

Patient Survey Results Analysis Detail



Dalton Surgery

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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

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.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	129	81.1%
Good (75)	27	17.0%
Satisfactory (50)	3	1.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
Total	163	

Good	Not Good
98.1%	1.9%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	129	81.1%
Good (75)	28	17.6%
Satisfactory (50)	2	1.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
Total	163	

Good	Not Good
98.7%	1.3%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	121	76.6%
Good (75)	34	21.5%
Satisfactory (50)	3	1.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	4	
Total	163	

Mean scores for Q3	
Your patients	93.7
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	98.1%	1.9%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	120	75.5%
Good (75)	32	20.1%
Satisfactory (50)	6	3.8%
Poor (25)	1	0.6%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
Total	163	

Mean scores for Q4	
Your patients	92.6
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	95.6%	4.4%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	106	67.9%
Good (75)	43	27.6%
Satisfactory (50)	7	4.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	4	
Total	163	

Good	Not Good
95.5%	4.5%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	117	76.0%
Good (75)	31	20.1%
Satisfactory (50)	6	3.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	5	
Total	163	

Good	Not Good
96.1%	3.9%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	96	64.4%
Good (75)	44	29.5%
Satisfactory (50)	9	6.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	7	
Total	163	

Mean scores for Q7	
Your patients	89.6
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	94.0%	6.0%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	106	72.1%
Good (75)	37	25.2%
Satisfactory (50)	4	2.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	8	
Total	163	

Good	Not Good
97.3%	2.7%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	143	92.3%
Yes, to some extent (50)	12	7.7%
No, not at all (0)	0	0.0%
Don't know / can't say	0	
Did not answer	8	
Total	163	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	147	94.2%
Yes, to some extent (50)	9	5.8%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	6	
Total	163	

Yes	No
100.0%	0.0%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	155	100.0%
No (0)	0	0.0%
Did not answer	8	
Total	163	

Yes	No
100.0%	0.0%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	107	69.5%
Fairly helpful (66)	43	27.9%
Not very helpful (33)	4	2.6%
Not at all helpful (0)	0	0.0%
Don't know	3	
Did not answer	6	
Total	163	

Mean scores for Q12	
Your patients	88.8
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	97.4%	2.6%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	41	25.8%
Fairly easy (66)	86	54.1%
Not very easy (33)	21	13.2%
Not at all easy (0)	11	6.9%
Don't know	0	
Haven't tried	3	
Did not answer	1	
Total	163	

Mean scores for Q13	
Your patients	65.8
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	79.9%	20.1%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	41	33.9%
Fairly easy (66)	56	46.3%
Not very easy (33)	20	16.5%
Not at all easy (0)	4	3.3%
Don't know	9	
Haven't tried	31	
Did not answer	2	
Total	163	

Mean scores for Q14	
Your patients	69.9
GPAQ Mean	69.9

	Easy	Not Easy
	80.2%	19.8%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	93	74.4%
No	32	25.6%
Don't know / never needed to	34	
Did not answer	4	
Total	163	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	137	85.1%
Not important	24	14.9%
Did not answer	2	
Total	163	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	47	32.4%
Fairly easy (66)	72	49.7%
Not very easy (33)	24	16.6%
Not at all easy (0)	2	1.4%
Don't know	5	
Haven't tried	11	
Did not answer	2	
Total	163	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	82.1%	17.9%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	30	16.1%
By phone	145	78.0%
Online	11	5.9%
Doesn't apply	0	0.0%
Did not answer	2	
Total	188	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	34	15.7%
By phone	144	66.7%
Online	37	17.1%
Doesn't apply	1	0.5%
Did not answer	1	
Total	217	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	30	18.6%
2-4 days	96	59.6%
5 days or more	20	12.4%
I don't usually need to be seen quickly	8	5.0%
Don't know, never tried	7	4.3%
Did not answer	2	
Total	163	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	33	20.9%
Very good (80)	51	32.3%
Good (60)	39	24.7%
Satisfactory (40)	26	16.5%
Poor (20)	8	5.1%
Very poor (0)	1	0.6%
Does not apply	3	
Did not answer	2	
Total	163	

Mean scores for Q21	
Your patients	69.1
GPAQ Mean	70.7

Good	Not Good
77.8%	22.2%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	64	39.8%
2-4 days	83	51.6%
5 days or more	4	2.5%
I don't usually need to be seen quickly	2	1.2%
Don't know, never tried	8	5.0%
Did not answer	2	
Total	163	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	32	20.4%
Very good (80)	60	38.2%
Good (60)	37	23.6%
Satisfactory (40)	23	14.6%
Poor (20)	4	2.5%
Very poor (0)	1	0.6%
Does not apply	5	
Did not answer	1	
Total	163	

Good	Not Good
82.2%	17.8%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	40	26.1%
5 - 10 minutes	72	47.1%
11 - 20 minutes	34	22.2%
21 - 30 minutes	6	3.9%
More than 30 minutes	0	0.0%
There was no set time for my consultation	1	0.7%
Did not answer	10	
Total	163	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	37	24.0%
Very good (80)	47	30.5%
Good (60)	36	23.4%
Satisfactory (40)	29	18.8%
Poor (20)	5	3.2%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	9	
Total	163	

Mean scores for Q25	
Your patients	70.6
GPAQ Mean	67.8

Good	Not Good
77.9%	22.1%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	141	94.0%
No	9	6.0%
Don't know	8	
Did not answer	5	
Total	163	

Yes	No
94.0%	6.0%

Q27. Opening
Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	23	20.5%
At lunchtime	13	11.6%
After 6.30pm	24	21.4%
On a Saturday	33	29.5%
On a Sunday	8	7.1%
None of these	11	9.8%
Did not answer	85	
Total	197	

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	93	59.2%
No	64	40.8%
There is usually only one doctor in my surgery	0	
Did not answer	6	
Total	163	

Yes	No
59.2%	40.8%

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	53	48.2%
A lot of the time (66)	32	29.1%
Some of the time (33)	22	20.0%
Never or almost never (0)	3	2.7%
Not tried at this GP practice	5	
Did not answer	48	
Total	163	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	77.3%	22.7%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	99	78.0%
Good (75)	25	19.7%
Satisfactory (50)	3	2.4%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	28	
Total	163	

Good	Not Good
97.6%	2.4%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	95	74.2%
Good (75)	29	22.7%
Fair (50)	4	3.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	30	
Total	163	

Mean scores for Q31	
Your patients	92.8
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	96.9%	3.1%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	95	74.2%
Good (75)	31	24.2%
Fair (50)	2	1.6%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	31	
Total	163	

Mean scores for Q32	
Your patients	93.2
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	98.4%	1.6%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	90	72.6%
Good (75)	30	24.2%
Fair (50)	4	3.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	31	
Total	163	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	96.8%	3.2%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	78	67.8%
Good (75)	31	27.0%
Fair (50)	6	5.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	17	
Did not answer	31	
Total	163	

Mean scores for Q34	
Your patients	90.7
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	94.8%	5.2%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	86	72.3%
Good (75)	29	24.4%
Fair (50)	4	3.4%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	13	
Did not answer	31	
Total	163	

Good	Not Good
96.6%	3.4%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	124	99.2%
No (0)	1	0.8%
Did not answer	38	
Total	163	

Yes	No
99.2%	0.8%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	139	89.7%
Unsure (50)	14	9.0%
Not very well (0)	2	1.3%
Does not apply	4	
Did not answer	4	
Total	163	

Mean scores for Q37	
Your patients	94.2
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	138	88.5%
Unsure (50)	14	9.0%
Not very well (0)	4	2.6%
Does not apply	5	
Did not answer	2	
Total	163	

Mean scores for Q38	
Your patients	92.9
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	121	80.7%
Unsure (50)	24	16.0%
Not very well (0)	5	3.3%
Does not apply	11	
Did not answer	2	
Total	163	

Mean scores for Q39	
Your patients	88.7
GPAQ Mean	88.7

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	64	40.3%
Very good (80)	68	42.8%
Good (60)	21	13.2%
Fair (40)	6	3.8%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	4	
Total	163	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	96.2%	3.8%

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	108	71.5%
Yes, probably (66)	38	25.2%
No, probably not (33)	4	2.6%
No, definitely not (0)	1	0.7%
Don't know	8	
Did not answer	4	
Total	163	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	96.7%	3.3%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	61	38.6%
Female	97	61.4%
Did not answer	5	
Total	163	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	3	1.9%
16 to 44	66	41.3%
45 to 64	53	33.1%
65 to 74	27	16.9%
75 and over	11	6.9%
Did not answer	3	
Total	163	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	89	58.9%
No	62	41.1%
Don't know / never needed to	8	
Did not answer	4	
Total	163	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	142	88.8%
Black or Black British	4	2.5%
Asian or Asian British	9	5.6%
Mixed	5	3.1%
Chinese	0	0.0%
Other ethnic group	0	0.0%
Did not answer	3	
Total	163	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	80	50.0%
Unemployed / looking for work	5	3.1%
At school or in full time education	5	3.1%
Unable to work due to long term sickness	15	9.4%
Looking after your home/family	10	6.3%
Retired from paid work	42	26.3%
Other	3	1.9%
Did not answer	3	
Total	163	

Comments

Good service. Could do with more short notice appointments available but I understand it's difficult.

Parking spaces outside practice (very few).

It's a friendly, welcoming practice. Nothing seems to be any trouble for them. Thank you.

Everyone is very helpful. Due to having so many medical problems they are very understanding.

Would be helpful if opened on a Saturday or on an evening until 8pm. Receptionists are very good but need more staff to answer phones!

Overall very good. Been at this practice a long time.

Keep up the good work.

Depending on which GP you see has a large bearing on the quality of the treatment you receive at this practice. Dr Maitland and Khokhar are very helpful but certain other has a very negative attitude to certain lifestyle choices, especially vegetarians.

I have along with my family been a patient at this surgery for over 45 years and have never had any cause for complaint.

re. Q22 - sometimes you have another doctor available, but you have to wait a bit longer for your doctor of choice - can vary.

I am pleased with my GP surgery and normally they accommodate me or my family for appointments within 1/2 days of phoning. However, if my child has been unwell over the weekend the importance of seeing a GP or nurse increases on a Monday and another 24/48 hours wait to see a GP or nurse is unacceptable to me.

I travel quite a fair way to come to this surgery but I wouldn't change as I am completely happy to come here as I have always been looked after extremely well. Thank you very much.

Dr Martland does not give me confidence in my care - he doesn't listen and tends to dismiss your concerns as trivial which is why I prefer Dr Ives or anyone else.

They are very helpful. They will give you help over phone if needed.

Dalton surgery is excellent.

I really don't have much to say, only keep up the good work - fantastic.

I have found it a lot better since I can make all my appointments online and also ordering prescriptions, but always get excellent service.

Overall I am very happy with the service provided at my GP surgery. Apart from an odd person everyone is friendly, helpful and professional.

It usually takes a while for someone to answer the phone and rarely do they offer an appointment on the same day.

All round very good service. Would not go to another practice.

Always clean and all are helpful.

Very lucky to have such a good GP practice. Never had a problem with any of the staff. The receptionists are always helpful and patient. The 5 minute emergency appointments are a good idea.

You ring a minute before surgery opens and you get no answer. You ring the minute it opens and it's engaged for an age! The repeat prescription line is always engaged as well. It is difficult to get an appointment in the evening after work unless you are prepared to wait a week or more!

This doctor is fabulous. Glad he joined the surgery. All doctors and nurses very friendly.

Everything is excellent.

Very happy, been a good family doctors.

re. Q46 - unable to work at moment.

Dr Khokhar is very good. Friends and family members who are at this surgery all prefer to see him.

Always been pleased with my doctors.

The practice is absolutely amazing and the doctors are fantastic but I dearly miss Dr Jenkinson. None of the doctors can replace him. I would really like it for him to return, amazing doctor. He wasn't only a doctor but a good friend.

Getting appointments sooner. Other than that very satisfied, especially with Dr Khokhar. Very caring and polite and seems very professional.

Very easy to talk to and he listens and explains everything.

Too long to get an appointment. Other than that it's great. You need to see a doctor the same day or day after.