cannot say anything bad about my GP practice. In over 20 years I have only had to wait once to see my GP and that was for one day. All the other times I have been able to see my GP the day I call. All receptionists are excellent.

Everyone makes you feel welcome and not just a number. All doctors and nurses are very caring and understanding. I wouldn't want to change. The receptionists are wonderful.

First class practice with an all important attached pharmacy.

After being with other practices in other areas I am very pleased with the staff and the help given here and also for my children.

Wonderful doctors.

We are very lucky to have a village practice. It would be more difficult with access etc if it was in town.

Cannot find fault at all. An excellent surgery.

New to surgery. Have been able to see doctors or nurses when needed. Receptionists, nurses and doctors very approachable and helpful.

Excellent all round service.

Very satisfied. Thank you.

We are very lucky to have it.

I have only recently changed to this surgery. I have been very pleased with the appointment service and treatment.

Please don't make any changes. I love the doctors, nurses and all the surgery staff.

Having recently moved to this practice, both myself and my partner have never experienced a more helpful and accommodating practice. Keep up the excellent work.

Fantastic surgery.

Recently moved back here. Excellent service as always, please do not ever close.

I am quite happy with our GP practice.

Really excellent.

This is generally a very good practice and doctor is excellent.

Pharmacy system quicker, particularly with the repeat prescriptions.

Very pleasant and friendly staff. Very clean and modern premises and knowledgeable GPs.

I moved to the Sutton practice five years ago and was immediately impressed by the time and care given to me. Never feeling a nuisance.

Being tied to practice for prescriptions. Can take 3/4 days or longer to get it.

Always an excellent service from reception to consultation. Thank you.

Always pleased to help.

Always friendly and welcoming. A lovely surgery.

Extremely good practice.

I have always found it friendly and helpful.

Excellent.

Fortunate to have such a good facility.

I would like to add how much I appreciate the doctors, receptionists and other staff who are always so helpful and caring.

Having lived in various areas of the UK, this is the best practice by far we have ever attended. First class.

I feel very lucky to have such a wonderful GP practice. Everyone is very caring and efficient.

Very helpful at all times.

Excellent.

I have been with this practice for 26 years and have always had the best of care.

Very satisfied, no areas of concern.

Overall a fantastic practice with all the staff making an effort to know you as a person and give you time. We are lucky in Sutton.

A very good all round surgery.



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an **X** in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

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

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

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

- ¹ Yes
- ² No
- ³ Don't know / never needed to

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

- ¹ Important
- ² Not important

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

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q7 How do you normally book your appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q8 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

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

Q9 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried

Q10 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

Q11 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried

Q12 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Thinking of your most recent consultation with a doctor or nurse

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

- Less than 5 minutes
- 5 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- More than 30 minutes
- There was no set time for my consultation

Q14 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

About opening times

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

- Yes **Go to Q17**
- No
- Don't know

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?
(Please X all boxes that apply)

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

About seeing the doctor of your choice

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

- Yes
- No **Go to Q19**
- There is usually only one doctor in my surgery **Go to Q19**

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

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q20 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q21 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q22 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q23 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

Q25 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q26 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q27 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q28 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q29 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

About care from your doctors and nurses

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?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

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

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor

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

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not
- ⁵ Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q36 Are you ?

- ¹ Male
- ² Female

Q37 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

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

This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAC was originally developed from the PCAS survey with permission of Dr Dana Gabb Salfon

