



General Practice Assessment Questionnaire

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

**Rosedean House Surgery**

**Liskeard, Cornwall, PL14 4AQ**

**2014 - 2015**

**Report by**

**CMI Publishing Ltd**  
**GPAQ Analysis and Reporting**  
Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB, UK  
Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>  
E-mail: [gpaq@dsl.pipex.com](mailto:gpaq@dsl.pipex.com) or [gpaq@hotmail.co.uk](mailto:gpaq@hotmail.co.uk)

*Report © 2012 - 2015 CMI Publishing Ltd  
GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester*

## 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 (p18) 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 19.

### 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 2015	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	350	17,145
No practices	1,031		
% female	64.7	59.7	59.2
% over 45*	(Mean age: 50.3)	70.6	54.8
% with long term disability	49.0	58.6	48.0
<b>Ethnicity</b>			
% White	92.2	96.0	80.3
% Asian/Asian British	3.7	0.0	6.6
% Black/Black British	1.8	0.0	3.2
% Mixed	1.1	0.3	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	1.4	2.2
<b>Employment</b>			
% employed	48.4	45.1	44.6
% unemployed	2.5	1.7	3.8
% in full time education	3.4	1.7	3.8
% unable to work/long term sickness	7.2	7.4	6.0
% looking after home / family	9.6	4.6	7.0
% retired	27.5	33.7	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	134	or	38% who answered the question
	127	saw the GP/nurse	for themselves
	6	saw the GP/nurse	for their child
	1	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
<b>Age</b>								
Under 16	1	1			2			} 45%
16 to 44	33	60	95		93	28.4	41.7	
45 to 64	48	65			113			{ 54%
65 to 74	30	55		240	85	71.6	58.3	
75 or over	16	26			42			{
<b>Total number</b>	128	207	95	240	335	100.0	100.0	100%
%	38.2	61.8						
Missing					15			
Benchmark %	36.8	63.2						
<b>GPPS Benchmark</b>	49%	51%						

335 of the 350 patients who completed the questionnaire answered both these questions.

#### Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	205	60.1	51.0	53%
No	125	36.7	44.0	45%
Don't know / can't say	11	3.2	5.3	2%
<b>Total</b>	<b>341</b>	<b>100.0</b>	<b>100.0</b>	<b>100%</b>
Missing	9			

341 of the 350 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	336	98.2	84.9	87%
Black or Black	0	0.0	3.4	2%
Asian or Asian	0	0.0	7.0	5%
Mixed	1	0.3	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	5	1.5	2.3	2%
<b>Total</b>	<b>342</b>	<b>100.0</b>	<b>100.0</b>	<b>97%</b>
Missing	8			

342 of the 350 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)	158	46.3	48.5	58%
Unemployed / looking for work	6	1.8	4.2	6%
At school or in full time education	6	1.8	4.1	4%
Unable to work due to long term sickness	26	7.6	6.6	5%
Looking after your home/family	16	4.7	7.6	6%
Retired from paid work	118	34.6	26.4	21%
Other	11	3.2	2.6	2%
<b>Total</b>	<b>341</b>	<b>100.0</b>	<b>100.0</b>	<b>102%</b>
Missing	9			

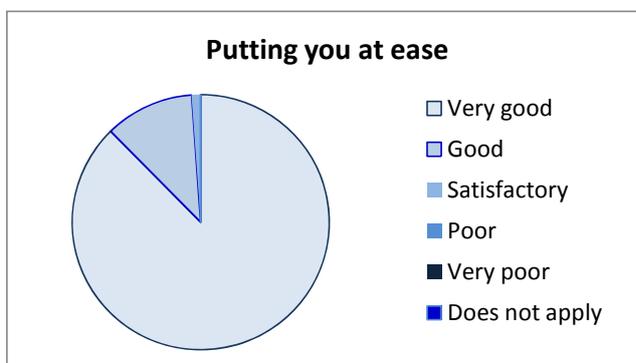
341 of the 350 patients who completed the questionnaire answered this question.

## Results

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

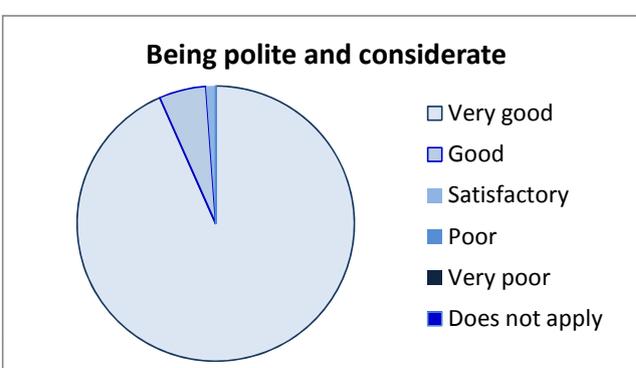
### Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	305	87.6	76.8	N/A
Good	39	11.2	18.0	
Satisfactory	4	1.1	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	0.3	
Total %		100.0	100.0	
No answering	348		16,425	



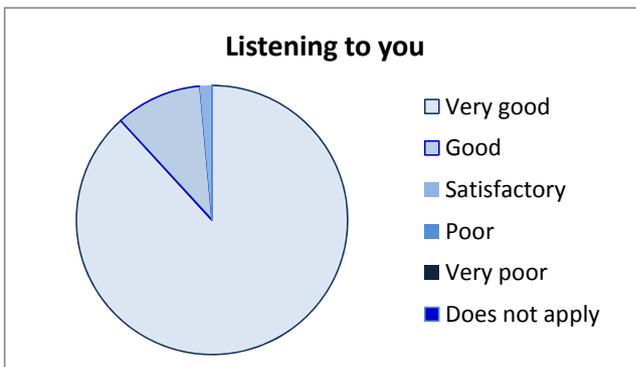
### Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	325	93.4	82.0	N/A
Good	19	5.5	14.7	
Satisfactory	4	1.1	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	348		16,402	



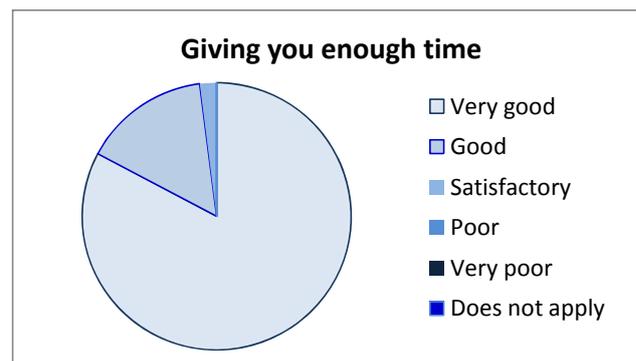
### Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	307	88.2	79.5	52%
Good	36	10.3	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	348		16,419	



### Q4 Giving you enough time?

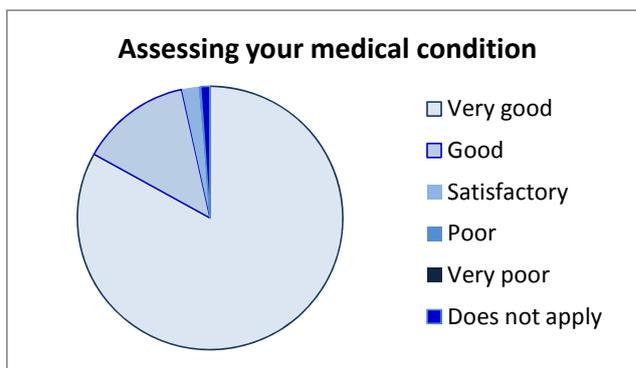
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	288	82.8	73.6	49%
Good	53	15.2	19.7	37%
Satisfactory	7	2.0	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	348		16,413	



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

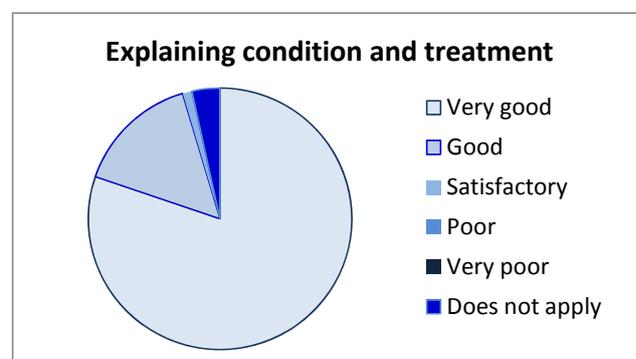
**Q5 Assessing your medical condition?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	289	83.0	72.5	N/A
Good	47	13.5	20.1	
Satisfactory	7	2.0	5.6	
Poor	1	0.3	0.6	
Very poor	0	0.0	0.2	
Does not apply	4	1.1	1.1	
Total %		100.0	100.0	
No answering	348		16,374	



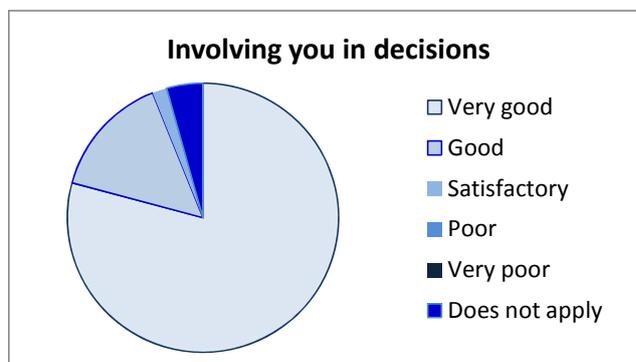
**Q6 Explaining your condition and treatment?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	280	80.2	70.4	47%
Good	53	15.2	21.3	36%
Satisfactory	4	1.1	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	12	3.4	2.1	5%
Total %		100.0	100.0	101%
No answering	349		16,387	



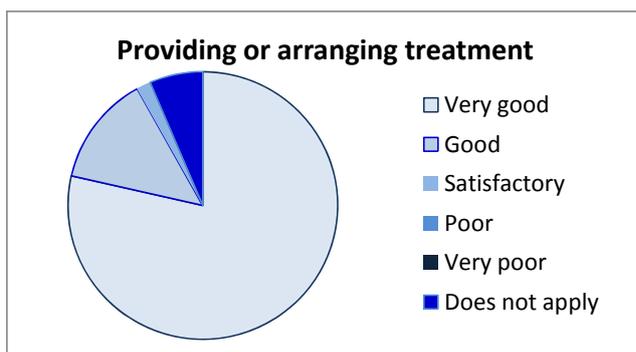
**Q7 Involving you in decisions about your care?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	274	79.2	67.2	41%
Good	51	14.7	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	15	4.3	4.0	8%
Total %		100.0	100.0	100%
No answering	346		16,278	



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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	271	78.6	70.8	N/A
Good	46	13.3	18.8	
Satisfactory	6	1.7	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	22	6.4	5.0	
Total %		100.0	100.0	
No answering	345		16,169	



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

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	87.6	76.8	93.4	82.0	88.2	79.5	82.8	73.6
Good	11.2	18.0	5.5	14.7	10.3	16.2	15.2	19.7
Satisfactory	1.1	4.4	1.1	2.8	1.4	3.6	2.0	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.0	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
<b>Total Number of responses</b>	<b>348</b>	<b>16,425</b>	<b>348</b>	<b>16,402</b>	<b>348</b>	<b>16,419</b>	<b>348</b>	<b>16,413</b>

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	83.0	72.5	80.2	70.4	79.2	67.2	78.6	70.8
Good	13.5	20.1	15.2	21.3	14.7	21.9	13.3	18.8
Satisfactory	2.0	5.6	1.1	5.5	1.7	6.3	1.7	4.8
Poor	0.3	0.6	0.0	0.5	0.0	0.5	0.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	1.1	1.1	3.4	2.1	4.3	4.0	6.4	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total Number of responses</b>	<b>348</b>	<b>16,374</b>	<b>349</b>	<b>16,387</b>	<b>346</b>	<b>16,278</b>	<b>345</b>	<b>16,169</b>

**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	338	97.1	91.2	66%
Yes, to some extent	10	2.9	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	0	0.0	0.7	3%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>348</b>		<b>16,331</b>	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	336	96.6	93.0
Yes, to some extent	10	2.9	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	2	0.6	1.4
Total %		100.0	100.0
<b>No answering</b>	<b>348</b>		<b>16,286</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	345	99.7	98.8
No	1	0.3	1.2
Total %		100.0	100.0
<b>No answering</b>	<b>346</b>		<b>15,491</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	287	84.7	70.5	48%
Fairly	51	15.0	26.3	41%
Not Very	1	0.3	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>339</b>		<b>16,430</b>	

**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	115	33.9	32.5	31%
Fairly easy	167	49.3	44.3	47%
Not very easy	42	12.4	14.9	13%
Not at all easy	4	1.2	5.2	5%
Don't know	1	0.3	0.7	-
Haven't tried	10	2.9	2.5	4%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>339</b>		<b>16,512</b>	

**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	106	31.3	26.0	8% / 8%
Fairly easy	153	45.1	35.2	15% / 14%
Not very easy	30	8.8	12.1	9% / 7%
Not at all easy	5	1.5	2.8	9% / 5%
Don't know	7	2.1	4.3	12% / 16%
Haven't tried	38	11.2	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
<b>No answering</b>	<b>339</b>		<b>16,437</b>	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	237	70.1	62.0
No	19	5.6	17.7
Don't know/never	82	24.3	20.2
Total %		100.0	100.0
<b>No answering</b>	<b>338</b>		<b>16,382</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	290	86.1	86.2
Not important	47	13.9	13.8
Total %		100.0	100.0
<b>No answering</b>	<b>337</b>		<b>16,210</b>

**Q17 How easy is it to book ahead?**

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	136	40.2	34.4
Fairly easy	161	47.6	42.2
Not very easy	26	7.7	13.5
Not at all easy	2	0.6	4.0
Don't know	4	1.2	1.8
Haven't tried	9	2.7	4.1
Total %		100.0	100.0
<b>No answering</b>	<b>338</b>		<b>16,102</b>

### 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	123	28.9	35.1	26.5	30%
By phone	277	65.2	79.1	80.1	90%
Online	25	5.9	7.1	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	121.4	110.6	124%
<b>Total Number</b>	425				
<b>From your</b>	350	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	125	25.8	35.7	29.0	31%
By phone	280	57.9	80.0	76.2	81%
Online	79	16.3	22.6	21.7	29%
Doesn't apply	0	0.0	0.0	1.2	
Total %		100.0	138.3	128.2	141%
<b>Total Number</b>	484				
<b>From your</b>	350	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	35.1	35.7
By phone	79.1	80.0
Online	7.1	22.6
Doesn't apply	0.0	0.0
<b>Total</b>	121.4	138.3

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	36	10.7	30.9
2-4 days	82	24.4	31.0
5 days or more	164	48.8	24.2
Don't usually need to be seen q	44	13.1	6.6
Don't know, never tried	10	3.0	7.3
Total %		100.0	100.0
<b>Total Responses</b>	<b>336</b>		<b>16,283</b>

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	77	23.3	25.8
Very good	97	29.3	28.6
Good	65	19.6	20.4
Satisfactory	64	19.3	14.5
Poor	12	3.6	5.8
Very poor	3	0.9	0.9
Does not apply	13	3.9	3.9
Total %		100.0	100.0
<b>Total Response</b>	<b>331</b>		<b>16,289</b>

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	183	54.3	56.7
2-4 days	70	20.8	26.2
5 days or more	31	9.2	7.0
Don't usually need to be seen q	29	8.6	4.3
Don't know, never tried	24	7.1	5.8
Total %		100.0	100.0
<b>Total Responses</b>	<b>337</b>		<b>16,282</b>

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	118	35.8	31.0
Very good	97	29.4	29.7
Good	65	19.7	19.5
Satisfactory	25	7.6	11.1
Poor	3	0.9	3.5
Very poor	1	0.3	0.7
Does not apply	21	6.4	4.5
Total %		100.0	100.0
<b>Total Response</b>	<b>330</b>		<b>15,668</b>

**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	126	40.4	22.8	10%
6-10 minutes	149	47.8	39.5	5-15 mins
11-20 minutes	31	9.9	22.2	58%
21-30 minutes	2	0.6	9.0	>15 mins
More than 30 minutes	1	0.3	5.2	24%
No set time	3	1.0	1.3	
Total %		100.0	100.0	
<b>Total Responses</b>	<b>312</b>		<b>15,664</b>	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	127	41.0	24.1
Very good	98	31.6	26.6
Good	55	17.7	21.6
Satisfactory	28	9.0	19.6
Poor	2	0.6	6.1
Very poor	0	0.0	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
<b>Total Responses</b>	<b>310</b>		<b>15,701</b>

<b>GPPS National Results:</b>
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

### Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	304	93.3	86.3	78%
No	13	4.0	9.2	16%
Don't know	9	2.8	4.6	7%
Total %		100.0	100.0	
<b>Total no responses</b>	<b>326</b>		<b>15,538</b>	<b>101%</b>

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

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

However a total of 149 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 responses 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
<b>Number / % of patients responding</b>	<b>149</b>	<b>45.7%</b>	<b>42.5%</b>	<b>22%</b>
Before 8am	33	15.7%	16.6%	33%
At lunchtime	17	8.1%	12.0%	13%
After 6.30pm	40	19.0%	22.6%	68%
Saturday	67	31.9%	28.8%	71%
Sunday	17	8.1%	10.2%	32%
None of these	36	17.1%	9.8%	4%
Total %		100.0%	100.0%	
<b>Total number responses</b>	<b>210</b>		<b>9,367</b>	

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
<b>Number of patients said No</b>	<b>22</b>	<b>6.7%</b>	<b>13.7%</b>	
<b>Number of these answering Q27</b>	<b>22</b>			<b>22%</b>
Before 8am	7	15.2%	16.4%	33%
At lunchtime	0	0.0%	6.3%	13%
After 6.30pm	14	30.4%	31.1%	68%
Saturday	18	39.1%	33.2%	71%
Sunday	7	15.2%	11.0%	32%
None of these	0	0.0%	2.0%	4%
Total %		100.0%	100.0%	
<b>Total number responses</b>	<b>46</b>		<b>1,388</b>	

**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	229	71.6	64.6	56%
No	91	28.4	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	320	100.0	100.0	

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

229	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
247	Patients answered this question.

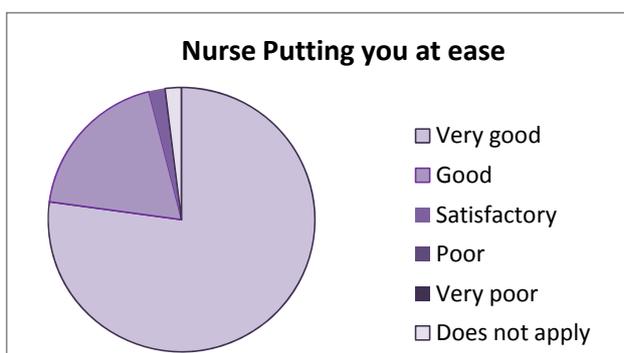
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
<b>Number said "Yes" to Q28</b>	229	71.6			<b>10,098</b>	
Always or almost always	105	45.9	111	44.9	45.1	42%
A lot of the time	59	25.8	70	28.3	25.6	23%
Some of the time	41	17.9	52	21.1	19.7	28%
Never or almost never	2	0.9	8	3.2	2.5	6%
Not tried	0	0.0	6	2.4	1.0	1%
<b>Total answering this question</b>	229	90.4	247	100	<b>10,098</b>	

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:

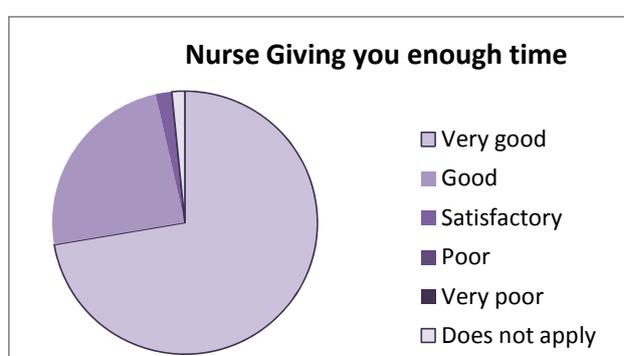
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	196	77.2	66.6	N/A
Good	48	18.9	23.0	
Satisfactory	5	2.0	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	5	2.0	4.1	
Total %		100.0	100.0	
Total number	254		12,540	



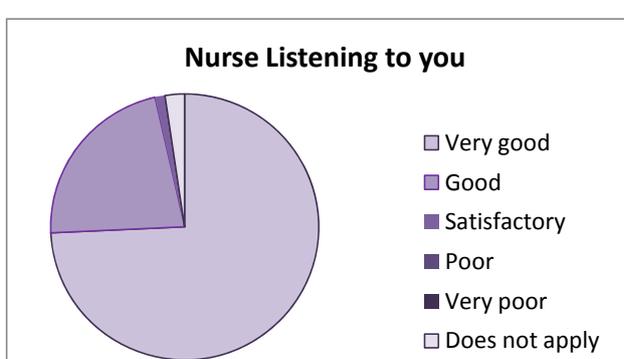
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	183	72.3	62.7	48%
Good	61	24.1	27.1	33%
Satisfactory	5	2.0	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	4	1.6	3.3	12%
Total %		100.0	100.0	87%
Total number	253		12,380	



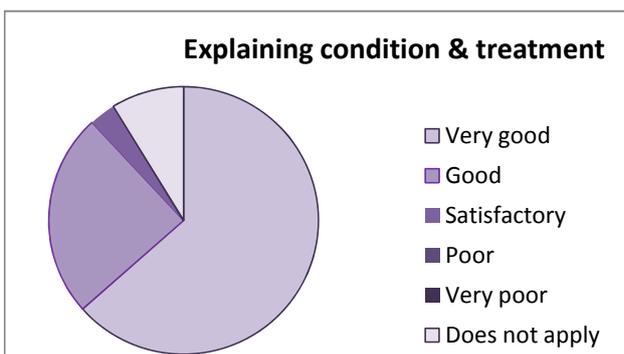
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	188	74.3	64.6	47%
Good	56	22.1	24.7	33%
Satisfactory	3	1.2	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	6	2.4	3.6	13%
Total %		100.0	100.0	87%
Total number	253		12,345	



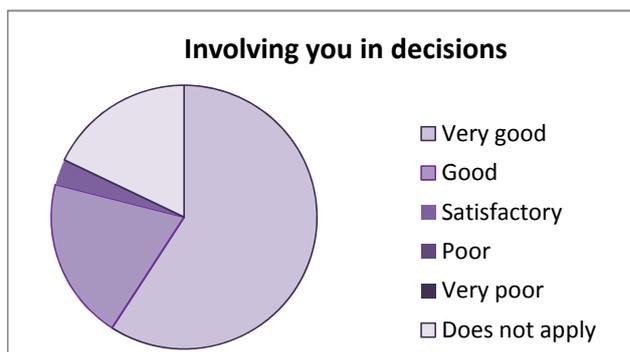
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	160	63.5	61.1	46%
Good	62	24.6	24.9	32%
Satisfactory	8	3.2	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	22	8.7	6.0	14%
Total %		100.0	100.0	86%
Total number	252		12,306	



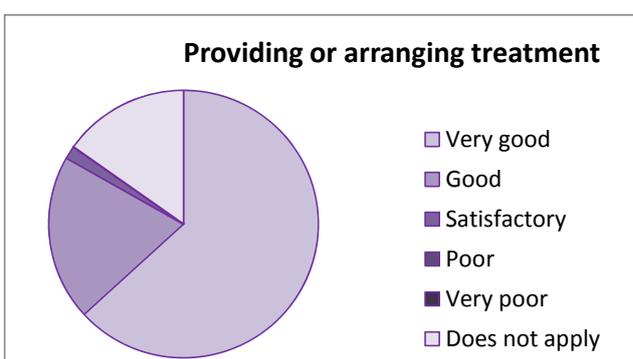
### Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	149	59.1	54.9	38%
Good	50	19.8	26.2	30%
Satisfactory	8	3.2	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	45	17.9	10.6	21%
Total %		100.0	100.0	100%
<b>Total number</b>	<b>252</b>		<b>12,247</b>	



### Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	158	63.2	56.9	N/A
Good	50	20.0	24.2	
Satisfactory	4	1.6	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	38	15.2	12.0	
Total %		100.0	100.0	
<b>Total number</b>	<b>250</b>		<b>12,212</b>	



### 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	77	72	74	63	59	63
Good	19	24	22	25	20	20
Satisfactory	2	2	1	3	3	2
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	2	2	2	9	18	15
Total %	100	100	100	100	100	100
<b>Total Number of responses</b>	<b>254</b>	<b>253</b>	<b>253</b>	<b>252</b>	<b>252</b>	<b>250</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	246	99.6	97.1
No	1	0.4	2.9
Total %		100.0	100.0
<b>Total Number of responses</b>	<b>247</b>		<b>11,676</b>

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	319	93.0	85.0
Unsure	9	2.6	11.0
Not very well	3	0.9	1.5
Does not apply	12	3.5	2.5
Total %		100.0	100.0
<b>Total number</b>	<b>343</b>		<b>16,226</b>

**Q38 Cope with your health problems**

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	308	90.1	82.4
Unsure	12	3.5	11.9
Not very well	3	0.9	2.1
Does not apply	19	5.6	3.6
Total %		100.0	100.0
<b>Total number</b>	<b>342</b>		<b>16,137</b>

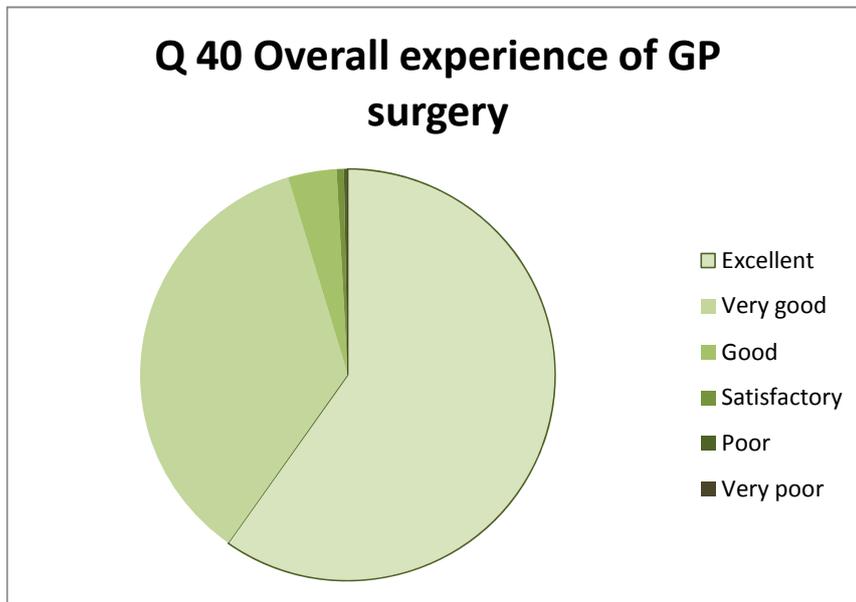
**Q39 Keep yourself healthy**

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	270	79.4	75.2
Unsure	37	10.9	16.1
Not very well	3	0.9	2.5
Does not apply	30	8.8	6.2
Total %		100.0	100.0
<b>Total number</b>	<b>340</b>		<b>16,048</b>

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	205	59.8	45.9	-
Very good	122	35.6	34.6	51%
Good	13	3.8	14.0	38%
Satisfactory	2	0.6	4.6	7%
Poor	1	0.3	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
<b>Total number</b>	<b>343</b>		<b>16,287</b>	<b>100%</b>

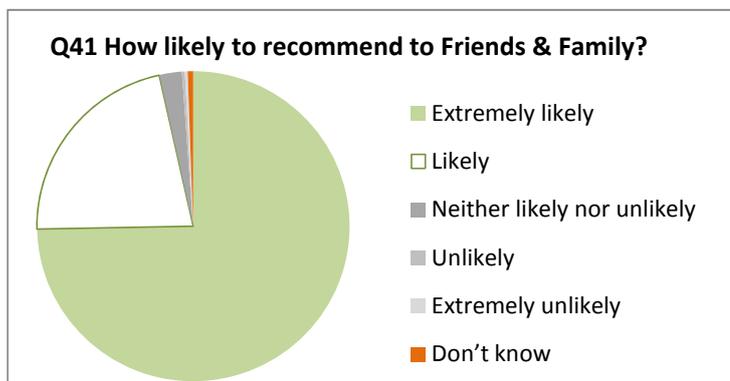
343 of the 350 patients who completed the questionnaire answered this question.



## 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?

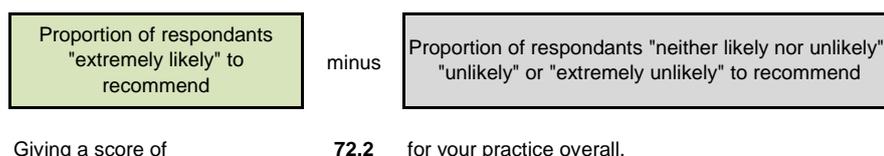
	Total Number responses	% of total
Extremely likely	257	74.7
Likely	75	21.8
Neither likely nor unlikely	8	2.3
Unlikely	1	0.3
Extremely unlikely	1	0.3
Don't know	2	0.6
Total %		99.4
<b>Total number responses</b>	<b>344</b>	



344 of the 350 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](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)

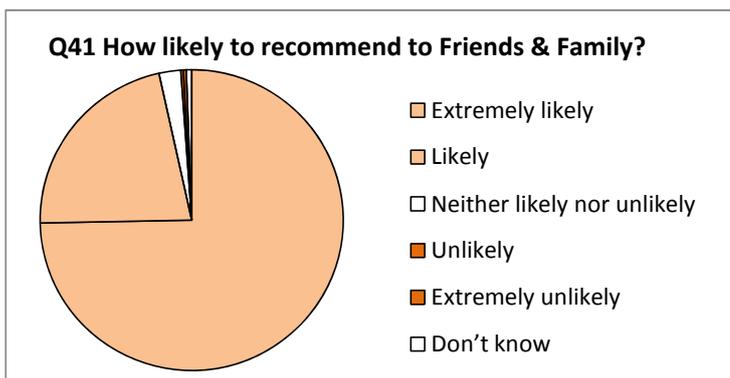


The FFT score for Rosedean House Surgery is **72** based on **344** responses

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	257	74.7
Likely	75	21.8
Neither likely nor unlikely	8	2.3
Unlikely	1	0.3
Extremely unlikely	1	0.3
Don't know	2	0.6
Total %		99.4
<b>Total number responses</b>	<b>344</b>	



Percentage measures is calculated as follows:

Recommend (%)	$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$	<b>Your score: 96.5</b>
Not recommend (%)	$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$	<b>0.6</b>

Summary of your scores:

NPS	72.2	based on	344	responses
Recommend (%)	96.5	based on	344	responses
Not recommend (%)	0.6	based on	344	responses

## Benchmarks

	Your practice		GPAQ-R National benchmark
<b>Number of Questionnaires</b>	<b>350</b>		<b>17,145</b>
<b>GP</b>			
Q1 Putting you at ease?	96.6		92.8
Q2 Being polite and considerate?	98.1		94.6
Q3 Listening to you?	96.7		93.7
Q4 Giving you enough time?	95.2		91.5
Q5 Assessing your medical condition?	95.3		91.5
Q6 Explaining your condition and treatment?	95.5		91.1
Q7 Involving you in decisions about your care?	95.2		90.5
Q8 Providing or arranging treatment for you?	95.5		92.0
<b>Nurse</b>			
Q30 Putting you at ease?	94.2		90.3
Q31 Giving you enough time?	92.9		89.2
Q32 Listening to you?	93.7		89.6
Q33 Explaining your condition and treatment?	91.5		88.8
Q34 Involving you in decisions about your care?	92.0		87.6
Q35 Providing or arranging treatment for you?	93.2		88.9
<b>Practice</b>			
Q12 How helpful do you find the receptionists at your practice?	94.7		89.1
Q13 How easy is it to get through to the practice on the phone?	72.9		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	73.8		69.9
Q17 How easy to book ahead?	77.2		70.9
Q21 How do you rate how quickly you were seen (partic dr)	69.7		70.7
Q23 How do you rate how quickly you were seen (any dr)	79.4		75.0
Q25 How do you rate how long you waited	80.6		67.8
Q37 Understand your health problems	97.7		92.8
Q38 Cope with your health problems	97.2		91.7
Q39 Keep yourself healthy	93.1		88.7
Q40 Overall, how would you describe your experience?	90.8		83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in  
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in  
Practice benchmarks **above** the national benchmark are highlighted in  
Practice benchmarks **below** the national benchmark are highlighted in  
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in  
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

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