

# The General Practice Assessment Questionnaire (GPAQ)

April 13 - April 2014



Filter answers on -

All Doctors



Go

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

None	4.39%
Once or twice	35.09%
Three or four times	33.33%
Five or six times	14.91%
Seven times or more	12.28%
Percentage of respondents who answered this question	100.00%

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

Very poor	0.88%
Poor	0.88%
Fair	9.65%
Good	24.56%
Very good	31.58%
Excellent	31.58%
Percentage of respondents who answered this question	99.12%

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

a)

Very poor	0.88%
Poor	4.39%
Fair	14.91%
Good	38.60%
Very good	30.70%
Excellent	9.65%
Percentage of respondents who answered this question	99.12%

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

b) (please tick all that apply)

Early morning	12.28%
Lunch times	3.51%
Evenings	35.09%
Weekends	29.82%

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	13.16%
Next working day	2.63%
Within 2 working days	5.26%
Within 3 working days	5.26%
Within 4 working days	2.63%
5 or more working days	60.53%
Does not apply	10.53%
Percentage of respondents who answered this question	100.00%

b) How do you rate this?

Very poor	8.77%
Poor	27.19%
Fair	27.19%
Good	6.14%
Very good	11.40%
Excellent	7.89%
Does not apply	9.65%
Percentage of respondents who answered this question	98.25%

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

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

Same Day	41.23%
Next Working Day	11.40%
Within 2 working days	14.04%
Within 3 working days	5.26%
Within 4 working days	7.02%
5 or more working days	19.30%
Does not apply	0.88%
Percentage of respondents who answered this question	99.12%

b) How do you rate this?

Very poor	4.39%
Poor	9.65%
Fair	21.05%
Good	14.04%
Very good	22.81%
Excellent	24.56%
Does not apply	0.00%
Percentage of respondents who answered this question	96.49%

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

Yes	74.56%
No	8.77%
Don't know/never needed to	13.16%
Percentage of respondents who answered this question	96.49%

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

a)

5 minutes or less	5.26%
6 - 10 minutes	21.05%
11 - 20 minutes	44.74%
21 - 30 minutes	21.93%
More than 30 minutes	4.39%
Percentage of respondents who answered this question	97.37%

7 How do rate this?

b)

Very poor	3.51%
Poor	15.79%
Fair	37.72%
Good	17.54%
Very good	18.42%
Excellent	3.51%
Percentage of respondents who answered this question	96.49%

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	3.51%
Fair	21.05%
Good	29.82%
Very good	29.82%
Excellent	14.04%
Don't know/ never tried	0.88%
Percentage of respondents who answered this question	99.12%

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

Very poor	2.63%
Poor	10.53%
Fair	2.63%
Good	6.14%
Very good	5.26%
Excellent	7.89%
Don't know / never tried	63.16%
Percentage of respondents who answered this question	98.25%

**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	7.89%
Almost always	22.81%
A lot of the time	16.67%
Some of the time	38.60%
Almost never	6.14%
Never	1.75%
Percentage of respondents who answered this question	93.86%

9. How do you rate this?

b)

Very poor	3.51%
Poor	6.14%
Fair	25.44%
Good	26.32%
Very good	14.91%
Excellent	16.67%
Percentage of respondents who answered this question	92.98%

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	0.00%
Fair	7.02%
Good	20.18%
Very good	21.05%
Excellent	42.98%
Does not apply	3.51%
Percentage of respondents who answered this question	94.74%

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

Very poor	0.88%
Poor	0.00%
Fair	7.02%
Good	14.91%
Very good	25.44%
Excellent	44.74%
Does not apply	2.63%
Percentage of respondents who answered this question	95.61%

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

Very poor	0.00%
Poor	1.75%
Fair	5.26%
Good	11.40%
Very good	25.44%
Excellent	43.86%
Does not apply	6.14%
Percentage of respondents who answered this question	93.86%

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

Very poor	0.00%
Poor	1.75%
Fair	7.02%
Good	13.16%
Very good	27.19%
Excellent	40.35%
Does not apply	6.14%
Percentage of respondents who answered this question	95.61%

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

Very poor	0.88%
Poor	0.00%
Fair	6.14%
Good	15.79%
Very good	24.56%
Excellent	42.11%
Does not apply	4.39%
Percentage of respondents who answered this question	93.86%

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

Very poor	0.00%
Poor	0.00%
Fair	9.65%
Good	16.67%
Very good	25.44%
Excellent	41.23%
Does not apply	2.63%
Percentage of respondents who answered this question	95.61%

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

Very poor	0.00%
Poor	1.75%
Fair	5.26%
Good	16.67%
Very good	21.93%
Excellent	43.86%
Does not apply	5.26%
Percentage of respondents who answered this question	94.74%

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

Very poor	0.00%
Poor	3.51%
Fair	4.39%
Good	14.91%
Very good	21.93%
Excellent	45.61%
Does not apply	4.39%
Percentage of respondents who answered this question	94.74%

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

Yes - go to question 12	73.68%
No - go to question 13	23.68%
Percentage of respondents who answered this question	97.37%



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	0.88%
Fair	2.63%
Good	24.56%
Very good	23.68%
Excellent	24.56%
Percentage of respondents who answered this question	76.32%

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

Very poor	0.00%
Poor	0.88%
Fair	4.39%
Good	17.54%
Very good	24.56%
Excellent	27.19%
Percentage of respondents who answered this question	74.56%

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

Very poor	0.00%
Poor	0.88%
Fair	5.26%
Good	21.93%
Very good	21.05%
Excellent	27.19%
Percentage of respondents who answered this question	76.32%

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

13. Are you:

Male	33.33%
Female	64.04%
Percentage of respondents who answered this question	97.37%

14. How are old are you?

0-15	0.00%
16-24	7.02%
24-35	13.16%
36-50	29.82%
50-65	27.19%
65 and over	17.54%
Percentage of respondents who answered this question	94.74%

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	48.25%
No	48.25%
Percentage of respondents who answered this question	96.49%

16. Which ethnic group do you belong to?

White	88.60%
Black or Black British	2.63%
Asian or Asian British	4.39%
Mixed	1.75%
Chinese	0.00%
Other Ethnic Group	0.88%
Percentage of respondents who answered this question	98.25%

17. Is your accommodation?

Owner-occupied/mortgaged	73.68%
Rented or other arrangements	22.81%
Percentage of respondents who answered this question	96.49%

18. Which of the following best describes you?

Employed (full or part time, inc. self-employed)	56.14%
Unemployed and looking for work	0.00%
At school or in full time education	1.75%
Unable to work due to long term illness	3.51%
Looking after your home/family	8.77%
Retired	25.44%
Other	0.88%
Percentage of respondents who answered this question	96.49%