

Patient Survey GPAQ

GPAQ Survey results

The section below shows an average % of where patients have made a judgement on a particular question

Maximum score 100%

	2008/9		2007/8		2006/7		+/-	National Ave
	%		%		%		% 08/09	%
Q2. Satisfaction with receptionists	62		65		67		-3.0	77
Q3a. Satisfaction with opening hours	60		60		65		0.0	67
Q4b. Satisfaction with availability of particular doctor	44		46		50		-2.0	60
Q5b. Satisfaction with availability of any doctor	67		69		69		-2.0	69
Q7b. Satisfaction with waiting times at practice	49		51		50		-2.0	57
Q8a. Satisfaction with phoning through to practice	51		53		53		-2.0	59
Q8b. Satisfaction with phoning through to doctor for advice	53		50		46		3.0	61
Q9b. Satisfaction with continuity of care	60		65		65		-5.0	69
Q10a. Satisfaction with doctor's questioning	87		85		86		2.0	81
Q10b. Satisfaction with how well doctor listens	88		88		89		0.0	84
Q10c. Satisfaction with how well doctor puts patient at ease	89		90		89		-1.0	84
Q10d. Satisfaction with how much doctor involves patient	87		86		84		1.0	81
Q10e. Satisfaction with doctor's explanations	88		87		87		1.0	83
Q10f. Satisfaction with time doctor spends	86		86		85		0.0	80
Q10g. Satisfaction with doctor's patience	89		89		89		0.0	84
Q10h. Satisfaction with doctor's caring and concern	90		90		89		0.0	84
Q11a. Ability to understand problem after visiting doctor	71		71		75		0.0	69
Q11b. Ability to cope with problem after visiting doctor	65		63		72		2.0	66
Q11c. Ability to keep healthy after visiting doctor	63		62		66		1.0	62

The section below shows the number of patients that have made a judgement on a particular question

Q3b. Additional hours requested

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Mornings	57	10.3	18	7.6	10	9.6	2.7
Lunchtime	20	3.6	3	1.3	3	2.9	2.4
Evenings	121	21.9	55	23.1	22	21.2	-1.2
Weekends	208	37.6	108	45.4	32	30.8	-7.8
None	147	26.6	54	22.7	37	35.6	3.9

Q4a. Availability of particular doctor

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Same day	32	7.1	15	8.3	7	7.6	-1.3
Next working day	28	6.2	4	2.2	4	4.3	4.0
Within 2 working days	47	10.4	20	11.1	14	15.2	-0.7

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Within 3 working days	53	11.7	26	14.4	13	14.1	-2.7
Within 4 working days	47	10.4	22	12.2	13	14.1	-1.8
5 or more working days	207	45.8	73	40.6	32	34.8	5.2
Does not apply	38	8.4	20	11.1	9	9.8	-2.7

Q5a. Availability of any doctor

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Same day	214	48.4	99	55.0	43	46.7	-6.6
Next working day	83	18.8	23	12.8	18	19.6	6.0
Within 2 working days	55	12.4	26	14.4	11	12.0	-2.0
Within 3 working days	31	7.0	10	5.6	8	8.7	1.5
Within 4 working days	17	3.8	6	3.3	2	2.2	0.5
5 or more working days	18	4.1	4	2.2	3	3.3	1.9
Does not apply	24	5.4	12	6.7	7	7.6	-1.2

Q6. Same day urgent availability of doctor

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Yes	376	83.9	152	81.7	74	82.2	2.2
No	19	4.2	8	4.0	3	3.3	0.2
Don't know/never needed to	53	11.8	26	13.9	13	14.4	-2.1

Q7a. Waiting time at practice

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
5 minutes or less	12	2.7	2	1.1	7	7.8	1.6
6-10 minutes	116	26.0	55	29.7	21	23.3	-3.8
11-20 minutes	196	43.8	85	45.9	37	41.1	-2.1
21-30 minutes	88	19.7	30	16.2	17	18.9	3.5
More than 30 minutes	35	7.8	13	7.0	8	8.9	0.8

Q9a. Continuity for seeing same doctor

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Always	41	10.2	26	15.4	18	20.9	-5.2
Almost always	133	33.1	56	33.1	30	34.9	-0.1
A lot of the time	83	20.6	29	17.2	11	12.8	3.5
Some of the time	108	26.9	44	26.0	21	24.4	0.8
Almost never	32	8.0	13	7.7	6	7.0	0.3
Never	5	1.2	1	0.6	0	0.0	0.7

Q13. Sex

	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Male	137	30.0	57	30.8	31	34.1	-0.8
Female	319	70.0	128	69.2	60	65.9	0.8

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Q14. Age	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Up to 44 years old	134	29.8	57	31.3	35	40.2	-1.5
45 years old and above	316	70.2	125	68.7	52	59.8	1.5

Q15. Long standing illness, disability or infirmity	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Yes	237	52.8	99	54.1	40	45.5	-1.3
No	212	47.2	84	45.9	48	54.5	1.3

Q16. Ethnic group	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
White	448	98.5	186	99.5	89	97.8	-1.0
Black or Black British	1	0.2	1	0.5	0	0.0	-0.3
Asian or Asian British	4	0.9	0	0.0	2	2.2	0.9
Mixed	2	0.4	0	0.0	0	0.0	0.4
Chinese	0	0.0	0	0.0	0	0.0	0.0
Other ethnic group	0	0.0	0	0.0	0	0.0	0.0

Q17. Accommodation status	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Owner-occupied/ mortgaged	410	91.1	175	93.6	77	89.5	-2.5
Rented or other arrangements	40	8.9	12	6.4	9	10.5	2.5

Q18. Employment status	2008/9		2007/8		2006/7		+/-
	number	%	number	%	number	%	%
Employed (full/part time, self-employed)	186	41.3	82	45.6	42	47.2	-4.2
Unemployed	2	0.4	1	0.6	0	0.0	-0.1
School or full time education	14	3.1	6	3.3	5	5.6	-0.2
Long term sickness	9	2.0	5	2.8	4	4.5	-0.8
Looking after home/family	53	11.8	12	6.7	12	13.5	5.1
Retired	174	38.7	72	40.0	22	24.7	-1.3
Other	12	2.7	2	1.1	4	4.5	1.6