



General Practice Assessment Questionnaire

**Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for**

Rosedean House Surgery

Liskeard. PL14 4AQ

2011

Report by

CMI Publishing Ltd

GPAQ Analysis and Reporting

Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB

Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>

E-mail: gpaq@dsl.pipex.com or gpaq@hotmail.co.uk

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Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. This version, GPAQ V3, has been revised (2011) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

A Note about Numbers /Subtotals

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

Benchmarks

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks are given - as best possible - in a column to the right of your practice results, highlighted in green.

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website: www.gpaq.info

Characteristics of the sample

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice 2011
Total: n	190,038	357
No practices	1,031	1
% female	64.7	62.7
% with long term disability	49.0	61.9
Ethnicity		
% White	92.2	97.2
% Asian/Asian British	3.7	0.0
% Black/Black British	1.8	0.0
% Mixed	1.1	0.0
% Chinese	.0.3	0.0
% Other ethnic group	0.9	0.0
Employment		
% employed	48.4	35.6
% unemployed	2.5	1.4
% in full time education	3.4	0.8
% unable to work/long term sickness	7.2	9.2
% looking after home / family	9.6	7.6
% retired	27.5	40.9
% other	1.6	1.7

Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
Age							
Under 16	1	0			1		
16 to 44	19	48	68		67	20	46%
45 to 64	48	89			137		
65 to 74	31	52		277	83	80	54%
75 or over	23	34			57		
Total	122	223	68	277	345	100	100%
Missing					12		
%	35	65					
GPPS Benchmark	49%	51%					

345 of the 357 patients who completed the questionnaire answered both these questions.

Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Yes	86	134	31	189	221	65	43%
No	33	77	33	78	111	33	55%
Don't know / can't say	2	7	3	6	9	3	2%
Total	121	218	67	273	341	100	100%
Missing					16		

341 of the 357 patients who completed the questionnaire answered this question.

Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPSS Benchmark
White	121	224	68	278	347	100	88%
Black or Black British	0	0	0	0	0	0	2%
Asian or Asian British	0	0	0	0	0	0	5%
Mixed	0	0	0	0	0	0	0%
Chinese	0	0	0	0	0	0	1%
Other ethnic group	0	0	0	0	0	0	2%
Total	121	224	68	278	347	100	98%
Missing					10		

347 of the 357 patients who completed the questionnaire answered this question.

2 of these did not answer the question about sex.

1 of these did not answer the question about age.

Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPSS Benchmark
Employed (full or part time, including self-employed)	50	77	35	92	127	37	58%
Unemployed / looking for work	3	2	5	0	5	1	5%
At school or in full time education	1	2	3	0	3	1	4%
Unable to work due to long term sickness	13	20	12	21	33	10	5%
Looking after your home/family	2	25	11	15	27	8	6%
Retired from paid work	53	92	0	146	146	42	20%
Other	0	6	2	4	6	2	2%
Total	122	224	68	278	347	100	100%
Missing					10		

347 of the 357 patients who completed the questionnaire answered this question.

1 of these did not answer the question about sex.

1 of these did not answer the question about age.

Results

Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	299	84	97	80	191	85	51%
Fairly	53	15	24	20	29	13	41%
Not Very	4	1	1	1	3	1	6%
Not at all	0	0	0	0	0	0	2%
Don't know	1	0	0	0	1	0	
Total	357	100	122	100	224	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	299	84	53	78	236	85	51%
Fairly	53	15	13	19	40	14	41%
Not Very	4	1	1	1	3	1	6%
Not at all	0	0	0	0	0	0	2%
Don't know	1	0	1	1	0	0	
Total	357	100	68	100	279	100	100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	139	39	48	39	87	39	29%
Fairly easy	175	49	56	46	116	52	38%
Not very easy	30	8	11	9	16	7	14%
Not at all easy	5	1	2	2	3	1	8%
Don't know	2	1	0	0	2	1	1%
Haven't tried	6	2	5	4	0	0	11%
Total	357	100	122	100	224	100	100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	139	39	31	46	104	37	29%
Fairly easy	175	49	31	46	141	51	38%
Not very easy	30	8	4	6	24	9	14%
Not at all easy	5	1	0	0	5	2	8%
Don't know	2	1	0	0	2	1	1%
Haven't tried	6	2	2	3	3	1	11%
Total	357	100	68	100	279	100	100%

Q3 How easy to speak to doctor or nurse on phone?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	145	41	46	38	94	42	8% / 8%
Fairly easy	133	38	44	36	86	39	15% / 14%
Not very easy	25	7	11	9	14	6	9% / 7%
Not at all easy	2	1	2	2	0	0	9% / 5%
Don't know	8	2	4	3	4	2	12% / 16%
Haven't tried	41	12	15	12	24	11	45% / 50%
Total	354	100	122	100	222	100	100% / 100%

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	145	41	23	34	116	42	8% / 8%
Fairly easy	133	38	22	33	109	39	15% / 14%
Not very easy	25	7	7	10	18	6	9% / 7%
Not at all easy	2	1	0	0	2	1	9% / 5%
Don't know	8	2	1	1	7	3	12% / 16%
Haven't tried	41	12	14	21	25	9	45% / 50%
Total	354	100	67	100	277	100	100% / 100%

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Yes	241	68	82	67	154	69
No	33	9	7	6	23	10
Don't know/never needed to	80	23	33	27	45	20
Total	354	100	122	100	222	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	241	68	53	78	183	66
No	33	9	8	12	22	8
Don't know/never needed to	80	23	7	10	72	26
Total	354	100	68	100	277	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	317	90	107	88	200	91
Not important	36	10	15	12	20	9
Total	353	100	122	100	220	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	317	90	59	87	249	91
Not important	36	10	9	13	26	9
Total	353	100	68	100	275	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	137	38	54	44	82	37
Fairly easy	175	49	57	47	111	50
Not very easy	34	10	8	7	24	11
Not at all easy	2	1	0	0	2	1
Don't know	5	1	1	1	3	1
Haven't tried	4	1	2	2	2	1
Total	357	100	122	100	224	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	137	38	26	38	110	39
Fairly easy	175	49	30	44	139	50
Not very easy	34	10	6	9	26	9
Not at all easy	2	1	2	3	0	0
Don't know	5	1	4	6	0	0
Haven't tried	4	1	0	0	4	1
Total	357	100	68	100	279	100

Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPPS Benchmark
In person	52	80	26	105	136	30	38	26%
By phone	100	199	60	240	308	69	86	91%
Online	1	1	0	2	2	0	1	2%
Doesn't apply	1	0	0	1	1	0	0	1%
Total Respons	154	280	86	348	447	100	125	
% of patients	43	78	24	97	125			

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPPS Benchmark
In person	45	87	28	105	136	27	38	31%
By phone	98	197	58	238	306	62	86	84%
Online	19	34	14	39	53	11	15	30%
Doesn't apply	2	0	0	2	2	0	1	
Total	164	318	100	384	497	100	139	
% of patients	46	89	28	108	139			

	% normally booking appointments	% would prefer to book appointments
In person	38	38
By phone	86	86
Online	1	15
Doesn't apply	0	1
Total	125	139

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

Q9 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	42	12	15	13	26	12
2-4 days	83	24	28	24	54	25
5 days or more	149	44	48	41	96	45
Don't usually need to be seen quickly	45	13	20	17	24	11
Don't know, never tried	22	6	6	5	15	7
Total	341	100	117	100	215	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	42	12	15	23	26	10
2-4 days	83	24	18	28	65	24
5 days or more	149	44	18	28	126	47
Don't usually need to be seen quickly	45	13	5	8	40	15
Don't know, never tried	22	6	9	14	11	4
Total	341	100	65	100	268	100

Q10 How do you rate how quickly you can see a particular doctor?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	44	13	14	12	30	14
Very good	91	27	35	30	53	25
Good	63	19	22	19	35	16
Fair	88	26	28	24	60	28
Poor	25	7	8	7	17	8
Very poor	3	1	1	1	2	1
Does not apply	25	7	9	8	16	8
Total	339	100	117	100	213	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	44	13	9	14	35	13
Very good	91	27	21	32	69	26
Good	63	19	13	20	44	16
Fair	88	26	13	20	75	28
Poor	25	7	2	3	23	9
Very poor	3	1	0	0	3	1
Does not apply	25	7	7	11	18	7
Total	339	100	65	100	267	100

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	194	57	64	55	125	58
2-4 days	72	21	21	18	47	22
5 days or more	25	7	10	9	15	7
Don't usually need to be seen quickly	31	9	14	12	17	8
Don't know, never tried	18	5	8	7	10	5
Total	340	100	117	100	214	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	194	57	43	65	147	55
2-4 days	72	21	16	24	53	20
5 days or more	25	7	2	3	23	9
Don't usually need to be seen quickly	31	9	4	6	27	10
Don't know, never tried	18	5	1	2	17	6
Total	340	100	66	100	267	100

Q12 How do you rate how quickly you can see any doctor?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	121	36	39	55	80	38
Very good	95	28	34	18	56	27
Good	58	17	23	20	33	16
Fair	36	11	9	8	27	13
Poor	3	1	1	1	2	1
Very poor	0	0	0	0	0	0
Does not apply	24	7	11	9	13	6
Total	337	100	117	100	211	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	121	36	24	36	96	36
Very good	95	28	26	39	64	24
Good	58	17	11	17	46	17
Fair	36	11	3	5	33	13
Poor	3	1	0	0	3	1
Very poor	0	0	0	0	0	0
Does not apply	24	7	2	3	22	8
Total	337	100	66	100	264	100

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

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	76	23	27	23	48	23	10%
6-10 minutes	157	47	60	52	94	45	} 71%
11-20 minutes	68	20	19	17	48	23	
21-30 minutes	17	5	7	6	10	5	}
More than 30 minutes	8	2	1	1	6	3	
No set time	6	2	1	1	4	2	2%
Total	332	100	115	100	210	100	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	76	23	12	18	63	24	10%
6-10 minutes	157	47	28	42	127	49	} 71%
11-20 minutes	68	20	12	18	56	21	
21-30 minutes	17	5	9	14	8	3	}
More than 30 minutes	8	2	3	5	4	2	
No set time	6	2	2	3	3	1	2%
Total	332	100	66	100	261	100	

Q14 How do you rate waiting times?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	88	27	27	24	59	28
Very good	102	31	44	39	57	27
Good	69	21	22	19	44	21
Fair	55	17	18	16	36	17
Poor	10	3	2	2	8	4
Very poor	2	1	0	0	1	0
Does not apply	5	2	1	1	4	2
Total	331	100	114	100	209	0

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	88	27	12	18	74	28
Very good	102	31	21	32	80	31
Good	69	21	17	26	50	19
Fair	55	17	11	17	44	17
Poor	10	3	2	3	8	3
Very poor	2	1	1	2	0	0
Does not apply	5	2	1	2	4	2
Total	331	100	65	100	260	100

GPPS National Results:	62% don't normally have to wait too long.
	24% have to wait a bit too long.
	7% have to wait far too long.

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

	Males	Females	Under 45	45 and over	Total No responses	% of total
Yes	107	185	53	240	299	90
No	7	17	9	15	24	7
Don't know	2	8	4	6	10	3
Total	116	210	66	261	333	100

Q16 Which of the following opening hours would make it easier to see or speak to someone?

34 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question
However a total of 42 patients who answered Q15, answered Q16;
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	12	29	12	30	42	12	
Before 8am	1	8	4	5	9	3	13%
At lunchtime	0	3	1	3	4	1	6%
After 6.30pm	5	15	8	12	20	6	28%
Saturday	8	18	8	18	26	7	47%
Sunday	0	3	2	1	3	1	5%
None of these	0	1	0	1	1	0	
Total responses	14	48	23	40	63	18	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.
They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
Number of patients responding	9	25	13	21	34	10	
Before 8am	1	5	4	2	6	2	13%
At lunchtime	0	1	1	0	1	0	6%
After 6.30pm	4	14	8	10	18	5	28%
Saturday	6	16	7	15	22	6	47%
Sunday	0	3	2	1	3	1	5%
None of these	0	1	0	1	1	0	
Total responses	11	40	22	29	51	14	

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

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
Yes	89	169	43	216	263	79	61%
No	26	41	22	44	69	21	38%
There is only one doctor in my surgery	1	0	1	0	1	0	2%
Total	116	210	66	260	333	100	

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

263 Patients answered "Yes" to Q17 so prefer to speak to a particular GP
249 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
Number said "Yes" to Q17	89	169	43	216	263	79	
Always or almost always	47	79	19	108	128	51	48%
A lot of the time	24	45	14	55	71	29	22%
Some of the time	12	28	7	34	41	16	24%
Never or almost never	0	7	2	5	7	3	6%
Not tried	0	2	0	2	2	1	1%
Total answering this question	83	161	42	204	249	100	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank; and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

Qs19 to 23 How good was the last GP you saw at each of the following?

Only patients who have seen a GP in the last 6 months should have answered this question.

Figures are percentage of total answering each question.

Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	65	71	63	59	67
Good	30	25	30	29	27
Fair	5	4	3	6	5
Poor	0	0	1	1	0
Very poor	0	0	0	0	0
Does not apply	0	0	2	5	1
Total %	100	100	100	100	100

Total Number
answering Q19:
322

Tables on the following page give these results for patients who are male, female, under and over 45.

GPPS Benchmarks %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
Total %	100%	100%	100%	100%	100%

Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

Only patients who have seen a GP in the last 6 months should have answered this question.

Males %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	64	68	62	54	62
Good	29	25	28	30	29
Fair	6	6	5	6	7
Poor	1	1	2	2	1
Very poor	0	0	0	0	0
Does not apply	0	0	3	7	1
Total %	100	100	100	100	100
Females %					
Very good	67	73	64	62	69
Good	29	24	31	28	26
Fair	5	3	2	5	4
Poor	0	0	1	0	0
Very poor	0	0	0	0	0
Does not apply	0	0	2	4	1
Total %	100	100	100	100	100
Under 45 %					
Very good	63	61	58	48	55
Good	30	31	31	39	34
Fair	8	8	8	8	8
Poor	0	0	2	2	2
Very poor	0	0	0	0	0
Does not apply	0	0	2	3	2
Total %	100	100	100	100	100
45 and over %					
Very good	66	73	64	62	70
Good	29	23	30	26	25
Fair	5	3	2	5	4
Poor	0	0	1	1	0
Very poor	0	0	0	0	0
Does not apply	0	0	3	6	1
Total %	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q19: 110

Number of Females answering Q19: 206

Number Under 45 answering Q19: 64

Number 45 and over answering Q19: 253

NB: Not all patients answer every question, so subtotals may vary.

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

Only patients who have seen a GP in the last 6 months should have answered this question.

%	Males	Females	Under 45	45 and over	% Total responses	GPSS Benchmark
Yes, definitely	84	84	77	85	83	67%
Yes, to some extent	15	16	20	15	16	26%
No, not at all	1	0	3	0	1	4%
Don't know / can't say	0	0	0	0	0	3%
Total %	100	100	100	100	100	100%
Number answering Q24	110	205	64	252	320	

Qs 25 to 29: How good was the last NURSE you saw at each of the following?

Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures are percentage of total answering each question.

Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	62	62	61	53	60
Good	32	33	29	34	32
Fair	3	4	6	5	4
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	2	2	3	8	3
Total %	292	291	286	286	287

Total Number answering Q19:
292

Tables on the following page give these results for patients who are male, female, under and over 45.

GPPS Benchmarks %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
Total %	100%	100%	100%	100%	100%

Qs 25 to 29: How good was the last NURSE you saw at each of the following? (continued)

Only patients who have seen a nurse in the last 6 months should have answered this question.

	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Males					
Very good	65	62	55	47	54
Good	29	33	33	39	38
Fair	4	4	9	7	5
Poor	0	0	0	0	0
Very poor	0	0	0	0	0
Does not apply	2	1	3	7	3
Total %	100	100	100	100	100

Figures given are % of total answering each question.

Number of Males answering Q25:
103

Females					
Males	62	62	65	0	64
Very good	32	31	27	69	28
Good	3	4	5	9	4
Fair	0	0	1	0	0
Poor	0	0	0	0	0
Very poor	3	3	3	22	3
Total %	100	100	100	100	100

Number of Females answering Q25:
185

Under 45					
Males	46	56	53	46	53
Very good	51	40	40	46	42
Good	4	4	5	4	5
Fair	0	0	0	0	0
Poor	0	0	0	0	0
Very poor	0	0	2	5	0
Total %	100	100	100	100	100

Number Under 45 answering Q25:
57

45 and over					
Males	67	63	63	55	63
Very good	27	30	27	30	30
Good	3	4	7	5	4
Fair	0	0	0	0	0
Poor	0	0	0	0	0
Very poor	3	3	3	9	4
Total %	100	100	100	100	100

Number 45 and over answering Q25:
232

NB: Not all patients answer every question, so subtotals may vary.

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

Only patients who have seen a nurse in the last 6 months should have answered this question.

	Males	Females	Under 45	45 and over	% Total responses	GPPS Benchmark
Yes, definitely	81	77	75	79	78	N/A
Yes, to some extent	17	21	25	18	20	N/A
No, not at all	0	0	0	0	0	N/A
Don't know / can't say	2	3	0	3	2	N/A
Total	100	100	100	100	100	N/A
Number answering Q30	100	184	57	227	287	

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?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	301	86	104	86	194	87
Unsure	36	10	14	12	22	10
Not very well	1	0	1	1	0	0
Does not apply	10	3	2	2	8	4
Total	348	100	121	100	224	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	301	86	53	78	245	88
Unsure	36	10	9	13	27	10
Not very well	1	0	0	0	1	0
Does not apply	10	3	6	9	4	1
Total	348	100	68	100	277	100

Q32 Cope with your health problems?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	298	87	101	84	195	88
Unsure	36	10	17	14	19	9
Not very well	1	0	1	1	0	0
Does not apply	9	3	1	1	8	4
Total	344	100	120	100	222	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	298	87	54	79	242	88
Unsure	36	10	10	15	26	9
Not very well	1	0	0	0	1	0
Does not apply	9	3	4	6	5	2
Total	344	100	68	100	274	100

Q33 Keep yourself healthy?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	267	78	89	75	175	79
Unsure	59	17	24	20	35	16
Not very well	6	2	3	3	3	1
Does not apply	11	3	3	3	8	4
Total	343	100	119	100	221	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	267	78	48	71	217	79
Unsure	59	17	16	24	43	16
Not very well	6	2	1	1	5	2
Does not apply	11	3	3	4	8	3
Total	343	100	68	100	273	100

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Excellent	60	114	28	145	175	50	
Very good	48	80	24	105	129	37	51%
Good	12	26	14	24	38	11	38%
Fair	2	4	2	4	6	2	7%
Poor	0	0	0	0	0	0	3%
Very poor	0	0	0	0	0	0	1%
Total	122	224	68	278	348	100	100%

348 of the 357 patients who completed the questionnaire answered this question.

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

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	93	183	46	230	278	80	60%
Yes, probably	28	34	20	42	62	18	24%
No, probably not	1	2	0	3	3	1	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	0	0	0	0	0	2%
Don't know	0	4	1	3	4	1	2%
Total	122	223	67	278	347	100	100%

347 of the 357 patients who completed the questionnaire answered this question.