

Patient Survey Results Traffic Light Report

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The General Practitioner Assessment Questionnaire (GPAQ) has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester. It is now widely used in UK general practice and forms part of the QOF for the nGMS contract.

GPAQ is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It 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.

There are two forms of GPAQ; the post-consultation version, which is completed by patients following their consultation. The postal version is administered directly to patients in their own homes. Both ask people about their general experiences of their GP or practice.

Calculation of results for each question

For questions where patients are asked to rate your services, their responses are transformed to a scale of 0 to 100 percent of one mark. Excellent represents the best possible response and is worth 100%; Very Poor represents the worst response 0%.

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. The National Averages are calculated by the NPCRDC and are published on the GPAQ website. (www.gpaq.info)

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

Your total score is calculated and divided only by the number of respondents to that question. In this way your score is not affected by non-responders.

	National Average	Your Score	Percentile Rank
Q2 How do you rate the way you are treated by receptionists at your practice?	75.3	79.7	70
Q3a How do you rate the hours that your practice is open for appointments?	65.4	63.0	38
Q4b How do you rate - how quickly you get to see a particular doctor?	63.3	74.2	76
Q5b How do you rate - how quickly you get to see any doctor?	71.5	78.6	75
Q7b How do you rate - how long have you to wait until your consultations begin?	56.2	49.8	24
Q8a How do you rate - ability to get through to the practice on the phone?	64.9	68.4	61
Q8b How do you rate - ability to speak to the doctor on the phone?	56.6	56.9	51
Q9b How do you rate - how often you see your usual doctor?	70.6	70.0	48
Q10a How thoroughly did the doctor ask about your symptoms?	79.2	79.9	55
Q10b How well did the doctor listen to what you have to say?	80.3	80.8	54
Q10c How well did the doctor put you at ease during your physical examination?	81.0	81.0	50
Q10d How much did the doctor involve you in decisions about your care?	77.8	79.7	65
Q10e How well did the doctor explain your problems or treatment you need?	80.2	81.1	56
Q10f How much time did your doctor spend with you?	77.0	78.4	61
Q10g How was the doctor's patience with your questions and worries?	80.4	80.1	47
Q10h How did you feel about the doctor's caring & concern?	80.4	81.0	55
Q12a How well did you feel the nurse(s) listen to what you say?	79.2	80.7	64
Q12b How was the quality of the care the nurses provided?	80.9	83.1	69
Q12c How well did the nurse(s) explain your health problems or any treatment that you	79.8	82.5	74

Demographic Characteristics

Question 13 & 14				
Ages & Gender				
Age Group	Male	Female	Percentage	
			Male	Female
16-44	14	51	7.37%	26.84%
45-64	29	36	15.26%	18.95%
65-74	13	23	6.84%	12.11%
75+	10	14	5.26%	7.37%
Total	66	124	34.74%	65.26%
Unknown age or gender	10			
Total	200			

Question 15			
Do you have any long-standing illness disability or infirmity?			
Answer		Count	Percentage
Yes		104	55.03%
No		85	44.97%
Total		189	

Question 16			
Ethnic Group			
Answer		Count	Percentage
White		190	97.94%
Black or Black British		0	0.00%
Asian or Asian British		2	1.03%
Mixed		1	0.52%
Chinese		1	0.52%
Other ethnic group		6	
Total		200	

Question 17			
Accommodation			
Answer		Count	Percentage
Owner occupied / mortgaged		145	77.54%
Rented or other arrangements		42	22.46%
Total		187	

Question 18			
Employment status			
Answer		Count	Percentage
Employed		78	70.91%
Unemployed and looking for work		2	1.82%
At school or in full-time education		6	5.45%
Unable to work due to long-term illness		14	12.73%
Retired from paid work		10	9.09%
Other specified / Did not answer		90	
Total		200	

Familiarity with the practice

Question 1			
In the past 12 months, how many times have you seen a doctor?			
Answer		Count	Percentage
None		9	4.52%
Once or twice		45	22.61%
Three or four times		59	29.65%
Five or six times		39	19.60%
Seven or more times		47	23.62%
Did not answer		1	
Total		200	

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)		2	1.00%
Fair (40)		14	7.00%
Good (60)		39	19.50%
Very good (80)		75	37.50%
Excellent (100)		70	35.00%
Did not answer			
Total		200	

Mean scores for Q2	
Your patients	79.7
National Mean	75.3
Percentile Rank	70

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)		1	0.51%
Poor (20)		12	6.09%
Fair (40)		36	18.27%
Good (60)		77	39.09%
Very good (80)		49	24.87%
Excellent (100)		22	11.17%
Did not answer		3	
Total		200	

Mean scores for Q3a	
Your patients	63.0
National Mean	65.4
Percentile Rank	38

Question 3b			
What additional hours would you like the practice to be open?			
Answer		Count	Percentage
Early morning		18	8.04%
Lunchtimes		29	12.95%
Evenings		47	20.98%
Weekends		58	25.89%
None I am satisfied		72	32.14%
Did not answer		12	
Total		236	

Access

Question 4a			
How quickly can you get to see a doctor of your choice?			
Answer		Count	Percentage
Same day		133	73.48%
Next Working day		18	9.94%
Within 2 working days		4	2.21%
Within 3 working days		13	7.18%
Within 4 working days		5	2.76%
Within 5 working days		8	4.42%
Does not apply to me/did not answer		19	
Total		200	

Question 4b			
How do you rate - how quickly you get to see a particular doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.11%
Poor (20)		6	3.33%
Fair (40)		22	12.22%
Good (60)		38	21.11%
Very good (80)		56	31.11%
Excellent (100)		56	31.11%
Does not apply to me/did not answer		20	
Total		200	

Mean scores for Q4b	
Your patients	74.2
National Mean	63.3
Percentile Rank	76

Question 5a			
How quickly do you usually get to see any doctor at the practice?			
Answer		Count	Percentage
Same day		155	83.78%
Next Working day		14	7.57%
Within 2 working days		7	3.78%
Within 3 working days		4	2.16%
Within 4 working days		1	0.54%
Within 5 working days		4	2.16%
Does not apply to me/did not answer		15	
Total		200	

Question 5b			
How do you rate - how quickly you get to see any doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.56%
Poor (20)		4	2.26%
Fair (40)		8	4.52%
Good (60)		46	25.99%
Very good (80)		52	29.38%
Excellent (100)		66	37.29%
Does not apply to me/did not answer		23	
Total		200	

Mean scores for Q5b	
Your patients	78.6
National Mean	71.5
Percentile Rank	75

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		139	91.45%
No		13	8.55%
Did not answer / Don't know		48	
Total		200	

Question 7a			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Percentage
Less than 5 minutes		2	1.03%
6 to 10 minutes		22	11.34%
11 to 20 minutes		48	24.74%
21 to 30 minutes		43	22.16%
More than 30 minutes		79	40.72%
Did not answer		6	
Total		200	

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)		8	4.44%
Poor (20)		20	11.11%
Fair (40)		69	38.33%
Good (60)		49	27.22%
Very good (80)		27	15.00%
Excellent (100)		7	3.89%
Did not answer		20	
Total		200	

Mean scores for Q7b	
Your patients	49.8
National Mean	56.2
Percentile Rank	24

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)		1	0.58%
Poor (20)		6	3.47%
Fair (40)		24	13.87%
Good (60)		56	32.37%
Very good (80)		60	34.68%
Excellent (100)		26	15.03%
Does not apply to me/did not answer		27	
Total		200	

Mean scores for Q8a	
Your patients	68.4
National Mean	64.9
Percentile Rank	61

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)		6	8.33%
Poor (20)		8	11.11%
Fair (40)		14	19.44%
Good (60)		18	25.00%
Very good (80)		15	20.83%
Excellent (100)		11	15.28%
Does not apply to me/did not answer		128	
Total		200	

Mean scores for Q8b	
Your patients	56.9
National Mean	56.6
Percentile Rank	51

Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Percentage
Always (100)		36	18.85%
Almost always (80)		83	43.46%
A lot of the time (60)		33	17.28%
Some of the time (40)		30	15.71%
Almost never (20)		6	3.14%
Never (0)		3	1.57%
Did not answer		9	
Total		200	

Question 9b			
How do you rate - how often you see your usual doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.08%
Poor (20)		8	4.30%
Fair (40)		19	10.22%
Good (60)		59	31.72%
Very good (80)		62	33.33%
Excellent (100)		36	19.35%
Did not answer		14	
Total		200	

Mean scores for Q9b	
Your patients	70.0
National Mean	70.6
Percentile Rank	48

General practitioner care

Question 10a			
How thoroughly did the doctor ask about your symptoms?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		3	1.59%
Fair (40)		14	7.41%
Good (60)		40	21.16%
Very good (80)		56	29.63%
Excellent (100)		76	40.21%
Does not apply to me/did not answer		11	
Total		200	

Mean scores for Q10a	
Your patients	79.9
National Mean	79.2
Percentile Rank	55

Question 10b			
How well did the doctor listen to what you have to say?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.52%
Poor (20)		4	2.09%
Fair (40)		15	7.85%
Good (60)		31	16.23%
Very good (80)		55	28.80%
Excellent (100)		85	44.50%
Does not apply to me/did not answer		9	
Total		200	

Mean scores for Q10b	
Your patients	80.8
National Mean	80.3
Percentile Rank	54

Question 10c			
How well did the doctor put you at ease during your physical examination?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		3	1.61%
Fair (40)		12	6.45%
Good (60)		37	19.89%
Very good (80)		55	29.57%
Excellent (100)		79	42.47%
Does not apply to me/did not answer		14	
Total		200	

Mean scores for Q10c	
Your patients	81.0
National Mean	81.0
Percentile Rank	50

Question 10d			
How much did the doctor involve you in decisions about your care?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		7	3.80%
Fair (40)		15	8.15%
Good (60)		30	16.30%
Very good (80)		54	29.35%
Excellent (100)		78	42.39%
Does not apply to me/did not answer		16	
Total		200	

Mean scores for Q10d	
Your patients	79.7
National Mean	77.8
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)		0	0.00%
Poor (20)		5	2.63%
Fair (40)		13	6.84%
Good (60)		33	17.37%
Very good (80)		55	28.95%
Excellent (100)		84	44.21%
Does not apply to me/did not answer		10	
Total		200	

Mean scores for Q10e	
Your patients	81.1
National Mean	80.2
Percentile Rank	56

Question 10f			
How much time did your doctor spend with you?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.53%
Poor (20)		3	1.58%
Fair (40)		18	9.47%
Good (60)		41	21.58%
Very good (80)		52	27.37%
Excellent (100)		75	39.47%
Does not apply to me/did not answer		10	
Total		200	

Mean scores for Q10f	
Your patients	78.4
National Mean	77.0
Percentile Rank	61

Question 10g			
How was the doctor's patience with your questions and worries?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.53%
Poor (20)		4	2.11%
Fair (40)		14	7.37%
Good (60)		37	19.47%
Very good (80)		52	27.37%
Excellent (100)		82	43.16%
Does not apply to me/did not answer		10	
Total		200	

Mean scores for Q10g	
Your patients	80.1
National Mean	80.4
Percentile Rank	47

Question 10h			
How did you feel about the doctor's caring & concern?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.06%
Poor (20)		2	1.06%
Fair (40)		12	6.38%
Good (60)		34	18.09%
Very good (80)		57	30.32%
Excellent (100)		81	43.09%
Does not apply to me/did not answer		12	
Total		200	

Mean scores for Q10h	
Your patients	81.0
National Mean	80.4
Percentile Rank	55

Nurse Care (if seen in last year)

Question 12a			
How well did the nurse(s) listen to what you said?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.69%	
Fair (40)	2	1.38%	
Good (60)	37	25.52%	
Very good (80)	56	38.62%	
Excellent (100)	49	33.79%	
Did not answer	55		
Total	200		

Mean scores for Q12a	
Your patients	80.7
National Mean	79.2
Percentile Rank	64

Question 12b			
The quality of care provided by the nurse(s)			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	0	0.00%	
Fair (40)	3	2.08%	
Good (60)	28	19.44%	
Very good (80)	57	39.58%	
Excellent (100)	56	38.89%	
Did not answer	56		
Total	200		

Mean scores for Q12b	
Your patients	83.1
National Mean	80.9
Percentile Rank	69

Question 12c			
How well the nurse(s) explained any health problems or any treatment			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	0	0.00%	
Fair (40)	4	2.82%	
Good (60)	30	21.13%	
Very good (80)	52	36.62%	
Excellent (100)	56	39.44%	
Did not answer	58		
Total	200		

Mean scores for Q12c	
Your patients	82.5
National Mean	79.8
Percentile Rank	74