



General Practice Assessment Questionnaire

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

Rosedean House Surgery

Liskeard, PL14 4AQ

**Detailed Report
giving breakdown by
Age and Sex**

2012

Report by

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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 V4, has been revised (2012) to encompass GP Revalidation, and 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

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.

We now have benchmarks from 27,000 questionnaires collected for GPAQ V3. These are given for those questions identical to those in GPAQ V3, highlighted in yellow. 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.

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

How the Survey was carried out

GPAQ V4 questionnaires should be handed sequentially to patients seeing the GP, and they should complete the forms after seeing the GP. A minimum of 50 completed questionnaires per GP are needed for statistical reliability.

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 Survey 2012	Benchmarks from GPAQ V3 Data collected in 2012
Total: n	190,038	302	27,032
No practices	1,031	1	
% female	64.7	61.6	60.4
% over 45*	(Mean age: 50.3)	67.9	58.8
% with long term disability	49.0	61.6	48.1
Ethnicity			
% White	92.2	93.0	82.4
% Asian/Asian British	3.7	0.3	5.8
% Black/Black British	1.8	0.3	4.4
% Mixed	1.1	0.3	1.7
% Chinese	.0.3	0.0	0.4
% Other ethnic group	0.9	0.0	1.5
Employment			
% employed	48.4	30.8	46.4
% unemployed	2.5	4.0	4.8
% in full time education	3.4	3.0	2.7
% unable to work/long term sickness	7.2	8.9	5.3
% looking after home / family	9.6	19.0	7.5
% retired	27.5	39.4	27.3
% other	1.6	2.6	2.0

* for GPAQ V3 and V4 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 103 or 34% who answered the question

- 96 saw the GP/nurse for themselves
- 5 saw the GP/nurse for their child
- 2 saw the GP/nurse for both themselves and their child
- 0 saw the GP/nurse for another reason or person.

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	0	2			2			
16 to 44	23	58	83		81	29	39	46%
45 to 64	31	51			82			
65 to 74	27	40		205	67	71	61	54%
75 or over	21	35			56			
Total	102	186	83	205	288	100	100	100%
%	35	65						
Missing					14			
Benchmark %	37	63						
GPPS Benchmark	49%	51%						

288 of the 302 patients who completed the questionnaire answered both these questions.

Q44 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % benchmark	GPPS Benchmark
Yes	74	112	32	154	186	66	52	43%
No	27	59	45	41	86	30	43	55%
Don't know / can't say	0	10	6	4	10	4	5	2%
Total	101	181	83	199	282	100	100	100%
Missing					20			

282 of the 302 patients who completed the questionnaire answered this question.

Q45 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % benchmark	GPPS Benchmark
White	97	184	80	201	281	99	86	88%
Black or Black	1	0	1	0	1	0	5	2%
Asian or Asian	1	0	0	1	1	0	6	5%
Mixed	1	0	1	0	1	0	2	0%
Chinese	0	0	0	0	0	0	0	1%
Other ethnic group	0	0	0	0	0	0	2	2%
Total	100	184	82	202	284	100	100	98%
Missing					18			

284 of the 302 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Q46 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPAQ V3 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	33	60	43	50	93	32	48	58%
Unemployed / looking for work	7	5	9	3	12	4	5	5%
At school or in full time education	2	7	8	1	9	3	3	4%
Unable to work due to long term sickness	9	18	10	17	27	9	6	5%
Looking after your home/family	0	19	11	8	19	7	8	6%
Retired from paid work	48	71	0	119	119	41	28	20%
Other	3	5	1	7	8	3	2	2%
Total	102	185	82	205	287	100	100	100%
Missing					15			

287 of the 302 patients who completed the questionnaire answered this question.

0 of these did not answer the question about sex.

0 of these did not answer the question about age.

Results

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

Q1 Putting you at ease?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPPS Benchmark
Very good	83	82	162	89	259	87	N/A
Good	15	15	19	10	34	11	
Satisfactory	2	2	2	1	4	1	
Poor	0	0	0	0	0	0	
Very poor	1	1	0	0	1	0	
Does not apply	0	0	0	0	0	0	
Total %		100		100		100	
No answering	101		183		298		

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPPS Benchmark
Very good	66	80	179	89	259	87	N/A
Good	15	18	19	9	34	11	
Satisfactory	0	0	4	2	4	1	
Poor	0	0	0	0	0	0	
Very poor	1	1	0	0	1	0	
Does not apply	0	0	0	0	0	0	
Total %		100		100		100	
No answering	82		202		298		

Q2 Being polite and considerate?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPPS Benchmark
Very good	93	92	165	90	271	91	N/A
Good	5	5	17	9	23	8	
Satisfactory	3	3	1	1	4	1	
Poor	0	0	0	0	0	0	
Very poor	0	0	0	0	0	0	
Does not apply	0	0	0	0	0	0	
Total %		100		100		100	
No answering	101		183		298		

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPPS Benchmark
Very good	71	87	187	93	271	91	N/A
Good	10	12	12	6	23	8	
Satisfactory	1	1	3	1	4	1	
Poor	0	0	0	0	0	0	
Very poor	0	0	0	0	0	0	
Does not apply	0	0	0	0	0	0	
Total %		100		100		100	
No answering	82		202		298		

About your Visit to the GP Today (continued): How good was the GP at:

Q3 Listening to you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	86	86	163	89	263	89	67	52%
Good	11	11	19	10	30	10	26	36%
Satisfactory	2	2	1	1	3	1	6	7%
Poor	1	1	0	0	1	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	0	0	0	0	0	0	0	1%
Total %		100		100		100	100	99%
No answering	100		183		297		25,208	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	71	87	178	89	263	89	67	49%
Good	10	12	20	10	30	10	26	37%
Satisfactory	0	0	3	1	3	1	6	9%
Poor	1	1	0	0	1	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	0	0	0	0	0	0	0	2%
Total %		100		100		100	100	100%
No answering	82		201		297		25,208	

Q4 Giving you enough time?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	79	79	153	84	245	82	63	49%
Good	14	14	23	13	38	13	29	37%
Satisfactory	7	7	7	4	14	5	7	9%
Poor	0	0	0	0	0	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	0	0	0	0	0	0	0	2%
Total %		100		100		100	100	100%
No answering	100		183		297		25,406	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	68	83	164	82	245	82	63	49%
Good	12	15	25	12	38	13	29	37%
Satisfactory	2	2	12	6	14	5	7	9%
Poor	0	0	0	0	0	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	0	0	0	0	0	0	0	2%
Total %		100		100		100	100	100%
No answering	82		201		297		25,406	

About your Visit to the GP Today (continued): How good was the GP at:

Q5 Assessing your medical condition?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPPS Benchmark
Very good	73	73	150	82	236	79	N/A
Good	21	21	26	14	48	16	
Satisfactory	5	5	7	4	12	4	
Poor	1	1	0	0	1	0	
Very poor	0	0	0	0	0	0	
Does not apply	0	0	1	1	1	0	
Total %		100		100		100	
No answering	100		184		298		

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPPS Benchmark
Very good	64	78	159	79	236	79	N/A
Good	15	18	32	16	48	16	
Satisfactory	2	2	10	5	12	4	
Poor	1	1	0	0	1	0	
Very poor	0	0	0	0	0	0	
Does not apply	0	0	1	0	1	0	
Total %		100		100		100	
No answering	82		202		298		

Q6 Explaining your condition and treatment?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	71	71	151	82	235	79	62	47%
Good	26	26	23	13	50	17	28	36%
Satisfactory	3	3	3	2	6	2	6	10%
Poor	0	0	0	0	0	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	0	0	7	4	7	2	3	5%
Total %		100		100		100	100	101%
No answering	100		184		298		25,276	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	61	74	161	80	235	79	62	47%
Good	17	21	32	16	50	17	28	36%
Satisfactory	2	2	4	2	6	2	6	10%
Poor	0	0	0	0	0	0	1	2%
Very poor	0	0	0	0	0	0	0	1%
Does not apply	2	2	5	2	7	2	3	5%
Total %		100		100		100	100	101%
No answering	82		202		298		25,276	

About your Visit to the GP Today (continued): How good was the GP at:

Q7 Involving you in decisions about your care?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	67	68	141	77	220	75	57	N/A
Good	23	23	31	17	55	19	29	
Satisfactory	7	7	2	1	9	3	7	
Poor	0	0	0	0	0	0	1	
Very poor	0	0	0	0	0	0	0	
Does not apply	1	1	9	5	10	3	5	
Total %		100		100		100		
No answering	98		183		294		25,228	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very good	60	73	148	74	220	75	57	N/A
Good	18	22	36	18	55	19	29	
Satisfactory	2	2	7	4	9	3	7	
Poor	0	0	0	0	0	0	1	
Very poor	0	0	0	0	0	0	0	
Does not apply	2	2	8	4	10	3	5	
Total %		100		100		100		
No answering	82		199		294		25,228	

Q8 Providing or arranging treatment for you?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPPS Benchmark
Very good	76	78	145	79	232	79	52%
Good	17	18	20	11	39	13	36%
Satisfactory	3	3	2	1	5	2	7%
Poor	0	0	0	0	0	0	2%
Very poor	0	0	0	0	0	0	1%
Does not apply	1	1	16	9	17	6	1%
Total %		100		100		100	99%
No answering	97		183		293		

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPPS Benchmark
Very good	60	73	161	81	232	79	49%
Good	12	15	25	13	39	13	37%
Satisfactory	3	4	2	1	5	2	9%
Poor	0	0	0	0	0	0	2%
Very poor	0	0	0	0	0	0	1%
Does not apply	7	9	10	5	17	6	2%
Total %		100		100		100	100%
No answering	82		198		293		

Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

Your Patients: Total %	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q3 Listening to you?	Q4 Giving you enough time?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?
Very good	86.9	90.9	88.6	82.5	79.2	78.9	74.8	79.2
Good	11.4	7.7	10.1	12.8	16.1	16.8	18.7	13.3
Satisfactory	1.3	1.3	1.0	4.7	4.0	2.0	3.1	1.7
Poor	0.0	0.0	0.3	0.0	0.3	0.0	0.0	0.0
Very poor	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Does not apply	0.0	0.0	0.0	0.0	0.3	2.3	3.4	5.8
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	298	298	297	297	298	298	294	293

Qs 1 to 4: Summary of how good the GP was perceived to be at the following:

Males %	Q1 Putting you at ease?	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	82.2	92.1	86.0	67	79.0	63
Good	14.9	5.0	11.0	26	14.0	29
Satisfactory	2.0	3.0	2.0	6	7.0	6
Poor	0.0	0.0	1.0	1	0.0	1
Very poor	1.0	0.0	0.0	0	0.0	0
Does not apply	0.0	0.0	0.0	0	0.0	1
Total Number	101	101	100	9,000	100	9,112
Females %						
Very good	88.5	90.2	89.1	67	83.6	63
Good	10.4	9.3	10.4	25	12.6	28
Satisfactory	1.1	0.5	0.5	6	3.8	7
Poor	0.0	0.0	0.0	1	0.0	1
Very poor	0.0	0.0	0.0	0	0.0	0
Does not apply	0.0	0.0	0.0	0	0.0	0
Total Number	183	183	183	15,511	183	15,574
Under 45 %						
Very good	80.5	86.6	86.6	59	82.9	55
Good	18.3	12.2	12.2	30	14.6	33
Satisfactory	0.0	1.2	0.0	8	2.4	9
Poor	0.0	0.0	1.2	2	0.0	1
Very poor	1.2	0.0	0.0	1	0.0	0
Does not apply	0.0	0.0	0.0	1	0.0	1
Total Number	82	82	82	9,697	82	9,813
Over 45 %						
Very good	88.6	92.6	88.6	72	81.6	68
Good	9.4	5.9	10.0	23	12.4	26
Satisfactory	2.0	1.5	1.5	4	6.0	5
Poor	0.0	0.0	0.0	1	0.0	1
Very poor	0.0	0.0	0.0	0	0.0	0
Does not apply	0.0	0.0	0.0	0	0.0	0
Total Number	202	202	201	15,034	201	15,106

Qs 5 to 8: Summary of how good the GP was perceived to be at the following for your practice

Males %	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your tests 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?
Very good	73.0	71.0	63	68.4	58	78.4
Good	21.0	26.0	28	23.5	30	17.5
Satisfactory	5.0	3.0	6	7.1	7	3.1
Poor	1.0	0.0	1	0.0	1	0.0
Very poor	0.0	0.0	0	0.0	0	0.0
Does not apply	0.0	0.0	2	1.0	4	1.0
Total Number	100	100	9,071	98	9,064	97
Females %						
Very good	81.5	82.1	61	77.0	57	79.2
Good	14.1	12.5	27	16.9	28	10.9
Satisfactory	3.8	1.6	7	1.1	8	1.1
Poor	0.0	0.0	1	0.0	1	0.0
Very poor	0.0	0.0	0	0.0	0	0.0
Does not apply	0.5	3.8	3	4.9	5	8.7
Total Number	184	184	15,504	183	15,478	183
Under 45 %						
Very good	78.0	74.4	54	73.2	51	73.2
Good	18.3	20.7	31	22.0	31	14.6
Satisfactory	2.4	2.4	9	2.4	10	3.7
Poor	1.2	0.0	2	0.0	2	0.0
Very poor	0.0	0.0	0	0.0	1	0.0
Does not apply	0.0	2.4	4	2.4	5	8.5
Total Number	82	82	9,767	82	9,772	82
Over 45 %						
Very good	78.7	79.7	67	74.4	62	81.3
Good	15.8	15.8	25	18.1	27	12.6
Satisfactory	5.0	2.0	5	3.5	6	1.0
Poor	0.0	0.0	1	0.0	1	0.0
Very poor	0.0	0.0	0	0.0	0	0.0
Does not apply	0.5	2.5	2	4.0	4	5.1
Total Number	202	202	15,035	199	14,992	198

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 Confidence and trust in GP	GPPS Confidence and Trust in GP
Yes, definitely	93	93.9	180	98.4	287	97.0	79	66%
Yes, to some extent	6	6.1	3	1.6	9	3.0	18	27%
No, not at all	0	0.0	0	0.0	0	0.0	2	4%
Don't know, can't say	0	0.0	0	0.0	0	0.0	1	3%
Total %		100.0		100.0		100.0	100	100%
No answering	99		183		296		25,208	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 Confidence and trust in GP	GPPS Confidence and Trust in GP
Yes, definitely	78	95.1	195	97.5	287	97.0	79	66%
Yes, to some extent	4	4.9	5	2.5	9	3.0	18	27%
No, not at all	0	0.0	0	0.0	0	0.0	2	4%
Don't know, can't say	0	0.0	0	0.0	0	0.0	1	3%
Total %		100.0		100.0		100.0	100	100%
No answering	82		200		296		25,208	

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total
Yes, definitely	88	90.7	180	98.4	279	95.5
Yes, to some extent	6	6.2	2	1.1	8	2.7
No, not at all	0	0.0	0	0.0	0	0.0
Don't know, can't say	3	3.1	1	0.5	5	1.7
Total	97	100.0	183	100.0	292	100.0

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total
Yes, definitely	79	96.3	189	95.5	279	95.5
Yes, to some extent	3	3.7	5	2.5	8	2.7
No, not at all	0	0.0	0	0.0	0	0.0
Don't know, can't say	0	0.0	4	2.0	5	1.7
Total	82	100.0	198	100.0	292	100.0

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total
Yes	97	98.0	178	99.4	286	99.0
No	2	2.0	1	0.6	3	1.0
Total	99	100.0	179	100.0	289	100.0

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total
Yes	80	97.6	195	99.5	286	99.0
No	2	2.4	1	0.5	3	1.0
Total	82	100.0	196	100.0	289	100.0

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very	82	83.7	143	79.4	235	81.3	75	48%
Fairly	16	16.3	37	20.6	54	18.7	23	41%
Not Very	0	0.0	0	0.0	0	0.0	2	7%
Not at all	0	0.0	0	0.0	0	0.0	0	2%
Don't know	0	0.0	0	0.0	0	0.0	0	2%
Total	98	100.0	180	100.0	289	100.0	100	100%

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very	57	69.5	168	85.7	235	81.3	75	48%
Fairly	25	30.5	28	14.3	54	18.7	23	41%
Not Very	0	0.0	0	0.0	0	0.0	2	7%
Not at all	0	0.0	0	0.0	0	0.0	0	2%
Don't know	0	0.0	0	0.0	0	0.0	0	2%
Total	82	100.0	196	100.0	289	100.0	100	100%

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very easy	38	38.8	66	36.7	110	38.1	35	31%
Fairly easy	44	44.9	93	51.7	141	48.8	44	47%
Not very easy	8	8.2	13	7.2	22	7.6	14	13%
Not at all easy	2	2.0	4	2.2	6	2.1	5	5%
Don't know	3	3.1	1	0.6	4	1.4	1	-
Haven't tried	3	3.1	3	1.7	6	2.1	2	4%
Total	98	100.0	180	100.0	289	100.0	100	100%

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Very easy	34	41.5	70	35.7	110	38.1	35	31%
Fairly easy	38	46.3	99	50.5	141	48.8	44	47%
Not very easy	4	4.9	17	8.7	22	7.6	14	13%
Not at all easy	1	1.2	5	2.6	6	2.1	5	5%
Don't know	1	1.2	3	1.5	4	1.4	1	-
Haven't tried	4	4.9	2	1.0	6	2.1	2	4%
Total	82	100.0	196	100.0	289	100.0	100	100%

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark GP/Nurse
Very easy	27	27.6	63	35.0	96	33.2	24	8% / 8%
Fairly easy	47	48.0	79	43.9	130	45.0	33	15% / 14%
Not very easy	9	9.2	23	12.8	33	11.4	11	9% / 7%
Not at all easy	0	0.0	1	0.6	1	0.3	3	9% / 5%
Don't know	5	5.1	1	0.6	6	2.1	6	12% / 16%
Haven't tried	10	10.2	13	7.2	23	8.0	23	45% / 50%
Total	98	100.0	180	100.0	289	100.0	100	100% / 100%

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark GP/Nurse
Very easy	23	28.0	67	34.2	96	33.2	24	8% / 8%
Fairly easy	37	45.1	89	45.4	130	45.0	33	15% / 14%
Not very easy	8	9.8	24	12.2	33	11.4	11	9% / 7%
Not at all easy	0	0.0	1	0.5	1	0.3	3	9% / 5%
Don't know	2	2.4	4	2.0	6	2.1	6	12% / 16%
Haven't tried	12	14.6	11	5.6	23	8.0	23	45% / 50%
Total	82	100.0	196	100.0	289	100.0	100	100% / 100%

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Yes	63	64.3	132	73.7	201	69.8	67
No	9	9.2	15	8.4	26	9.0	15
Don't know/nev	26	26.5	32	17.9	61	21.2	18
Total	98	100.0	179	100.0	288	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Yes	60	74.1	135	68.9	201	69.8	67
No	7	8.6	17	8.7	26	9.0	15
Don't know/nev	14	17.3	44	22.4	61	21.2	18
Total	81	100.0	196	100.0	288	100.0	100

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Important	88	89.8	155	87.1	252	87.8	86
Not important	10	10.2	23	12.9	35	12.2	14
Total	98	100.0	178	100.0	287	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Important	69	84.1	174	89.7	252	87.8	86
Not important	13	15.9	20	10.3	35	12.2	14
Total	82	100.0	194	100.0	287	100.0	100

Q17 How easy is it to book ahead?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Very easy	41	41.8	67	37.2	114	39.4	34
Fairly easy	50	51.0	94	52.2	148	51.2	40
Not very easy	6	6.1	15	8.3	21	7.3	14
Not at all easy	0	0.0	2	1.1	2	0.7	5
Don't know	1	1.0	0	0.0	2	0.7	2
Haven't tried	0	0.0	2	1.1	2	0.7	5
Total	98	100.0	180	100.0	289	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Very easy	29	35.4	79	40.3	114	39.4	34
Fairly easy	41	50.0	103	52.6	148	51.2	40
Not very easy	11	13.4	10	5.1	21	7.3	14
Not at all easy	0	0.0	2	1.0	2	0.7	5
Don't know	0	0.0	1	0.5	2	0.7	2
Haven't tried	1	1.2	1	0.5	2	0.7	5
Total	82	100.0	196	100.0	289	100.0	100

Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPAQ V3 Benchmark % of patients normally	GPPS Benchmark
In person	39	63	26	76	104	30	34	30	30%
By phone	72	156	72	156	238	70	79	70	90%
Online	0	0	0	0	0	0	0	8	3%
Doesn't apply	0	0	0	0	0	0	0	19	1%
Total Responses	111	219	98	232	342	100	113	127	124%
From	102	186	83	205	302	patients			

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)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPAQ V3 Benchmark % of patients prefer	GPPS Benchmark
In person	40	69	33	76	111	29	37	32	31%
By phone	72	159	68	163	241	62	80	68	81%
Online	10	24	16	18	35	9	12	22	29%
Doesn't apply	1	0	0	1	1	0	0	19	
Total	123	252	117	258	388	100	128	140	141%
From	102	186	83	205	302	patients			

For your practice:	% normally booking appointments	% would prefer to book appointments
In person	34	37
By phone	79	80
Online	0	12
Doesn't apply	0	0
Total	113	128

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 7 and 8 above

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

Q20 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Same day or next day	20	20.4	15	8.4	38	13.2	34
2-4 days	24	24.5	35	19.6	63	21.9	32
5 days or more	42	42.9	93	52.0	139	48.3	21
I don't usually need to be seen quickly	11	11.2	27	15.1	38	13.2	6
Don't know, never tried	1	1.0	9	5.0	10	3.5	7
Total	98	100.0	179	100.0	288	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Same day or next day	14	17.1	21	10.8	38	13.2	34
2-4 days	19	23.2	40	20.5	63	21.9	32
5 days or more	32	39.0	103	52.8	139	48.3	21
I don't usually need to be seen quickly	8	9.8	30	15.4	38	13.2	6
Don't know, never tried	9	11.0	1	0.5	10	3.5	7
Total	82	100.0	195	100.0	288	100.0	100

Q21 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
	26	27.1	26	14.6	56	19.7	24
Very good	33	34.4	64	36.0	102	35.9	25
Good	15	15.6	38	21.3	54	19.0	17
Fair	17	17.7	30	16.9	47	16.5	16
Poor	3	3.1	13	7.3	16	5.6	9
Very poor	1	1.0	1	0.6	2	0.7	2
Does not apply	1	1.0	6	3.4	7	2.5	7
Total	96	100.0	178	100.0	284	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Excellent	11	13.6	41	21.2	56	19.7	24
Very good	26	32.1	71	36.8	102	35.9	25
Good	20	24.7	33	17.1	54	19.0	17
Fair	14	17.3	33	17.1	47	16.5	16
Poor	6	7.4	10	5.2	16	5.6	9
Very poor	0	0.0	2	1.0	2	0.7	2
Does not apply	4	4.9	3	1.6	7	2.5	7
Total	81	100.0	193	100.0	284	100.0	100

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

Q22 How quickly do you usually get seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Same day or next day	55	57	96	53	156	54.2	62
2-4 days	20	21	40	22	63	21.9	24
5 days or more	7	7	21	12	29	10.1	5
quickly	6	6	13	7	19	6.6	4
Don't know, never tried	9	9	10	6	21	7.3	5
Total	97	100	180	100	288	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Same day or next day	42	51	109	56	156	54.2	62
2-4 days	22	27	38	19	63	21.9	24
5 days or more	6	7	22	11	29	10.1	5
quickly	10	12	9	5	19	6.6	4
Don't know, never tried	2	2	17	9	21	7.3	5
Total	82	100	195	100	288	100.0	100

Q23 How do you rate how quickly you were seen?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Excellent	27	30.0	56	30.4	87	30.6	36
Very good	33	36.7	64	34.8	102	35.9	29
Good	13	14.4	31	16.8	44	15.5	17
Fair	11	12.2	16	8.7	28	9.9	9
Poor	1	1.1	8	4.3	9	3.2	3
Very poor	0	0.0	0	0.0	0	0.0	1
Does not apply	5	5.6	9	4.9	14	4.9	5
Total	90	100.0	184	100.0	284	100.0	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Excellent	24	28.9	59	30.9	87	30.6	36
Very good	26	31.3	71	37.2	102	35.9	29
Good	17	20.5	27	14.1	44	15.5	17
Fair	9	10.8	18	9.4	28	9.9	9
Poor	3	3.6	6	3.1	9	3.2	3
Very poor	0	0.0	0	0.0	0	0.0	1
Does not apply	4	4.8	10	5.2	14	4.9	5
Total	83	100.0	191	100.0	284	100.0	100

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Less than 5 minutes	33	37	52	32	87	33	20	10%
6-10 minutes	37	41	66	40	105	40	40	5-15 mins 58%
Satisfactory	16	18	38	23	57	22	24	
Poor	2	2	4	2	7	3	9	>15 mins 24%
Very poor	0	0	3	2	3	1	6	
Does not apply	2	2	2	1	4	2	1	
Total	90	100	165	100	263	100	100	

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark	GPPS Benchmark
Less than 5 minutes	28	36	57	32	87	33	20	10%
6-10 minutes	24	31	79	44	105	40	40	5-15 mins 58%
11-20 minutes	19	25	35	20	57	22	24	
21-30 minutes	3	4	3	2	7	3	9	>15 mins 24%
More than 30 minutes	1	1	2	1	3	1	6	
No set time	2	3	2	1	4	2	1	
Total	77	100	178	100	263	100	100	

Q25 How do you rate how long you waited?

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 % benchmark
Excellent	29	31	45	27	75	28	23
Very good	33	35	51	31	88	33	27
Good	20	22	37	23	58	22	22
Fair	11	12	26	16	39	15	18
Poor	0	0	4	2	4	2	6
Very poor	0	0	1	1	1	0	2
Does not apply	0	0	0	0	0	0	1
Total	93	100	164	100	265	100	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 % benchmark
Excellent	28	36	46	26	75	28	23
Very good	16	21	68	38	88	33	27
Good	16	21	41	23	58	22	22
Fair	15	19	22	12	39	15	18
Poor	2	3	2	1	4	2	6
Very poor	0	0	1	1	1	0	2
Does not apply	0	0	0	0	0	0	1
Total	77	100	180	100	265	100	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.

Q26 Is your GP surgery open at convenient times?

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % benchmark
Yes	90	156	67	179	254	92.0	86
No	4	12	9	7	16	5.8	10
Don't know	2	4	2	4	6	2.2	4
Total	96	172	78	190	276	100.0	100

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

A total of **22** Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question of these, **22** also answered Q27

However an additional **91** patients who answered Q26, also answered Q27;
Some answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

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

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V3 % benchmark	GPPS Benchmark
Number / % of patients responding	9	26	18	16	113	100.0		39	
Before 8am	9	22	6	25	32	28.3	20.3	17	13%
At lunchtime	6	10	2	14	18	15.9	11.4	14	6%
After 6.30pm	8	23	11	20	31	27.4	19.6	22	28%
Saturday	13	24	12	25	37	32.7	23.4	28	47%
Sunday	4	8	3	9	12	10.6	7.6	9	5%
None of these	11	17	4	24	28	24.8	17.7	11	
Total %							100.0	100	
Total no responses	51	104	38	117	158			15,719	

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:

	Males	Females	Under 45	45 and over	Total No responses	% of this question's total respondents	% of total responses	GPAQ V3 % benchmark	GPPS Benchmark
Number of patients said No or Don't know	6	16	11	11	22			14	
Number of these answering Q27	6	16	11	11	22	100.0			
Before 8am	2	6	3	5	8	36.4	20.5	16	13%
At lunchtime	0	1	0	1	1	4.5	2.6	13	6%
After 6.30pm	3	11	8	6	14	63.6	35.9	28	28%
Saturday	3	9	7	5	12	54.5	30.8	30	47%
Sunday	1	3	2	2	4	18.2	10.3	11	5%
None of these	0	0	0	0	0	0.0	0.0	2	
Total %							100.0	100	
Total no responses	9	30	20	19	39			6,938	

Q28 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	GPAQ V3 % benchmark	GPPS Benchmark
Yes	62	141	47	156	206	77	67	61%
No	29	29	30	28	59	22	32	38%
There is only one doctor in my surgery	1	0	0	1	1	0	1	2%
Total	92	170	77	185	266	100	100	

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

206 Patients answered "Yes" to Q28 so prefer to speak to a particular GP

215 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPAQ V3 % benchmark	GPPS Benchmark
Number said "Yes" to Q28	62	141	47	156	206	77	67	
Always or almost always	33	59	14	78	93	43	42	48%
A lot of the time	14	40	17	37	55	26	27	22%
Some of the time	17	40	17	40	58	27	24	24%
Never or almost never	1	3	1	3	4	2	5	6%
Not tried	3	2	3	2	5	2	4	1%
Total answering this question	68	144	52	160	215	100	100	

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.

Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following:

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

Figures, except where total numbers are given, are percentages of total answering each question.

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	80	73	74	69	60	68
Good	17	23	20	21	22	17
Satisfactory	1	3	5	5	7	3
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	1	0	1	5	10	11
Total %	100	100	100	100	100	100
Total Number of responses	224	223	222	221	220	221

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

GPPS Benchmarks %	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	N/A	48%	47%	46%	38%	N/A
Good		33%	33%	32%	30%	
Satisfactory		5%	6%	7%	9%	
Poor		1%	1%	1%	1%	
Very poor		0%	0%	0%	1%	
Does not apply		12%	13%	14%	21%	
Total %		99%	100%	100%	100%	

GPAQ V3 % benchmark	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	N/A	63	63	60	55	N/A
Good		26	26	26	26	
Fair		5	5	6	6	
Poor		1	1	1	1	
Very poor		0	0	0	0	
Does not apply		5	5	7	12	
Total Number		21,770	21,493	21,389	21,286	

Qs 30 to 32: Summary of how good the Nurse was perceived to be at the following:

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

Males %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q31 Giving you enough time?	Q32 Listening to you?	Q32 Listening to you?
Very good	74	71	63	70	63
Good	22	26	26	26	26
Satisfactory	2	2	4	5	4
Poor	0	1	0	0	1
Very poor	0	0	0	0	0
Does not apply	1	0	7	0	6
Total Number	82	82	7,820	82	7,724

Females %					
Very good	82	74	63	76	63
Good	15	21	26	18	26
Satisfactory	1	4	5	4	5
Poor	1	0	1	1	1
Very poor	0	0	0	0	0
Does not apply	1	1	5	1	5
Total Number	136	135	13,360	135	13,190

Under 45 %					
Very good	72	68	56	68	57
Good	26	30	29	26	29
Satisfactory	2	2	6	5	6
Poor	0	0	1	0	1
Very poor	0	0	0	0	0
Does not apply	0	0	7	0	7
Total Number	57	57	8,231	57	8,133

Over 45 %					
Very good	82	74	68	75	67
Good	15	21	24	19	24
Satisfactory	1	4	4	4	4
Poor	1	1	0	1	0
Very poor	0	0	0	0	0
Does not apply	1	1	4	1	4
Total Number	161	160	13,148	160	12,974

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

Qs 33 to 35: Summary of how good the Nurse was perceived to be at the following

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

Males %	Q33 Explaining your condition and treatment?	Q33 Explaining your tests and treatment?	Q34 Involving you in decisions about your care?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	62	60	46	55	65
Good	26	26	31	26	21
Fair	9	5	13	5	5
Poor	0	1	0	1	1
Very poor	0	0	0	0	0
Does not apply	4	8	10	12	7
Total Number	81	7,710	80	7,687	81

Females %					
Very good	72	60	67	55	68
Good	19	26	17	26	16
Fair	4	6	4	6	2
Poor	0	1	0	1	0
Very poor	0	0	0	0	0
Does not apply	5	7	11	12	14
Total Number	135	13,114	135	13,045	135

Under 45 %					
Very good	65	56	60	52	61
Good	26	27	26	28	23
Fair	4	7	7	7	4
Poor	0	1	0	1	0
Very poor	0	1	0	1	0
Does not apply	5	9	7	12	12
Total Number	57	8,101	57	8,073	57

Over 45 %					
Very good	69	63	59	57	69
Good	20	25	21	25	16
Fair	6	5	8	5	3
Poor	0	1	0	1	1
Very poor	0	0	0	0	0
Does not apply	4	7	12	12	11
Total Number	159	12,912	158	12,847	159

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

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

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	100	99	100	99	100	N/A
No	0	1	0	1	0	N/A
Total %	100	100	100	100	100	N/A
Number answering Q36	77	129	54	152	211	N/A

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

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	92	90.2	169	91.4	261	90.9	21,525	83
Unsure	8	7.8	11	5.9	19	6.6	3,068	12
Not very well	1	1.0	3	1.6	4	1.4	505	2
Does not apply	1	1.0	2	1.1	3	1.0	850	3
Total number / %	102	100.0	185	100.0	287	100.0	25,948	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	70	84.3	191	93.6	261	90.9	21,525	83
Unsure	11	13.3	8	3.9	19	6.6	3,068	12
Not very well	1	1.2	3	1.5	4	1.4	505	2
Does not apply	1	1.2	2	1.0	3	1.0	850	3
Total number / %	83	100.0	204	100.0	287	100.0	25,948	100

Q38 Cope with your health problems

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	90	88.2	160	86.5	250	87.1	20,798	81
Unsure	10	9.8	13	7.0	23	8.0	3,186	12
Not very well	1	1.0	5	2.7	6	2.1	593	2
Does not apply	1	1.0	7	3.8	8	2.8	1,186	5
Total number / %	102	100.0	185	100.0	287	100.0	25,763	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	61	73.5	189	92.6	250	87.1	20,798	81
Unsure	15	18.1	8	3.9	23	8.0	3,186	12
Not very well	2	2.4	4	2.0	6	2.1	593	2
Does not apply	5	6.0	3	1.5	8	2.8	1,186	5
Total number / %	83	100.0	204	100.0	287	100.0	25,763	100

Q39 Keep yourself healthy

	Number Males	% of Males	Number Females	% of Females	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	84	83.2	147	79.5	231	80.8	19,053	74
Unsure	13	12.9	20	10.8	33	11.5	4,213	16
Not very well	2	2.0	3	1.6	5	1.7	675	3
Does not apply	2	2.0	15	8.1	17	5.9	1,674	7
Total number / %	101	100.0	185	100.0	286	100.0	25,615	100

	Number Under 45	% of Under 45s	Number 45 and over	% of over 45s	Total Number	% of Total	GPAQ V3 Total Number	GPAQ V3 % benchmark
Very well	64	77.1	167	82.3	231	80.8	19,053	74
Unsure	9	10.8	24	11.8	33	11.5	4,213	16
Not very well	2	2.4	3	1.5	5	1.7	675	3
Does not apply	8	9.6	9	4.4	17	5.9	1,674	7
Total number / %	83	100.0	203	100.0	286	100.0	25,615	100

Q40 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	GPAQ V3 % benchmark	GPPS Benchmark
Excellent	59	104	36	127	163	56.8	44	
Very good	28	59	29	58	87	30.3	37	51%
Good	11	18	14	15	29	10.1	13	38%
Fair	4	4	4	4	8	2.8	4	7%
Poor	0	0	0	0	0	0.0	1	3%
Very poor	0	0	0	0	0	0.0	0	1%
Total	102	185	83	204	287	100.0	100	100%

287 of the 302 patients who completed the questionnaire answered this question.

Q41 Would you recommend your GP surgery to someone who has just moved to

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPAQ V3 % benchmark	GPPS Benchmark
Yes, definitely	82	157	60	179	239	83.6	70	60%
Yes, probably	16	23	17	22	39	13.6	24	24%
No, probably not	2	2	2	2	4	1.4	3	9%
Not sure	Option not in GPAQ but GPPS Benchmark given							4%
No, definitely not	0	1	1	0	1	0.3	1	2%
Don't know	1	2	2	1	3	1.0	2	2%
Total	101	185	82	204	286	100.0	100	100%

286 of the 302 patients who completed the questionnaire answered this question.