



General Practice Assessment Questionnaire

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

Beechfield Medical Centre

Spalding PE11 1UN

2017 - 2018

Report by

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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 (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 2017 - 2018	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	231	17,145
No practices	1,031		
% female	64.7	52.8	59.2
% over 45*	(Mean age: 50.3)	70.1	54.8
% with long term disability	49.0	64.5	48.0
Ethnicity			
% White	92.2	88.3	80.3
% Asian/Asian British	3.7	1.3	6.6
% Black/Black British	1.8	0.9	3.2
% Mixed	1.1	0.4	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.0	2.2
Employment			
% employed	48.4	31.2	44.6
% unemployed	2.5	1.7	3.8
% in full time education	3.4	1.3	3.8
% unable to work/long term sickness	7.2	4.8	6.0
% looking after home / family	9.6	6.1	7.0
% retired	27.5	44.6	24.3
% other	1.6	1.7	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 65 or 28% who answered the question

55 saw the GP/nurse for themselves

5 saw the GP/nurse for their child

5 saw the GP/nurse for another reason or person.

Q42 Are you male or female?

	Number	%
Male	89	38.5
Female	122	52.8
Missing	20	8.7
Total	231	100.0

Q43 How old are you?

	Number	%		Number	% under & over 45
Under 16	4	1.7	}		
16 to 44	44	19.0	}	48	20.8
45 to 64	54	23.4	{		
65 to 74	57	24.7	{	162	70.1
75 or over	51	22.1	{		
Missing	21	9.1		21	
Total	231	100.0		231	

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	2	2			4			}
16 to 44	11	33	48		44	22.9	41.7	} 45%
45 to 64	19	35			54			{
65 to 74	28	29		162	57	77.1	58.3	} 54%
75 or over	29	22			51			{
Total number	89	121	48	162	210	100.0	100.0	100%
%	42.4	57.6						
Missing					21			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

210 of the 231 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	149	70.6	51.0	53%
No	53	25.1	44.0	45%
Don't know / can't say	9	4.3	5.3	2%
Total	211	100.0	100.0	100%
Missing	20			

211 of the 231 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	204	97.1	84.9	87%
Black or Black	2	1.0	3.4	2%
Asian or Asian	3	1.4	7.0	5%
Mixed	1	0.5	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
Total	210	100.0	100.0	97%
Missing	21			

210 of the 231 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)	72	34.1	48.5	58%
Unemployed / looking for work	4	1.9	4.2	6%
At school or in full time education	3	1.4	4.1	4%
Unable to work due to long term sickness	11	5.2	6.6	5%
Looking after your home/family	14	6.6	7.6	6%
Retired from paid work	103	48.8	26.4	21%
Other	4	1.9	2.6	2%
Total	211	100.0	100.0	102%
Missing	20			

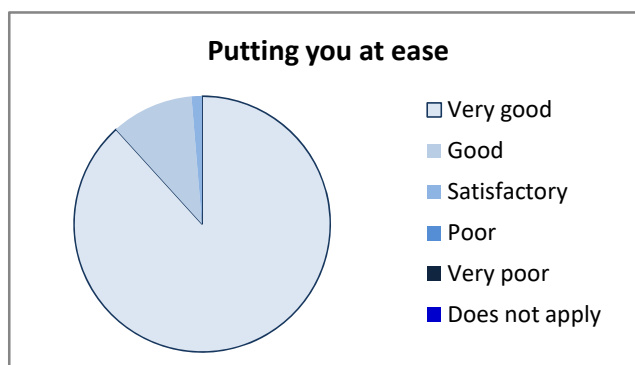
211 of the 231 patients who completed the questionnaire answered this question.

Results

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

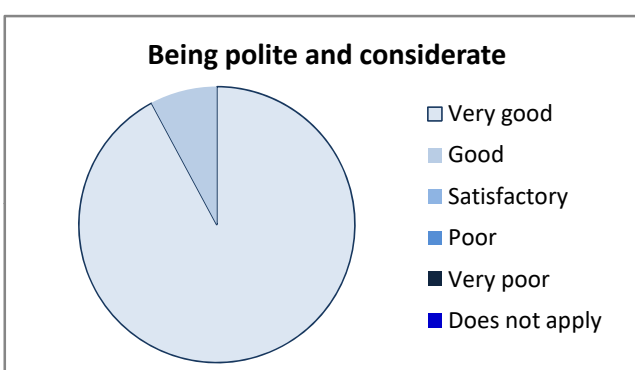
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	203	88.3	76.8	N/A
Good	24	10.4	18.0	
Satisfactory	3	1.3	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	230		16,425	



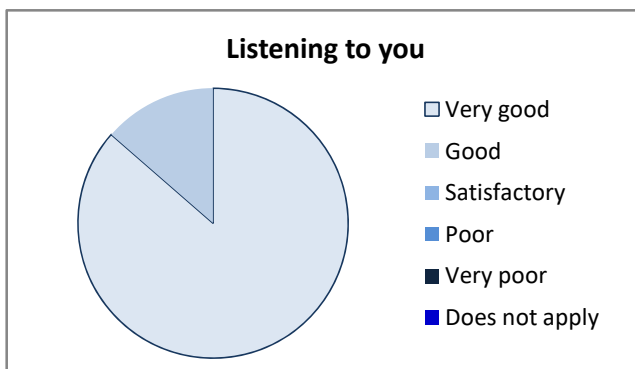
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	211	92.1	82.0	N/A
Good	18	7.9	14.7	
Satisfactory	0	0.0	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	229		16,402	



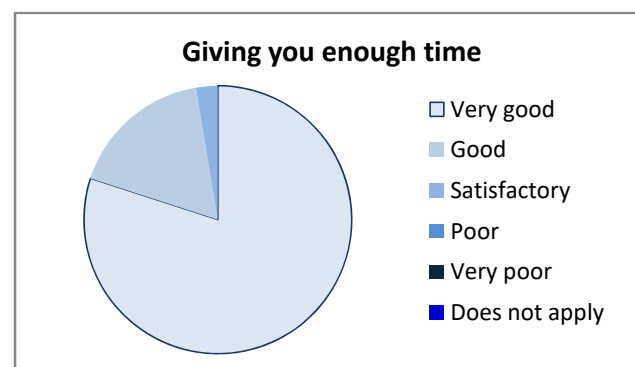
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	197	86.4	79.5	52%
Good	31	13.6	16.2	36%
Satisfactory	0	0.0	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	228		16,419	



Q4 Giving you enough time?

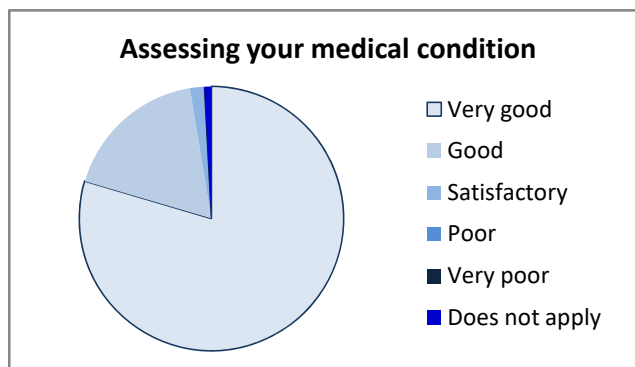
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	184	80.0	73.6	49%
Good	40	17.4	19.7	37%
Satisfactory	6	2.6	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	230		16,413	



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

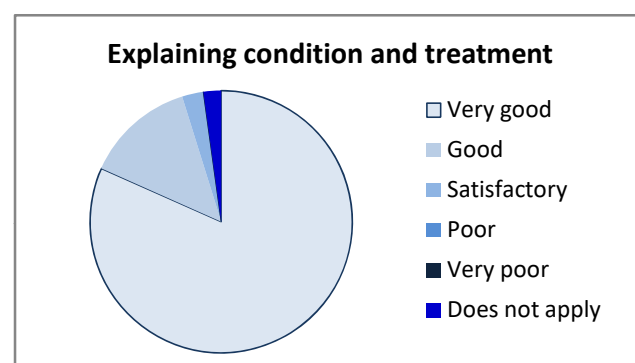
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	183	79.6	72.5	N/A
Good	41	17.8	20.1	
Satisfactory	4	1.7	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	2	0.9	1.1	
Total %		100.0	100.0	
No answering	230		16,374	



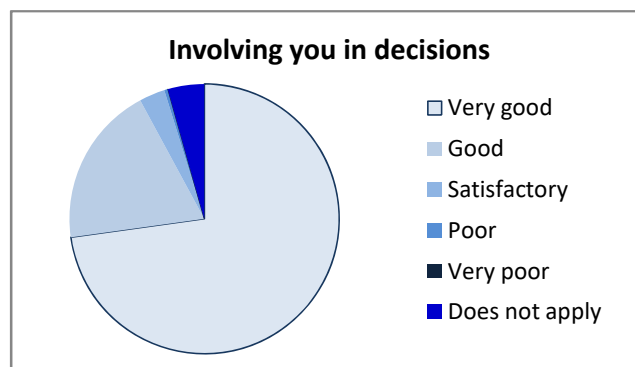
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	187	81.7	70.4	47%
Good	31	13.5	21.3	36%
Satisfactory	6	2.6	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	5	2.2	2.1	5%
Total %		100.0	100.0	101%
No answering	229		16,387	



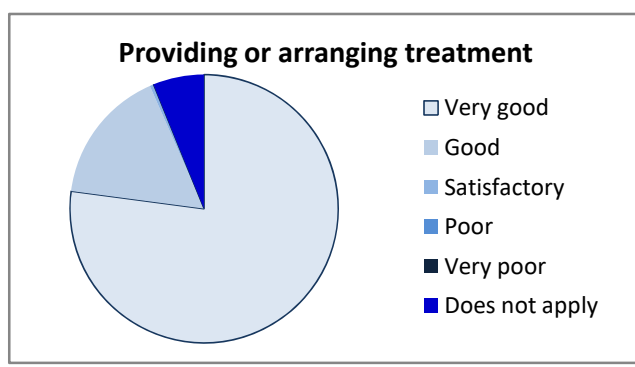
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	166	72.8	67.2	41%
Good	44	19.3	21.9	35%
Satisfactory	7	3.1	6.3	12%
Poor	1	0.4	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	10	4.4	4.0	8%
Total %		100.0	100.0	100%
No answering	228		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	175	77.1	70.8	N/A
Good	37	16.3	18.8	
Satisfactory	1	0.4	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	14	6.2	5.0	
Total %		100.0	100.0	
No answering	227		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
Total %	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	88.3	76.8	92.1	82.0	86.4	79.5	80.0	73.6
Good	10.4	18.0	7.9	14.7	13.6	16.2	17.4	19.7
Satisfactory	1.3	4.4	0.0	2.8	0.0	3.6	2.6	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
Total Number of responses	230	16,425	229	16,402	228	16,419	230	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	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	79.6	72.5	81.7	70.4	72.8	67.2	77.1	70.8
Good	17.8	20.1	13.5	21.3	19.3	21.9	16.3	18.8
Satisfactory	1.7	5.6	2.6	5.5	3.1	6.3	0.4	4.8
Poor	0.0	0.6	0.0	0.5	0.4	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	0.9	1.1	2.2	2.1	4.4	4.0	6.2	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	230	16,374	229	16,387	228	16,278	227	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	225	97.8	91.2	66%
Yes, to some extent	5	2.2	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%
No answering	230		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	221	97.4	93.0
Yes, to some extent	4	1.8	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	2	0.9	1.4
Total %		100.0	100.0
No answering	227		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	225	99.6	98.8
No	1	0.4	1.2
Total %		100.0	100.0
No answering	226		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	157	74.4	70.5	48%
Fairly	48	22.7	26.3	41%
Not Very	2	0.9	2.1	7%
Not at all	1	0.5	0.5	2%
Don't know	3	1.4	0.6	2%
Total %		100.0	100.0	100%
No answering	211		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	39	18.4	32.5	31%
Fairly easy	104	49.1	44.3	47%
Not very easy	49	23.1	14.9	13%
Not at all easy	16	7.5	5.2	5%
Don't know	2	0.9	0.7	-
Haven't tried	2	0.9	2.5	4%
Total %		100.0	100.0	100%
No answering	212		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	53	24.9	26.0	8% / 8%
Fairly easy	93	43.7	35.2	15% / 14%
Not very easy	24	11.3	12.1	9% / 7%
Not at all easy	6	2.8	2.8	9% / 5%
Don't know	10	4.7	4.3	12% / 16%
Haven't tried	27	12.7	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	213		16,437	

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

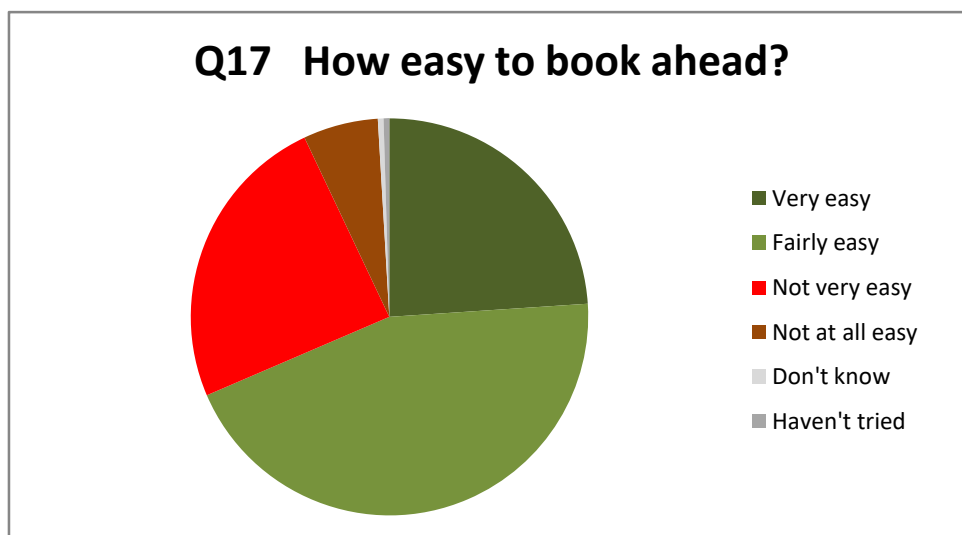
	Total Number	% of Total	GPAQ V4 % benchmark
Yes	142	66.4	62.0
No	36	16.8	17.7
Don't know/never	36	16.8	20.2
Total %		100.0	100.0
No answering	214		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	191	91.0	86.2
Not important	19	9.0	13.8
Total %		100.0	100.0
No answering	210		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	51	23.9	34.4
Fairly easy	95	44.6	42.2
Not very easy	52	24.4	13.5
Not at all easy	13	6.1	4.0
Don't know	1	0.5	1.8
Haven't tried	1	0.5	4.1
Total %		100.0	100.0
No answering	213		16,102



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	73	28.1	31.6	26.5	30%
By phone	179	68.8	77.5	80.1	90%
Online	7	2.7	3.0	3.4	3%
Doesn't apply	1	0.4	0.4	0.6	1%
Total %		100.0	112.6	110.6	124%
Total Number	260				
From your	231	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	82	27.9	35.5	29.0	31%
By phone	150	51.0	64.9	76.2	81%
Online	61	20.7	26.4	21.7	29%
Doesn't apply	1	0.3	0.4	1.2	
Total %		100.0	127.3	128.2	141%
Total Number	294				
From your	231	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	31.6	35.5
By phone	77.5	64.9
Online	3.0	26.4
Doesn't apply	0.4	0.4
Total	112.6	127.3

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	26	12.4	30.9
2-4 days	25	11.9	31.0
5 days or more	121	57.6	24.2
Don't usually need to be seen q	30	14.3	6.6
Don't know, never tried	8	3.8	7.3
Total %		100.0	100.0
Total Responses	210		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	52	24.4	25.8
Very good	40	18.8	28.6
Good	49	23.0	20.4
Satisfactory	40	18.8	14.5
Poor	23	10.8	5.8
Very poor	6	2.8	0.9
Does not apply	3	1.4	3.9
Total %		100.0	100.0
Total Response	213		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	85	40.5	56.7
2-4 days	44	21.0	26.2
5 days or more	48	22.9	7.0
Don't usually need to be seen q	14	6.7	4.3
Don't know, never tried	19	9.0	5.8
Total %		100.0	100.0
Total Responses	210		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	47	22.0	31.0
Very good	56	26.2	29.7
Good	41	19.2	19.5
Satisfactory	34	15.9	11.1
Poor	14	6.5	3.5
Very poor	5	2.3	0.7
Does not apply	17	7.9	4.5
Total %		100.0	100.0
Total Response	214		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	68	32.2	22.8	10%
6-10 minutes	82	38.9	39.5	5-15 mins
11-20 minutes	41	19.4	22.2	58%
21-30 minutes	16	7.6	9.0	>15 mins
More than 30 minutes	2	0.9	5.2	24%
No set time	2	0.9	1.3	
Total %		100.0	100.0	
Total Responses	211		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	52	24.8	24.1
Very good	60	28.6	26.6
Good	42	20.0	21.6
Satisfactory	47	22.4	19.6
Poor	7	3.3	6.1
Very poor	2	1.0	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	210		15,701

GPPS National Results:
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	194	93.7	86.3	78%
No	8	3.9	9.2	16%
Don't know	5	2.4	4.6	7%
Total %		100.0	100.0	
Total no responses	207		15,538	101%

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

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

However a total of **73** 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
Number / % of patients responding	73	35.3%	42.5%	22%
Before 8am	11	9.3%	16.6%	33%
At lunchtime	16	13.6%	12.0%	13%
After 6.30pm	21	17.8%	22.6%	68%
Saturday	40	33.9%	28.8%	71%
Sunday	13	11.0%	10.2%	32%
None of these	17	14.4%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	118		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	13	6.3%	13.7%	
Number of these answering Q27	11			22%
Before 8am	1	4.5%	16.4%	33%
At lunchtime	1	4.5%	6.3%	13%
After 6.30pm	4	18.2%	31.1%	68%
Saturday	10	45.5%	33.2%	71%
Sunday	4	18.2%	11.0%	32%
None of these	2	9.1%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	22		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	159	76.4	64.6	56%
No	47	22.6	33.7	42%
There is only one doctor in my surgery	2	1.0	1.7	2%
Total	208	100.0	100.0	

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

159	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
165	Patients answered this question.

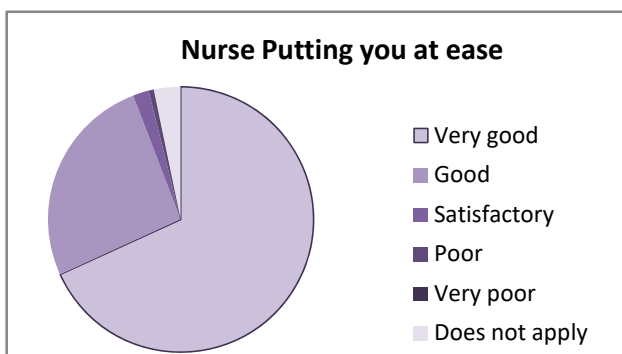
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	159	76.4			10,098	
Always or almost always	70	44.0	73	44.2	45.1	42%
A lot of the time	40	25.2	44	26.7	25.6	23%
Some of the time	36	22.6	41	24.8	19.7	28%
Never or almost never	4	2.5	6	3.6	2.5	6%
Not tried	0	0.0	1	0.6	1.0	1%
Missing	9	5.7				
Total answering this question	159	100.0	165	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:

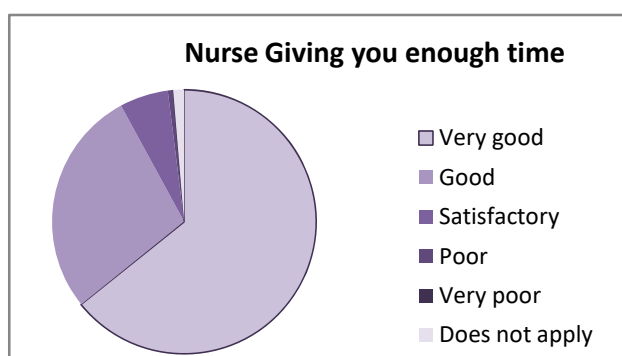
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	105	68.2	66.6	N/A
Good	40	26.0	23.0	
Satisfactory	3	1.9	5.2	
Poor	1	0.6	0.8	
Very poor	0	0.0	0.3	
Does not apply	5	3.2	4.1	
Total %		100.0	100.0	
Total number	154		12,540	



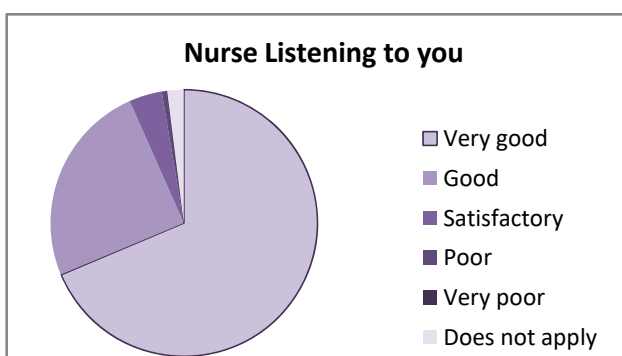
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	97	64.2	62.7	48%
Good	42	27.8	27.1	33%
Satisfactory	9	6.0	6.1	5%
Poor	1	0.7	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	1.3	3.3	12%
Total %		100.0	100.0	87%
Total number	151		12,380	



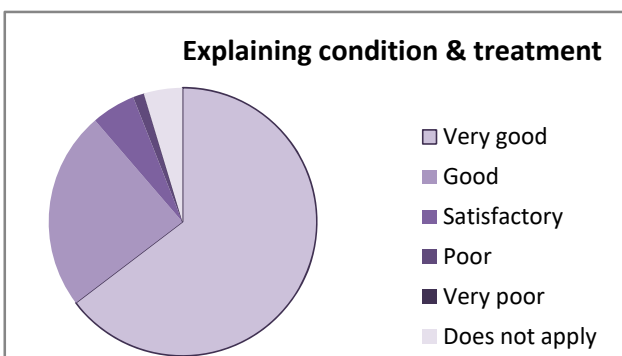
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	103	68.7	64.6	47%
Good	37	24.7	24.7	33%
Satisfactory	6	4.0	6.1	6%
Poor	1	0.7	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	3	2.0	3.6	13%
Total %		100.0	100.0	87%
Total number	150		12,345	



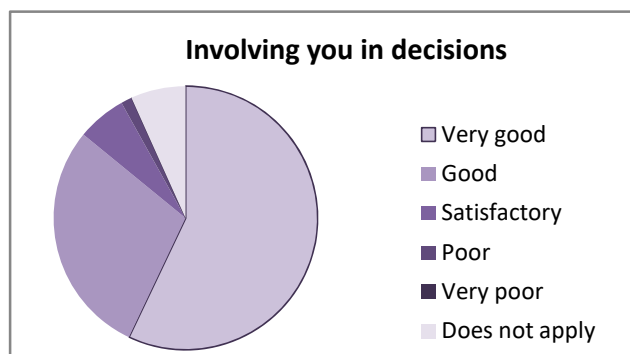
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	97	64.7	61.1	46%
Good	36	24.0	24.9	32%
Satisfactory	8	5.3	7.0	7%
Poor	2	1.3	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	7	4.7	6.0	14%
Total %		100.0	100.0	86%
Total number	150		12,306	



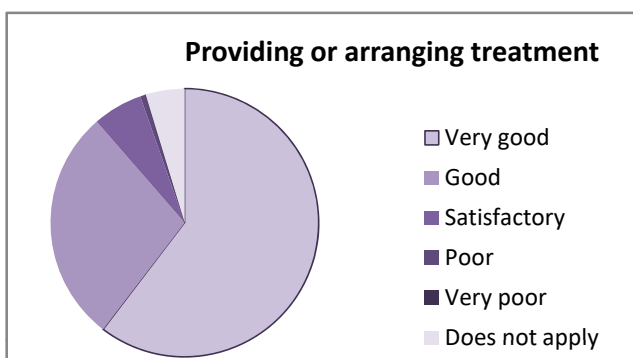
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	85	57.0	54.9	38%
Good	43	28.9	26.2	30%
Satisfactory	9	6.0	7.2	9%
Poor	2	1.3	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	10	6.7	10.6	21%
Total %		100.0	100.0	100%
Total number	149		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	90	60.4	56.9	N/A
Good	42	28.2	24.2	
Satisfactory	9	6.0	6.0	
Poor	1	0.7	0.6	
Very poor	0	0.0	0.3	
Does not apply	7	4.7	12.0	
Total %		100.0	100.0	
Total number	149		12,212	



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	68	64	69	65	57	60
Good	26	28	25	24	29	28
Satisfactory	2	6	4	5	6	6
Poor	1	1	1	1	1	1
Very poor	0	0	0	0	0	0
Does not apply	3	1	2	5	7	5
Total %	100	100	100	100	100	100
Total Number of responses	154	151	150	150	149	149

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	148	99.3	97.1
No	1	0.7	2.9
Total %		100.0	100.0
Total Number of responses	149		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	189	90.4	85.0
Unsure	18	8.6	11.0
Not very well	1	0.5	1.5
Does not apply	1	0.5	2.5
Total %		100.0	100.0
Total number	209		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	178	85.6	82.4
Unsure	19	9.1	11.9
Not very well	5	2.4	2.1
Does not apply	6	2.9	3.6
Total %		100.0	100.0
Total number	208		16,137

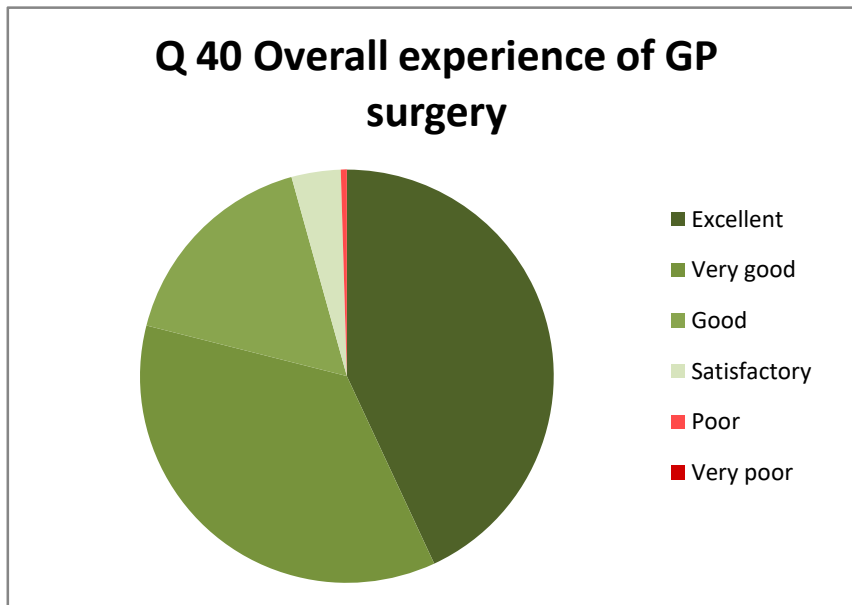
Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	162	78.3	75.2
Unsure	31	15.0	16.1
Not very well	3	1.4	2.5
Does not apply	11	5.3	6.2
Total %		100.0	100.0
Total number	207		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	90	43.1	45.9	-
Very good	75	35.9	34.6	51%
Good	35	16.7	14.0	38%
Satisfactory	8	3.8	4.6	7%
Poor	1	0.5	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	209		16,287	100%

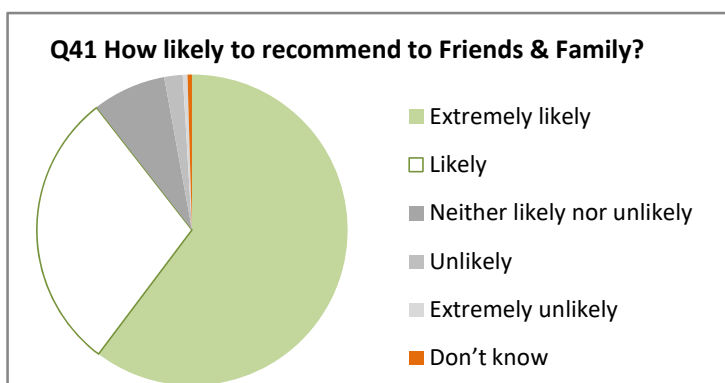
209 of the 231 patients who completed the questionnaire answered this question.



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?

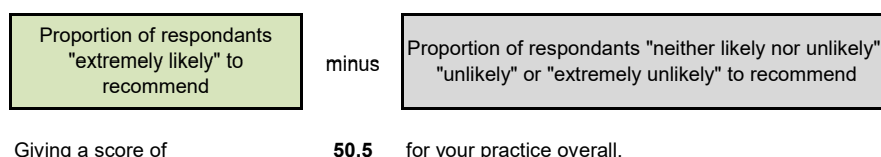
	Total Number responses	% of total
Extremely likely	126	60.3
Likely	61	29.2
Neither likely nor unlikely	16	7.7
Unlikely	4	1.9
Extremely unlikely	1	0.5
Don't know	1	0.5
Total %		99.5
Total number responses	209	



209 of the 231 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

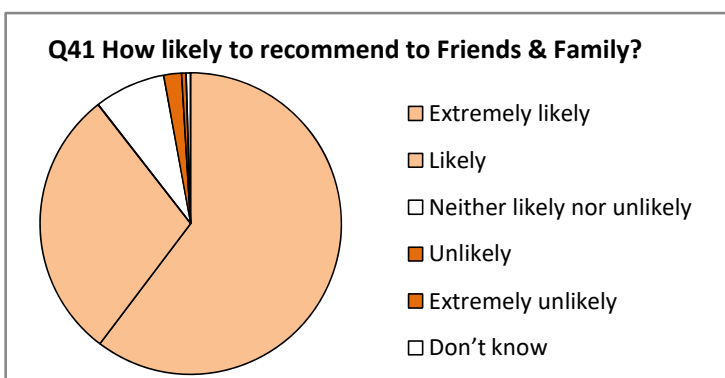


The FFT score for Beechfield Medical Centre is **50** based on **209** responses

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	126	60.3
Likely	61	29.2
Neither likely nor unlikely	16	7.7
Unlikely	4	1.9
Extremely unlikely	1	0.5
Don't know	1	0.5
Total %		99.5
Total number responses	209	



Percentage measures is calculated as follows:

Recommend (%)	$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$	Your score: 89.5
Not recommend (%)	$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$	2.4

Summary of your scores:

NPS	50.5	based on	209	responses
Recommend (%)	89.5	based on	209	responses
Not recommend (%)	2.4	based on	209	responses

Benchmarks

	Your practice survey		GPAQ-R National benchmark
Number of Questionnaires	231		17,145
GP			
Q1 Putting you at ease?	96.7		92.8
Q2 Being polite and considerate?	98.0		94.6
Q3 Listening to you?	96.6		93.7
Q4 Giving you enough time?	94.3		91.5
Q5 Assessing your medical condition?	94.6		91.5
Q6 Explaining your condition and treatment?	95.2		91.1
Q7 Involving you in decisions about your care?	93.0		90.5
Q8 Providing or arranging treatment for you?	95.4		92.0
Nurse			
Q30 Putting you at ease?	91.8		90.3
Q31 Giving you enough time?	89.4		89.2
Q32 Listening to you?	91.2		89.6
Q33 Explaining your condition and treatment?	89.9		88.8
Q34 Involving you in decisions about your care?	87.9		87.6
Q35 Providing or arranging treatment for you?	88.9		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	91.0		89.1
Q13 How easy is it to get through to the practice on the phone?	59.5		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	69.5		69.9
Q17 How easy to book ahead?	62.0		70.9
Q21 How do you rate how quickly you were seen (partic dr)	63.8		70.7
Q23 How do you rate how quickly you were seen (any dr)	67.4		75.0
Q25 How do you rate how long you waited	69.2		67.8
Q37 Understand your health problems	95.2		92.8
Q38 Cope with your health problems	92.8		91.7
Q39 Keep yourself healthy	90.6		88.7
Q40 Overall, how would you describe your experience?	83.4		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 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
pale green
green

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