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## **PatientDynamics GPAQ V3 Report**

Friday 25 January 2013

**Hounsfield Surgery**



# **PatientDynamics GPAQ**

## **GPAQ Version 3 Report**

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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

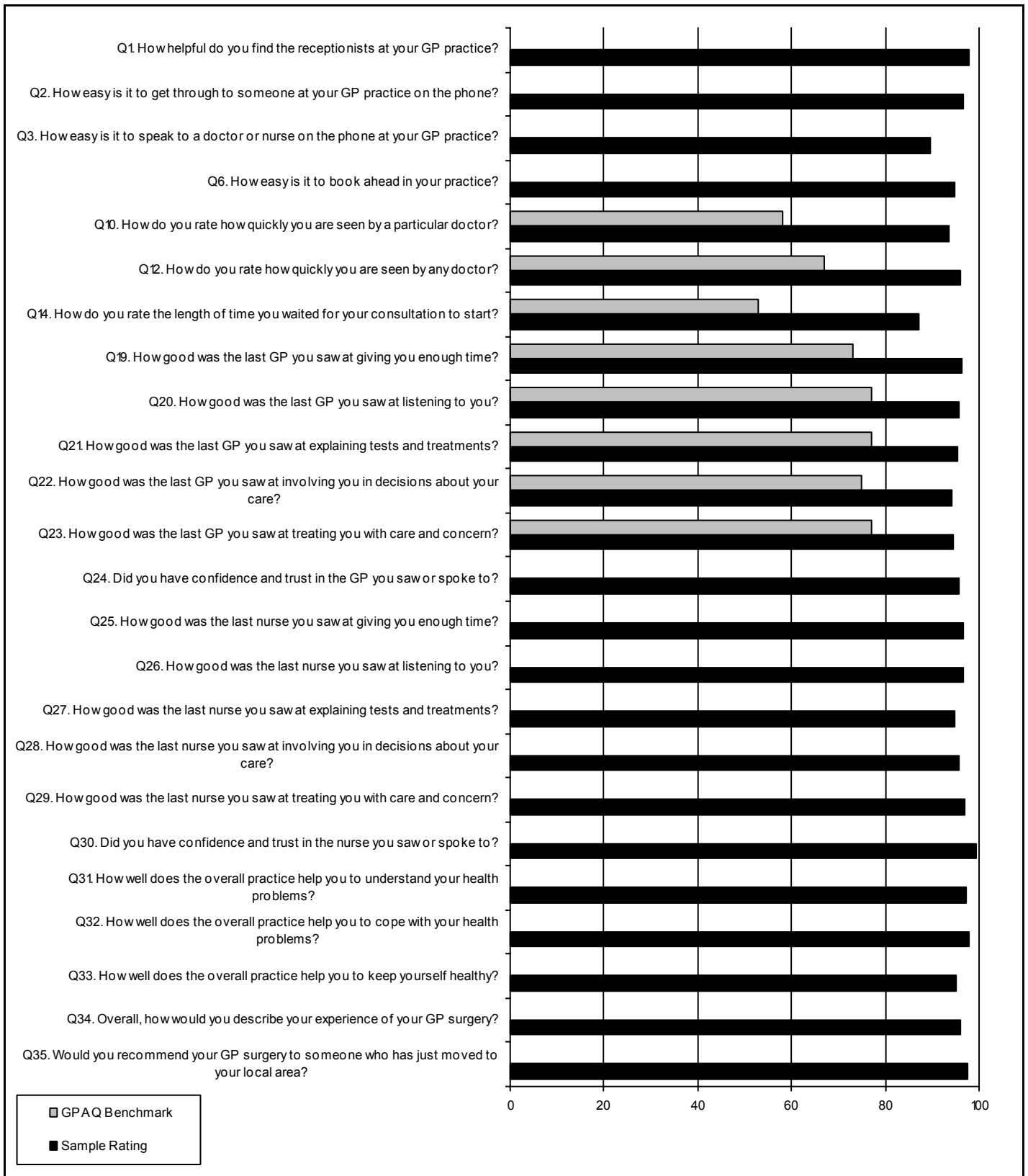
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

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?	98	0
Q2. How easy is it to get through to someone at your GP practice on the phone?	97	0
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	90	0
Q6. How easy is it to book ahead in your practice?	95	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?	87	53
Q19. How good was the last GP you saw at giving you enough time?	96	73
Q20. How good was the last GP you saw at listening to you?	96	77
Q21. How good was the last GP you saw at explaining tests and treatments?	95	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	94	75
Q23. How good was the last GP you saw at treating you with care and concern?	95	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	96	0
Q25. How good was the last nurse you saw at giving you enough time?	97	0
Q26. How good was the last nurse you saw at listening to you?	97	0
Q27. How good was the last nurse you saw at explaining tests and treatments?	95	0
Q28. How good was the last nurse you saw at involving you in decisions about your care?	96	0
Q29. How good was the last nurse you saw at treating you with care and concern?	97	0
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	100	0
Q31. How well does the overall practice help you to understand your health problems?	97	0
Q32. How well does the overall practice help you to cope with your health problems?	98	0
Q33. How well does the overall practice help you to keep yourself healthy?	95	0
Q34. Overall, how would you describe your experience of your GP surgery?	96	0
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	98	0

### Chart showing report ratings against benchmark



## 2. Report Questions

<b>Q1. How helpful do you find the receptionists at your GP practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very helpful	123	94
2	Fairly helpful	7	5
3	Not very helpful	1	1
4	Not at all helpful	0	0
5	Don't know	0	0
Question Total:		131	100

<b>Q2. How easy is it to get through to someone at your GP practice on the phone?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	116	89
2	Fairly easy	13	10
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	0	0
6	Haven't tried	1	1
Question Total:		130	100

<b>Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	61	47
2	Fairly easy	28	22
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	3	2
6	Haven't tried	38	29
Question Total:		130	100

<b>Q4. If you need to see a GP urgently, can you normally get seen on the same day?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	105	81
2	No	1	1
3	Don't know / never needed to	24	18
Question Total:		130	100

<b>Q5. How important is it to you to be able to book appointments ahead of time in your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Important	109	84
2	Not important	21	16
Question Total:		130	100



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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	100	77
2	Fairly easy	19	15
3	Not very easy	0	0
4	Not at all easy	0	0
5	Don't know	1	1
6	Haven't tried	10	8
Question Total:		130	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	In person	29	19
2	By phone	124	81
3	Online	0	0
4	Doesn't apply	0	0
Question Total:		153	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	In person	38	21
2	By phone	118	66
3	Online	22	12
4	Doesn't apply	1	1
Question Total:		179	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day or next day	100	78
2	2-4 days	17	13
3	5 days or more	0	0
4	I don't usually need to be seen quickly	8	6
5	Don't know, never tried	3	2
Question Total:		128	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	91	72
2	Very good	22	17
3	Good	5	4
4	Fair	2	2
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	6	5
Question Total:		126	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day or next day	116	91
2	2-4 days	7	5
3	5 days or more	0	0
4	I don't usually need to be seen quickly	3	2
5	Don't know, never tried	2	2
Question Total:		128	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	102	81
2	Very good	20	16
3	Good	2	2
4	Fair	0	0
5	Poor	0	0
6	Very poor	0	0
7	Does not apply	2	2
Question Total:		126	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Less than 5 minutes	38	30
2	5-10 minutes	75	59
3	11-20 minutes	13	10
4	21-30 minutes	1	1
5	More than 30 minutes	1	1
6	There was no set time for my consultation	0	0
Question Total:		128	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	67	54
2	Very good	40	32
3	Good	14	11
4	Fair	3	2
5	Poor	1	1
6	Very poor	0	0
7	Does not apply	0	0
Question Total:		125	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	115	91
2	No	11	9
3	Don't know	0	0

Question Total: 

126	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**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Before 8am	5	11
2	At lunchtime	3	7
3	After 6.30pm	9	20
4	On a Saturday	17	39
5	On a Sunday	4	9
6	None of these	6	14

Question Total: 

44	100
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**Q17. Is there a particular GP you usually prefer to see or speak to?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	70	55
2	No	57	45
3	There is usually only one doctor in my surgery	0	0

Question Total: 

127	100
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**Q18. How often do you see or speak to the GP you prefer?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always or almost always	64	71
2	A lot of the time	16	18
3	Some of the time	4	4
4	Never or almost never	0	0
5	Not tried at this GP practice	6	7

Question Total: 

90	100
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**Q19. How good was the last GP you saw at giving you enough time?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	104	86
2	Good	16	13
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 

121	100
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**Q20. How good was the last GP you saw at listening to you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	104	86
2	Good	14	12
3	Fair	2	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		121	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	99	83
2	Good	15	13
3	Fair	2	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	3
Question Total:		120	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	93	77
2	Good	19	16
3	Fair	4	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	5	4
Question Total:		121	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	100	83
2	Good	17	14
3	Fair	3	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		121	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	110	93
2	Yes, to some extent	6	5
3	No, not at all	2	2
4	Don't know / can't say	0	0

Question Total:	118	100
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**Q25. How good was the last nurse you saw at giving you enough time?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	90	84
2	Good	14	13
3	Fair	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	3

Question Total:	107	100
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**Q26. How good was the last nurse you saw at listening to you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	87	83
2	Good	14	13
3	Fair	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	4

Question Total:	105	100
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**Q27. How good was the last nurse you saw at explaining tests and treatments?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	80	76
2	Good	18	17
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	6

Question Total:	105	100
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**Q28. How good was the last nurse you saw at involving you in decisions about your care?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	73	70
2	Good	13	13
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	17	16
Question Total:		104	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	88	85
2	Good	12	12
3	Fair	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	4
Question Total:		104	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	103	98
2	Yes, to some extent	1	1
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		105	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	118	91
2	Unsure	5	4
3	Not very well	1	1
4	Does not apply	5	4
Question Total:		129	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	112	88
2	Unsure	3	2
3	Not very well	1	1
4	Does not apply	12	9
Question Total:		128	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	103	82
2	Unsure	9	7
3	Not very well	1	1
4	Does not apply	12	10

Question Total: 

125	100
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**Q34. Overall, how would you describe your experience of your GP surgery?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	108	83
2	Very good	19	15
3	Good	3	2
4	Fair	0	0
5	Poor	0	0
6	Very poor	0	0

Question Total: 

130	100
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**Q35. Would you recommend your GP surgery to someone who has just moved to your local area?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	120	94
2	Yes, probably	5	4
3	No, probably not	2	2
4	No, definitely not	0	0
5	Don't know	1	1

Question Total: 

128	100
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**Q36. Gender: Are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	60	48
2	Female	66	52

Question Total: 

126	100
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**Q37. How old are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	0-15	0	0
2	16 to 44	23	18
3	45 to 64	64	50
4	65 to 74	30	23
5	75+	12	9

Question Total: 

129	100
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**Q38. Do you have a long-standing health condition?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	64	56
2	No	48	42
3	Don't know / can't say	3	3
Question Total:		115	100

**Q39. What is your ethnic group?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	127	98
2	Black or Black British	0	0
3	Asian or Asian British	0	0
4	Mixed	2	2
5	Chinese	0	0
6	Other ethnic group	0	0
Question Total:		129	100

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

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed (full or part time, including self-employed)	68	53
2	Unemployed / looking for work	1	1
3	At school or in full time education	0	0
4	Unable to work due to long term sickness	4	3
5	Looking after your home / family	8	6
6	Retired from paid work	47	36
7	Other	1	1
Question Total:		129	100

This report is based on a total of 131 completed questionnaires



## Report - Open Ended Comments

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

Excellent service

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Modern approach - treated as a person not a number

---

I would recommend to anyone

---

Best preactice I've ever attended

---

Simply the best

---

Excellent care and treatment

---

My wife and I are so pleased to have such a wonderful doctors surgery

---

Very pleased with my surgery

---

Brilliant the best one around

---

Excellent GP surgery

---

Some staff are good - others not so good

---

Very good

---

Best practice I have been to all my life

---

Excellent practice thank you to the staff

---

Very good service over the years

---

Very happy with the practice

---

The village is very fortunate to have an excellent surgery, dispensary and doctors

---

Excellent service from the surgery

---

This surgery is brilliant

---

Best GP practice in Great Britain

---

Best surgery in the area

---

Excellent practice

---

Efficient and friendly approach from the staff

---

Happy with care

---

Very fortunate indeed to have such a good practice

---

Absolutely first class practice

---

Very good indeed

---

Very happy with the care I receive

---

Nothing but praise for the service

---

Patients in waiting room can hear what happening in the Drs rooms

---

They could check the patient record before you go in so you don't have to go over it all again

---

New doctor wasn't interested in me

---

No complaints

---

A well managed supportive practice. Friendly

---

The practice has never let my family down

---

Very easy access

---

Please don't let it become too rigid or formal

---

Concerned of people in the waiting room can hear what's being discussed in the GPs' room

---

Efficient service with a caring doctor

---

Great to have the dispensary

---

Sometimes it would be nice if there was an earlier appt for blood tests

---

Very good, prompt appointments

---

A most satisfactory practice, especially with the dispensing pharmacy

---

Always been happy with this practice

---

Very happy with all at the surgery

---

The service is excellent and staff very friendly

---

Would like online booking enabled

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## 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?

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

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

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

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

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

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

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> 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?

- <sup>1</sup> Important
- <sup>2</sup> Not important

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

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

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

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> 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)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

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

**Q9** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q10** How do you rate this?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

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

**Q11** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q12** How do you rate this?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> 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?

- <sup>1</sup> Less than 5 minutes
- <sup>2</sup> 5 – 10 minutes
- <sup>3</sup> 11 – 20 minutes
- <sup>4</sup> 21 – 30 minutes
- <sup>5</sup> More than 30 minutes
- <sup>6</sup> There was no set time for my consultation

**Q14** How do you rate this?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**About opening times**

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

- <sup>1</sup> Yes ..... **Go to Q17**
- <sup>2</sup> No
- <sup>3</sup> 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)

- <sup>1</sup> Before 8am
- <sup>2</sup> At lunchtime
- <sup>3</sup> After 6.30pm
- <sup>4</sup> On a Saturday
- <sup>5</sup> On a Sunday
- <sup>6</sup> None of these

**About seeing the doctor of your choice**

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

- <sup>1</sup> Yes
- <sup>2</sup> No ..... **Go to Q19**
- <sup>3</sup> 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?

- <sup>1</sup> Always or almost always
- <sup>2</sup> A lot of the time
- <sup>3</sup> Some of the time
- <sup>4</sup> Never or almost never
- <sup>5</sup> 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**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q20 Listening to you**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q21 Explaining tests and treatments**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q22 Involving you in decisions about your care**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q23 Treating you with care and concern**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

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

- <sup>1</sup> Yes, definitely  
<sup>2</sup> Yes, to some extent  
<sup>3</sup> No, not at all  
<sup>4</sup> 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**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q26 Listening to you**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q27 Explaining tests and treatments**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q28 Involving you in decisions about your care**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

**Q29 Treating you with care and concern**

- <sup>1</sup> Very good  
<sup>2</sup> Good  
<sup>3</sup> Fair  
<sup>4</sup> Poor  
<sup>5</sup> Very poor  
<sup>6</sup> Does not apply

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

- <sup>1</sup> Yes, definitely  
<sup>2</sup> Yes, to some extent  
<sup>3</sup> No, not at all  
<sup>4</sup> 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?

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q32** Cope with your health problems

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q33** Keep yourself healthy

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

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

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor

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

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

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

**Q36** Are you ?

- <sup>1</sup> Male
- <sup>2</sup> Female

**Q37** How old are you?

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

**Q38** Do you have a long-standing health condition?

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

**Q39** What is your ethnic group?

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

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

- <sup>1</sup> Employed (full or part time, including self-employed)
- <sup>2</sup> Unemployed / looking for work
- <sup>3</sup> At school or in full time education
- <sup>4</sup> Unable to work due to long term sickness
- <sup>5</sup> Looking after your home/family
- <sup>6</sup> Retired from paid work
- <sup>7</sup> 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. GPRAQ was originally developed from the PCAR survey with permission of Dr Dana Gold Bullen

