

08 July 2005

## **PatientDynamics GPAQ Report**

**Dr X**  
**Practice X**  
**Address X**  
**Address XX**  
**Postcode X**

# PatientDynamics GPAQ Practice Report

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## Summary of Results

- 1. Evaluation Questions**
- 2. Report Questions**
- 3. Open Ended Comments**
- 4. Questionnaire**

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, except that it is shorter and easier to complete.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to provide a sophisticated management tool at PCT level.

## **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, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions

## **Sample and Methodology**

A kit comprising: 50 questionnaires for each doctor in the practice plus an extra 50; a ballot box for completed questionnaires; 5 pens; 2 posters; was posted to the practice. The questionnaires were numbered and matched to the practice. The questionnaires were offered to each patient by the receptionist to be completed in the surgery and posted in the ballot box. The practice then sent the completed questionnaires to PatientDynamics for analysis.

GPAQ is designed for adults at least 16 years of age.

## Analysis of Survey Results

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

Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h, Q12a, Q12b, Q12c:

<i>Rating</i>	<i>Score</i>
<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

Q13:

<i>Rating</i>	<i>Score</i>
<i>Completely satisfied</i>	100
<i>Very satisfied</i>	83.3
<i>Fairly satisfied</i>	66.7
<i>Neutral</i>	50
<i>Fairly dissatisfied</i>	33.3
<i>Very dissatisfied</i>	16.7
<i>Completely dissatisfied</i>	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

## 1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q2. Satisfaction with receptionists	81	70
Q3a. Satisfaction with opening hours	68	65
Q4b. Satisfaction with availability of particular doctor	65	60
Q5b. Satisfaction with availability of any doctor	74	70
Q7b. Satisfaction with waiting times at practice	54	51
Q8a. Satisfaction with phoning through to practice	55	62
Q8b. Satisfaction with phoning through to doctor for advice	62	55
Q9b. Satisfaction with continuity of care	76	68
Q10a. Satisfaction with doctor's questioning	85	74
Q10b. Satisfaction with how well doctor listens	88	75
Q10c. Satisfaction with how well doctor puts patient at ease	88	86
Q10d. Satisfaction with how much doctor involves patient	86	82
Q10e. Satisfaction with doctor's explanations	88	75
Q10f. Satisfaction with time doctor spends	83	70
Q10g. Satisfaction with doctor's patience	89	74
Q10h. Satisfaction with doctor's caring and concern	89	74
Q12a Satisfaction with how well they listen to what you say	82	76
Q12b Satisfaction with the quality of care they provide	84	78
Q12c Satisfaction with how well they explain your health problems	82	76
Q13. Overall satisfaction with practice	89	78

## 2. Report Questions

<b>Q1. In the past 12 months, how many times have you seen a doctor from your practice?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	None	6	5
2	Once or twice	30	24
3	Three or four times	37	29
4	Five or six times	31	24
5	Seven times or more	23	18
Question Total:		127	100

<b>Q2. Satisfaction with receptionists</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	0	0
3	Fair	10	8
4	Good	20	16
5	Very Good	47	37
6	Excellent	48	38
Question Total:		126	100

<b>Q3a. Satisfaction with opening hours</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	1	1
3	Fair	20	16
4	Good	46	37
5	Very Good	44	35
6	Excellent	13	10
Question Total:		124	100

<b>Q3b. What additional hours would you like the practice to be open?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Early Morning	8	6
2	Lunch Times	2	2
3	Evenings	24	18
4	Weekends	43	33
5	None I am satisfied	53	41
Question Total:		130	100

<b>Q4a. How quickly do you usually get to see a particular doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	17	14
2	Next working day	15	12
3	Within 2 working days	33	27
4	Within 3 working days	23	19
5	Within 4 working days	8	7
6	5 or more working days	17	14
7	Does not apply	9	7
Question Total:		122	100

<b>Q4b. Satisfaction with availability of particular doctor</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	7	6
3	Fair	28	24
4	Good	28	24
5	Very Good	23	19
6	Excellent	24	20
7	Does not apply	9	8
Question Total:		119	100

<b>Q5a. How quickly do you usually get to seen?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Same day	45	36
2	Next working day	22	18
3	Within 2 working days	20	16
4	Within 3 working days	13	10
5	Within 4 working days	5	4
6	5 or more working days	2	2
7	Does not apply	18	14
Question Total:		125	100

<b>Q5b. Satisfaction with availability of any doctor</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	2	2
3	Fair	17	15
4	Good	26	22
5	Very Good	17	15
6	Excellent	36	31
7	Does not apply	18	16
Question Total:		116	100

<b>Q6. Can you normally get seen on the same day?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	98	77
2	No	2	2
3	Don't know	27	21
Question Total:		127	100

<b>Q7a. How long do you usually have to wait at the practice for your consultation to begin?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	5 minutes or less	4	3
2	6-10 minutes	24	19
3	11-20 minutes	74	59
4	21-30 minutes	20	16
5	More than 30 minutes	3	2
Question Total:		125	100

<b>Q7b. Satisfaction with waiting times at practice</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	1	1
2	Poor	8	7
3	Fair	50	41
4	Good	34	28
5	Very Good	24	20
6	Excellent	5	4
Question Total:		122	100

<b>Q8a. Satisfaction with phoning through to practice</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	5	4
2	Poor	10	8
3	Fair	37	29
4	Good	38	30
5	Very Good	28	22
6	Excellent	6	5
7	Don't Know	2	2
Question Total:		126	100

<b>Q8b. Satisfaction with phoning through to doctor for advice</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	7	6
3	Fair	12	10
4	Good	31	25
5	Very Good	16	13
6	Excellent	9	7
7	Don't know	48	39
Question Total:		123	100

<b>Q9a. In general, how often do you see your usual doctor?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Always	29	23
2	Almost always	54	43
3	A lot of the time	19	15
4	Some of the time	21	17
5	Almost never	2	2
6	Never	1	1
Question Total:		126	100

<b>Q9b. Satisfaction with continuity of care</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	8	7
4	Good	38	32
5	Very Good	41	35
6	Excellent	30	26
Question Total:		117	100

<b>Q10a. Satisfaction with doctor's questioning</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	3	2
4	Good	24	19
5	Very Good	38	30
6	Excellent	58	46
7	Does not apply	3	2
Question Total:		126	100

<b>Q10b. Satisfaction with how well doctor listens</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	0	0
4	Good	21	17
5	Very Good	33	26
6	Excellent	69	55
7	Does not apply	3	2
Question Total:		126	100

<b>Q10c. Satisfaction with how well doctor puts patient at ease</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	0	0
4	Good	21	17
5	Very Good	30	24
6	Excellent	70	55
7	Does not apply	6	5
Question Total:		127	100

<b>Q10d. Satisfaction with how much doctor involves patient</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	2
4	Good	18	14
5	Very Good	39	31
6	Excellent	59	47
7	Does not apply	8	6
Question Total:		126	100

<b>Q10e. Satisfaction with doctor's explanations</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	1	1
4	Good	19	15
5	Very Good	35	28
6	Excellent	69	54
7	Does not apply	3	2
Question Total:		127	100

<b>Q10f. Satisfaction with time doctor spends</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	2
4	Good	27	23
5	Very Good	36	30
6	Excellent	49	41
7	Does not apply	6	5
Question Total:		120	100

<b>Q10g. Satisfaction with doctor's patience</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	0	0
4	Good	18	14
5	Very Good	33	26
6	Excellent	70	56
7	Does not apply	4	3
Question Total:		125	100

<b>Q10h. Satisfaction with doctor's caring and concern</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	2
4	Good	17	13
5	Very Good	31	25
6	Excellent	74	59
7	Does not apply	2	2
Question Total:		126	100

<b>Q11. Have you seen a nurse from your practice in the past 12 months</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	101	81
2	No	23	19
Question Total:		124	100

<b>Q12a Satisfaction with how well they listen to what you say</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	2
4	Good	22	22
5	Very Good	41	41
6	Excellent	36	36
Question Total:		101	100

<b>Q12b Satisfaction with the quality of care they provide</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	4	4
4	Good	13	13
5	Very Good	44	44
6	Excellent	40	40
Question Total:		101	100

<b>Q12c Satisfaction with how well they explain your health problems</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Very poor	0	0
2	Poor	0	0
3	Fair	4	4
4	Good	23	23
5	Very Good	35	35
6	Excellent	39	39
Question Total:		101	100

<b>Q13. Overall satisfaction with practice</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Completely satisfied	59	46
2	Very satisfied	54	42
3	Fairly satisfied	16	12
4	Neutral	0	0
5	Fairly dissatisfied	0	0
6	Very dissatisfied	0	0
7	Completely dissatisfied	0	0
Question Total:		129	100

<b>Q14. Male or Female?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Male	52	40
2	Female	77	60
Question Total:		129	100

<b>Q15. How old are you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	16 to 24	3	2
2	25 - 34	16	13
3	35 - 44	14	11
4	45 - 54	22	17
5	55 - 64	25	20
6	65 - 74	21	17
7	75 and Older	25	20
Question Total:		126	100

<b>Q16. Long standing illness or disability?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Yes	59	49
2	No	62	51
Question Total:		121	100

<b>Q17. Which ethnic group do you belong to?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	White	122	95
2	Black or Black British	1	1
3	Asian or Asian British	3	2
4	Mixed	2	2
5	Chinese	0	0
6	Other Ethnic Group	1	1
Question Total:		129	100

  

<b>Q18. Is your accommodation:</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Owner occupied / mortgaged	108	86
2	Rented or other arrangements	18	14
Question Total:		126	100

  

<b>Q19. Which of the following best describes you?</b>		<b>Number of Responses</b>	<b>% of Responses</b>
1	Employed	48	38
2	Unemployed and looking for work	0	0
3	At school or full time education	3	2
4	Unable to work due to long term sickness	4	3
5	Looking after your home / family	15	12
6	Retired from work	55	43
7	Other	2	2
Question Total:		127	100

Practice X

**Report - Open Ended Comments**

**Is there anything particularly good about your healthcare?**

The Doctor's & staff are caring.

The location - just a few doors away.

A very caring practice.

The doctor spend time listening & explaining - do not feel rushed. ( So I don't mind if I have to wait longer in the waiting room, as I may need extra time myself.) The caring attitude of the doctor.

Continuity in the practice.

Rosemead is an excellent practice and others could learn from this one.

I am very happy with the GP, nurses & reception staff.

Information readily available. Help if requested.

The follow up treatment.

Everyone is very helpful & understanding & caring.

Everyone is so helpful and caring. If the doctor says she is going to do something for you, she get on with it straight away. She sees personnel problems without everything having to be spelt out.

The doctor seems to be a friendly as well as my doctor - she's great.

A friendly atmosphere. Good surroundings.

A good sense of humor

Rosemead surgery has always been very good over the 25 years we have lived locally & if an urgent appointment has been required - we have been seen within hours, if not urgent always A.S.A.P.

I have always found the doctors & receptionists fantastic. That also includes my family's view, extremely satisfied with the whole surgery.

The Doctor's are very good, especially at seeing children at short notice.

I find that the care and consideration and help which are given outstanding good and kind.

Practice X

The Doctor's are always friendly & Co-operative.

All doctors know about current family conditions & problems that affect all the family.

Always there if I have got a concern, if busy they will phone back.

The doctors are always very pleasant.

Up-to-date on recent innovations. Well read Doctor team., especially the Doctor on M.E

The doctors are fantastic.

A certain receptionists is very curt & too much of a gatekeeper. More obstructive than helpful - rude too.

I have been with this practice for over 30 years. I think that says it all.

The Doctor's are very caring. The nurses are nearly always rushed.

It feels very personal.

Excellent small team.

I have found the Doctor very caring, uplifting and generally a lovely lady. She has given me excellent advise when discussing problems with both my sons. The Doctor is also a caring doctor.

The staff & Doctor's at the practice are friendly, efficient and caring.

I am aware that this practice is an exceptionally good one, and I feel confident that I am in good hands with regards to my health.

I have always had the best of care.

A friendly atmosphere and very caring.

I am 81 and still lead an active life, largely due to the care of my GP's.

I am 84 and still lead an active life largely due to the care of my GP's.

All good.

Practice X

**Is there anything that could be improved?**

The fact that the surgery close their Saturday clinic upset me.

It is difficult to get through to the surgery by telephone on occasions.

Shorter waiting times, but they do always fit you in.

I find it very difficult to get through by phone early AM. Recent experience - 1) 8.29am answer machine. 2) 8.31am - engaged. 3) Rang every 2 minutes, engaged constantly for the next 45 minutes.

Magazines for loan.

The telephone - always engaged.

The appointment times are never met.

The reception area is a little embarrassing when talking about why you have to see the doctor and everyone can hear.

Perhaps providing a call centre with appropriate trained people who may take some pressure off al the Doctor's.

The phone. Sometimes I have tried most of the day to get through as it seem to be permentantly engaged. I have seen the receptionists having to deal with constant phone calls & people at the reception desk. I wonder how they cope at times.

It would be nice if there was one day where you could open afternoon to say approx late evening I.e.

More access to clinics like well woman clinic etc.

Generally longer opening hours I.e. Saturday's.

The voicemail service when phoning is always engaged.

The days when the practice is open, other than for emergencies could be extended.

Some nurses are brilliant - one is not.

I think the reception service requires a warmer more personalized touch.

Extend 1/2 day surgery to full day.

Practice X

**Any other comments?**

We are lucky to be in the care of this surgery. It is one of the main reasons for not moving out of the

I think all the Doctor's and nurses do a wonderful job, which we do appreciate.

I think it is a fine caring practice.

Perhaps a water server would be a good idea.

I feel very lucky with my doctor.

I am a fairly new patient of 1 year & I have found everyone I have met so far really helpful & caring.

I did have to wait over an hour last August, from my appointed time. However this is the exception.

I have been with this surgery for about 17 years and have had excellent treatment. The Doctor's & receptionists are wonderful. Thank you.

We are lucky to have an excellent surgery at Rosemead. Highly skilled, intelligent & caring doctors who are dedicated to their work.

All satisfactory to excellent.

I have always received excellent care and consideration in all the years I have been with this practice.

Our family is very happy with our practice.

The best GP service I've ever experienced.

One or two evening surgeries would be great.

Always satisfied with the care of all Rosemenad staff.

A very good caring service in a changing environment.

A good all round practice.

I don't like the practice being open 4 1/2 days a week & the walk-in centre in in Slough.

Your opinion counts!

3rd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

**Dear Patient**

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and staff will NOT be able to identify your individual responses.

**Thank you.**

4th FOLD, TUCK IN UNDER FLAP 3

Please complete and return immediately to ensure your views are included in the results

Re-fold the completed questionnaire, tucking the 3rd fold into this flap. Post directly in the ballot box provided or return to the receptionist.

You can also complete this survey on our website:  
[www.gpaqsurvey.co.uk](http://www.gpaqsurvey.co.uk)

(Enter the number on the questionnaire to identify the practice)

2nd FOLD

**The General Practice Assessment Questionnaire (GPAQ)**

1	In the past 12 months, how many times have you seen a doctor from your practice?	None	Once or twice	Three or four times	Five or six times	Seven times or more		
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5		
2	How do you rate the way you are treated by receptionists at your practice?	Very poor	Poor	Fair	Good	Very good	Excellent	
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
3 a)	How do you rate the hours that your practice is open for appointments?	Very poor	Poor	Fair	Good	Very good	Excellent	
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
b)	What additional hours would you like the practice to be open? (please tick all that apply)	Early morning	Lunch-times	Evenings	Weekends	None, I am satisfied		
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5		
4	Thinking of times when you want to see a particular doctor: (please tick one box only)							
a)	How quickly do you usually get to see that doctor?	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b)	How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
5	Thinking of times when you are willing to see any doctor: (please tick one box only)							
a)	How quickly do you usually get seen?	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b)	How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
6	If you need to see a GP urgently, can you normally get seen on the same day?	Yes	No	Don't know / never needed to				
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3				
7 a)	How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes		
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5		
b)	How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	
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	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b)	Ability to speak to a doctor on the phone when you have a question or need medical advice?	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

1st FOLD

The 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 a) In general, how often do you see your usual doctor?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

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

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the doctor asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor listens to what you have to say?	<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor puts you at ease during your physical examination?	<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor involves you in decisions about your care?	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor explains your problems or any treatment that you need?	<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of time your doctor spends with you today?	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's patience with your questions or worries?	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's caring and concern for you?	<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

Yes	- go to	No	go to
<input type="checkbox"/> 1	question 12	<input type="checkbox"/> 2	question 13

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

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How well they listen to what you say?	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The quality of care they provide?	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) How well they explain your health problems or any treatment that you need	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

13 All things considered, how satisfied are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

14 Are you  1 Male  2 Female

15 How old are you?  years

16 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.  1 Yes  2 No

17 Which ethnic group do you belong to? (please tick one box)

<input type="checkbox"/> 1 White	<input type="checkbox"/> 4 Mixed
<input type="checkbox"/> 2 Black or Black British	<input type="checkbox"/> 5 Chinese
<input type="checkbox"/> 3 Asian or Asian British	<input type="checkbox"/> 6 Other ethnic group

18 Is your accommodation: (please tick one box)

<input type="checkbox"/> 1 Owner-occupied / mortgaged?	<input type="checkbox"/> 2 Rented or other arrangements?
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19 Which of the following best describes you? (please tick one box)

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

20 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

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Is there anything that could be improved?

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Any other comments?

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Thank you for taking time to complete this questionnaire.

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