

The General Practice Assessment Questionnaire (GPAQ)

April 12 - April 2013



Filter answers on -

All Doctors



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

None	2.44%
Once or twice	34.15%
Three or four times	30.49%
Five or six times	20.12%
Seven times or more	12.20%
Percentage of respondents who answered this question	99.39%

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

Very poor	0.61%
Poor	1.83%
Fair	4.27%
Good	22.56%
Very good	31.10%
Excellent	39.63%
Percentage of respondents who answered this question	100.00%

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

a)

Very poor	0.61%
Poor	0.61%
Fair	8.54%
Good	33.54%
Very good	40.85%
Excellent	15.85%
Percentage of respondents who answered this question	100.00%

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

b) (please tick all that apply)

Early morning	9.15%
Lunch times	2.44%
Evenings	23.78%
Weekends	29.88%

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	9.15%
Next working day	6.71%
Within 2 working days	10.98%
Within 3 working days	6.10%
Within 4 working days	6.71%
5 or more working days	51.22%
Does not apply	9.15%
Percentage of respondents who answered this question	100.00%

b) How do you rate this?

Very poor	6.10%
Poor	20.12%
Fair	29.88%
Good	12.20%
Very good	11.59%
Excellent	10.37%
Does not apply	8.54%
Percentage of respondents who answered this question	98.78%

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

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

Same Day	40.85%
Next Working Day	9.15%
Within 2 working days	14.02%
Within 3 working days	6.71%
Within 4 working days	2.44%
5 or more working days	12.80%
Does not apply	12.20%
Percentage of respondents who answered this question	98.17%

b) How do you rate this?

Very poor	1.83%
Poor	3.66%
Fair	17.07%
Good	23.78%
Very good	17.68%
Excellent	20.73%
Does not apply	11.59%
Percentage of respondents who answered this question	96.34%

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

Yes	79.88%
No	6.10%
Don't know/never needed to	12.80%
Percentage of respondents who answered this question	98.78%

7. How long do you usually have to **wait** at the practice for your consultations to begin?

a)

5 minutes or less	5.49%
6 - 10 minutes	26.22%
11 - 20 minutes	42.68%
21 - 30 minutes	19.51%
More than 30 minutes	3.66%
Percentage of respondents who answered this question	97.56%

7 How do rate this?

b)

Very poor	1.83%
Poor	13.41%
Fair	34.15%
Good	24.39%
Very good	17.68%
Excellent	4.88%
Percentage of respondents who answered this question	96.34%

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	0.00%
Poor	4.88%
Fair	14.63%
Good	31.71%
Very good	32.32%
Excellent	14.02%
Don't know/ never tried	1.83%
Percentage of respondents who answered this question	99.39%

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

Very poor	1.83%
Poor	4.88%
Fair	7.32%
Good	15.85%
Very good	14.63%
Excellent	7.93%
Don't know / never tried	46.95%
Percentage of respondents who answered this question	99.39%

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	17.07%
Almost always	35.98%
A lot of the time	16.46%
Some of the time	19.51%
Almost never	5.49%
Never	0.00%
Percentage of respondents who answered this question	94.51%

9. How do you rate this?

b)

Very poor	0.61%
Poor	6.10%
Fair	14.02%
Good	28.66%
Very good	20.73%
Excellent	23.78%
Percentage of respondents who answered this question	93.90%

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	0.61%
Fair	5.49%
Good	8.54%
Very good	28.66%
Excellent	51.83%
Does not apply	1.22%
Percentage of respondents who answered this question	96.34%

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

Very poor	1.22%
Poor	0.61%
Fair	3.05%
Good	7.93%
Very good	24.39%
Excellent	57.32%
Does not apply	1.22%
Percentage of respondents who answered this question	95.73%

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

Very poor	0.61%
Poor	0.61%
Fair	1.83%
Good	12.20%
Very good	16.46%
Excellent	59.76%
Does not apply	3.66%
Percentage of respondents who answered this question	95.12%

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

Very poor	0.61%
Poor	1.22%
Fair	3.66%
Good	10.98%
Very good	23.78%
Excellent	52.44%
Does not apply	3.66%
Percentage of respondents who answered this question	96.34%

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

Very poor	0.61%
Poor	0.61%
Fair	4.27%
Good	12.20%
Very good	22.56%
Excellent	50.00%
Does not apply	1.22%
Percentage of respondents who answered this question	91.46%

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

Very poor	0.61%
Poor	1.83%
Fair	6.71%
Good	12.20%
Very good	28.05%
Excellent	45.12%
Does not apply	1.22%
Percentage of respondents who answered this question	95.73%

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

Very poor	0.61%
Poor	0.61%
Fair	4.27%
Good	11.59%
Very good	18.90%
Excellent	57.32%
Does not apply	1.83%
Percentage of respondents who answered this question	95.12%

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

Very poor	0.61%
Poor	0.61%
Fair	3.05%
Good	10.37%
Very good	18.29%
Excellent	59.76%
Does not apply	1.83%
Percentage of respondents who answered this question	94.51%

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

Yes - go to question 12	77.44%
No - go to question 13	21.95%
Percentage of respondents who answered this question	99.39%

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	0.61%
Fair	3.66%
Good	20.12%
Very good	28.66%
Excellent	24.39%
Percentage of respondents who answered this question	77.44%

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

Very poor	0.00%
Poor	0.61%
Fair	4.27%
Good	14.63%
Very good	28.66%
Excellent	28.66%
Percentage of respondents who answered this question	76.83%

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

Very poor	0.61%
Poor	0.00%
Fair	3.66%
Good	17.68%
Very good	31.10%
Excellent	21.34%
Percentage of respondents who answered this question	74.39%

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

13. Are you:

Male	35.98%
Female	62.80%
Percentage of respondents who answered this question	98.78%

14. How are old are you?

0-15	0.00%
16-24	4.27%
24-35	5.49%
36-50	26.22%
50-65	28.05%
65 and over	35.37%
Percentage of respondents who answered this question	99.39%

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	59.15%
No	39.63%
Percentage of respondents who answered this question	98.78%

16. Which ethnic group do you belong to?

White	95.12%
Black or Black British	0.61%
Asian or Asian British	0.61%
Mixed	1.22%
Chinese	0.00%
Other Ethnic Group	1.22%
Percentage of respondents who answered this question	98.78%

17. Is your accommodation?

Owner-occupied/mortgaged	80.49%
Rented or other arrangements	15.85%
Percentage of respondents who answered this question	96.34%

18. Which of the following best describes you?

Employed (full or part time, inc. self-employed)	51.83%
Unemployed and looking for work	0.61%
At school or in full time education	0.00%
Unable to work due to long term illness	3.05%
Looking after your home/family	4.88%
Retired	36.59%
Other	1.83%
Percentage of respondents who answered this question	98.78%

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

The image shows two identical, side-by-side comment input boxes. Each box has a header that reads "Comments can be viewed from" followed by a small dropdown menu icon. Below the header is a large, empty rectangular area for text entry. At the bottom of each box, there are two small square buttons with left and right arrow symbols, indicating a scrollable area. The boxes are separated by a thin vertical line.