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## **PatientDynamics GPAQ V3 Report**

Wednesday 12 March 2014

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**Riverside Medical Centre**



# **PatientDynamics GPAQ**

## **GPAQ Version 3 Report**

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## ***PatientDynamics GPAQ***

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 3 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

## ***Report Structure***

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

## ***Sample and Methodology***

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

## Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q1

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Q2, Q3, Q6

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Q10, Q12, Q14, Q34

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 19-23 & 25-29

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Q24, Q30

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Q31, Q32, Q33

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q35

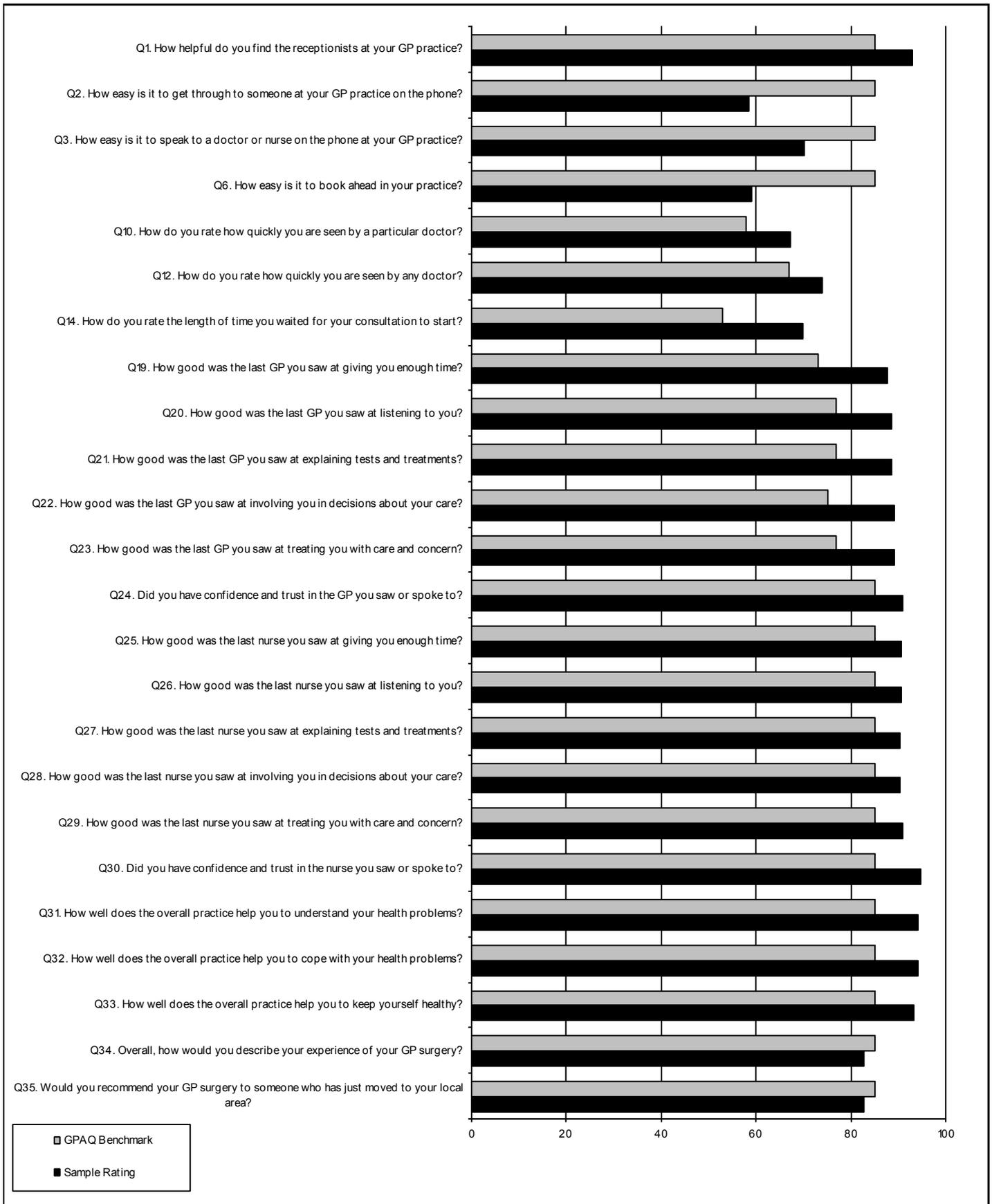
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

## 1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1. How helpful do you find the receptionists at your GP practice?	93	85
Q2. How easy is it to get through to someone at your GP practice on the phone?	58	85
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	70	85
Q6. How easy is it to book ahead in your practice?	59	85
Q10. How do you rate how quickly you are seen by a particular doctor?	67	58
Q12. How do you rate how quickly you are seen by any doctor?	74	67
Q14. How do you rate the length of time you waited for your consultation to start?	70	53
Q19. How good was the last GP you saw at giving you enough time?	88	73
Q20. How good was the last GP you saw at listening to you?	89	77
Q21. How good was the last GP you saw at explaining tests and treatments?	89	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	89	75
Q23. How good was the last GP you saw at treating you with care and concern?	89	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	91	85
Q25. How good was the last nurse you saw at giving you enough time?	91	85
Q26. How good was the last nurse you saw at listening to you?	91	85
Q27. How good was the last nurse you saw at explaining tests and treatments?	90	85
Q28. How good was the last nurse you saw at involving you in decisions about your care?	90	85
Q29. How good was the last nurse you saw at treating you with care and concern?	91	85
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	95	85
Q31. How well does the overall practice help you to understand your health problems?	94	85
Q32. How well does the overall practice help you to cope with your health problems?	94	85
Q33. How well does the overall practice help you to keep yourself healthy?	93	85
Q34. Overall, how would you describe your experience of your GP surgery?	83	85
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	83	85

### Chart showing report ratings against benchmark



## 2. Report Questions

<b>Q1. How helpful do you find the receptionists at your GP practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very helpful	208	81
2	Fairly helpful	43	17
3	Not very helpful	4	2
4	Not at all helpful	1	0
5	Don't know	0	0
Question Total:		256	100

<b>Q2. How easy is it to get through to someone at your GP practice on the phone?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	52	20
2	Fairly easy	113	44
3	Not very easy	62	24
4	Not at all easy	26	10
5	Don't know	1	0
6	Haven't tried	2	1
Question Total:		256	100

<b>Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	74	29
2	Fairly easy	102	40
3	Not very easy	36	14
4	Not at all easy	7	3
5	Don't know	7	3
6	Haven't tried	30	12
Question Total:		256	100

<b>Q4. If you need to see a GP urgently, can you normally get seen on the same day?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	165	64
2	No	60	23
3	Don't know / never needed to	31	12
Question Total:		256	100

<b>Q5. How important is it to you to be able to book appointments ahead of time in your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Important	209	82
2	Not important	45	18
Question Total:		254	100

**Q6. How easy is it to book ahead in your practice?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very easy	56	22
2	Fairly easy	108	42
3	Not very easy	56	22
4	Not at all easy	28	11
5	Don't know	4	2
6	Haven't tried	4	2
Question Total:		256	100

**Q7. How do you normally book your appointments at your practice? (please X all boxes that apply)**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	In person	96	28
2	By phone	196	57
3	Online	45	13
4	Doesn't apply	4	1
Question Total:		341	100

**Q8. Which of the following methods would you prefer to use to book appointments? (please X all boxes that apply)**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	In person	108	30
2	By phone	178	50
3	Online	67	19
4	Doesn't apply	3	1
Question Total:		356	100

**Q9. Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day or next day	81	32
2	2-4 days	100	40
3	5 days or more	49	19
4	I don't usually need to be seen quickly	11	4
5	Don't know, never tried	11	4
Question Total:		252	100

**Q10. How do you rate how quickly you are seen by a particular doctor?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	65	27
2	Very good	56	23
3	Good	43	18
4	Fair	39	16
5	Poor	13	5
6	Very poor	13	5
7	Does not apply	11	5
Question Total:		240	100

**Q11. Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day or next day	135	54
2	2-4 days	76	30
3	5 days or more	21	8
4	I don't usually need to be seen quickly	13	5
5	Don't know, never tried	6	2
Question Total:		251	100

**Q12. How do you rate how quickly you are seen by any doctor?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	81	34
2	Very good	61	26
3	Good	48	20
4	Fair	26	11
5	Poor	10	4
6	Very poor	5	2
7	Does not apply	7	3
Question Total:		238	100

**Q13. How long did you wait for your consultation to start?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Less than 5 minutes	47	19
2	5-10 minutes	135	54
3	11-20 minutes	54	22
4	21-30 minutes	8	3
5	More than 30 minutes	6	2
6	There was no set time for my consultation	1	0
Question Total:		251	100

**Q14. How do you rate the length of time you waited for your consultation to start?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	49	20
2	Very good	87	36
3	Good	57	23
4	Fair	36	15
5	Poor	8	3
6	Very poor	5	2
7	Does not apply	1	0
Question Total:		243	100

<b>Q15. Is your GP practice currently open at times that are convenient to you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	202	81
2	No	40	16
3	Don't know	6	2
Question Total:		248	100

<b>Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that)</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Before 8am	14	20
2	At lunchtime	8	11
3	After 6.30pm	24	34
4	On a Saturday	22	31
5	On a Sunday	2	3
6	None of these	0	0
Question Total:		70	100

<b>Q17. Is there a particular GP you usually prefer to see or speak to?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	140	56
2	No	109	44
3	There is usually only one doctor in my surgery	0	0
Question Total:		249	100

<b>Q18. How often do you see or speak to the GP you prefer?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always or almost always	49	35
2	A lot of the time	49	35
3	Some of the time	38	27
4	Never or almost never	4	3
5	Not tried at this GP practice	0	0
Question Total:		140	100

<b>Q19. How good was the last GP you saw at giving you enough time?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	138	58
2	Good	82	35
3	Fair	13	5
4	Poor	3	1
5	Very poor	0	0
6	Does not apply	1	0
Question Total:		237	100

**Q20. How good was the last GP you saw at listening to you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	147	62
2	Good	77	32
3	Fair	6	3
4	Poor	2	1
5	Very poor	3	1
6	Does not apply	2	1
<b>Question Total:</b>		<b>237</b>	<b>100</b>

**Q21. How good was the last GP you saw at explaining tests and treatments?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	143	61
2	Good	75	32
3	Fair	11	5
4	Poor	0	0
5	Very poor	2	1
6	Does not apply	4	2
<b>Question Total:</b>		<b>235</b>	<b>100</b>

**Q22. How good was the last GP you saw at involving you in decisions about your care?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	140	60
2	Good	73	31
3	Fair	10	4
4	Poor	0	0
5	Very poor	1	0
6	Does not apply	8	3
<b>Question Total:</b>		<b>232</b>	<b>100</b>

**Q23. How good was the last GP you saw at treating you with care and concern?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	150	64
2	Good	74	31
3	Fair	7	3
4	Poor	2	1
5	Very poor	2	1
6	Does not apply	1	0
<b>Question Total:</b>		<b>236</b>	<b>100</b>

**Q24. Did you have confidence and trust in the GP you saw or spoke to?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	197	84
2	Yes, to some extent	33	14
3	No, not at all	5	2
4	Don't know / can't say	0	0

Question Total: 

235	100
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**Q25. How good was the last nurse you saw at giving you enough time?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	144	66
2	Good	61	28
3	Fair	9	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	5	2

Question Total: 

219	100
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**Q26. How good was the last nurse you saw at listening to you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	143	66
2	Good	58	27
3	Fair	9	4
4	Poor	1	0
5	Very poor	0	0
6	Does not apply	5	2

Question Total: 

216	100
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**Q27. How good was the last nurse you saw at explaining tests and treatments?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	139	64
2	Good	63	29
3	Fair	6	3
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	6	3

Question Total: 

216	100
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**Q28. How good was the last nurse you saw at involving you in decisions about your care?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	137	63
2	Good	62	29
3	Fair	6	3
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	9	4
<b>Question Total:</b>		216	100

**Q29. How good was the last nurse you saw at treating you with care and concern?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very good	143	66
2	Good	60	28
3	Fair	4	2
4	Poor	1	0
5	Very poor	1	0
6	Does not apply	7	3
<b>Question Total:</b>		216	100

**Q30. Did you have confidence and trust in the nurse you saw or spoke to?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	191	88
2	Yes, to some extent	21	10
3	No, not at all	1	0
4	Don't know / can't say	3	1
<b>Question Total:</b>		216	100

**Q31. How well does the overall practice help you to understand your health problems?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	220	88
2	Unsure	18	7
3	Not very well	5	2
4	Does not apply	8	3
<b>Question Total:</b>		251	100

**Q32. How well does the overall practice help you to cope with your health problems?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	213	87
2	Unsure	16	7
3	Not very well	6	2
4	Does not apply	10	4
<b>Question Total:</b>		245	100

**Q33. How well does the overall practice help you to keep yourself healthy?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very well	205	84
2	Unsure	24	10
3	Not very well	4	2
4	Does not apply	11	5
Question Total:		244	100

**Q34. Overall, how would you describe your experience of your GP surgery?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Excellent	95	38
2	Very good	117	46
3	Good	27	11
4	Fair	9	4
5	Poor	4	2
6	Very poor	1	0
Question Total:		253	100

**Q35. Would you recommend your GP surgery to someone who has just moved to your local area?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes, definitely	143	56
2	Yes, probably	88	35
3	No, probably not	19	7
4	No, definitely not	1	0
5	Don't know	4	2
Question Total:		255	100

**Q36. Gender: Are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	131	55
2	Female	109	45
Question Total:		240	100

**Q37. How old are you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	0-15	4	2
2	16 to 44	106	42
3	45 to 64	92	36
4	65 to 74	32	13
5	75+	20	8
Question Total:		254	100

**Q38. Do you have a long-standing health condition?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	72	48
2	No	75	50
3	Don't know / can't say	4	3
Question Total:		151	100

**Q39. What is your ethnic group?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	250	99
2	Black or Black British	0	0
3	Asian or Asian British	0	0
4	Mixed	2	1
5	Chinese	0	0
6	Other ethnic group	0	0
Question Total:		252	100

**Q40. Which of the following best describes you?**

		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed (full or part time, including self-employed)	143	56
2	Unemployed / looking for work	18	7
3	At school or in full time education	4	2
4	Unable to work due to long term sickness	14	6
5	Looking after your home / family	15	6
6	Retired from paid work	58	23
7	Other	2	1
Question Total:		254	100

This report is based on a total of 256 completed questionnaires

## Report - Open Ended Comments

### Q41. Finally, please add any comments you would like to make about your GP practice:

I would recommend Riverside Medical Centre to anyone. Both the GP's & Receptionist take the time to listen and understand what it is you want.

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Excellent surgery.

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Receptionists always smiling.

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Please ask receptionists to be more pleasant & polite. More appointments need to be made available. I arrived this morning to find 8.30 appointment had been moved to 9.30. No phone call to tell me.

---

Overall I got a good service.

---

Over worked time wasters who could be seen at a pharmacy, not being able to get up at 8.00 am due to medications. This makes it harder and stressful for me to get an appointment (I'm not a time waster like other patients).

---

Open telephone lines early. Nurses not to shout at you (like small child).

---

Not Receptionists, G.P.'s or Nurses fault it's Government and Trust's fault.

---

My main complaint is how difficult it is to get a doctors appointment when I want one and the way you have to call at 8 am on the morning and then be told all appointments have gone.

---

More appointments should be available when speaking to receptionist even when calling at 8 am the nurse has to ring back as all appointments have gone.

---

Mainly a excellent service.

---

Very helpful reception staff.

---

It's nice to be able to see the same doctor for an ongoing medical condition as you don't have to sit and explain everything time after times which I am sure saves the doctors time which is important. I have been seeing Dr. Matthews for 4 years with my ongoing knee complaint but it is now very hard to see him and I have since been seen by Dr. Nayer who is very nice also.

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Wider examination tables for the larger person.

---

I think this is a very good practice but think it would help people who work if they could be seen after work.

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I think older people would like to see a doctor who they are used to. I don't think they have a lot of confidence when they see a different doctor each time and older people like the older doctors.

---

I saw new doctor in February 2014 and he gave my 8 year old son tablets that should not have been given to him.

---

I find it a battle to be seen when at all not only taking work into account. Calling on a morning is a non starter trying to get through.

---

I find GP & all staff helpful.

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I don't ask to see a doctor very often, it's a lottery to arrange a visit.

---

Good practice.

---

Good practice but not many appointments.

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Getting an appointment is very hard can't book an appointment in advance.

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Frustrating when unable to get through to book. Then to be advised can't book in advance. Difficult to arrange when working.

---

Friendly and welcoming staff.

---

Keep up the good work.

---

Everyone very helpful, fantastic.

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Think it is bad phoning on the day to get an appointment should be able to make one for the next day.

---

Their friendly and very helpful.

---

Their friendly and very helpful.

---

The best in the Yorkshire area, brilliant!!!

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Thanks to Dr. Self for the home visit and immediate hospitalisation which probably saved my life.

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(I don't like being put on hold.) I would rather the phone call be answered or engaged - I do not like to be hanging on for up to 10 minutes at a time, more or less every time I have to phone as I haven't got the time or the money it costs.

---

Thank you very much indeed for excellent care.

---

Spent 45 mins constantly ringing on mobile at 8.00, kept getting engaged tone. Finally got receptionist who said no appointments left. Arranged for triage nurse to ring. After 55 mins of waiting rang to cancel triage appointment far too many patients for this small practice. Need more appointments available, telephone lines & receptionists at 8.00. Need less patients. In future will go in person at 8.00 am to make appointment.

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Second to none.

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Receptionists are very friendly.

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Very difficult to make appointments, when you have to rely on telephone appointments. Not all elderly people have/use Computer.

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Excellent practice.

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Very difficult to get a answer on a afternoon from reception.

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Dr. Sharr is brilliant. Great at what he does and very caring. Best doctor!!

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Dr. Sha very understanding and helpful.

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Completely happy with the surgery.

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Can never get an appointment, for the injection in my knee as only 2 doctors will do it. If I can't get any of these doctors, I can't have my injection and I only need it 2 times per year. It is not a last to ask for.

---

Can be difficult to get through on phone at 8 am more online appointments would be good.

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Brilliant when I see the nurses. Depends on doctor you see - Dr. Nayaar, Dr. Self, Dr. Isaac are great!

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All very good, the service is great never had any problems, keep up the good work.

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All I can say is everybody at my doctors are simply fantastic.

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Afternoon staff don't seem as on the ball as morning. Staff after ordering a prescription on 2 occasions and getting these wrong.

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Would be good to get appointments when ill.

---

Wish did not have to ring on morning to an appointment on the day?

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Excellent service & advice & support. This practice & staff give reassurance which helps improve my health. My only quorum is having to call to the surgery early to get an appointment calling by phone each time at 8 am is difficult.

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## General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

### About Receptionists and Appointments

**Q1** How helpful do you find the receptionists at your GP practice?

- <sup>1</sup> Very helpful
- <sup>2</sup> Fairly helpful
- <sup>3</sup> Not very helpful
- <sup>4</sup> Not at all helpful
- <sup>5</sup> Don't know

**Q2** How easy is it to get through to someone at your GP practice on the phone?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q3** How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q4** If you need to see a GP urgently, can you normally get seen on the same day?

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / never needed to

**Q5** How important is it to you to be able to book appointments ahead of time in your practice?

- <sup>1</sup> Important
- <sup>2</sup> Not important

**Q6** How easy is it to book ahead in your practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q7** How do you normally book your appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

**Q8** Which of the following methods would you prefer to use to book appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

Thinking of times when you want to see a particular doctor:

**Q9** How quickly do you usually get seen?

- Same day or next day  
 2-4 days  
 5 days or more  
 I don't usually need to be seen quickly  
 Don't know, never tried

**Q10** How do you rate this?

- Excellent  
 Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

Thinking of times when you are willing to see any doctor:

**Q11** How quickly do you usually get seen?

- Same day or next day  
 2-4 days  
 5 days or more  
 I don't usually need to be seen quickly  
 Don't know, never tried

**Q12** How do you rate this?

- Excellent  
 Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

Thinking of your most recent consultation with a doctor or nurse

**Q13** How long did you wait for your consultation to start?

- Less than 5 minutes  
 5 – 10 minutes  
 11 – 20 minutes  
 21 – 30 minutes  
 More than 30 minutes  
 There was no set time for my consultation

**Q14** How do you rate this?

- Excellent  
 Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

### About opening times

**Q15** Is your GP practice currently open at times that are convenient to you?

- Yes ..... Go to Q17  
 No  
 Don't know

**Q16** Which of the following additional opening hours would make it easier for you to see or speak to someone?  
 (Please X all boxes that apply)

- Before 8am  
 At lunchtime  
 After 6.30pm  
 On a Saturday  
 On a Sunday  
 None of these

### About seeing the doctor of your choice

**Q17** Is there a particular GP you usually prefer to see or speak to?

- Yes  
 No ..... Go to Q19  
 There is usually only one doctor in my surgery ..... Go to Q19

**Q18** How often do you see or speak to the GP you prefer?

- Always or almost always  
 A lot of the time  
 Some of the time  
 Never or almost never  
 Not tried at this GP practice

### How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

#### Q19 Giving you enough time

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q20 Listening to you

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q21 Explaining tests and treatments

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q22 Involving you in decisions about your care

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q23 Treating you with care and concern

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q24 Did you have confidence and trust in the GP you saw or spoke to?

- Yes, definitely  
 Yes, to some extent  
 No, not at all  
 Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

### How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

#### Q25 Giving you enough time

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q26 Listening to you

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q27 Explaining tests and treatments

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q28 Involving you in decisions about your care

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q29 Treating you with care and concern

- Very good  
 Good  
 Fair  
 Poor  
 Very poor  
 Does not apply

#### Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- Yes, definitely  
 Yes, to some extent  
 No, not at all  
 Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

### About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

**Q31 Understand your health problems?**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q32 Cope with your health problems**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q33 Keep yourself healthy**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q34 Overall, how would you describe your experience of your GP surgery?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor
- <sup>6</sup> Very poor

**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, probably
- <sup>3</sup> No, probably not
- <sup>4</sup> No, definitely not
- <sup>5</sup> Don't know

### It will help us to understand your answers if you could tell us a little about yourself

**Q36 Are you ?**

- <sup>1</sup> Male
- <sup>2</sup> Female

**Q37 How old are you?**

- <sup>1</sup> Under 16
- <sup>2</sup> 16 to 44
- <sup>3</sup> 45 to 64
- <sup>4</sup> 65 to 74
- <sup>5</sup> 75 or over

**Q38 Do you have a long-standing health condition?**

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / can't say

**Q39 What is your ethnic group?**

- <sup>1</sup> White
- <sup>2</sup> Black or Black British
- <sup>3</sup> Asian or Asian British
- <sup>4</sup> Mixed
- <sup>5</sup> Chinese
- <sup>6</sup> Other ethnic group

**Q40 Which of the following best describes you?**

- <sup>1</sup> Employed (full or part time, including self-employed)
- <sup>2</sup> Unemployed / looking for work
- <sup>3</sup> At school or in full time education
- <sup>4</sup> Unable to work due to long term sickness
- <sup>5</sup> Looking after your home/family
- <sup>6</sup> Retired from paid work
- <sup>7</sup> Other

Finally, please add any other comments you would like to make about your GP practice:

This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAC was originally developed from the PCAS survey with permission of Dr Dana Gabb Salfon

