

Post Consultation Standard Analysis Detail



Great Western Surgery

The General Practitioner Assessment Questionnaire (GPAQ) is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework (QOF). These include access to GP services, inter-personal relationships and continuity of care.

GPAQ has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester, and is based on their earlier GPAS questionnaire. It is now widely used in UK general practice and forms part of the QOF for the 2004 GP contract.

There are two forms of GPAQ. The post-consultation version is completed by patients after a consultation. The postal version is administered as a 'mail-shot' and asks people about their general experiences of their GP or practice.

Calculation of results for each question

For most questions, your patients' responses are transformed to a scale of 0 to 100. 100 represents the best possible response; 0, the worst. For other questions, the value for the indicator is normally a percentage. Where it is possible to compare these scores to national averages, we have done so. In these instances, scores are given a 'traffic-light' to indicate whether they are much higher or lower than average.

Reading the traffic light values

The traffic-light values relate to how one GP (or practice) compares to other GPs (or practices). They are adjusted to be comparable with the national benchmarks, published by the NPCDRC. The colour indicates whether you are lower or higher than others. For most of the GPAQ indicators, green represents a high score (you're doing well) and red a low score (not so well) in comparison to other GPs or practices. These colours are determined by your 'percentile rank'. For example, if your patients rate you more highly than 95% (19 out of 20) of other GPs' patients, then your 'percentile rank' will be 96 or higher. The converse also applies. If they rate you as poorly as the bottom 4% of GPs' patients, then your 'percentile rank' for this indicator will be 4 or less. Percentile ranks from 0 to 4 correspond to red (5% of GPs), 5 to 33 correspond to yellow (29% of GPs) and 34 to 100 correspond to green (66% or two-thirds of GPs). Not all indicators have a national mean for comparison, so only some are traffic-lighted in this way.

Interpretation

For most of the Patient Survey indicators, green is better than average and yellow to red are increasingly worse than average. The results are the opinions of patients responding to the survey and may not be representative if the number of responses used in the analysis is less than 50.

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	National Average	Your Score	Percentile Rank
Q2 How do you rate the way you are treated by receptionists at your practice?	77.2	81.5	72
Q3a How do you rate the hours that your practice is open for appointments?	66.8	71.6	77
Q4b How do you rate - how quickly you get to see a particular doctor?	60.0	73.9	87
Q5b How do you rate - how quickly you get to see any doctor?	69.1	80.7	89
Q7b How do you rate - how long have you to wait until your consultations begin?	56.9	62.9	76
Q8a How do you rate - ability to get through to the practice on the phone?	59.4	67.7	74
Q8b How do you rate - ability to speak to the doctor on the phone?	60.6	66.2	70
Q9b How do you rate - how often you see your usual doctor?	68.8	67.5	44
Q10a How thoroughly did the doctor ask about your symptoms?	81.4	84.0	68
Q10b How well did the doctor listen to what you have to say?	83.5	85.5	64
Q10c How well did the doctor put you at ease during your physical examination?	83.6	84.7	58
Q10d How much did the doctor involve you in decisions about your care?	81.4	82.2	56
Q10e How well did the doctor explain your problems or treatment you need?	83.1	83.9	55
Q10f How much time did your doctor spend with you?	80.0	80.0	50
Q10g How was the doctor's patience with your questions and worries?	83.5	84.1	54
Q10h How did you feel about the doctor's caring & concern?	83.7	83.3	47
Q11a After seeing the doctor today, were you better able to understand your problem or	69.1	67.7	42
Q11b After seeing the doctor today, did you feel better able to cope with your problem or	65.5	66.5	55
Q11c After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7	67.7	80

Demographic Characteristics

Question 12 & 13				
Ages & Gender				
Age Group	Male	Female	Percentage Male	Percentage Female
16-44	19	41	13.87%	29.93%
45-64	7	38	5.11%	27.74%
65-74	7	9	5.11%	6.57%
75+	7	9	5.11%	6.57%
Total	40	97	29.20%	70.80%
Unknown age or gender	16			
Total	153			

Question 14			
Do you have any long-standing illness disability or infirmity?			
Answer	Count	Percentage	
Yes	70	47.95%	
No	76	52.05%	
Total	146		

Question 15			
Ethnic Group			
Answer	Count	Percentage	
White	135	93.10%	
Black or Black British	4	2.76%	
Asian or Asian British	5	3.45%	
Mixed	1	0.69%	
Chinese	0	0.00%	
Other ethnic group	8		
Total	153		

Question 16			
Accommodation			
Answer	Count	Percentage	
Owner occupied / mortgaged	87	60.84%	
Rented or other arrangements	56	39.16%	
Total	143		

Question 17			
Employment status			
Answer	Count	Percentage	
Employed	82	76.64%	
Unemployed and looking for work	6	5.61%	
At school or in full-time education	4	3.74%	
Unable to work due to long-term illness	5	4.67%	
Retired from paid work	10	9.35%	
Other specified / Did not answer	46		
Total	153		

Familiarity with the practice

Question 1			
In the past 12 months, how many times have you seen a doctor?			
Answer		Count	Percentage
None		10	6.62%
Once or Twice		39	25.83%
Three or four times		42	27.81%
Five or six times		28	18.54%
Seven or more times		32	21.19%
Did not answer		2	
Total		153	

Receptionists

Question 2			
How do you rate the way you are treated by receptionists at your practice?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		8	5.30%
Good (60)		29	19.21%
Very good (80)		58	38.41%
Excellent (100)		56	37.09%
Did not answer		2	
Total		153	

Mean scores for Q2	
Your patients	81.5
National Mean	77.2
Percentile Rank	72

Opening hours

Question3a			
How do you rate the hours that your practice is open for appointments?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.66%
Poor (20)		2	1.32%
Fair (40)		16	10.53%
Good (60)		45	29.61%
Very good (80)		65	42.76%
Excellent (100)		23	15.13%
Did not answer		1	
Total		153	

Mean scores for Q3a	
Your patients	71.6
National Mean	66.8
Percentile Rank	77

Question 3b			
What additional hours would you like the practice to be open?			
Answer		Count	Percentage
Early morning		17	10.24%
Lunchtimes		4	2.41%
Evenings		33	19.88%
Weekends		44	26.51%
None I am satisfied		68	40.96%
Did not answer		10	
Total		176	

Access

Question 4a			
How quickly can you get to see a doctor of your choice?			
Answer		Count	Percentage
Same day		77	57.46%
Next Working day		20	14.93%
Within 2 working days		23	17.16%
Within 3 working days		8	5.97%
Within 4 working days		2	1.49%
Within 5 working days		4	2.99%
Does not apply to me/did not answer		19	
Total		153	

Question 4b			
How do you rate - how quickly you get to see a particular doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.74%
Poor (20)		5	3.70%
Fair (40)		19	14.07%
Good (60)		28	20.74%
Very good (80)		38	28.15%
Excellent (100)		44	32.59%
Does not apply to me/did not answer		18	
Total		153	

Mean scores for Q4b	
Your patients	73.9
National Mean	60.0
Percentile Rank	87

Question 5a			
How quickly do you usually get to see any doctor at the practice?			
Answer		Count	Percentage
Same day		114	79.17%
Next Working day		17	11.81%
Within 2 working days		7	4.86%
Within 3 working days		3	2.08%
Within 4 working days		1	0.69%
Within 5 working days		2	1.39%
Does not apply to me/did not answer		9	
Total		153	

Question 5b			
How do you rate - how quickly you get to see any doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		1	0.72%
Poor (20)		4	2.88%
Fair (40)		9	6.47%
Good (60)		22	15.83%
Very good (80)		42	30.22%
Excellent (100)		61	43.88%
Does not apply to me/did not answer		14	
Total		153	

Mean scores for Q5b	
Your patients	80.7
National Mean	69.1
Percentile Rank	89

Access (continued)

Question 6			
If you need to see a GP urgently, can you normally get seen on the same day?			
Answer		Count	Percentage
Yes		103	88.79%
No		13	11.21%
Did not answer / Don't know		37	
Total		153	

Question 7a			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Percentage
Less than 5 minutes		25	17.01%
6 to 10 minutes		84	57.14%
11 to 20 minutes		35	23.81%
21 to 30 minutes		3	2.04%
More than 30 minutes		0	0.00%
Did not answer		6	
Total		153	

Question 7b			
How do you rate - how long have you to wait until your consultations begin?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	1.38%
Poor (20)		8	5.52%
Fair (40)		30	20.69%
Good (60)		46	31.72%
Very good (80)		45	31.03%
Excellent (100)		14	9.66%
Did not answer		8	
Total		153	

Mean scores for Q7b	
Your patients	62.9
National Mean	56.9
Percentile Rank	76

Question 8a			
How do you rate - ability to get through to the practice on the phone?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		3	2.03%
Poor (20)		5	3.38%
Fair (40)		19	12.84%
Good (60)		50	33.78%
Very good (80)		47	31.76%
Excellent (100)		24	16.22%
Does not apply to me/did not answer		5	
Total		153	

Mean scores for Q8a	
Your patients	67.7
National Mean	59.4
Percentile Rank	74

Access (continued)

Question 8b			
How do you rate - ability to speak to the doctor on the phone?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		2	2.47%
Poor (20)		4	4.94%
Fair (40)		12	14.81%
Good (60)		27	33.33%
Very good (80)		21	25.93%
Excellent (100)		15	18.52%
Does not apply to me/did not answer		72	
Total		153	

Mean scores for Q8b	
Your patients	66.2
National Mean	60.6
Percentile Rank	70

Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Percentage
Always (100)		12	8.76%
Almost always (80)		50	36.50%
A lot of the time (60)		30	21.90%
Some of the time (40)		37	27.01%
Almost never (20)		8	5.84%
Never (0)		0	0.00%
Did not answer		16	
Total		153	

Question 9b			
How do you rate - how often you see your usual doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		4	2.94%
Fair (40)		23	16.91%
Good (60)		45	33.09%
Very good (80)		46	33.82%
Excellent (100)		18	13.24%
Did not answer		17	
Total		153	

Mean scores for Q9b	
Your patients	67.5
National Mean	68.8
Percentile Rank	44

General practitioner care

Question 10a			
How thoroughly did the doctor ask about your symptoms?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.69%	
Fair (40)	5	3.45%	
Good (60)	24	16.55%	
Very good (80)	49	33.79%	
Excellent (100)	66	45.52%	
Does not apply to me/did not answer	8		
Total	153		

Mean scores for Q10a	
Your patients	84.0
National Mean	81.4
Percentile Rank	68

Question 10b			
How well did the doctor listen to what you have to say?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.68%	
Fair (40)	3	2.03%	
Good (60)	21	14.19%	
Very good (80)	52	35.14%	
Excellent (100)	71	47.97%	
Does not apply to me/did not answer	5		
Total	153		

Mean scores for Q10b	
Your patients	85.5
National Mean	83.5
Percentile Rank	64

Question 10c			
How well did the doctor put you at ease during your physical examination?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.76%	
Fair (40)	7	5.34%	
Good (60)	18	13.74%	
Very good (80)	39	29.77%	
Excellent (100)	66	50.38%	
Does not apply to me/did not answer	22		
Total	153		

Mean scores for Q10c	
Your patients	84.7
National Mean	83.6
Percentile Rank	58

Question 10d			
How much did the doctor involve you in decisions about your care?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	1	0.74%	
Poor (20)	0	0.00%	
Fair (40)	8	5.93%	
Good (60)	22	16.30%	
Very good (80)	47	34.81%	
Excellent (100)	57	42.22%	
Does not apply to me/did not answer	18		
Total	153		

Mean scores for Q10d	
Your patients	82.2
National Mean	81.4
Percentile Rank	56

General practitioner care (continued)

Question 10e			
How well did the doctor explain your problems or treatment you need?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	1	0.71%	
Poor (20)	1	0.71%	
Fair (40)	7	5.00%	
Good (60)	18	12.86%	
Very good (80)	47	33.57%	
Excellent (100)	66	47.14%	
Does not apply to me/did not answer	13		
Total	153		

Mean scores for Q10e	
Your patients	83.9
National Mean	83.1
Percentile Rank	55

Question 10f			
How much time did your doctor spend with you?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.69%	
Fair (40)	12	8.28%	
Good (60)	28	19.31%	
Very good (80)	49	33.79%	
Excellent (100)	55	37.93%	
Does not apply to me/did not answer	8		
Total	153		

Mean scores for Q10f	
Your patients	80.0
National Mean	80.0
Percentile Rank	50

Question 10g			
How was the doctor's patience with your questions and worries?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	1	0.70%	
Fair (40)	7	4.90%	
Good (60)	23	16.08%	
Very good (80)	43	30.07%	
Excellent (100)	69	48.25%	
Does not apply to me/did not answer	10		
Total	153		

Mean scores for Q10g	
Your patients	84.1
National Mean	83.5
Percentile Rank	54

Question 10h			
How did you feel about the doctor's caring & concern?			
Answer (score in brackets)	Count	Percentage	
Very poor (0)	0	0.00%	
Poor (20)	2	1.37%	
Fair (40)	5	3.42%	
Good (60)	28	19.18%	
Very good (80)	43	29.45%	
Excellent (100)	68	46.58%	
Does not apply to me/did not answer	7		
Total	153		

Mean scores for Q10h	
Your patients	83.3
National Mean	83.7
Percentile Rank	47

Enablement

Question 11a			
After seeing the doctor today, were you able to understand your problem or illness?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		66	51.97%
A little more than before the visit (50)		40	31.50%
The same or less than before (0)		21	16.54%
Does not apply to me/did not answer		26	
Total		153	

Mean scores for Q11a	
Your patients	67.7
National Mean	69.1
Percentile Rank	42

Question 11b			
After seeing the doctor today, did you feel able to cope with your problem or illness?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		62	50.00%
A little more than before the visit (50)		41	33.06%
The same or less than before (0)		21	16.94%
Does not apply to me/did not answer		29	
Total		153	

Mean scores for Q11b	
Your patients	66.5
National Mean	65.5
Percentile Rank	55

Question 11c			
After seeing the doctor today, did you feel able to keep yourself healthy?			
Answer (score in brackets)		Count	Percentage
Much more than before the visit (100)		58	50.00%
A little more than before the visit (50)		41	35.34%
The same or less than before (0)		17	14.66%
Does not apply to me/did not answer		37	
Total		153	

Mean scores for Q11c	
Your patients	67.7
National Mean	61.7
Percentile Rank	80