

# The General Practice Assessment Questionnaire (GPAQ)

The survey results are laid out below. Number completed:- 312

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April 13 - April 2014 ▼

All Doctors ▼

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1. In the past 12 months, **how many times** have you seen a doctor from your practice?

None	2.88%
Once or twice	32.37%
Three or four times	34.94%
Five or six times	16.99%
Seven times or more	10.26%
Percentage of respondents who answered this question	97.44%

2. How do you rate the way you are treated by **receptionists** at your practice?

Very poor	2.56%
Poor	5.77%
Fair	22.44%
Good	27.24%
Very good	25.00%
Excellent	16.03%
Percentage of respondents who answered this question	99.04%

3. How do you rate the **hours** that your practice is open for appointments?

a)

Very poor	0.64%
Poor	6.73%
Fair	17.95%
Good	37.50%
Very good	27.24%
Excellent	7.69%
Percentage of respondents who answered this question	97.76%

3. What **additional** hours would you like the practice to be open?

b) (please tick all that apply)

Early morning	14.42%
Lunch times	6.73%
Evenings	27.88%
Weekends	37.50%

Respondents may tick more than one answer for this question

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

a) How **quickly** do you usually get to see that doctor?

Same day	3.85%
Next working day	3.53%
Within 2 working days	6.73%
Within 3 working days	5.45%
Within 4 working days	4.49%
5 or more working days	64.42%
Does not apply	10.26%
Percentage of respondents who answered this question	98.72%

b) How do you rate this?

Very poor	20.19%
Poor	29.49%
Fair	22.12%
Good	8.65%
Very good	5.77%
Excellent	1.60%
Does not apply	6.41%
Percentage of respondents who answered this question	94.23%

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

a) How **quickly** do you usually get seen?

Same Day	35.58%
Next Working Day	14.42%
Within 2 working days	15.06%

Within 3 working days	7.05%
Within 4 working days	4.81%
5 or more working days	7.69%
Does not apply	14.42%
Percentage of respondents who answered this question	99.04%
b) How do you rate this?	
Very poor	6.41%
Poor	10.58%
Fair	18.27%
Good	20.51%
Very good	16.03%
Excellent	12.82%
Does not apply	10.58%
Percentage of respondents who answered this question	95.19%
6. If you need to see a GP <b>urgently</b> , can you normally get seen on the same day?	
Yes	60.26%
No	11.86%
Don't know/never needed to	25.00%
Percentage of respondents who answered this question	97.12%
7. How long do you usually have to <b>wait</b> at the practice for your consultations to begin?	
a)	
5 minutes or less	3.53%
6 - 10 minutes	28.21%
11 - 20 minutes	44.23%
21 - 30 minutes	15.38%
More than 30 minutes	7.37%
Percentage of respondents who answered this question	98.72%
7 How do rate this?	
b)	
Very poor	6.09%

Poor	16.03%
Fair	39.10%
Good	22.44%
Very good	10.26%
Excellent	2.88%
Percentage of respondents who answered this question	96.79%

8. Thinking of times you have **phoned** the practice, how do you rate the following:

a) Ability to **get through to** the practice on the phone?

Very poor	14.42%
Poor	19.55%
Fair	32.69%
Good	17.63%
Very good	8.97%
Excellent	3.21%
Don't know/ never tried	1.92%
Percentage of respondents who answered this question	98.40%

b) Ability to **speak to** a doctor on the phone when you have a question or need medical advice?

Very poor	5.13%
Poor	7.69%
Fair	16.03%
Good	20.51%
Very good	9.62%
Excellent	3.21%
Don't know / never tried	36.22%
Percentage of respondents who answered this question	98.40%

**These next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.**

9. In general, how often do you see your **usual doctor**?

a)

Always	14.74%
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Almost always	26.28%
A lot of the time	12.18%
Some of the time	24.04%
Almost never	11.22%
Never	1.28%
Percentage of respondents who answered this question	89.74%

9. How do you rate this?

b)

Very poor	6.41%
Poor	10.26%
Fair	20.19%
Good	28.53%
Very good	12.18%
Excellent	8.65%
Percentage of respondents who answered this question	86.22%

10. Thinking about **when you consult your doctor**, how do you rate the following:

a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?

Very poor	0.00%
Poor	3.21%
Fair	7.69%
Good	25.96%
Very good	25.32%
Excellent	27.24%
Does not apply	1.28%
Percentage of respondents who answered this question	90.71%

b) How well the doctor **listens** to what you had to say?

Very poor	0.64%
Poor	2.56%
Fair	7.37%
Good	20.19%
Very good	24.68%

Excellent	32.69%
Does not apply	1.28%
Percentage of respondents who answered this question	89.42%

c) How well the doctor **puts you at ease** during your physical examination?

Very poor	0.00%
Poor	0.96%
Fair	4.81%
Good	20.83%
Very good	23.72%
Excellent	30.77%
Does not apply	7.37%
Percentage of respondents who answered this question	88.46%

d) How much the doctor **involves you in decisions** about your care?

Very poor	0.64%
Poor	2.88%
Fair	8.65%
Good	22.44%
Very good	25.32%
Excellent	25.96%
Does not apply	3.85%
Percentage of respondents who answered this question	89.74%

e) How well the doctor **explains** your problems or any treatment that you need?

Very poor	0.00%
Poor	2.88%
Fair	7.69%
Good	23.72%
Very good	25.00%
Excellent	27.24%
Does not apply	1.28%
Percentage of respondents who answered this question	87.82%

f) The amount of **time** your doctor spends with you?

Very poor	0.64%
Poor	3.53%
Fair	16.03%
Good	28.53%
Very good	25.64%
Excellent	14.74%
Does not apply	0.96%
Percentage of respondents who answered this question	90.06%

g) The doctor's **patience** with your questions or worries?

Very poor	0.32%
Poor	2.24%
Fair	8.33%
Good	24.36%
Very good	22.76%
Excellent	29.49%
Does not apply	1.60%
Percentage of respondents who answered this question	89.10%

h) The doctor's **caring and concern** for you?

Very poor	0.32%
Poor	2.56%
Fair	8.01%
Good	23.08%
Very good	22.76%
Excellent	28.53%
Does not apply	2.24%
Percentage of respondents who answered this question	87.50%

11. Have you seen a **nurse** from your practice in the past 12 months?

Yes - go to question 12	80.77%
No - go to question 13	15.71%
Percentage of respondents who answered this question	96.47%

12. Thinking about the **nurse(s) you have seen**, how do you rate the following:

a) How well they **listen** to what you say?

Very poor	0.00%
Poor	2.24%
Fair	9.62%
Good	30.77%
Very good	24.36%
Excellent	16.67%
Percentage of respondents who answered this question	83.65%

b) The **quality** of care they provide?

Very poor	0.32%
Poor	1.60%
Fair	6.73%
Good	26.60%
Very good	28.85%
Excellent	16.67%
Percentage of respondents who answered this question	80.77%

c) How well they **explain** your health problems or any treatment that you need?

Very poor	0.32%
Poor	2.56%
Fair	10.90%
Good	25.00%
Very good	29.17%
Excellent	13.78%
Percentage of respondents who answered this question	81.73%

**Finally, it will help us to understand your answers if you could tell us a little about yourself:**

13. Are you:

Male	39.42%
Female	59.29%
Percentage of respondents who answered this question	98.72%



## 14. How are old are you?

0-15	0.00%
16-24	2.24%
24-35	5.77%
36-50	18.91%
50-65	34.62%
65 and over	37.18%
Percentage of respondents who answered this question	98.72%

15. Do you have any **long-standing illness, disability or infirmity?**

By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	66.99%
No	31.41%
Percentage of respondents who answered this question	98.40%

## 16. Which ethnic group do you belong to?

White	95.83%
Black or Black British	0.64%
Asian or Asian British	0.32%
Mixed	0.32%
Chinese	0.00%
Other Ethnic Group	0.32%
Percentage of respondents who answered this question	97.44%

## 17. Is your accommodation?

Owner-occupied/mortgaged	86.86%
Rented or other arrangements	10.58%
Percentage of respondents who answered this question	97.44%

## 18. Which of the following best describes you?

Employed (full or part time, inc. self-employed)	42.63%
Unemployed and looking for work	1.28%

At school or in full time education	0.64%
Unable to work due to long term illness	3.53%
Looking after your home/family	4.17%
Retired	44.87%
Other	1.60%
Percentage of respondents who answered this question	98.72%

19. We are interested in any other comments you may have. Please enter them below.

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