

# Patient Survey Results Analysis Detail



## Broadway Health Centre Group Practice

P O Box 27122  
EDINBURGH  
EH10 5WQ  
Tel: 0131 337 6535  
Fax: 0131 337 8703  
info@InTimeData.com  
www.intimedata.com

### Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

### Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
<b>Total</b>	<b>147</b>		<b>11,700</b>
<b>Score</b>		<b>79.59 (79.6)</b>	

**A perfect score is 100%**

**Q1. About Your Visit to the GP Today**  
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	23	28.8%
Satisfactory (50)	23	28.8%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
56.3%	43.8%

**Q2.**  
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	22	27.5%
Satisfactory (50)	24	30.0%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
55.0%	45.0%

**Q3.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	23	28.8%
Good (75)	24	30.0%
Satisfactory (50)	21	26.3%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q3	
Your patients	66.9
GPAQ Mean	83.5

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	58.8%	41.3%

**Q4.**  
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	26	32.5%
Satisfactory (50)	20	25.0%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q4	
Your patients	66.9
GPAQ Mean	80.0

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	60.0%	40.0%

**Q5.**  
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	25	31.3%
Satisfactory (50)	21	26.3%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
58.8%	41.3%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	23	28.8%
Good (75)	24	30.0%
Satisfactory (50)	21	26.3%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
58.8%	41.3%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	23	28.8%
Satisfactory (50)	23	28.8%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q7	
Your patients	65.9
GPAQ Mean	81.4

	Good	Not Good
GPPS	76.0%	16.0%
GPAQ	56.3%	43.8%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	22	27.5%
Good (75)	23	28.8%
Satisfactory (50)	23	28.8%
Poor (25)	8	10.0%
Very poor (0)	4	5.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
56.3%	43.8%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	35	43.8%
Yes, to some extent (50)	37	46.3%
No, not at all (0)	8	10.0%
Don't know / can't say	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	90.0%	10.0%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	34	42.5%
Yes, to some extent (50)	39	48.8%
No, not at all (0)	7	8.8%
Don't know / can't say	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Yes	No
91.3%	8.8%

**Q11.**  
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	68	85.0%
No (0)	12	15.0%
Did not answer	0	
<b>Total</b>	<b>80</b>	

Yes	No
85.0%	15.0%

**Q12. About Your Receptionists and Appointments**  
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	27	33.8%
Fairly helpful (66)	41	51.3%
Not very helpful (33)	6	7.5%
Not at all helpful (0)	6	7.5%
Don't know	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q12	
Your patients	70.1
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89.0%	9.0%
GPAQ	85.0%	15.0%

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	27	34.2%
Fairly easy (66)	40	50.6%
Not very easy (33)	6	7.6%
Not at all easy (0)	6	7.6%
Don't know	1	
Haven't tried	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q13	
Your patients	70.1
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78.0%	18.0%
GPAQ	84.8%	15.2%

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	27	33.8%
Fairly easy (66)	41	51.3%
Not very easy (33)	4	5.0%
Not at all easy (0)	8	10.0%
Don't know	0	
Haven't tried	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q14	
Your patients	69.2
GPAQ Mean	60.6

	Easy	Not Easy
	85.0%	15.0%

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

Answer	Count	Percentage
Yes	57	77.0%
No	17	23.0%
Don't know / never needed to	6	
Did not answer	0	
<b>Total</b>	<b>80</b>	

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

Answer	Count	Percentage
Important	55	73.3%
Not important	20	26.7%
Did not answer	5	
<b>Total</b>	<b>80</b>	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	28	35.9%
Fairly easy (66)	36	46.2%
Not very easy (33)	4	5.1%
Not at all easy (0)	10	12.8%
Don't know	2	
Haven't tried	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	82.1%	17.9%

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

Answer	Count	Percentage
In person	68	47.2%
By phone	75	52.1%
Online	0	0.0%
Doesn't apply	1	0.7%
Did not answer	0	
<b>Total</b>	<b>144</b>	

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

Answer	Count	Percentage
In person	34	20.2%
By phone	67	39.9%
Online	65	38.7%
Doesn't apply	2	1.2%
Did not answer	0	
<b>Total</b>	<b>168</b>	

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

Answer	Count	Percentage
Same day or next day	37	46.3%
2-4 days	36	45.0%
5 days or more	6	7.5%
I don't usually need to be seen quickly	0	0.0%
Don't know, never tried	1	1.3%
Did not answer	0	
<b>Total</b>	<b>80</b>	

**Q21.**  
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	20	25.3%
Very good (80)	26	32.9%
Good (60)	13	16.5%
Satisfactory (40)	8	10.1%
Poor (20)	10	12.7%
Very poor (0)	2	2.5%
Does not apply	1	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q21	
Your patients	68.1
GPAQ Mean	68.8

Good	Not Good
74.7%	25.3%

**Q22. Thinking of times when you are willing to see any doctor?**  
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	41	51.3%
2-4 days	30	37.5%
5 days or more	8	10.0%
I don't usually need to be seen quickly	0	0.0%
Don't know, never tried	1	1.3%
Did not answer	0	
<b>Total</b>	<b>80</b>	

**Q23.**  
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	24	30.4%
Very good (80)	24	30.4%
Good (60)	13	16.5%
Satisfactory (40)	7	8.9%
Poor (20)	9	11.4%
Very poor (0)	2	2.5%
Does not apply	1	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Good	Not Good
77.2%	22.8%

**Q24. Thinking of your most recent consultation with a doctor or nurse**  
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	14	17.5%
5 - 10 minutes	44	55.0%
11 - 20 minutes	10	12.5%
21 - 30 minutes	2	2.5%
More than 30 minutes	10	12.5%
There was no set time for my consultation	0	0.0%
Did not answer	0	
<b>Total</b>	<b>80</b>	

**Q25.**  
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	17	21.3%
Very good (80)	26	32.5%
Good (60)	11	13.8%
Satisfactory (40)	14	17.5%
Poor (20)	7	8.8%
Very poor (0)	5	6.3%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q25	
Your patients	64.3
GPAQ Mean	56.9

Good	Not Good
67.5%	32.5%

**Q26. Opening**  
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	50	63.3%
No	29	36.7%
Don't know	1	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Yes	No
63.3%	36.7%

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

Answer	Count	Percentage
Before 8am	0	0.0%
At lunchtime	0	0.0%
After 6.30pm	6	9.7%
On a Saturday	29	46.8%
On a Sunday	27	43.5%
None of these	0	0.0%
Did not answer	49	
<b>Total</b>	<b>111</b>	

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

Answer	Count	Percentage
Yes	16	20.0%
No	64	80.0%
There is usually only one doctor in my surgery	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Yes	No
20.0%	80.0%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	1	6.7%
A lot of the time (66)	3	20.0%
Some of the time (33)	1	6.7%
Never or almost never (0)	10	66.7%
Not tried at this GP practice	0	
Did not answer	65	
<b>Total</b>	<b>80</b>	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	26.7%	73.3%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	19	41.3%
Good (75)	16	34.8%
Satisfactory (50)	9	19.6%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

Good	Not Good
76.1%	23.9%

**Q31.**  
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	19	41.3%
Good (75)	17	37.0%
Fair (50)	8	17.4%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

Mean scores for Q31	
Your patients	78.3
GPAQ Mean	78.0

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	78.3%	21.7%

**Q32.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	20	43.5%
Good (75)	13	28.3%
Fair (50)	11	23.9%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

Mean scores for Q32	
Your patients	77.2
GPAQ Mean	81.0

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	71.7%	28.3%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	20	43.5%
Good (75)	14	30.4%
Fair (50)	10	21.7%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	73.9%	26.1%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	20	43.5%
Good (75)	15	32.6%
Fair (50)	9	19.6%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

Mean scores for Q34	
Your patients	78.3
GPAQ Mean	59.4

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	76.1%	23.9%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	20	43.5%
Good (75)	12	26.1%
Fair (50)	12	26.1%
Poor (25)	1	2.2%
Very poor (0)	1	2.2%
Does not apply	0	
Did not answer	34	
<b>Total</b>	<b>80</b>	

Good	Not Good
69.6%	30.4%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	42	93.3%
No (0)	3	6.7%
Did not answer	35	
<b>Total</b>	<b>80</b>	

Yes	No
93.3%	6.7%



**Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**  
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	55	68.8%
Unsure (50)	13	16.3%
Not very well (0)	12	15.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q37	
Your patients	76.9
GPAQ Mean	69.1

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

Answer (score in brackets)	Count	Percentage
Very well (100)	58	72.5%
Unsure (50)	10	12.5%
Not very well (0)	12	15.0%
Does not apply	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

Mean scores for Q38	
Your patients	78.8
GPAQ Mean	65.5

**Q39.**  
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	58	73.4%
Unsure (50)	10	12.7%
Not very well (0)	11	13.9%
Does not apply	0	
Did not answer	1	
<b>Total</b>	<b>80</b>	

Mean scores for Q39	
Your patients	79.7
GPAQ Mean	61.7

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	39	48.8%
Very good (80)	17	21.3%
Good (60)	10	12.5%
Fair (40)	3	3.8%
Poor (20)	8	10.0%
Very poor (0)	3	3.8%
Did not answer	0	
<b>Total</b>	<b>80</b>	

	Good	Not Good
GPPS	88.0%	4.0%
GPAQ	82.5%	17.5%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	41	51.3%
Yes, probably (66)	28	35.0%
No, probably not (33)	1	1.3%
No, definitely not (0)	10	12.5%
Don't know	0	
Did not answer	0	
<b>Total</b>	<b>80</b>	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	86.3%	13.8%

<b>Q42. Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	29	36.7%
Female	50	63.3%
Did not answer	1	
<b>Total</b>	<b>80</b>	

<b>Q43.</b>		
How old are you?		
Answer	Count	Percentage
Under 16	9	11.3%
16 to 44	35	43.8%
45 to 64	28	35.0%
65 to 74	6	7.5%
75 and over	2	2.5%
Did not answer	0	
<b>Total</b>	<b>80</b>	

<b>Q44.</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	10	12.7%
No	69	87.3%
Don't know / never needed to	1	
Did not answer	0	
<b>Total</b>	<b>80</b>	

<b>Q45.</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	13	16.3%
Black or Black British	22	27.5%
Asian or Asian British	19	23.8%
Mixed	17	21.3%
Chinese	9	11.3%
Other ethnic group	0	0.0%
Did not answer	0	
<b>Total</b>	<b>80</b>	

<b>Q46.</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	38	48.1%
Unemployed / looking for work	9	11.4%
At school or in full time education	20	25.3%
Unable to work due to long term sickness	3	3.8%
Looking after your home/family	1	1.3%
Retired from paid work	8	10.1%
Other	0	0.0%
Did not answer	1	
<b>Total</b>	<b>80</b>	

**Comments**