



General Practice Assessment Questionnaire

**Patient Survey using the  
General Practice Assessment Questionnaire  
GPAQ  
for**

**Trinity Medical Centre**

**Uttoxeter Road, Stoke-on-Trent, Staffordshire ST11 9HQ**

**2014 - 2015**

**Report by**

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## Introduction

### The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

### Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

### This Report

For each question, a summary of how many patients responded to each answer within each question is given.

### A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

### Benchmarks

Benchmarks are averages, and as such should be treated with caution and in context.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4. These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p18) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

### Friends and Family Test

Results are given on page 20.

### Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "**Improving your practice with patient surveys**" which can be downloaded from the GPAQ website:  
<http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf>

### How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

## Characteristics of the sample

	Consultation GPAQ V2 Data 2005/6	Your Practice Survey 2015	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	100	17,145
No practices	1,031		
% female	64.7	67.0	59.2
% over 45*	(Mean age: 50.3)	72.0	54.8
% with long term disability	49.0	55.0	48.0
<b>Ethnicity</b>			
% White	92.2	98.0	80.3
% Asian/Asian British	3.7	1.0	6.6
% Black/Black British	1.8	0.0	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	1.0	0.6
% Other ethnic group	0.9	0.0	2.2
<b>Employment</b>			
% employed	48.4	55.0	44.6
% unemployed	2.5	2.0	3.8
% in full time education	3.4	2.0	3.8
% unable to work/long term sickness	7.2	4.0	6.0
% looking after home / family	9.6	7.0	7.0
% retired	27.5	27.0	24.3
% other	1.6	3.0	2.4

\* for GPAQ V3, GPAQ V4 and GPAQ-R, information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason.			
Of the	100	or	100% who answered the question
	90	saw the GP/nurse	for themselves
	10	saw the GP/nurse	for their child
	0	saw the GP/nurse	for another reason or person.

### Qs 42 and 43 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
<b>Age</b>								
Under 16	0	2			2			} 45%
16 to 44	5	21	28		26	28.0	41.7	
45 to 64	16	28			44			{ 54%
65 to 74	8	10		72	18	72.0	58.3	
75 or over	4	6			10			{
<b>Total number</b>	33	67	28	72	100	100.0	100.0	100%
%	33.0	67.0						
Missing					0			
Benchmark %	36.8	63.2						
<b>GPPS Benchmark</b>	49%	51%						

100 of the 100 patients who completed the questionnaire answered both these questions.

#### Q44 Do you have a long standing health condition?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Yes	55	55.6	51.0	53%
No	42	42.4	44.0	45%
Don't know / can't say	2	2.0	5.3	2%
<b>Total</b>	<b>99</b>	<b>100.0</b>	<b>100.0</b>	<b>100%</b>
Missing	1			

99 of the 100 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

#### Q45 What is your ethnic group?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
White	98	98.0	84.9	87%
Black or Black	0	0.0	3.4	2%
Asian or Asian	1	1.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	1	1.0	0.6	1%
Other ethnic gr	0	0.0	2.3	2%
<b>Total</b>	<b>100</b>	<b>100.0</b>	<b>100.0</b>	<b>97%</b>
Missing	0			

100 of the 100 patients who completed the questionnaire answered this question.

#### Q46 Which of the following best describes you?

	Total No responses	% of total responses	GPAQ V4 % benchmark	GPPS Benchmark
Employed (full or part time, including self-employed)	55	55.0	48.5	58%
Unemployed / looking for work	2	2.0	4.2	6%
At school or in full time education	2	2.0	4.1	4%
Unable to work due to long term sickness	4	4.0	6.6	5%
Looking after your home/family	7	7.0	7.6	6%
Retired from paid work	27	27.0	26.4	21%
Other	3	3.0	2.6	2%
<b>Total</b>	<b>100</b>	<b>100.0</b>	<b>100.0</b>	<b>102%</b>
Missing	0			

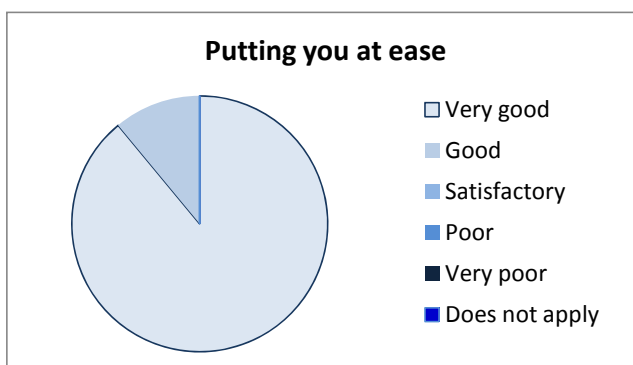
100 of the 100 patients who completed the questionnaire answered this question.

## Results

About your Visit to the GP Today: How good was the GP at:

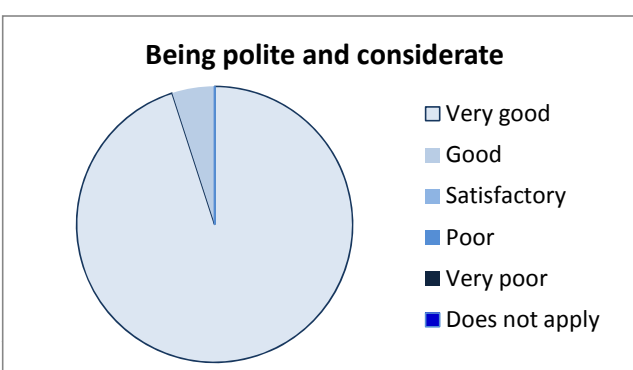
### Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	89	89.0	76.8	N/A
Good	11	11.0	18.0	
Satisfactory	0	0.0	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	0.3	
Total %		100.0	100.0	
No answering	100		16,425	



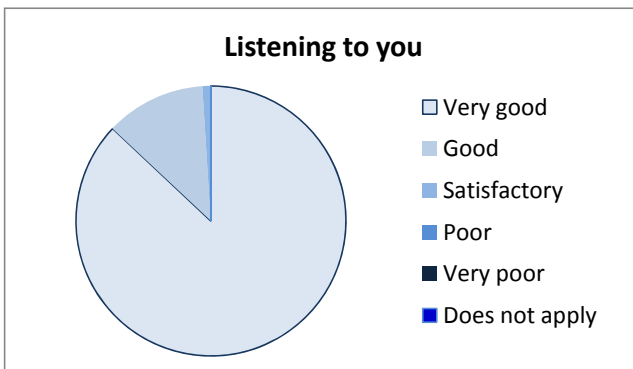
### Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	95	95.0	82.0	N/A
Good	5	5.0	14.7	
Satisfactory	0	0.0	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	100		16,402	



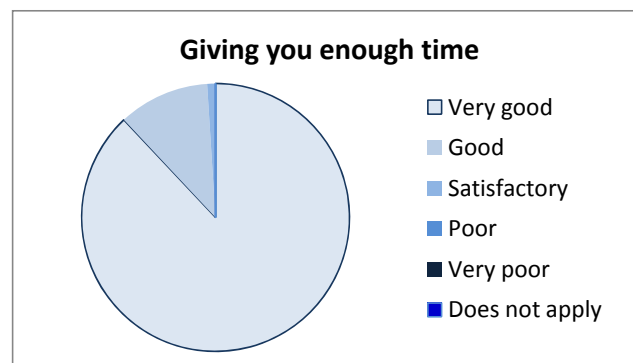
### Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	87	87.0	79.5	52%
Good	12	12.0	16.2	36%
Satisfactory	1	1.0	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	0	0.0	0.2	1%
Total %		100.0	100.0	99%
No answering	100		16,419	



### Q4 Giving you enough time?

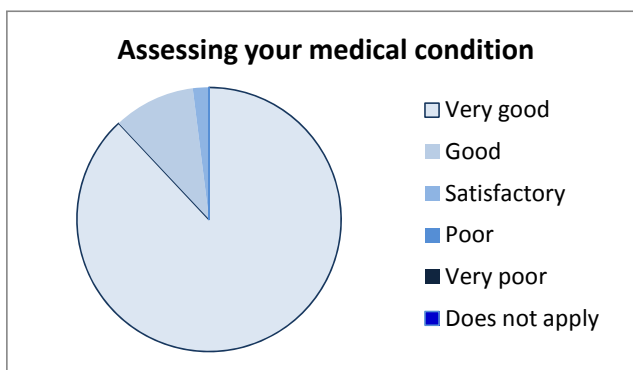
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	88	88.0	73.6	49%
Good	11	11.0	19.7	37%
Satisfactory	1	1.0	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	0	0.0	0.2	2%
Total %		100.0	100.0	100%
No answering	100		16,413	



**About your Visit to the GP Today (continued): How good was the GP at:**

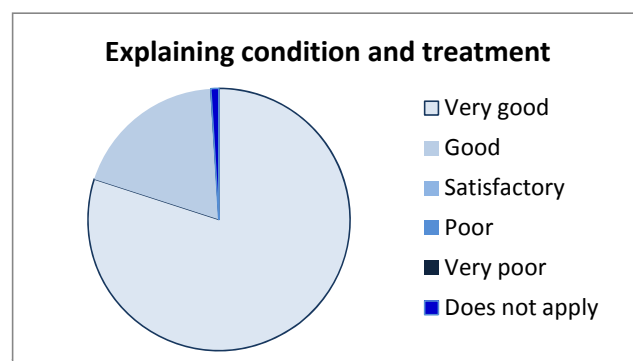
**Q5 Assessing your medical condition?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	88	88.0	72.5	N/A
Good	10	10.0	20.1	
Satisfactory	2	2.0	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	0	0.0	1.1	
Total %		100.0	100.0	
No answering	100		16,374	



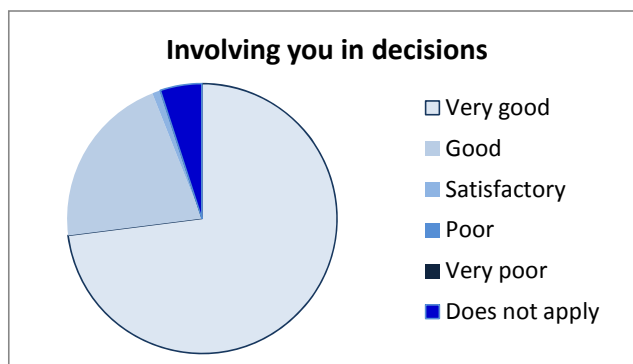
**Q6 Explaining your condition and treatment?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	80	80.0	70.4	47%
Good	19	19.0	21.3	36%
Satisfactory	0	0.0	5.5	10%
Poor	0	0.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	1	1.0	2.1	5%
Total %		100.0	100.0	101%
No answering	100		16,387	



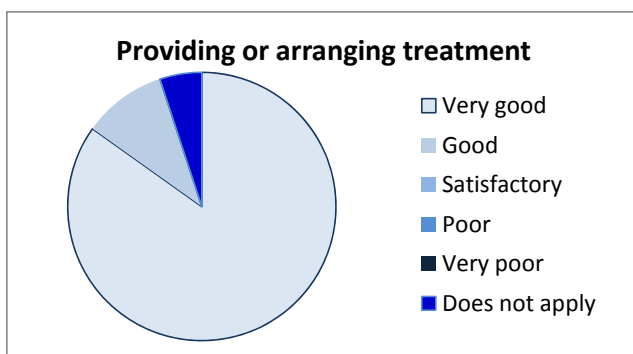
**Q7 Involving you in decisions about your care?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	73	73.0	67.2	41%
Good	21	21.0	21.9	35%
Satisfactory	1	1.0	6.3	12%
Poor	0	0.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	5	5.0	4.0	8%
Total %		100.0	100.0	100%
No answering	100		16,278	



**Q8 Providing or arranging treatment for you?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	84	84.8	70.8	N/A
Good	10	10.1	18.8	
Satisfactory	0	0.0	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	5	5.1	5.0	
Total %		100.0	100.0	
No answering	99		16,169	



**Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice**

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q1 Putting you at ease?</b>	<b>Q1 Putting you at ease?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q2 Being polite and considerate?</b>	<b>Q3 Listening to you?</b>	<b>Q3 Listening to you?</b>	<b>Q4 Giving you enough time?</b>	<b>Q4 Giving you enough time?</b>
Very good	89.0	76.8	95.0	82.0	87.0	79.5	88.0	73.6
Good	11.0	18.0	5.0	14.7	12.0	16.2	11.0	19.7
Satisfactory	0.0	4.4	0.0	2.8	1.0	3.6	1.0	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.0	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.0	0.3	0.0	0.1	0.0	0.2	0.0	0.2
<b>Total %</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total Number of responses</b>	<b>100</b>	<b>16,425</b>	<b>100</b>	<b>16,402</b>	<b>100</b>	<b>16,419</b>	<b>100</b>	<b>16,413</b>

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
<b>Total %</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q5 Assessing your medical condition?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q6 Explaining your condition and treatment?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q7 Involving you in decisions about your care?</b>	<b>Q8 Providing or arranging treatment for you?</b>	<b>Q8 Providing or arranging treatment for you?</b>
Very good	88.0	72.5	80.0	70.4	73.0	67.2	84.8	70.8
Good	10.0	20.1	19.0	21.3	21.0	21.9	10.1	18.8
Satisfactory	2.0	5.6	0.0	5.5	1.0	6.3	0.0	4.8
Poor	0.0	0.6	0.0	0.5	0.0	0.5	0.0	0.4
Very poor	0.0	0.2	0.0	0.2	0.0	0.2	0.0	0.2
Does not apply	0.0	1.1	1.0	2.1	5.0	4.0	5.1	5.0
<b>Total %</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total Number of responses</b>	<b>100</b>	<b>16,374</b>	<b>100</b>	<b>16,387</b>	<b>100</b>	<b>16,278</b>	<b>99</b>	<b>16,169</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Confidence and Trust in GP
Yes, definitely	96	97.0	91.2	66%
Yes, to some extent	3	3.0	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	0	0.0	0.7	3%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>99</b>		<b>16,331</b>	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	95	96.0	93.0
Yes, to some extent	3	3.0	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	1	1.0	1.4
Total %		100.0	100.0
<b>No answering</b>	<b>99</b>		<b>16,286</b>

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	97	100.0	98.8
No	0	0.0	1.2
Total %		100.0	100.0
<b>No answering</b>	<b>97</b>		<b>15,491</b>



**Q12 How helpful do you find the receptionists at your practice?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	85	85.0	70.5	48%
Fairly	13	13.0	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	0	0.0	0.5	2%
Don't know	2	2.0	0.6	2%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>100</b>		<b>16,430</b>	

**Q13 How easy is it to get through to the practice on the phone?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very easy	50	50.0	32.5	31%
Fairly easy	45	45.0	44.3	47%
Not very easy	2	2.0	14.9	13%
Not at all easy	0	0.0	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	3	3.0	2.5	4%
Total %		100.0	100.0	100%
<b>No answering</b>	<b>100</b>		<b>16,512</b>	

**Q14 How easy is it to speak to a doctor or nurse on the phone?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark GP/Nurse
Very easy	21	21.4	26.0	8% / 8%
Fairly easy	22	22.4	35.2	15% / 14%
Not very easy	5	5.1	12.1	9% / 7%
Not at all easy	2	2.0	2.8	9% / 5%
Don't know	6	6.1	4.3	12% / 16%
Haven't tried	42	42.9	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
<b>No answering</b>	<b>98</b>		<b>16,437</b>	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	64	65.3	62.0
No	11	11.2	17.7
Don't know/never	23	23.5	20.2
Total %		100.0	100.0
<b>No answering</b>	<b>98</b>		<b>16,382</b>

**Q16 How important is it to you to be able to book ahead?**

	Total Number	% of Total	GPAQ V4 % benchmark
Important	77	78.6	86.2
Not important	21	21.4	13.8
Total %		100.0	100.0
<b>No answering</b>	<b>98</b>		<b>16,210</b>

**Q17 How easy is it to book ahead?**

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	48	48.0	34.4
Fairly easy	43	43.0	42.2
Not very easy	2	2.0	13.5
Not at all easy	0	0.0	4.0
Don't know	2	2.0	1.8
Haven't tried	5	5.0	4.1
Total %		100.0	100.0
<b>No answering</b>	<b>100</b>		<b>16,102</b>

### Q18 How do you normally book appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients normally book	GPAQ V4 Benchmark % of patients normally	GPPS Benchmark
In person	28	22.8	28.0	26.5	30%
By phone	89	72.4	89.0	80.1	90%
Online	6	4.9	6.0	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	123.0	110.6	124%
<b>Total Number</b>	123				
<b>From your</b>	<b>100</b>	patients (though some may not have answered this question)			

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

### Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

	Total No responses	% of total responses	% of patients prefer to book	GPAQ V4 Benchmark % of patients prefer	GPPS Benchmark
In person	25	19.7	25.0	29.0	31%
By phone	85	66.9	85.0	76.2	81%
Online	15	11.8	15.0	21.7	29%
Doesn't apply	2	1.6	2.0	1.2	
Total %		100.0	127.0	128.2	141%
<b>Total Number</b>	127				
<b>From your</b>	<b>100</b>	patients (though some may not have answered this question)			

For your practice:	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	28.0	25.0
By phone	89.0	85.0
Online	6.0	15.0
Doesn't apply	0.0	2.0
<b>Total</b>	<b>123.0</b>	<b>127.0</b>

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 18 and 19 above

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	34	34.0	30.9
2-4 days	36	36.0	31.0
5 days or more	15	15.0	24.2
Don't usually need to be seen q	7	7.0	6.6
Don't know, never tried	8	8.0	7.3
Total %		100.0	100.0
<b>Total Responses</b>	<b>100</b>		<b>16,283</b>

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	38	38.0	25.8
Very good	29	29.0	28.6
Good	18	18.0	20.4
Satisfactory	7	7.0	14.5
Poor	3	3.0	5.8
Very poor	1	1.0	0.9
Does not apply	4	4.0	3.9
Total %		100.0	100.0
<b>Total Response</b>	<b>100</b>		<b>16,289</b>

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

Q22 How quickly do you usually get seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Same day or next day	51	51.0	56.7
2-4 days	31	31.0	26.2
5 days or more	7	7.0	7.0
Don't usually need to be seen q	6	6.0	4.3
Don't know, never tried	5	5.0	5.8
Total %		100.0	100.0
<b>Total Responses</b>	<b>100</b>		<b>16,282</b>

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	44	41.5	31.0
Very good	29	27.4	29.7
Good	18	17.0	19.5
Satisfactory	5	4.7	11.1
Poor	1	0.9	3.5
Very poor	1	0.9	0.7
Does not apply	8	7.5	4.5
Total %		100.0	100.0
<b>Total Response</b>	<b>106</b>		<b>15,668</b>

**Q24 How long did you wait for your most recent consultation to start?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Less than 5 minutes	34	34.0	22.8	10%
6-10 minutes	46	46.0	39.5	5-15 mins
11-20 minutes	11	11.0	22.2	58%
21-30 minutes	7	7.0	9.0	>15 mins
More than 30 minutes	2	2.0	5.2	24%
No set time	0	0.0	1.3	
Total %		100.0	100.0	
<b>Total Responses</b>	<b>100</b>		<b>15,664</b>	

**Q25 How do you rate how long you waited?**

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	36	36.0	24.1
Very good	39	39.0	26.6
Good	16	16.0	21.6
Satisfactory	8	8.0	19.6
Poor	1	1.0	6.1
Very poor	0	0.0	1.4
Does not apply	0	0.0	0.5
Total %		100.0	100.0
<b>Total Responses</b>	<b>100</b>		<b>15,701</b>

<b>GPPS National Results:</b>
61% don't normally have to wait too long.
24% have to wait a bit too long.
8% have to wait far too long.

### Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	93	93.0	86.3	78%
No	2	2.0	9.2	16%
Don't know	5	5.0	4.6	7%
Total %		100.0	100.0	
<b>Total no responses</b>	<b>100</b>		<b>15,538</b>	<b>101%</b>

### Q27 Which of the following would make it easier to see or speak to someone?

7 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of 80 patients who answered Q26, answered Q27; and some may answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

	Total No responses	% of responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number / % of patients responding</b>	<b>80</b>	<b>80.0%</b>	42.5%	<b>22%</b>
Before 8am	9	9.3%	16.6%	33%
At lunchtime	7	7.2%	12.0%	13%
After 6.30pm	17	17.5%	22.6%	68%
Saturday	16	16.5%	28.8%	71%
Sunday	3	3.1%	10.2%	32%
None of these	45	46.4%	9.8%	4%
Total %		100.0%	100.0%	
<b>Total number responses</b>	<b>97</b>		<b>9,367</b>	

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27.

They could tick more than one box:

	Total No responses	% of Q26 No/Don't Know responses to Q27	GPAQ V4 % benchmark	GPPS Benchmark
<b>Number of patients said No</b>	<b>7</b>	<b>7.0%</b>	13.7%	
<b>Number of these answering Q27</b>	<b>5</b>			<b>22%</b>
Before 8am	2	18.2%	16.4%	33%
At lunchtime	0	0.0%	6.3%	13%
After 6.30pm	4	36.4%	31.1%	68%
Saturday	2	18.2%	33.2%	71%
Sunday	0	0.0%	11.0%	32%
None of these	3	27.3%	2.0%	4%
Total %		100.0%	100.0%	
<b>Total number responses</b>	<b>11</b>		<b>1,388</b>	

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

	Total No responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Yes	51	52.6	64.6	56%
No	45	46.4	33.7	42%
There is only one doctor in my surgery	1	1.0	1.7	2%
Total	97	100.0	100.0	

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

51	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
74	Patients answered this question.

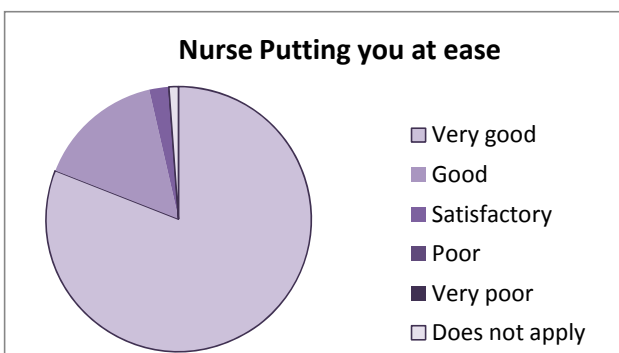
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
<b>Number said "Yes" to Q28</b>	51	52.6			<b>10,098</b>	
Always or almost always	30	58.8	38	51.4	45.1	42%
A lot of the time	12	23.5	16	21.6	25.6	23%
Some of the time	3	5.9	8	10.8	19.7	28%
Never or almost never	1	2.0	2	2.7	2.5	6%
Not tried	0	0.0	10	13.5	1.0	1%
<b>Total answering this question</b>	51	90.2	74	100	<b>10,098</b>	

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank; and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

About your last visit to the practice nurse: How good was the nurse at:

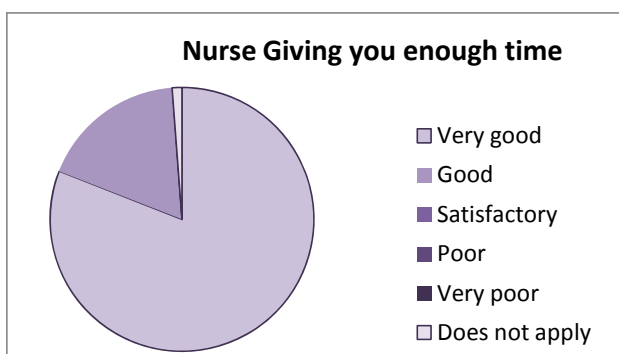
**Q30 Putting you at ease?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	81.0	66.6	N/A
Good	13	15.5	23.0	
Satisfactory	2	2.4	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	1	1.2	4.1	
Total %		100.0	100.0	
<b>Total number</b>	<b>84</b>		<b>12,540</b>	



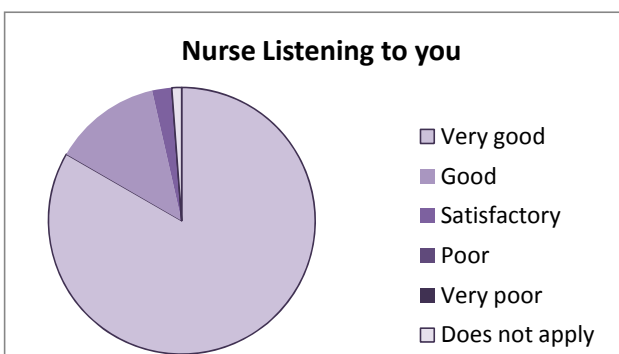
**Q31 Giving you enough time?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	68	81.0	62.7	48%
Good	15	17.9	27.1	33%
Satisfactory	0	0.0	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	1.2	3.3	12%
Total %		100.0	100.0	87%
<b>Total number</b>	<b>84</b>		<b>12,380</b>	



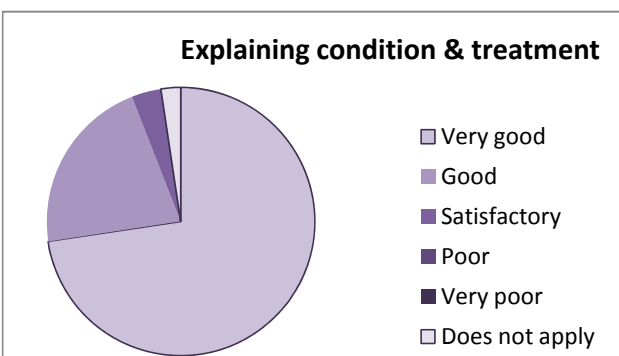
**Q32 Listening to you?**

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	70	83.3	64.6	47%
Good	11	13.1	24.7	33%
Satisfactory	2	2.4	6.1	6%
Poor	0	0.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	1.2	3.6	13%
Total %		100.0	100.0	87%
<b>Total number</b>	<b>84</b>		<b>12,345</b>	



**Q33 Explaining your condition and treatment?**

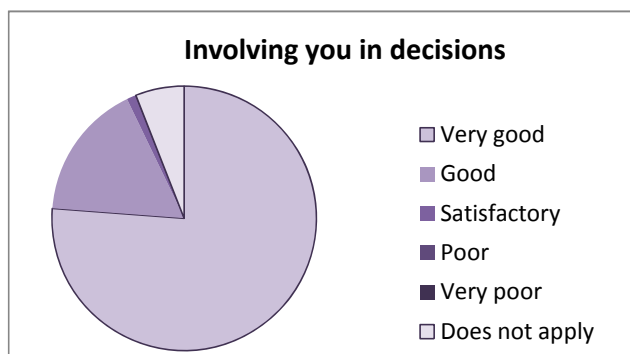
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	61	72.6	61.1	46%
Good	18	21.4	24.9	32%
Satisfactory	3	3.6	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	2	2.4	6.0	14%
Total %		100.0	100.0	86%
<b>Total number</b>	<b>84</b>		<b>12,306</b>	





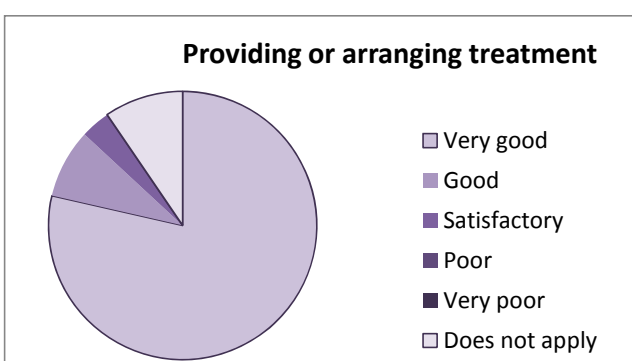
### Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	64	76.2	54.9	38%
Good	14	16.7	26.2	30%
Satisfactory	1	1.2	7.2	9%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	5	6.0	10.6	21%
Total %		100.0	100.0	100%
<b>Total number</b>	<b>84</b>		<b>12,247</b>	



### Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	66	78.6	56.9	N/A
Good	7	8.3	24.2	
Satisfactory	3	3.6	6.0	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	8	9.5	12.0	
Total %		100.0	100.0	
<b>Total number</b>	<b>84</b>		<b>12,212</b>	



### Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

Total Patients %	Q30 Putting you at ease?	Q31 Giving you enough time?	Q32 Listening to you?	Q33 Explaining your condition and treatment?	Q34 Involving you in decisions about your care?	Q35 Providing or arranging treatment for you?
Very good	81	81	83	73	76	79
Good	15	18	13	21	17	8
Satisfactory	2	0	2	4	1	4
Poor	0	0	0	0	0	0
Very poor	0	0	0	0	0	0
Does not apply	1	1	1	2	6	10
Total %	100	100	100	100	100	100
<b>Total Number of responses</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>

### Q36 Would you be completely happy to see this Nurse again?

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	82	98.8	97.1
No	1	1.2	2.9
Total %		100.0	100.0
<b>Total Number of responses</b>	<b>83</b>		<b>11,676</b>

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

**Q37 Understand your health problems**

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	92	92.0	85.0
Unsure	7	7.0	11.0
Not very well	0	0.0	1.5
Does not apply	1	1.0	2.5
Total %		100.0	100.0
<b>Total number</b>	<b>100</b>		<b>16,226</b>

**Q38 Cope with your health problems**

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	92	92.0	82.4
Unsure	6	6.0	11.9
Not very well	0	0.0	2.1
Does not apply	2	2.0	3.6
Total %		100.0	100.0
<b>Total number</b>	<b>100</b>		<b>16,137</b>

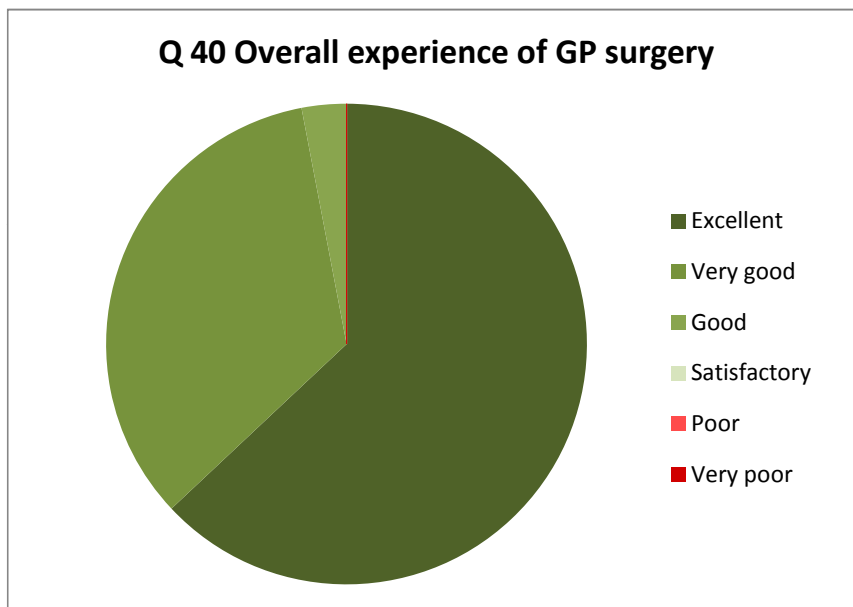
**Q39 Keep yourself healthy**

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	88	88.0	75.2
Unsure	7	7.0	16.1
Not very well	0	0.0	2.5
Does not apply	5	5.0	6.2
Total %		100.0	100.0
<b>Total number</b>	<b>100</b>		<b>16,048</b>

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	63	63.0	45.9	-
Very good	34	34.0	34.6	51%
Good	3	3.0	14.0	38%
Satisfactory	0	0.0	4.6	7%
Poor	0	0.0	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
<b>Total number</b>	<b>100</b>		<b>16,287</b>	<b>100%</b>

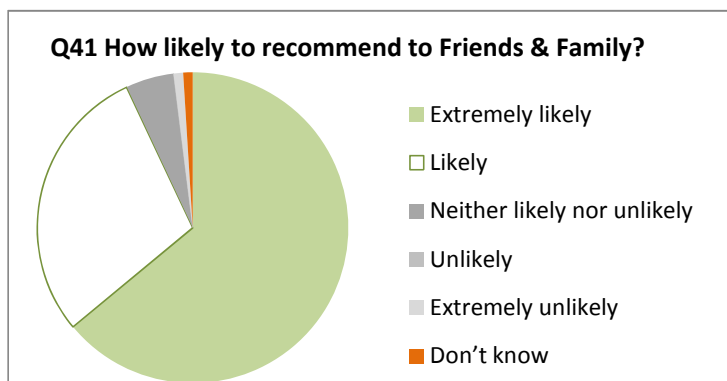
100 of the 100 patients who completed the questionnaire answered this question.



## Friends and Family Test

Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

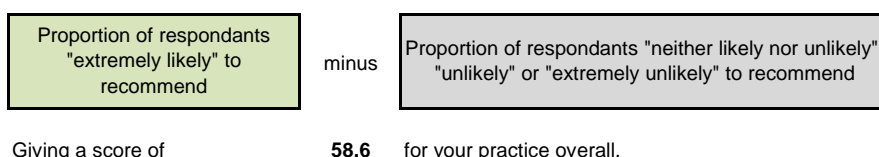
	Total Number responses	% of total
Extremely likely	64	64.0
Likely	29	29.0
Neither likely nor unlikely	5	5.0
Unlikely	0	0.0
Extremely unlikely	1	1.0
Don't know	1	1.0
Total %		99.0
<b>Total number responses</b>	<b>100</b>	



100 of the 100 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC\\_E2\\_80\\_A6.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf)

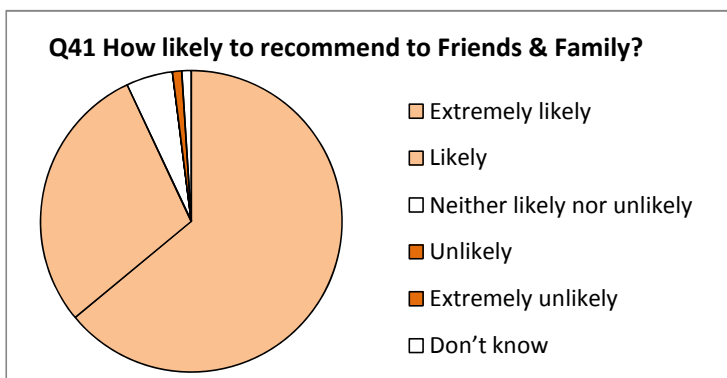


The FFT score for Trinity Medical Centre is **59** based on **100** responses

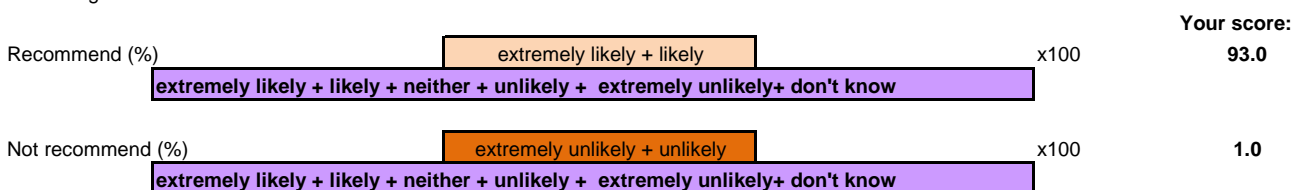
However, following a review, NHS England recommended (<http://www.england.nhs.uk/ourwork/pe/fft/calculations/>) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

Q41 FFT	Total Number responses	% of total
Extremely likely	64	64.0
Likely	29	29.0
Neither likely nor unlikely	5	5.0
Unlikely	0	0.0
Extremely unlikely	1	1.0
Don't know	1	1.0
Total %		99.0
<b>Total number responses</b>	<b>100</b>	



Percentage measures is calculated as follows:



Summary of your scores:

NPS	58.6	based on	100	responses
Recommend (%)	93.0	based on	100	responses
Not recommend (%)	1.0	based on	100	responses

## Benchmarks

	Your practice		GPAQ-R National benchmark
<b>Number of Questionnaires</b>	<b>100</b>		<b>17,145</b>
<b>GP</b>			
Q1 Putting you at ease?	97.3		92.8
Q2 Being polite and considerate?	98.8		94.6
Q3 Listening to you?	96.5		93.7
Q4 Giving you enough time?	96.8		91.5
Q5 Assessing your medical condition?	96.5		91.5
Q6 Explaining your condition and treatment?	95.2		91.1
Q7 Involving you in decisions about your care?	93.9		90.5
Q8 Providing or arranging treatment for you?	97.3		92.0
<b>Nurse</b>			
Q30 Putting you at ease?	94.9		90.3
Q31 Giving you enough time?	95.5		89.2
Q32 Listening to you?	95.5		89.6
Q33 Explaining your condition and treatment?	92.7		88.8
Q34 Involving you in decisions about your care?	94.9		87.6
Q35 Providing or arranging treatment for you?	95.7		88.9
<b>Practice</b>			
Q12 How helpful do you find the receptionists at your practice?	95.5		89.1
Q13 How easy is it to get through to the practice on the phone?	82.8		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	74.3		69.9
Q17 How easy to book ahead?	82.8		70.9
Q21 How do you rate how quickly you were seen (partic dr)	78.5		70.7
Q23 How do you rate how quickly you were seen (any dr)	81.8		75.0
Q25 How do you rate how long you waited	80.2		67.8
Q37 Understand your health problems	96.5		92.8
Q38 Cope with your health problems	96.9		91.7
Q39 Keep yourself healthy	96.3		88.7
Q40 Overall, how would you describe your experience?	92.0		83.9

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in  
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in  
Practice benchmarks **above** the national benchmark are highlighted in  
Practice benchmarks **below** the national benchmark are highlighted in  
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in  
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

yellow
pale yellow
cream
v pale green
pale green
green

NB Benchmarks are averages, and as such should be treated with caution and in context.