



General Practice Assessment Questionnaire

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

Beechfield Medical Centre

Spalding PE11 1UN

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Report by

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GPAQ Analysis and Reporting

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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 Survey December 2019	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	200	17,145
No practices	1,031		
% female	64.7	55.0	59.2
% over 45*	(Mean age: 50.3)	69.5	54.8
% with long term disability	49.0	53.5	48.0
Ethnicity			
% White	92.2	88.0	80.3
% Asian/Asian British	3.7	0.5	6.6
% Black/Black British	1.8	1.0	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	0.0	2.2
Employment			
% employed	48.4	40.0	44.6
% unemployed	2.5	2.5	3.8
% in full time education	3.4	0.5	3.8
% unable to work/long term sickness	7.2	4.5	6.0
% looking after home / family	9.6	4.0	7.0
% retired	27.5	38.0	24.3
% other	1.6	1.5	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	48	or	24.0% who answered the question
	43	saw the GP/nurse	for themselves
	5	saw the GP/nurse	for their child
	0	saw the GP/nurse	for another reason or person.

Q42 Are you male or female?

	Number	%
Male	73	36.5
Female	110	55.0
Missing	17	8.5
Total	200	100.0

Q43 How old are you?

	Number	%		Number	% under & over 45
Under 16	0	0.0	}		
16 to 44	43	21.5	}	43	21.5
45 to 64	62	31.0	{		
65 to 74	41	20.5	{	139	69.5
75 or over	36	18.0	{		
Missing	18	9.0		18	
Total	200	100.0		200	

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	0	0			0			}
16 to 44	14	29	43		43	23.6	41.7	} 45%
45 to 64	30	32			62			{
65 to 74	16	25		139	41	76.4	58.3	} 54%
75 or over	12	24			36			{
Total number	72	110	43	139	182	100.0	100.0	100%
%	39.6	60.4						
Missing					18			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

182 of the 200 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	107	60.1	51.0	53%
No	60	33.7	44.0	45%
Don't know / can't say	11	6.2	5.3	2%
Total	178	100.0	100.0	100%
Missing	22			

178 of the 200 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	176	98.3	84.9	87%
Black or Black	2	1.1	3.4	2%
Asian or Asian	1	0.6	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
Total	179	100.0	100.0	97%
Missing	21			

179 of the 200 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)	80	44.0	48.5	58%
Unemployed / looking for work	5	2.7	4.2	6%
At school or in full time education	1	0.5	4.1	4%
Unable to work due to long term sickness	9	4.9	6.6	5%
Looking after your home/family	8	4.4	7.6	6%
Retired from paid work	76	41.8	26.4	21%
Other	3	1.6	2.6	2%
Total	182	100.0	100.0	102%
Missing	18			

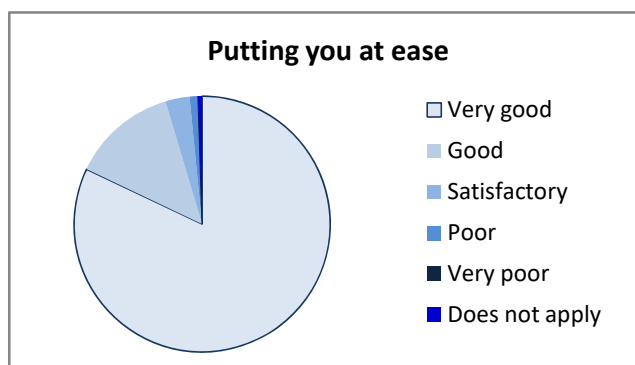
182 of the 200 patients who completed the questionnaire answered this question.

Results

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

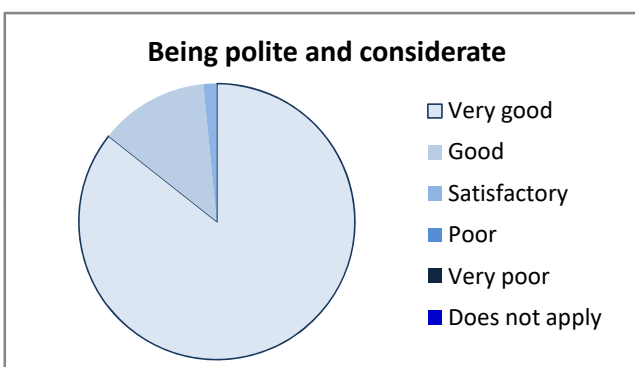
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	160	82.1	76.8	N/A
Good	26	13.3	18.0	
Satisfactory	6	3.1	4.4	
Poor	2	1.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	1	0.5	0.3	
Total %		100.0	100.0	
No answering	195		16,425	



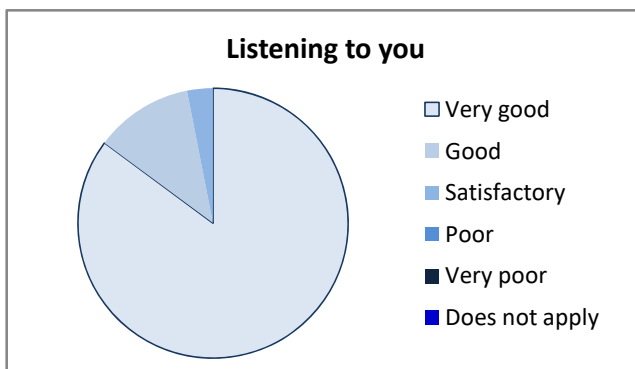
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	167	85.6	82.0	N/A
Good	25	12.8	14.7	
Satisfactory	3	1.5	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	195		16,402	



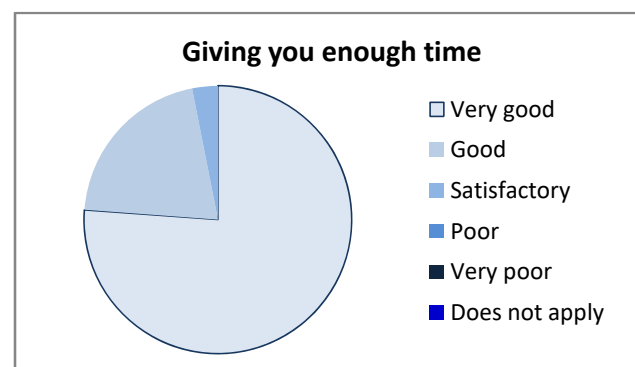
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	166	85.1	79.5	52%
Good	23	11.8	16.2	36%
Satisfactory	6	3.1	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	195		16,419	



Q4 Giving you enough time?

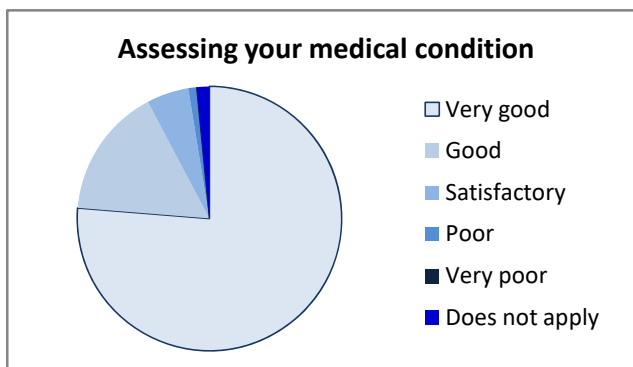
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	147	76.2	73.6	49%
Good	40	20.7	19.7	37%
Satisfactory	6	3.1	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	193		16,413	



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

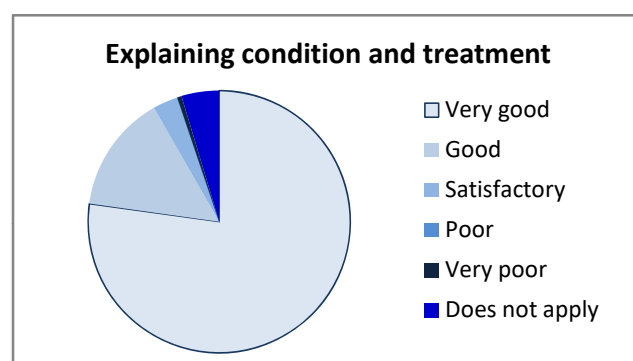
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	148	76.3	72.5	N/A
Good	31	16.0	20.1	
Satisfactory	10	5.2	5.6	
Poor	2	1.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	3	1.5	1.1	
Total %		100.0	100.0	
No answering	194		16,374	



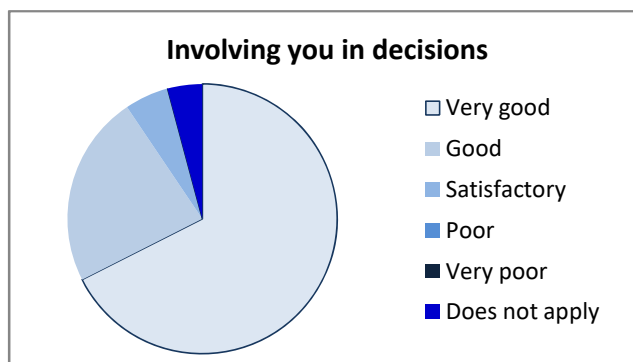
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	149	77.2	70.4	47%
Good	28	14.5	21.3	36%
Satisfactory	6	3.1	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	1	0.5	0.2	1%
Does not apply	9	4.7	2.1	5%
Total %		100.0	100.0	101%
No answering	193		16,387	



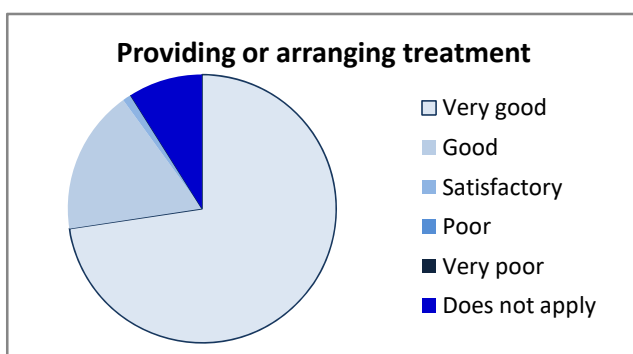
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	129	67.5	67.2	41%
Good	44	23.0	21.9	35%
Satisfactory	10	5.2	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	8	4.2	4.0	8%
Total %		100.0	100.0	100%
No answering	191		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	138	72.6	70.8	N/A
Good	33	17.4	18.8	
Satisfactory	2	1.1	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	17	8.9	5.0	
Total %		100.0	100.0	
No answering	190		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	82.1	76.8	85.6	82.0	85.1	79.5	76.2	73.6
Good	13.3	18.0	12.8	14.7	11.8	16.2	20.7	19.7
Satisfactory	3.1	4.4	1.5	2.8	3.1	3.6	3.1	5.6
Poor	1.0	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	0.5	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	195	16,425	195	16,402	195	16,419	193	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	76.3	72.5	77.2	70.4	67.5	67.2	72.6	70.8
Good	16.0	20.1	14.5	21.3	23.0	21.9	17.4	18.8
Satisfactory	5.2	5.6	3.1	5.5	5.2	6.3	1.1	4.8
Poor	1.0	0.6	0.0	0.5	0.0	0.5	0.0	0.4
Very poor	0.0	0.2	0.5	0.2	0.0	0.2	0.0	0.2
Does not apply	1.5	1.1	4.7	2.1	4.2	4.0	8.9	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	194	16,374	193	16,387	191	16,278	190	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	180	93.8	91.2	66%
Yes, to some extent	10	5.2	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	2	1.0	0.7	3%
Total %		100.0	100.0	100%
No answering	192		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	184	95.3	93.0
Yes, to some extent	6	3.1	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	3	1.6	1.4
Total %		100.0	100.0
No answering	193		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	188	98.9	98.8
No	2	1.1	1.2
Total %		100.0	100.0
No answering	190		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	151	81.2	70.5	48%
Fairly	31	16.7	26.3	41%
Not Very	2	1.1	2.1	7%
Not at all	1	0.5	0.5	2%
Don't know	1	0.5	0.6	2%
Total %		100.0	100.0	100%
No answering	186		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	20.6	32.5	31%
Fairly easy	72	38.1	44.3	47%
Not very easy	59	31.2	14.9	13%
Not at all easy	13	6.9	5.2	5%
Don't know	1	0.5	0.7	-
Haven't tried	5	2.6	2.5	4%
Total %		100.0	100.0	100%
No answering	189		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	48	25.9	26.0	8% / 8%
Fairly easy	74	40.0	35.2	15% / 14%
Not very easy	24	13.0	12.1	9% / 7%
Not at all easy	2	1.1	2.8	9% / 5%
Don't know	11	5.9	4.3	12% / 16%
Haven't tried	26	14.1	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	185		16,437	

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

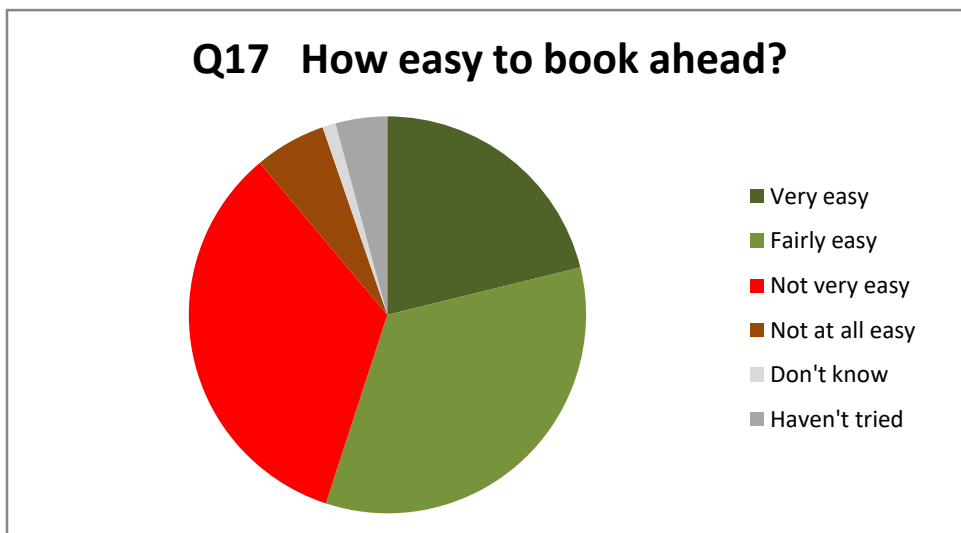
	Total Number	% of Total	GPAQ V4 % benchmark
Yes	115	61.5	62.0
No	23	12.3	17.7
Don't know/never	49	26.2	20.2
Total %		100.0	100.0
No answering	187		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	167	90.8	86.2
Not important	17	9.2	13.8
Total %		100.0	100.0
No answering	184		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	40	21.2	34.4
Fairly easy	64	33.9	42.2
Not very easy	64	33.9	13.5
Not at all easy	11	5.8	4.0
Don't know	2	1.1	1.8
Haven't tried	8	4.2	4.1
Total %		100.0	100.0
No answering	189		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	87	35.8	43.5	26.5	30%
By phone	143	58.8	71.5	80.1	90%
Online	13	5.3	6.5	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	121.5	110.6	124%
Total Number	243				
From your	200	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	76	30.3	38.0	29.0	31%
By phone	128	51.0	64.0	76.2	81%
Online	46	18.3	23.0	21.7	29%
Doesn't apply	1	0.4	0.5	1.2	
Total %		100.0	125.5	128.2	141%
Total Number	251				
From your	200	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	43.5	38.0
By phone	71.5	64.0
Online	6.5	23.0
Doesn't apply	0.0	0.5
Total	121.5	125.5

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	27	14.4	30.9
2-4 days	19	10.2	31.0
5 days or more	101	54.0	24.2
Don't usually need to be seen q	22	11.8	6.6
Don't know, never tried	18	9.6	7.3
Total %		100.0	100.0
Total Responses	187		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	40	21.2	25.8
Very good	35	18.5	28.6
Good	39	20.6	20.4
Satisfactory	44	23.3	14.5
Poor	20	10.6	5.8
Very poor	3	1.6	0.9
Does not apply	8	4.2	3.9
Total %		100.0	100.0
Total Response	189		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	67	35.4	56.7
2-4 days	29	15.3	26.2
5 days or more	55	29.1	7.0
Don't usually need to be seen q	18	9.5	4.3
Don't know, never tried	20	10.6	5.8
Total %		100.0	100.0
Total Responses	189		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	47	25.1	31.0
Very good	35	18.7	29.7
Good	41	21.9	19.5
Satisfactory	33	17.6	11.1
Poor	12	6.4	3.5
Very poor	4	2.1	0.7
Does not apply	15	8.0	4.5
Total %		100.0	100.0
Total Response	187		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	74	39.8	22.8	10%
6-10 minutes	69	37.1	39.5	5-15 mins
11-20 minutes	23	12.4	22.2	58%
21-30 minutes	11	5.9	9.0	>15 mins
More than 30 minutes	9	4.8	5.2	24%
No set time	0	0.0	1.3	
Total %		100.0	100.0	
Total Responses	186		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	59	31.9	24.1
Very good	42	22.7	26.6
Good	41	22.2	21.6
Satisfactory	32	17.3	19.6
Poor	9	4.9	6.1
Very poor	2	1.1	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
Total Responses	185		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	166	90.7	86.3	78%
No	6	3.3	9.2	16%
Don't know	11	6.0	4.6	7%
Total %		100.0	100.0	
Total no responses	183		15,538	101%

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

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

However a total of 77 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	77	42.1%	42.5%	22%
Before 8am	13	12.4%	16.6%	33%
At lunchtime	15	14.3%	12.0%	13%
After 6.30pm	27	25.7%	22.6%	68%
Saturday	30	28.6%	28.8%	71%
Sunday	6	5.7%	10.2%	32%
None of these	14	13.3%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	105		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	17	9.3%	13.7%	
Number of these answering Q27	13			22%
Before 8am	3	13.0%	16.4%	33%
At lunchtime	0	0.0%	6.3%	13%
After 6.30pm	7	30.4%	31.1%	68%
Saturday	10	43.5%	33.2%	71%
Sunday	1	4.3%	11.0%	32%
None of these	2	8.7%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	23		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	117	66.1	64.6	56%
No	60	33.9	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	177	100.0	100.0	

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

117	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
134	Patients answered this question.

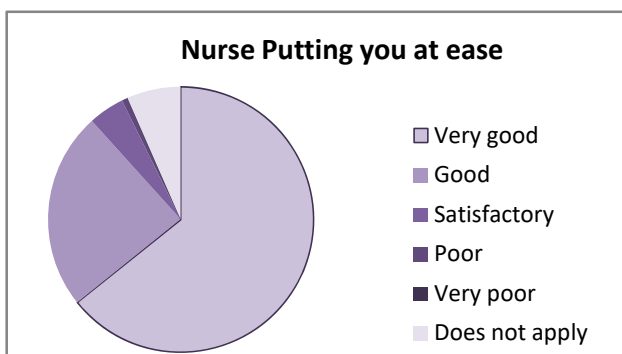
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	117	66.1			10,098	
Always or almost always	37	31.6	41	30.6	45.1	42%
A lot of the time	31	26.5	36	26.9	25.6	23%
Some of the time	35	29.9	43	32.1	19.7	28%
Never or almost never	7	6.0	9	6.7	2.5	6%
Not tried	0	0.0	5	3.7	1.0	1%
Missing	7	6.0				
Total answering this question	117	100.0	134	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:

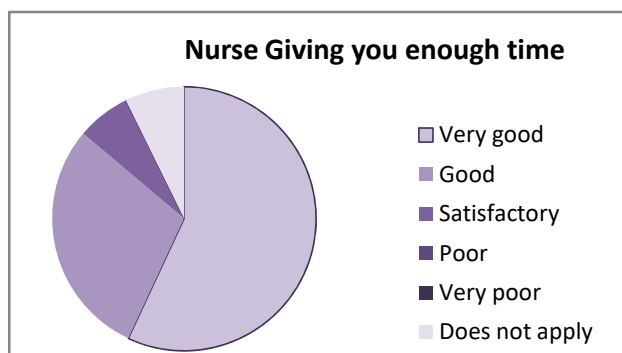
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	88	64.2	66.6	N/A
Good	33	24.1	23.0	
Satisfactory	6	4.4	5.2	
Poor	1	0.7	0.8	
Very poor	0	0.0	0.3	
Does not apply	9	6.6	4.1	
Total %		100.0	100.0	
Total number	137		12,540	



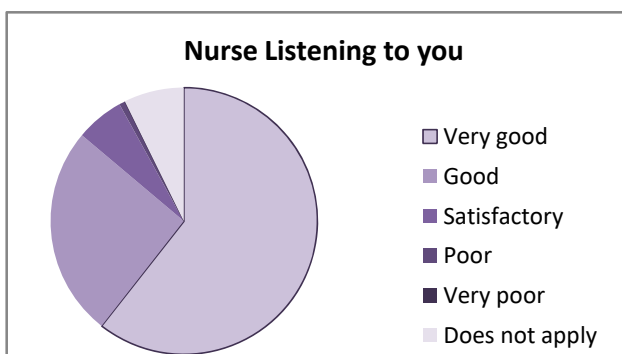
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	78	56.9	62.7	48%
Good	40	29.2	27.1	33%
Satisfactory	9	6.6	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	10	7.3	3.3	12%
Total %		100.0	100.0	87%
Total number	137		12,380	



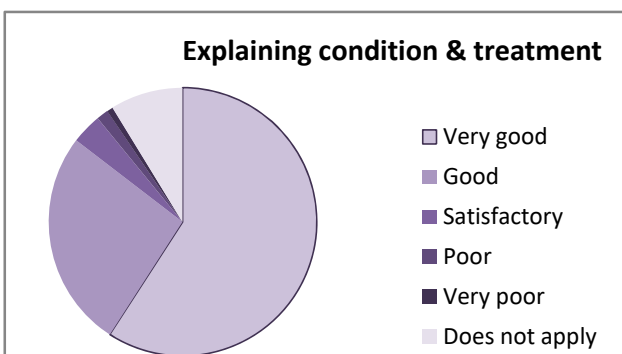
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	83	60.6	64.6	47%
Good	35	25.5	24.7	33%
Satisfactory	8	5.8	6.1	6%
Poor	1	0.7	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	10	7.3	3.6	13%
Total %		100.0	100.0	87%
Total number	137		12,345	



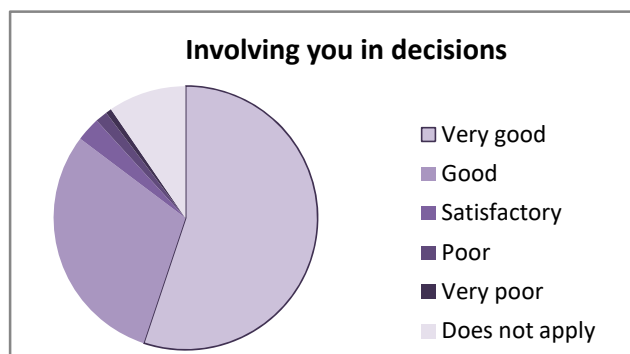
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	81	59.1	61.1	46%
Good	36	26.3	24.9	32%
Satisfactory	5	3.6	7.0	7%
Poor	2	1.5	0.8	1%
Very poor	1	0.7	0.3	0%
Does not apply	12	8.8	6.0	14%
Total %		100.0	100.0	86%
Total number	137		12,306	



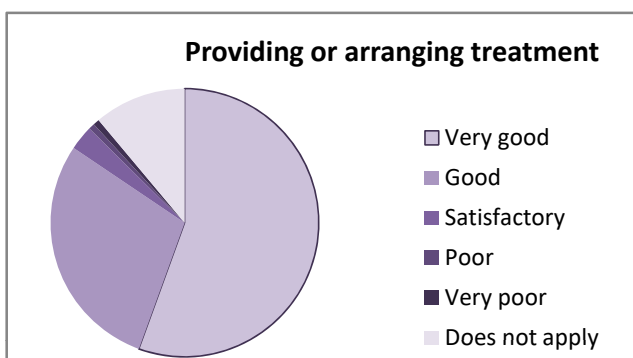
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	75	55.1	54.9	38%
Good	41	30.1	26.2	30%
Satisfactory	4	2.9	7.2	9%
Poor	2	1.5	0.8	1%
Very poor	1	0.7	0.3	1%
Does not apply	13	9.6	10.6	21%
Total %		100.0	100.0	100%
Total number	136		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	75	55.6	56.9	N/A
Good	39	28.9	24.2	
Satisfactory	4	3.0	6.0	
Poor	1	0.7	0.6	
Very poor	1	0.7	0.3	
Does not apply	15	11.1	12.0	
Total %		100.0	100.0	
Total number	135		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	64	57	61	59	55	56
Good	24	29	26	26	30	29
Satisfactory	4	7	6	4	3	3
Poor	1	0	1	1	1	1
Very poor	0	0	0	1	1	1
Does not apply	7	7	7	9	10	11
Total %	100	100	100	100	100	100
Total Number of responses	137	137	137	137	136	135

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	118	95.9	97.1
No	5	4.1	2.9
Total %		100.0	100.0
Total Number of responses	123		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	151	82.1	85.0
Unsure	22	12.0	11.0
Not very well	5	2.7	1.5
Does not apply	6	3.3	2.5
Total %		100.0	100.0
Total number	184		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	147	80.8	82.4
Unsure	22	12.1	11.9
Not very well	8	4.4	2.1
Does not apply	5	2.7	3.6
Total %		100.0	100.0
Total number	182		16,137

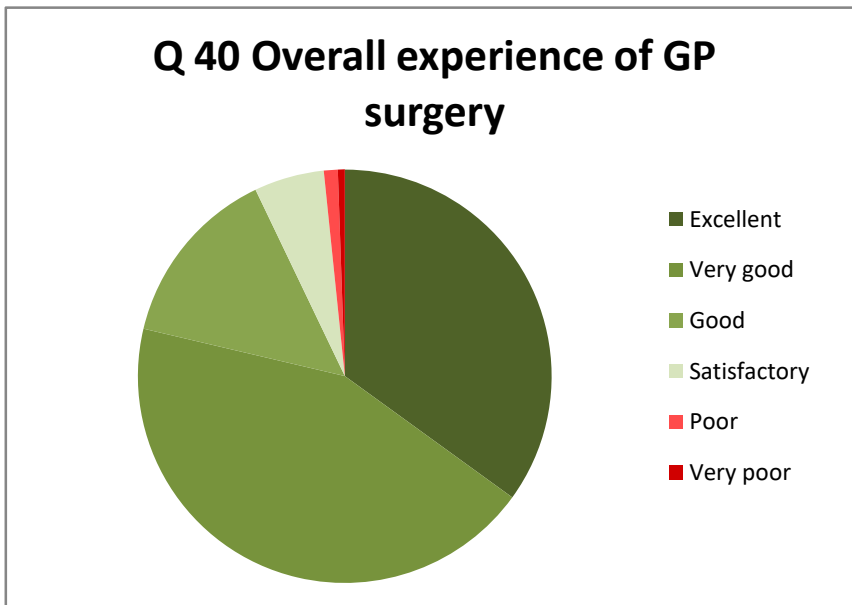
Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	139	77.7	75.2
Unsure	20	11.2	16.1
Not very well	7	3.9	2.5
Does not apply	13	7.3	6.2
Total %		100.0	100.0
Total number	179		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	64	35.0	45.9	-
Very good	80	43.7	34.6	51%
Good	26	14.2	14.0	38%
Satisfactory	10	5.5	4.6	7%
Poor	2	1.1	0.8	3%
Very poor	1	0.5	0.2	1%
Total %		100.0	100.0	
Total number	183		16,287	100%

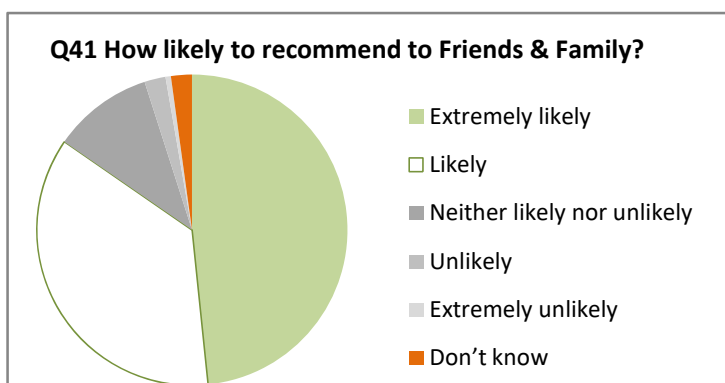
183 of the 200 patients who completed the questionnaire answered this question.



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?

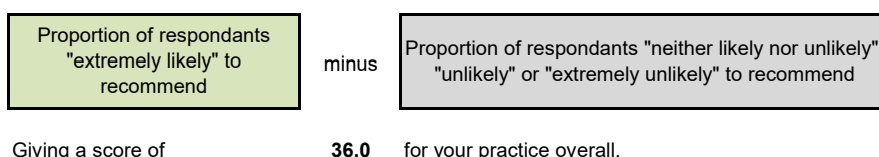
	Total Number responses	% of total
Extremely likely	88	48.4
Likely	66	36.3
Neither likely nor unlikely	19	10.4
Unlikely	4	2.2
Extremely unlikely	1	0.5
Don't know	4	2.2
Total %		97.8
Total number responses	182	



182 of the 200 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

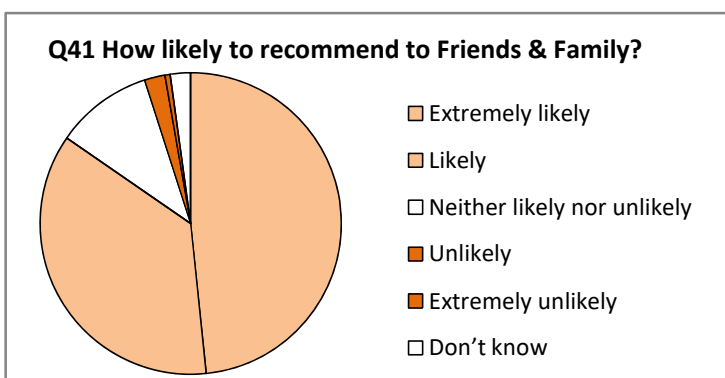


The FFT score for Beechfield Medical Centre is **36.0** based on **182** responses

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	88	48.4
Likely	66	36.3
Neither likely nor unlikely	19	10.4
Unlikely	4	2.2
Extremely unlikely	1	0.5
Don't know	4	2.2
Total %		97.8
Total number responses	182	



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: 84.6
Not recommend (%)	$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$	2.7

Summary of your scores:

NPS	36.0	based on	182	responses
Recommend (%)	84.6	based on	182	responses
Not recommend (%)	2.7	based on	182	responses

Benchmarks

	Your survey		GPAQ-R National benchmark
Number of Questionnaires	200		17,145
GP			
Q1 Putting you at ease?	94.3		92.8
Q2 Being polite and considerate?	96.0		94.6
Q3 Listening to you?	95.5		93.7
Q4 Giving you enough time?	93.3		91.5
Q5 Assessing your medical condition?	92.5		91.5
Q6 Explaining your condition and treatment?	94.0		91.1
Q7 Involving you in decisions about your care?	91.3		90.5
Q8 Providing or arranging treatment for you?	94.7		92.0
Nurse			
Q30 Putting you at ease?	90.6		90.3
Q31 Giving you enough time?	88.6		89.2
Q32 Listening to you?	89.4		89.6
Q33 Explaining your condition and treatment?	88.8		88.8
Q34 Involving you in decisions about your care?	88.0		87.6
Q35 Providing or arranging treatment for you?	88.8		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	93.0		89.1
Q13 How easy is it to get through to the practice on the phone?	57.9		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	70.8		69.9
Q17 How easy to book ahead?	57.7		70.9
Q21 How do you rate how quickly you were seen (partic dr)	62.4		70.7
Q23 How do you rate how quickly you were seen (any dr)	67.0		75.0
Q25 How do you rate how long you waited	71.2		67.8
Q37 Understand your health problems	91.0		92.8
Q38 Cope with your health problems	89.3		91.7
Q39 Keep yourself healthy	89.8		88.7
Q40 Overall, how would you describe your experience?	80.9		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