Post Consultation
Standard Analysis Detail

Practice 2, Holbrook Surgery

The General Practitioner Assessment Questionnaire (GPAQ) is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework (QOF). These include access to GP services, inter-personal relationships and continuity of care.

GPAQ has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester, and is based on their earlier GPAS questionnaire. It is now widely used in UK general practice and forms part of the QOF for the 2004 GP contract.

There are two forms of GPAQ. The post-consultation version is completed by patients after a consultation. The postal version is administered as a 'mail-shot' and asks people about their general experiences of their GP or practice.

Calculation of results for each question
For most questions, your patients' responses are tranformed to a scale of 0 to 100. 100 represents the best possible response; 0, the worst. For other questions, the value for the indicator is normally a percentage. Where it is possible to compare these scores to national averages, we have done so. In these instances, scores are given a 'traffic-light' to indicate whether they are much higher or lower than average.

Reading the traffic light values
The traffic-light values relate to how one GP (or practice) compares to other GPs (or practices). They are adjusted to be comparable with the national benchmarks, published by the NPCDRC. The colour indicates whether you are lower or higher than others. For most of the GPAQ indicators, green represents a high score (you're doing well) and red a low score (not so well) in comparison to other GPs or practices. These colours are determined by your 'percentile rank'. For example, if your patients rate you more highly than 95% (19 out of 20) of other GPs' patients, then your 'percentile rank' will be 96 or higher. The converse also applies. If they rate you as poorly as the bottom 4% of GPs' patients, then your 'percentile rank' for this indicator will be 4 or less. Percentile ranks from 0 to 4 correspond to red (5% of GPs), 5 to 33 correspond to yellow (29% of GPs) and 34 to 100 correspond to green (66% or two-thirds of GPs). Not all indicators have a national mean for comparison, so only some are traffic-lighted in this way.

Interpretation
For most of the Patient Survey indicators, green is better than average and yellow to red are increasingly worse than average. The results are the opinions of patients responding to the survey and may not be representative if the number of reponses used in the analysis is less than 50.

	National Average	Your Score	Percentile Rank
Q2 How do you rate the way you are treated by receptionists at your practice?	77.2	80.3	66
Q3a How do you rate the hours that your practice is open for appointments?	66.8	73.5	85
Q4b How do you rate - how quickly you get to see a particular doctor?	60.0	74.7	88
Q5b How do you rate - how quickly you get to see any doctor?	69.1	82.4	92
Q7b How do you rate - how long have you to wait until your consultations begin?	56.9	61.5	70
Q8a How do you rate - ability to get through to the practice on the phone?	59.4	73.8	86
Q8b How do you rate - ability to speak to the doctor on the phone?	60.6	73.5	89
Q9b How do you rate - how often you see your usual doctor?	68.8	75.7	79
Q10a How thoroughly did the doctor ask about your symptoms?	81.4	83.4	64
Q10b How well did the doctor listen to what you have to say?	83.5	85.5	63
Q10c How well did the doctor put you at ease during your physical examination?	83.6	85.0	59
Q10d How much did the doctor involve you in decisions about your care?	81.4	83.7	65
Q10e How well did the doctor explain your problems or treatment you need?	83.1	84.4	58
Q10f How much time did your doctor spend with you?	80.0	81.0	57
Q10g How was the doctor's patience with your questions and worries?	83.5	84.7	58
Q10h How did you feel about the doctor's caring & concern?	83.7	85.8	63
Q11a After seeing the doctor today, were you better able to understand your problem or	69.1	75.3	81
Q11b After seeing the doctor today, did you feel better able to cope with your problem or	65.5	73.6	87
Q11c After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7	70.3	88

Demographic Characteristics

Question 12 & 13

Ages & Gender

Age Group	Male	Female	Percentage Male	Percentage Female
16-44	62	120	16.89%	32.70%
45-64	65	63	17.71%	17.17%
65-74	12	16	3.27%	4.36%
75+	13	16	3.54%	4.36%
Total	152	215	41.42%	58.58%
Unknown age or gender	33			
Total	400			

Question 14

Do you have any long-standing illness disability or infirmity?

Answer		Count	Percentage
Yes		141	36.15%
No		249	63.85%
Total	390		

Question 15

Ethnic Group

Answer		Count	Percentage
White		380	96.94%
Black or Black British		2	0.51%
Asian or Asian British		4	1.02%
Mixed		5	1.28%
Chinese		1	0.26%
Other ethnic group		8	
Total	400		

Question 16

Accommodation

Answer		Count	Percentage
Owner occupied / mortgaged		307	78.92%
Rented or other arrangements		82	21.08%
Total	389		

Question 17

Employment status

Answer		Count	Percentage
Employed		239	72.42%
Unemployed and looking for work		8	2.42%
At school or in full-time education		28	8.48%
Unable to work due to long-tem illness		9	2.73%
Retired from paid work		46	13.94%
Other specified / Did not answer		70	
Total	400		

Familiarity with the practice

Question 1		
In the past 12 months, how many times have you seen a doctor?		
Answer	*Count*	*Percentage*
None	28	7.05%
Once or Twice	118	29.72%
Three or four times	116	29.22%
Five or six times	77	19.40%
Seven or more times	58	14.61%
Did not answer	3	
Total	400	

Receptionists

Question 2		
How do you rate the way you are treated by receptionists at your practice?		
Answer (score in brackets)	*Count*	*Percentage*
Very poor (0)	0	0.00%
Poor (20)	0	0.00%
Fair (40)	12	3.00%
Good (60)	94	23.50%
Very good (80)	170	42.50%
Excellent (100)	124	31.00%
Did not answer		
Total	400	

Mean scores for Q2	
Your patients	80.3
National Mean	77.2
Percentile Rank	66

Opening hours

Question3a		
How do you rate the hours that your practice is open for appointments?		
Answer (score in brackets)	*Count*	*Percentage*
Very poor (0)	0	0.00%
Poor (20)	0	0.00%
Fair (40)	27	6.78%
Good (60)	142	35.68%
Very good (80)	162	40.70%
Excellent (100)	67	16.83%
Did not answer	2	
Total	400	

Mean scores for Q3a	
Your patients	73.5
National Mean	66.8
Percentile Rank	85

Question 3b		
What additional hours would you like the practice to be open?		
Answer	*Count*	*Percentage*
Early morning	15	3.54%
Lunchtimes	13	3.07%
Evenings	78	18.40%
Weekends	142	33.49%
None I am satisfied	176	41.51%
Did not answer	16	
Total	440	

Access

Question 4a

How quickly can you get to see a doctor of your choice?

Answer	Count	Percentage
Same day	119	31.07%
Next Working day	123	32.11%
Within 2 working days	92	24.02%
Within 3 working days	35	9.14%
Within 4 working days	13	3.39%
Within 5 working days	1	0.26%
Does not apply to me/did not answer	17	
Total	400	

Question 4b

How do you rate - how quickly you get to see a particular doctor?

Answer (score in brackets)	Count	Percentage
Very poor (0)	3	0.79%
Poor (20)	4	1.06%
Fair (40)	52	13.72%
Good (60)	92	24.27%
Very good (80)	109	28.76%
Excellent (100)	119	31.40%
Does not apply to me/did not answer	21	
Total	400	

Mean scores for Q4b	
Your patients	74.7
National Mean	60.0
Percentile Rank	88

Question 5a

How quickly do you usually get to see any doctor at the practice?

Answer	Count	Percentage
Same day	249	67.12%
Next Working day	80	21.56%
Within 2 working days	35	9.43%
Within 3 working days	6	1.62%
Within 4 working days	1	0.27%
Within 5 working days	0	0.00%
Does not apply to me/did not answer	29	
Total	400	

Question 5b

How do you rate - how quickly you get to see any doctor?

Answer (score in brackets)	Count	Percentage
Very poor (0)	2	0.56%
Poor (20)	2	0.56%
Fair (40)	20	5.62%
Good (60)	64	17.98%
Very good (80)	107	30.06%
Excellent (100)	161	45.22%
Does not apply to me/did not answer	44	
Total	400	

Mean scores for Q5b	
Your patients	82.4
National Mean	69.1
Percentile Rank	92

Access (continued)

Question 6

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

Answer		Count	Percentage
Yes		295	95.47%
No		14	4.53%
Did not answer / Don't know		91	
Total	400		

Question 7a

How long do you usually have to wait until you consultations begin?

Answer		Count	Percentage
Less than 5 minutes		52	13.30%
6 to 10 minutes		181	46.29%
11 to 20 minutes		130	33.25%
21 to 30 minutes		23	5.88%
More than 30 minutes		5	1.28%
Did not answer		9	
Total	400		

Question 7b

How do you rate - how long have you to wait until your consultations begin?

Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		13	3.49%
Fair (40)		102	27.42%
Good (60)		138	37.10%
Very good (80)		83	22.31%
Excellent (100)		36	9.68%
Did not answer		28	
Total	400		

Mean scores for Q7b	
Your patients	61.5
National Mean	56.9
Percentile Rank	70

Question 8a

How do you rate - ability to get through to the practice on the phone?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.51%
Poor (20)		6	1.53%
Fair (40)		20	5.12%
Good (60)		138	35.29%
Very good (80)		143	36.57%
Excellent (100)		82	20.97%
Does not apply to me/did not answer		9	
Total	400		

Mean scores for Q8a	
Your patients	73.8
National Mean	59.4
Percentile Rank	86

Access (continued)

Question 8b			
How do you rate - ability to speak to the doctor on the phone?			
Answer (score in brackets)		*Count*	*Percentage*
Very poor (0)		1	0.43%
Poor (20)		5	2.17%
Fair (40)		16	6.96%
Good (60)		76	33.04%
Very good (80)		80	34.78%
Excellent (100)		52	22.61%
Does not apply to me/did not answer		170	
Total	400		

Mean scores for Q8b	
Your patients	73.5
National Mean	60.6
Percentile Rank	89

Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		*Count*	*Percentage*
Always (100)		67	17.59%
Almost always (80)		200	52.49%
A lot of the time (60)		45	11.81%
Some of the time (40)		56	14.70%
Almost never (20)		11	2.89%
Never (0)		2	0.52%
Did not answer		19	
Total	400		

Question 9b			
How do you rate - how often you see your usual doctor?			
Answer (score in brackets)		*Count*	*Percentage*
Very poor (0)		1	0.27%
Poor (20)		6	1.60%
Fair (40)		34	9.07%
Good (60)		94	25.07%
Very good (80)		137	36.53%
Excellent (100)		103	27.47%
Did not answer		25	
Total	400		

Mean scores for Q9b	
Your patients	75.7
National Mean	68.8
Percentile Rank	79

General practitioner care

Question 10a

How thoroughly did the doctor ask about your symptoms?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.52%
Poor (20)		0	0.00%
Fair (40)		11	2.84%
Good (60)		68	17.57%
Very good (80)		142	36.69%
Excellent (100)		164	42.38%
Does not apply to me/did not answer		13	
Total	400		

Mean scores for Q10a	
Your patients	83.4
National Mean	81.4
Percentile Rank	64

Question 10b

How well did the doctor listen to what you have to say?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.52%
Poor (20)		0	0.00%
Fair (40)		8	2.06%
Good (60)		54	13.92%
Very good (80)		140	36.08%
Excellent (100)		184	47.42%
Does not apply to me/did not answer		12	
Total	400		

Mean scores for Q10b	
Your patients	85.5
National Mean	83.5
Percentile Rank	63

Question 10c

How well did the doctor put you at ease during your physical examination?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.54%
Poor (20)		0	0.00%
Fair (40)		9	2.45%
Good (60)		59	16.08%
Very good (80)		120	32.70%
Excellent (100)		177	48.23%
Does not apply to me/did not answer		33	
Total	400		

Mean scores for Q10c	
Your patients	85.0
National Mean	83.6
Percentile Rank	59

Question 10d

How much did the doctor involve you in decisions about your care?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.56%
Poor (20)		1	0.28%
Fair (40)		10	2.79%
Good (60)		54	15.08%
Very good (80)		140	39.11%
Excellent (100)		151	42.18%
Does not apply to me/did not answer		42	
Total	400		

Mean scores for Q10d	
Your patients	83.7
National Mean	81.4
Percentile Rank	65

General practitioner care (continued)

Question 10e

How well did the doctor explain your problems or treatment you need?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.53%
Poor (20)		3	0.79%
Fair (40)		10	2.65%
Good (60)		55	14.55%
Very good (80)		133	35.19%
Excellent (100)		175	46.30%
Does not apply to me/did not answer		22	
Total	400		

Mean scores for Q10e	
Your patients	84.4
National Mean	83.1
Percentile Rank	58

Question 10f

How much time did your doctor spend with you?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.52%
Poor (20)		2	0.52%
Fair (40)		24	6.27%
Good (60)		68	17.75%
Very good (80)		138	36.03%
Excellent (100)		149	38.90%
Does not apply to me/did not answer		17	
Total	400		

Mean scores for Q10f	
Your patients	81.0
National Mean	80.0
Percentile Rank	57

Question 10g

How was the doctor's patience with your questions and worries?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.52%
Poor (20)		2	0.52%
Fair (40)		8	2.10%
Good (60)		64	16.80%
Very good (80)		121	31.76%
Excellent (100)		184	48.29%
Does not apply to me/did not answer		19	
Total	400		

Mean scores for Q10g	
Your patients	84.7
National Mean	83.5
Percentile Rank	58

Question 10h

How did you feel about the doctor's caring & concern?

Answer (score in brackets)		Count	Percentage
Very poor (0)		2	0.52%
Poor (20)		1	0.26%
Fair (40)		12	3.12%
Good (60)		55	14.29%
Very good (80)		114	29.61%
Excellent (100)		201	52.21%
Does not apply to me/did not answer		15	
Total	400		

Mean scores for Q10h	
Your patients	85.8
National Mean	83.7
Percentile Rank	63

Enablement

Question 11a

After seeing the doctor today, were you able to understand your problem or illness?

Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		199	62.19%
A little more than before the visit (50)		84	26.25%
The same or less than before (0)		37	11.56%
Does not apply to me/did not answer		80	
Total	400		

Mean scores for Q11a	
Your patients	75.3
National Mean	69.1
Percentile Rank	81

Question 11b

After seeing the doctor today, did you feel able to cope with your problem or illness?

Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		190	58.64%
A little more than before the visit (50)		97	29.94%
The same or less than before (0)		37	11.42%
Does not apply to me/did not answer		76	
Total	400		

Mean scores for Q11b	
Your patients	73.6
National Mean	65.5
Percentile Rank	87

Question 11c

After seeing the doctor today, did you feel able to keep yourself healthy?

Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		169	56.33%
A little more than before the visit (50)		84	28.00%
The same or less than before (0)		47	15.67%
Does not apply to me/did not answer		100	
Total	400		

Mean scores for Q11c	
Your patients	70.3
National Mean	61.7
Percentile Rank	88