General Practice Assessment Questionnaire

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

Rosedean House Surgery

Liskeard, PL14 4AQ

2016-2017

Report by

CMI Publishing Ltd
GPAQ Analysis and Reporting

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-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

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

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

Benchmarks

Benchmarks are averages, and as such should be treated with caution and in context.

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

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4, These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p22) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Friends and Family Test
Results are given on page 21.

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:
http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf

How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2016 - 2017	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	356	17,145
No practices	1,031		
% female	64.7	61.0	59.2
% over 45*	(Mean age: 50.3)	63.8	54.8
% with long term disability	49.0	58.4	48.0
Ethnicity			
% White	92.2	93.8	80.3
% Asian/Asian British	3.7	0.0	6.6
% Black/Black British	1.8	0.3	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	1.7	2.2
Employment			
% employed	48.4	42.4	44.6
% unemployed	2.5	2.5	3.8
% in full time education	3.4	2.8	3.8
% unable to work/long term sickness	7.2	8.1	6.0
% looking after home / family	9.6	7.3	7.0
% retired	27.5	29.5	24.3
% other	1.6	3.1	2.4

* for GPAQ V3, GPAQ V4 and GPAQ-R, information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.

Of the   172   or   48%   who answered the question

          152   saw the GP/nurse for themselves
          17   saw the GP/nurse for their child
          3   saw the GP/nurse for another reason or person.

Q42 Are you male or female?

	Number	%
Male	125	35.1
Female	217	61.0
Missing	14	3.9
Total	356	100.0

Q43 How old are you?

	Number	%	% under & over 45
Under 16	6	1.7	
16 to 44	108	30.3	32.0
45 to 64	110	30.9	
65 to 74	83	23.3	63.8
75 or over	34	9.6	
Missing	15	4.2	
Total	356	100.0	

The grid in the table below counts patients answering both Q42 and Q43.

Qs 42 and 43 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Age								
Under 16	3	3			6			}
16 to 44	37	71	114		108	**33.4**	41.7	} 45%
45 to 64	38	72			110			{
65 to 74	39	44		227	83	**66.6**	58.3	54% {
75 or over	8	26			34			{
Total number	**125**	**216**	114	227	341	100.0	100.0	100%
%	**36.7**	**63.3**						
Missing					15			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

341 of the 356 patients who completed the questionnaire answered both these questions.

Numbers may be lower than in the individual tables above as this table requires both questions to be answered. Some patients may answer Q42 and not Q43, and vice versa.

Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	208	61.5	51.0	53%
No	124	36.7	44.0	45%
Don't know / can't say	6	1.8	5.3	2%
Total	338	100.0	100.0	100%
Missing	18			

338 of the 356 patients who completed the questionnaire answered this question.
This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

Q45 What is your ethnic group?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	334	97.9	84.9	87%
Black or Black	1	0.3	3.4	2%
Asian or Asian	0	0.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	6	1.8	2.3	2%
Total	341	100.0	100.0	97%
Missing	15			

341 of the 356 patients who completed the questionnaire answered this question.

Q46 Which of the following best describes you?

|	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	151	44.3	48.5	58%
Unemployed / looking for work	9	2.6	4.2	6%
At school or in full time education	10	2.9	4.1	4%
Unable to work due to long term sickness	29	8.5	6.6	5%
Looking after your home/family	26	7.6	7.6	6%
Retired from paid work	105	30.8	26.4	21%
Other	11	3.2	2.6	2%
Total	341	100.0	100.0	102%
Missing	15			

341 of the 356 patients who completed the questionnaire answered this question.

Results

**About your Visit to the GP Today: How good was the GP at:**

Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	292	82.5	76.8	N/A
Good	54	15.3	18.0	
Satisfactory	6	1.7	4.4	
Poor	0	0.0	0.3	
Very poor	1	0.3	0.2	
Does not apply	1	0.3	0.3	
Total %		100.0	100.0	
No answering	**354**		**16,425**	

Putting you at ease

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
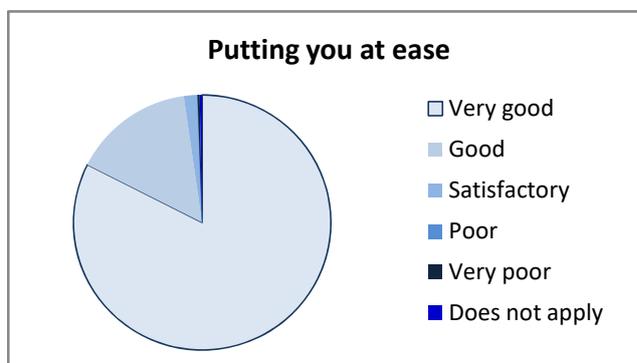
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	311	87.9	82.0	N/A
Good	41	11.6	14.7	
Satisfactory	2	0.6	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	**354**		**16,402**	

Being polite and considerate

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
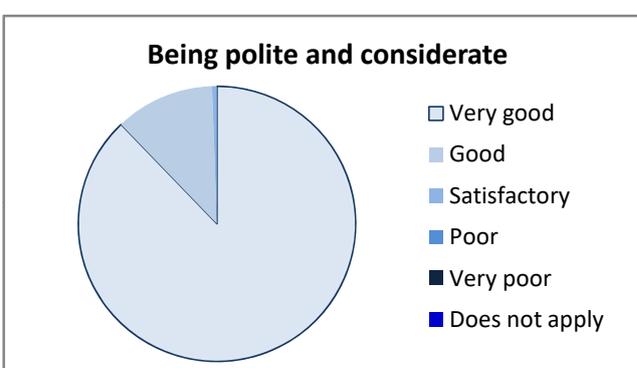
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	309	87.5	79.5	52%
Good	39	11.0	16.2	36%
Satisfactory	5	1.4	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	**353**		**16,419**	
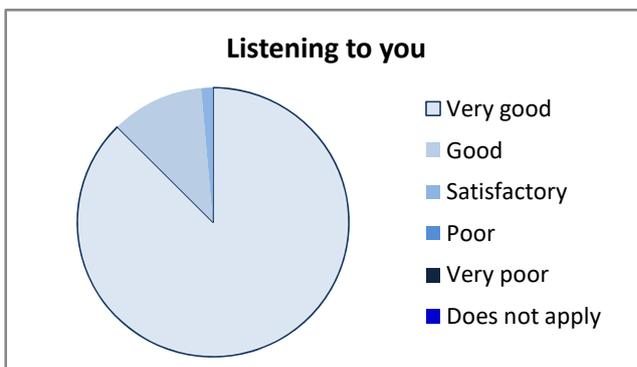
Listening to you

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

Q4 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	277	78.5	73.6	49%
Good	66	18.7	19.7	37%
Satisfactory	8	2.3	5.6	9%
Poor	2	0.6	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	**353**		**16,413**	

Giving you enough time

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
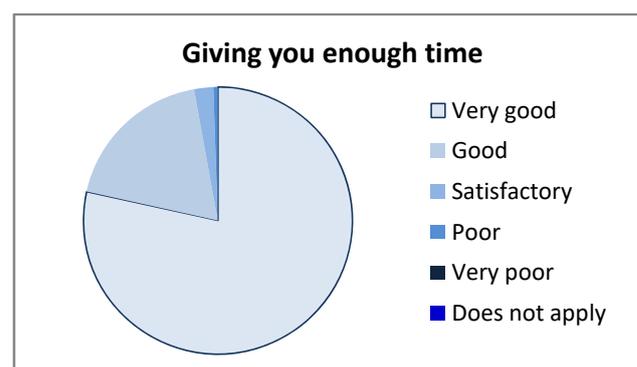
About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	285	81.0	72.5	N/A
Good	60	17.0	20.1	
Satisfactory	4	1.1	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	3	0.9	1.1	
Total %		100.0	100.0	
No answering	**352**		**16,374**	
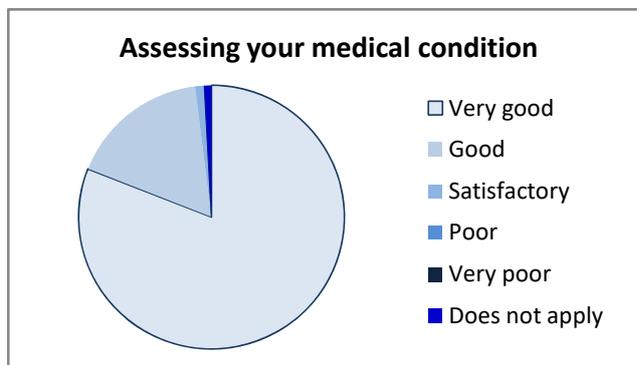
Assessing your medical condition

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

Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	276	78.4	70.4	47%
Good	62	17.6	21.3	36%
Satisfactory	6	1.7	5.5	10%
Poor	1	0.3	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	7	2.0	2.1	5%
Total %		100.0	100.0	101%
No answering	**352**		**16,387**	
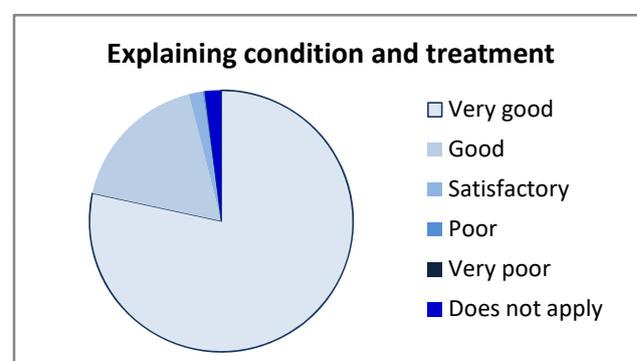
Explaining condition and treatment

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

Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	256	72.5	67.2	41%
Good	71	20.1	21.9	35%
Satisfactory	6	1.7	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	20	5.7	4.0	8%
Total %		100.0	100.0	100%
No answering	**353**		**16,278**	
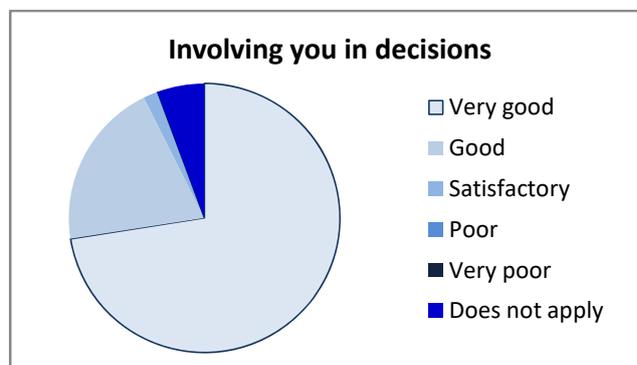
Involving you in decisions

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

Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	259	73.8	70.8	N/A
Good	49	14.0	18.8	
Satisfactory	3	0.9	4.8	
Poor	1	0.3	0.4	
Very poor	0	0.0	0.2	
Does not apply	39	11.1	5.0	
Total %		100.0	100.0	
No answering	**351**		**16,169**	

Providing or arranging treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
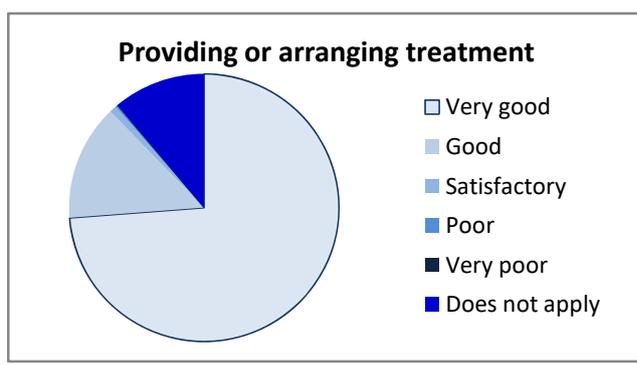
Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	82.5	76.8	87.9	82.0	87.5	79.5	78.5	73.6
Good	15.3	18.0	11.6	14.7	11.0	16.2	18.7	19.7
Satisfactory	1.7	4.4	0.6	2.8	1.4	3.6	2.3	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.6	0.7
Very poor	0.3	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.3	0.3	0.0	0.1	0.0	0.2	0.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**354**	**16,425**	**354**	**16,402**	**353**	**16,419**	**353**	**16,413**

Total %	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	81.0	72.5	78.4	70.4	72.5	67.2	73.8	70.8
Good	17.0	20.1	17.6	21.3	20.1	21.9	14.0	18.8
Satisfactory	1.1	5.6	1.7	5.5	1.7	6.3	0.9	4.8
Poor	0.0	0.6	0.3	0.5	0.0	0.5	0.3	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	0.9	1.1	2.0	2.1	5.7	4.0	11.1	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	**352**	**16,374**	**352**	**16,387**	**353**	**16,278**	**351**	**16,169**

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	342	97.2	91.2	66%
Yes, to some e	8	2.3	7.6	27%
No, not at all	1	0.3	0.4	4%
Don't know, car	1	0.3	0.7	3%
Total %		100.0	100.0	100%
No answering	**352**		**16,331**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	335	95.2	93.0
Yes, to some e	10	2.8	5.2
No, not at all	1	0.3	0.3
Don't know, car	6	1.7	1.4
Total %		100.0	100.0
No answering	**352**		**16,286**

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	349	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
No answering	**349**		**15,491**

Q12 How helpful do you find the receptionists at your practice?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	262	77.1	70.5	48%
Fairly	73	21.5	26.3	41%
Not Very	3	0.9	2.1	7%
Not at all	1	0.3	0.5	2%
Don't know	1	0.3	0.6	2%
Total %		100.0	100.0	100%
No answering	**340**		**16,430**	

Q13 How easy is it to get through to the practice on the phone?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	98	28.8	32.5	31%
Fairly easy	194	57.1	44.3	47%
Not very easy	33	9.7	14.9	13%
Not at all easy	10	2.9	5.2	5%
Don't know	3	0.9	0.7	-
Haven't tried	2	0.6	2.5	4%
Total %		100.0	100.0	100%
No answering	**340**		**16,512**	

Q14 How easy is it to speak to a doctor or nurse on the phone?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	86	25.3	26.0	8% / 8%
Fairly easy	168	49.4	35.2	15% / 14%
Not very easy	39	11.5	12.1	9% / 7%
Not at all easy	8	2.4	2.8	9% / 5%
Don't know	7	2.1	4.3	12% / 16%
Haven't tried	32	9.4	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	**340**		**16,437**	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	231	69.0	62.0
No	20	6.0	17.7
Don't know/nev	84	25.1	20.2
Total %		100.0	100.0
No answering	**335**		**16,382**

Q16 How important is it to you to be able to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Important	296	87.1	86.2
Not important	44	12.9	13.8
Total %		100.0	100.0
No answering	**340**		**16,210**

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	117	34.3	34.4
Fairly easy	186	54.5	42.2
Not very easy	25	7.3	13.5
Not at all easy	2	0.6	4.0
Don't know	4	1.2	1.8
Haven't tried	7	2.1	4.1
Total %		100.0	100.0
No answering	**341**		**16,102**

Q17   How easy to book ahead?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried
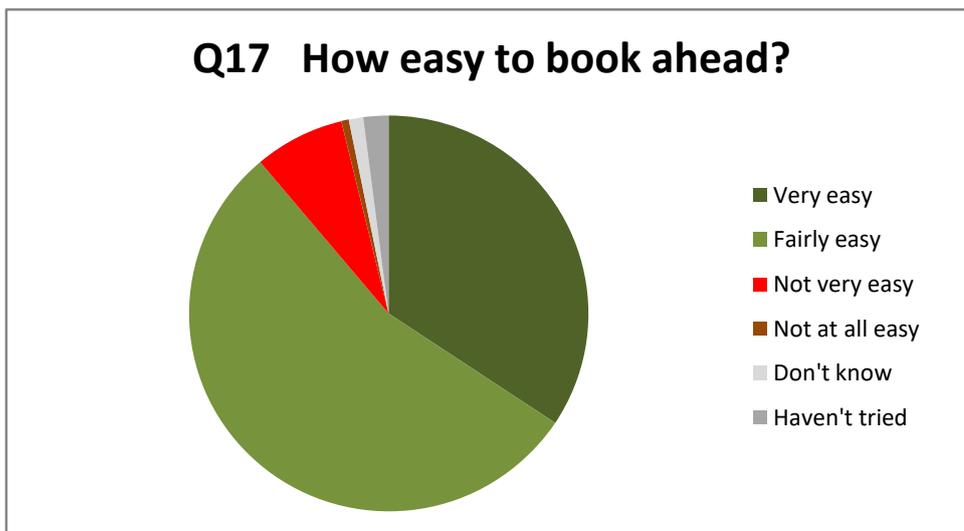
Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	106	24.8	29.8	26.5	30%
By phone	275	64.4	77.2	80.1	90%
Online	44	10.3	12.4	3.4	3%
Doesn't apply	2	0.5	0.6	0.6	1%
Total %		100.0	119.9	110.6	124%
Total Number	427				
From your	**356**	patients *(though some may not have answered this question)*			

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

Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	115	23.3	32.3	29.0	31%
By phone	261	52.8	73.3	76.2	81%
Online	115	23.3	32.3	21.7	29%
Doesn't apply	3	0.6	0.8	1.2	
Total %		100.0	138.8	128.2	141%
Total Number	494				
From your	**356**	patients *(though some may not have answered this question)*			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	29.8	32.3
By phone	77.2	73.3
Online	12.4	32.3
Doesn't apply	0.6	0.8
Total	119.9	138.8

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical,
*please compare the **numbers** in the Total Responses columns of Qs 18 and 19 above*

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

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	33	9.9	30.9
2-4 days	76	22.8	31.0
5 days or more	174	52.1	24.2
Don't usually need to be seen q	34	10.2	6.6
Don't know, never tried	17	5.1	7.3
Total %		100.0	100.0
Total Responses	**334**		**16,283**

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	65	19.2	25.8
Very good	103	30.5	28.6
Good	76	22.5	20.4
Satisfactory	55	16.3	14.5
Poor	23	6.8	5.8
Very poor	1	0.3	0.9
Does not apply	15	4.4	3.9
Total %		100.0	100.0
Total Response	**338**		**16,289**

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

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	200	59.3	56.7
2-4 days	71	21.1	26.2
5 days or more	28	8.3	7.0
Don't usually need to be seen q	19	5.6	4.3
Don't know, never tried	19	5.6	5.8
Total %		100.0	100.0
Total Responses	**337**		**16,282**

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	138	41.3	31.0
Very good	89	26.6	29.7
Good	51	15.3	19.5
Satisfactory	32	9.6	11.1
Poor	3	0.9	3.5
Very poor	0	0.0	0.7
Does not apply	21	6.3	4.5
Total %		100.0	100.0
Total Response	**334**		**15,668**

Q24 How long did you wait for your most recent consultation to start?

		Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes		127	39.9	22.8	10%
6-10 minutes		137	43.1	39.5	5-15 mins 58%
11-20 minutes		45	14.2	22.2	
21-30 minutes		7	2.2	9.0	>15 mins 24%
More than 30 minutes		1	0.3	5.2	
No set time		1	0.3	1.3	
Total %			100.0	100.0	
Total Responses		**318**		**15,664**	

Q25 How do you rate how long you waited?

		Total Number	% of Total	GPAQ V4 % benchmark		GPPS National Results:
Excellent		121	37.9	24.1		61% don't normally have to wait too long.
Very good		119	37.3	26.6		24% have to wait a bit too long.
Good		50	15.7	21.6		8% have to wait far too long.
Satisfactory		24	7.5	19.6		
Poor		4	1.3	6.1		
Very poor		0	0.0	1.4		
Does not apply		1	0.3	0.5		
Total %			100.0	100.0		
Total Responses		**319**		**15,701**		

Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	297	89.7	86.3	78%
No	**17**	5.1	9.2	16%
Don't know	**17**	5.1	4.6	7%
Total %		100.0	100.0	
Total no responses	**331**		**15,538**	101%

Q27 Which of the following would make it easier to see or speak to someone?

34 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of **141** patients who answered Q26, answered Q27;
and some may answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows reponses from all patients answering this question (Q27). They could tick more than one box:

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number / % of patients responding	**141**	**42.6%**	42.5%	**22%**
Before 8am	27	13.3%	16.6%	33%
At lunchtime	15	7.4%	12.0%	13%
After 6.30pm	48	23.6%	22.6%	68%
Saturday	64	31.5%	28.8%	71%
Sunday	18	8.9%	10.2%	32%
None of these	31	15.3%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	203		**9,367**	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27.
They could tick more than one box:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
Number of patients said No	**34**	**10.3%**	13.7%	
Number of these answering Q27	**29**			**22%**
Before 8am	**8**	**14.3%**	16.4%	33%
At lunchtime	**1**	**1.8%**	6.3%	13%
After 6.30pm	**17**	**30.4%**	31.1%	68%
Saturday	**19**	**33.9%**	33.2%	71%
Sunday	**9**	**16.1%**	11.0%	32%
None of these	**2**	**3.6%**	2.0%	4%
Total %		**100.0%**	100.0%	
Total number responses	**56**		**1,388**	

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

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	222	66.3	64.6	56%
No	113	33.7	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	335	100.0	100.0	

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

| 222	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
256	Patients answered this question.

	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	222	66.3			**10,098**	
Always or almost always	88	39.6	102	39.8	45.1	42%
A lot of the time	62	27.9	83	32.4	25.6	23%
Some of the time	41	18.5	54	21.1	19.7	28%
Never or almost never	3	1.4	5	2.0	2.5	6%
Not tried	1	0.5	12	4.7	1.0	1%
Missing	27	12.2				
Total answering this question	222	100.0	256	100	**10,098**	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank;
and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

**About your last visit to the practice nurse: How good was the nurse at:**

Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	181	74.5	66.6	N/A
Good	49	20.2	23.0	
Satisfactory	6	2.5	5.2	
Poor	1	0.4	0.8	
Very poor	0	0.0	0.3	
Does not apply	6	2.5	4.1	
Total %		100.0	100.0	
Total number	**243**		**12,540**	
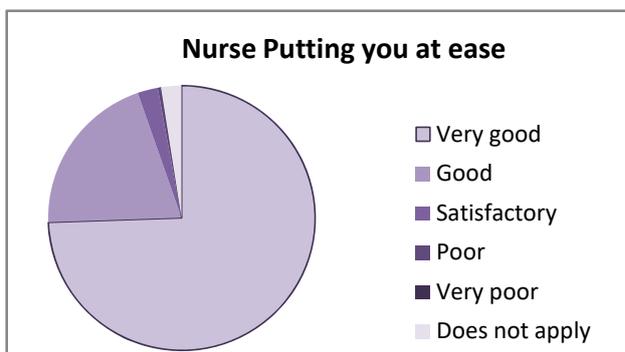
Nurse Putting you at ease
- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	173	71.8	62.7	48%
Good	57	23.7	27.1	33%
Satisfactory	5	2.1	6.1	5%
Poor	1	0.4	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	5	2.1	3.3	12%
Total %		100.0	100.0	87%
Total number	**241**		**12,380**	

Nurse Giving you enough time
- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
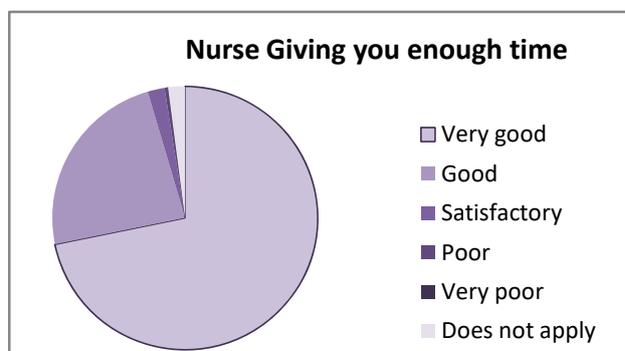
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	173	72.1	64.6	47%
Good	55	22.9	24.7	33%
Satisfactory	5	2.1	6.1	6%
Poor	1	0.4	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	6	2.5	3.6	13%
Total %		100.0	100.0	87%
Total number	**240**		**12,345**	

Nurse Listening to you
- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	156	64.7	61.1	46%
Good	61	25.3	24.9	32%
Satisfactory	5	2.1	7.0	7%
Poor	1	0.4	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	18	7.5	6.0	14%
Total %		100.0	100.0	86%
Total number	**241**		**12,306**	
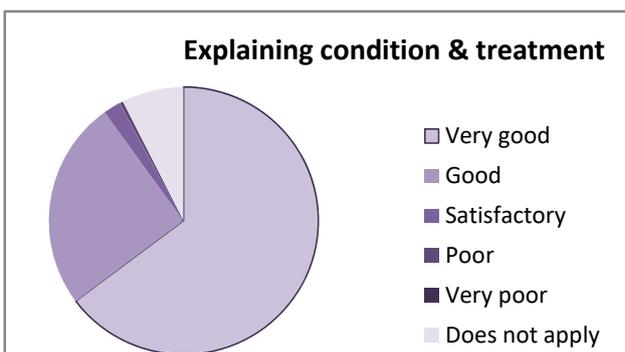
Explaining condition & treatment
- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply

Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	143	60.1	54.9	38%
Good	56	23.5	26.2	30%
Satisfactory	9	3.8	7.2	9%
Poor	1	0.4	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	29	12.2	10.6	21%
Total %		100.0	100.0	100%
Total number	238		12,247	
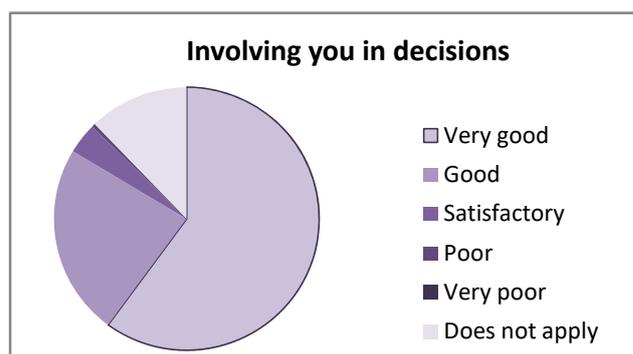
Involving you in decisions

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

Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	148	62.2	56.9	N/A
Good	48	20.2	24.2	
Satisfactory	10	4.2	6.0	
Poor	1	0.4	0.6	
Very poor	0	0.0	0.3	
Does not apply	31	13.0	12.0	
Total %		100.0	100.0	
Total number	238		12,212	

Providing or arranging treatment

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Does not apply
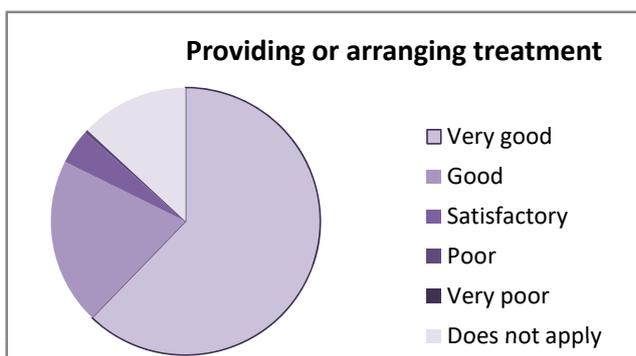
Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	74	72	72	65	60	62
Good	20	24	23	25	24	20
Satisfactory	2	2	2	2	4	4
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	2	2	3	7	12	13
Total %	100	100	100	100	100	100
Total Number of responses	243	241	240	241	238	238

Q36 Would you be completely happy to see this Nurse again?

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	230	99.6	97.1
No	1	0.4	2.9
Total %		100.0	100.0
Total Number of responses	231		11,676

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	301	89.6	85.0
Unsure	24	7.1	11.0
Not very well	1	0.3	1.5
Does not apply	10	3.0	2.5
Total %		100.0	100.0
Total number	**336**		**16,226**

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	288	86.2	82.4
Unsure	28	8.4	11.9
Not very well	1	0.3	2.1
Does not apply	17	5.1	3.6
Total %		100.0	100.0
Total number	**334**		**16,137**

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	261	79.1	75.2
Unsure	45	13.6	16.1
Not very well	3	0.9	2.5
Does not apply	21	6.4	6.2
Total %		100.0	100.0
Total number	**330**		**16,048**

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	201	59.8	45.9	-
Very good	100	29.8	34.6	51%
Good	30	8.9	14.0	38%
Satisfactory	5	1.5	4.6	7%
Poor	0	0.0	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	**336**		**16,287**	100%

336   of the   356   patients who completed the questionnaire answered this question.

Q 40 Overall experience of GP surgery

- Excellent
- Very good
- Good
- Satisfactory
- Poor
- Very poor
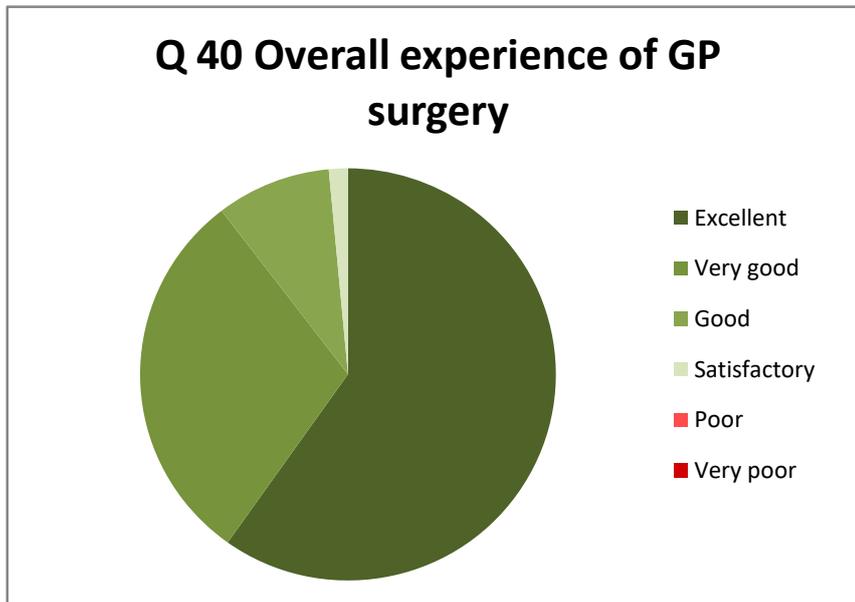
Friends and Family Test

Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

	Total Number responses	% of total
Extremely likely	245	72.5
Likely	77	22.8
Neither likely nor unlikely	13	3.8
Unlikely	1	0.3
Extremely unlikely	0	0.0
Don't know	2	0.6
Total %		99.4
Total number responses	**338**	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

338 of the 356 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf

Proportion of respondants "extremely likely" to recommend	minus	Proportion of respondents "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend

Giving a score of **68.8** for your practice overall.
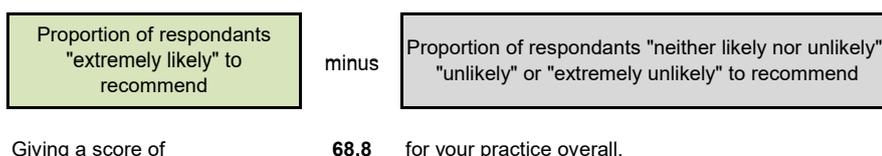
The FFT score for Rosedean House Surgery is **69** based on **338** responses

However, following a review, NHS England recommended (http://www.england.nhs.uk/ourwork/pe/fft/calculations/) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

Q41 FFT	Total Number responses	% of total
Extremely likely	245	72.5
Likely	77	22.8
Neither likely nor unlikely	13	3.8
Unlikely	1	0.3
Extremely unlikely	0	0.0
Don't know	2	0.6
Total %		99.4
Total number responses	**338**	

Q41 How likely to recommend to Friends & Family?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Percentage measures is calculated as follows:

Your score:

Recommend (%)	extremely likely + likely	x100	95.3
	extremely likely + likely + neither + unlikely + extremely unlikely+ don't know		

Not recommend (%)	extremely unlikely + unlikely	x100	0.3
	extremely likely + likely + neither + unlikely + extremely unlikely+ don't know		

Sunmmary of your scores:

NPS	**68.8**	based on	338	responses
Recommend (%)	**95.3**	based on	338	responses
Not recommend (%)	**0.3**	based on	338	responses

Benchmarks

	Your practice survey		GPAQ-R National benchmark
Number of Questionnaires	**356**		**17,145**
GP			
Q1 Putting you at ease?	95.0		92.8
Q2 Being polite and considerate?	96.8		94.6
Q3 Listening to you?	96.5		93.7
Q4 Giving you enough time?	93.8		91.5
Q5 Assessing your medical condition?	95.1		91.5
Q6 Explaining your condition and treatment?	94.4		91.1
Q7 Involving you in decisions about your care?	93.8		90.5
Q8 Providing or arranging treatment for you?	95.4		92.0
Q9 Confidence that the GP is honest and trustworthy?	98.6		95.7
Q10 Confidence that the dr will keep your information confidential?	98.3		97.0
Q11 Would you be completely happy to see this GP again?	100.0		98.8
Nurse			
Q30 Putting you at ease?	93.2		90.3
Q31 Giving you enough time?	92.6		89.2
Q32 Listening to you?	92.7		89.6
Q33 Explaining your condition and treatment?	91.7		88.8
Q34 Involving you in decisions about your care?	90.8		87.6
Q35 Providing or arranging treatment for you?	91.4		88.9
Q36 Would you be completely happy to see this Nurse again?	99.6		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	91.8		89.1
Q13 How easy is it to get through to the practice on the phone?	70.7		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	69.7		69.9
Q17 How easy to book ahead?	75.2		70.9
Q21 How do you rate how quickly you were seen (partic dr)	68.0		70.7
Q23 How do you rate how quickly you were seen (any dr)	80.9		75.0
Q25 How do you rate how long you waited	80.7		67.8
Q37 Understand your health problems	96.0		92.8
Q38 Cope with your health problems	95.3		91.7
Q39 Keep yourself healthy	91.7		88.7
Q40 Overall, how would you describe your experience?	89.6		83.9

*Practice benchmarks 10 points or more **above** the national benchmark are highlighted in*	*yellow*
*Practice benchmarks 5 points or more **above** the national benchmark are highlighted in*	*pale yellow*
*Practice benchmarks **above** the national benchmark are highlighted in*	*cream*
*Practice benchmarks **below** the national benchmark are highlighted in*	*v pale green*
*Practice benchmarks 5 points or more **below** the national benchmark are highlighted in*	*pale green*
*Practice benchmarks 10 points or more **below** the national benchmark are highlighted in*	*green*

NB Benchmarks are averages, and as such should be treated with caution and in context.