

Wargrave House Surgery
23 St Owen Street
Hereford
Herefordshire
HR1 2JB

PatientDynamics GPAQ Report

Thursday 21 March 2013

Wargrave House Surgery

PatientDynamics GPAQ

Practice Report

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PatientDynamics GPAQ

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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, 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:

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

Q13:

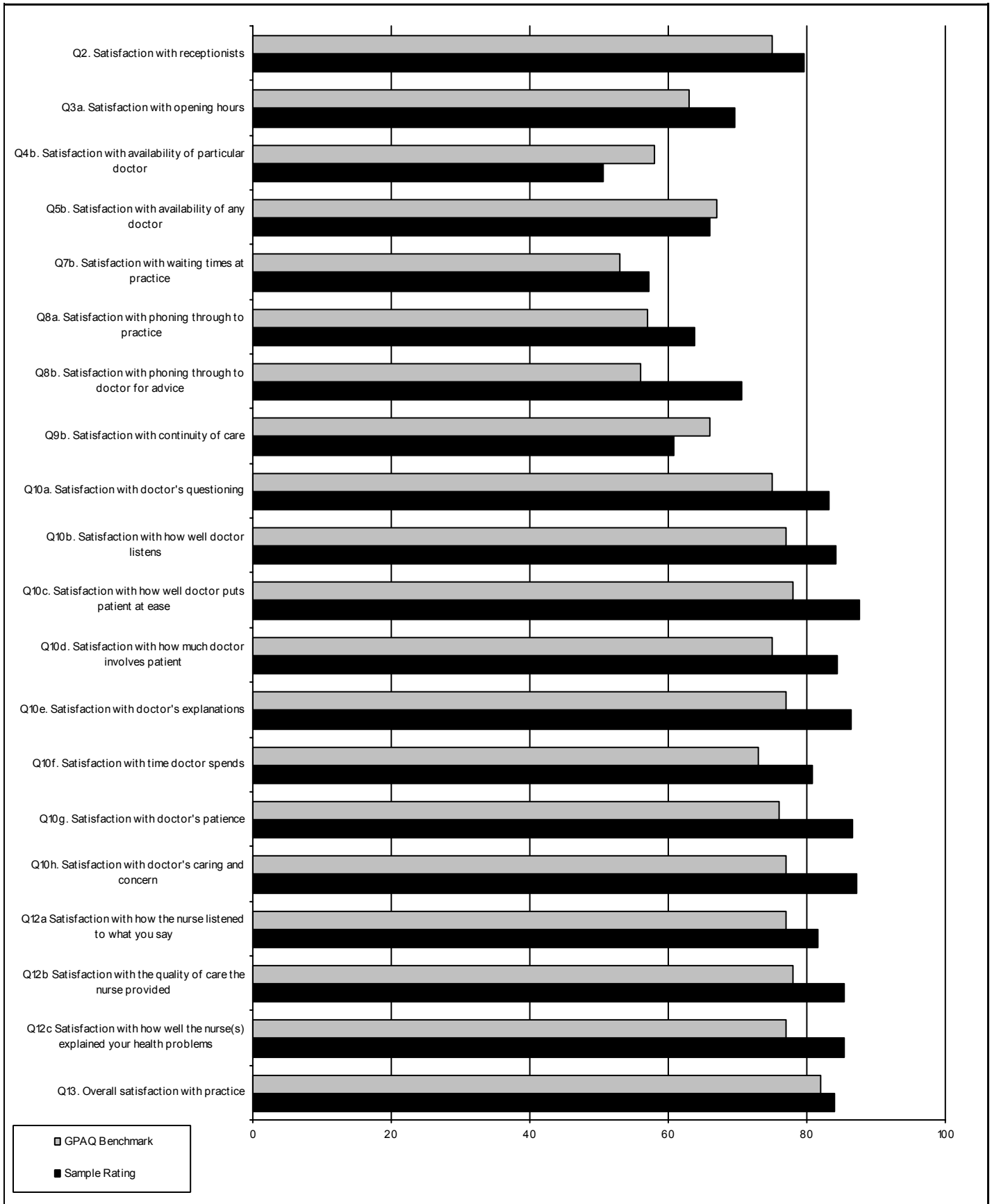
Rating	Score
<i>Completely satisfied</i>	100
<i>Very satisfied</i>	83.3
<i>Fairly satisfied</i>	66.7
<i>Neutral</i>	50
<i>Fairly dissatisfied</i>	33.3
<i>Very dissatisfied</i>	16.7
<i>Completely dissatisfied</i>	0

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

	Rating	BenchMark
Q2. Satisfaction with receptionists	80	75
Q3a. Satisfaction with opening hours	70	63
Q4b. Satisfaction with availability of particular doctor	51	58
Q5b. Satisfaction with availability of any doctor	66	67
Q7b. Satisfaction with waiting times at practice	57	53
Q8a. Satisfaction with phoning through to practice	64	57
Q8b. Satisfaction with phoning through to doctor for advice	71	56
Q9b. Satisfaction with continuity of care	61	66
Q10a. Satisfaction with doctor's questioning	83	75
Q10b. Satisfaction with how well doctor listens	84	77
Q10c. Satisfaction with how well doctor puts patient at ease	88	78
Q10d. Satisfaction with how much doctor involves patient	84	75
Q10e. Satisfaction with doctor's explanations	86	77
Q10f. Satisfaction with time doctor spends	81	73
Q10g. Satisfaction with doctor's patience	87	76
Q10h. Satisfaction with doctor's caring and concern	87	77
Q12a Satisfaction with how the nurse listened to what you say	82	77
Q12b Satisfaction with the quality of care the nurse provided	85	78
Q12c Satisfaction with how well the nurse(s) explained your health problems	85	77
Q13. Overall satisfaction with practice	84	82

Chart showing report ratings against benchmark



2. Report Questions

Q1. In the past 12 months, how many times have you seen a doctor from your practice?		Number of Responses	% of Responses
1	None	0	0
2	Once or twice	14	24
3	Three or four times	15	25
4	Five or six times	11	19
5	Seven times or more	19	32
Question Total:		59	100

Q2. Satisfaction with receptionists		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	2	3
3	Fair	2	3
4	Good	8	14
5	Very Good	30	51
6	Excellent	17	29
Question Total:		59	100

Q3a. Satisfaction with opening hours		Number of Responses	% of Responses
1	Very poor	1	2
2	Poor	0	0
3	Fair	6	10
4	Good	23	40
5	Very Good	19	33
6	Excellent	9	16
Question Total:		58	100

Q3b. What additional hours would you like the practice to be open? (please tick all that apply)		Number of Responses	% of Responses
1	Early Morning	4	6
2	Lunch Times	0	0
3	Evenings	11	17
4	Weekends	26	41
5	None I am satisfied	23	36
Question Total:		64	100

Q4a. How quickly do you usually get to see a particular doctor?

		Number of Responses	% of Responses
1	Same day	4	7
2	Next working day	7	12
3	Within 2 working days	3	5
4	Within 3 working days	9	15
5	Within 4 working days	9	15
6	5 or more working days	26	44
7	Does not apply	1	2

Question Total:

59	100
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Q4b. Satisfaction with availability of particular doctor

		Number of Responses	% of Responses
1	Very poor	2	3
2	Poor	10	17
3	Fair	21	36
4	Good	12	20
5	Very Good	9	15
6	Excellent	5	8
7	Does not apply	0	0

Question Total:

59	100
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Q5a. How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day	21	36
2	Next working day	20	34
3	Within 2 working days	12	20
4	Within 3 working days	2	3
5	Within 4 working days	2	3
6	5 or more working days	1	2
7	Does not apply	1	2

Question Total:

59	100
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Q5b. Satisfaction with availability of any doctor

		Number of Responses	% of Responses
1	Very poor	1	2
2	Poor	3	5
3	Fair	11	19
4	Good	14	25
5	Very Good	17	30
6	Excellent	10	18
7	Does not apply	1	2

Question Total:

57	100
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Q6. Can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	41	69
2	No	5	8
3	Don't know	13	22
Question Total:		59	100

Q7a. How long do you usually have to wait at the practice for your consultation to begin?

		Number of Responses	% of Responses
1	5 minutes or less	13	22
2	6-10 minutes	20	34
3	11-20 minutes	20	34
4	21-30 minutes	4	7
5	More than 30 minutes	2	3
Question Total:		59	100

Q7b. Satisfaction with waiting times at practice

		Number of Responses	% of Responses
1	Very poor	2	4
2	Poor	3	5
3	Fair	14	25
4	Good	22	39
5	Very Good	14	25
6	Excellent	2	4
Question Total:		57	100

Q8a. Satisfaction with phoning through to practice

		Number of Responses	% of Responses
1	Very poor	2	3
2	Poor	4	7
3	Fair	11	19
4	Good	14	24
5	Very Good	16	28
6	Excellent	10	17
7	Don't Know	1	2
Question Total:		58	100

Q8b. Satisfaction with phoning through to doctor for advice

		Number of Responses	% of Responses
1	Very poor	1	2
2	Poor	1	2
3	Fair	6	11
4	Good	9	16
5	Very Good	18	33
6	Excellent	8	15
7	Don't know	12	22
Question Total:		55	100

Q9a. In general, how often do you see your usual doctor?

		Number of Responses	% of Responses
1	Always	9	16
2	Almost always	13	24
3	A lot of the time	12	22
4	Some of the time	15	27
5	Almost never	6	11
6	Never	0	0
Question Total:		55	100

Q9b. Satisfaction with continuity of care

		Number of Responses	% of Responses
1	Very poor	1	2
2	Poor	6	11
3	Fair	10	19
4	Good	16	30
5	Very Good	13	25
6	Excellent	7	13
Question Total:		53	100

Q10a. Satisfaction with doctor's questioning

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	2
3	Fair	2	4
4	Good	9	16
5	Very Good	19	34
6	Excellent	25	45
7	Does not apply	0	0
Question Total:		56	100

Q10b. Satisfaction with how well doctor listens

		Number of Responses	% of Responses
1	Very poor	1	2
2	Poor	0	0
3	Fair	2	4
4	Good	6	11
5	Very Good	21	38
6	Excellent	26	46
7	Does not apply	0	0
Question Total:		56	100

Q10c. Satisfaction with how well doctor puts patient at ease

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	4
4	Good	6	11
5	Very Good	16	29
6	Excellent	31	55
7	Does not apply	1	2
Question Total:		56	100

Q10d. Satisfaction with how much doctor involves patient

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	4
4	Good	6	11
5	Very Good	25	45
6	Excellent	22	39
7	Does not apply	1	2
Question Total:		56	100

Q10e. Satisfaction with doctor's explanations

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	4	7
4	Good	4	7
5	Very Good	18	32
6	Excellent	30	54
7	Does not apply	0	0
Question Total:		56	100

Q10f. Satisfaction with time doctor spends

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	4	7
4	Good	12	21
5	Very Good	18	32
6	Excellent	22	39
7	Does not apply	0	0
Question Total:		56	100

Q10g. Satisfaction with doctor's patience

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	4
4	Good	8	15
5	Very Good	15	27
6	Excellent	30	55
7	Does not apply	0	0
Question Total:		55	100

Q10h. Satisfaction with doctor's caring and concern

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	2	4
4	Good	8	15
5	Very Good	13	24
6	Excellent	32	58
7	Does not apply	0	0
Question Total:		55	100

Q11. Have you seen a nurse from your practice in the past 12 months

		Number of Responses	% of Responses
1	Yes	48	84
2	No	9	16
Question Total:		57	100

Q12a Satisfaction with how the nurse listened to what you say **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	3	6
4	Good	9	19
5	Very Good	17	35
6	Excellent	19	40
Question Total:		48	100

Q12b Satisfaction with the quality of care the nurse provided **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	2	4
4	Good	7	14
5	Very Good	16	33
6	Excellent	24	49
Question Total:		49	100

Q12c Satisfaction with how well the nurse(s) explained your health problems **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	1	2
4	Good	9	19
5	Very Good	14	29
6	Excellent	24	50
Question Total:		48	100

Q13. Overall satisfaction with practice **Number of Responses** **% of Responses**

1	Completely dissatisfied	0	0
2	Very dissatisfied	1	2
3	Fairly dissatisfied	1	2
4	Neutral	3	5
5	Fairly satisfied	8	14
6	Very satisfied	21	37
7	Completely satisfied	23	40
Question Total:		57	100

Q14. Male or Female? **Number of Responses** **% of Responses**

1	Male	21	37
2	Female	36	63
Question Total:		57	100

Q15. How old are you?

		Number of Responses	% of Responses
1	16 to 24	2	4
2	25 - 34	3	5
3	35 - 44	4	7
4	45 - 54	15	26
5	55 - 64	11	19
6	65 - 74	9	16
7	75 and Older	13	23
Question Total:		57	100

Q16. Long standing illness or disability?

		Number of Responses	% of Responses
1	Yes	42	75
2	No	14	25
Question Total:		56	100

Q17. Which ethnic group do you belong to?

		Number of Responses	% of Responses
1	White	55	98
2	Black or Black British	1	2
3	Asian or Asian British	0	0
4	Mixed	0	0
5	Chinese	0	0
6	Other Ethnic Group	0	0
Question Total:		56	100

Q18. Is your accommodation:

		Number of Responses	% of Responses
1	Owner occupied / mortgaged	39	70
2	Rented or other arrangements	17	30
Question Total:		56	100

Q19. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed	21	38
2	Unemployed and looking for work	1	2
3	At school or full time education	0	0
4	Unable to work due to long term sickness	4	7
5	Looking after your home / family	3	5
6	Retired from work	26	47
7	Other	0	0
Question Total:		55	100

This report is based on a total of 60 completed questionnaires



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

(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"/> 1	<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
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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
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b) How well the doctor **listens** to what you have to say?

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

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

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

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

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

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

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

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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b) The **quality** of care they provide?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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c) How well they **explain** your health problems or any treatment that you need

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<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?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire.

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- For help to complete this survey
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