

Post Consultation Standard Analysis Detail

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The General Practitioner Assessment Questionnaire (GPAQ) has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester. It is now widely used in UK general practice and forms part of the QOF for the nGMS contract.

GPAQ is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It 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.

There are two forms of GPAQ; the post-consultation version, which is completed by patients following their consultation. The postal version is administered directly to patients in their own homes. Both ask people about their general experiences of their GP or practice.

Calculation of results for each question

For questions where patients are asked to rate your services, their responses are transformed to a scale of 0 to 100 percent of one mark. Excellent represents the best possible response and is worth 100%; Very Poor represents the worst response 0%.

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. The National Averages are calculated by the NPCDRC and are published on the GPAQ website. (www.gpaq.info)

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

Your total score is calculated and divided only by the number of respondents to that question. In this way your score is not affected by non-responders.

	Your Score	National Average
Q2 How do you rate the way you are treated by receptionists at your practice?	88.8	75.0
Q3a How do you rate the hours that your practice is open for appointments?	74.0	67.0
Q4b How do you rate - how quickly you get to see a particular doctor?	73.0	58.0
Q5b How do you rate - how quickly you get to see any doctor?	80.5	68.0
Q7b How do you rate - how long have you to wait until your consultations begin?	63.8	56.0
Q8a How do you rate - ability to get through to the practice on the phone?	87.0	59.0
Q8b How do you rate - ability to speak to the doctor on the phone?	71.7	59.0
Q9b How do you rate - how often you see your usual doctor?	75.1	68.0
Q10a How thoroughly did the doctor ask about your symptoms?	89.8	79.0
Q10b How well did the doctor listen to what you have to say?	91.2	81.0
Q10c How well did the doctor put you at ease during your physical examination?	92.4	82.0
Q10d How much did the doctor involve you in decisions about your care?	91.0	79.0
Q10e How well did the doctor explain your problems or treatment you need?	92.1	81.0
Q10f How much time did your doctor spend with you?	88.8	78.0
Q10g How was the doctor's patience with your questions and worries?	92.1	81.0
Q10h How did you feel about the doctor's caring & concern?	93.3	82.0
Q11a After seeing the doctor today, were you able to understand your problem or illness?	78.9	69.0
Q11b After seeing the doctor today, did you feel able to cope with your problem or illness?	71.9	66.0
Q11c After seeing the doctor today, did you feel able to keep yourself healthy?	61.5	61.0

Demographic Characteristics

Question 12 & 13				
Ages & Sex				
Age Group			Percentage	
	Male	Female	Male	Female
16-44	0	5	0.00%	11.36%
45-64	6	9	13.64%	20.45%
65-74	6	6	13.64%	13.64%
75+	6	2	13.64%	4.55%
Total	18	22	40.91%	50.00%
Unknown age or sex	4			
Total	44			

Question 14			
Do you have any long-standing illness disability or infirmity?			
Answer		Count	Percentage
Yes		23	56.10%
No		18	43.90%
Total	41		

Question 15			
Ethnic Group			
Answer		Count	Percentage
White		40	100.00%
Black or Black British		0	0.00%
Asian or Asian British		0	0.00%
Mixed		0	0.00%
Chinese		0	0.00%
Other ethnic group		3	
Total	40		

Question 16			
Accommodation			
Answer		Count	Percentage
Owner occupied / mortgaged		35	85.37%
Rented or other arrangements		6	14.63%
Total	41		

Question 17			
Employment status			
Answer		Count	Percentage
Employed		17	85.00%
Unemployed and looking for work		0	0.00%
At school or in full-time education		0	0.00%
Unable to work due to long-term illness		1	5.00%
Retired from paid work		2	10.00%
Other specified			
Total	20		

Familiarity with the practice

Question 1			
In the past 12 months, how many times have you seen a doctor?			
Answer		Count	Percentage
None		0	0.00%
Once or Twice		6	14.29%
Three or four times		12	28.57%
Five or six times		8	19.05%
Seven or more times		16	38.10%
NA		1	
Total		42	

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)		1	2.33%
Fair (40)		0	0.00%
Good (60)		5	11.63%
Very good (80)		10	23.26%
Excellent (100)		27	62.79%
NA			
Total		43	

Mean scores for Q2	
Your patients	88.8
National Mean	75.0

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)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		5	11.63%
Good (60)		12	27.91%
Very good (80)		17	39.53%
Excellent (100)		9	20.93%
NA			
Total		43	

Mean scores for Q3a	
Your patients	74.0
National Mean	67.0

Question 3b			
What additional hours would you like the practice to be open?			
Answer		Count	Percentage
Early morning		2	4.08%
Lunchtimes		2	4.08%
Evenings		9	18.37%
Weekends		17	34.69%
None I am satisfied		19	38.78%
Total		49	

Access

Question 4a			
How quickly can you get to see a doctor of your choice?			
Answer		Count	Percentage
Same day		6	14.63%
Next Working day		10	24.39%
Within 2 working days		13	31.71%
Within 3 working days		8	19.51%
Within 4 working days		2	4.88%
Within 5 working days		2	4.88%
NA			
Total		41	

Question 4b			
How do you rate - how quickly you get to see a particular doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		1	2.50%
Fair (40)		2	5.00%
Good (60)		17	42.50%
Very good (80)		10	25.00%
Excellent (100)		10	25.00%
NA			
Total		40	

Mean scores for Q4b	
Your patients	73.0
National Mean	58.0

Question 5a			
How quickly do you usually get to see any doctor at the practice?			
Answer		Count	Percentage
Same day		28	66.67%
Next Working day		10	23.81%
Within 2 working days		1	2.38%
Within 3 working days		1	2.38%
Within 4 working days		1	2.38%
Within 5 working days		1	2.38%
NA			
Total		42	

Question 5b			
How do you rate - how quickly you get to see any doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		1	2.44%
Fair (40)		1	2.44%
Good (60)		6	14.63%
Very good (80)		21	51.22%
Excellent (100)		12	29.27%
NA			
Total		41	

Mean scores for Q5b	
Your patients	80.5
National Mean	68.0

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		35	100.00%
No		0	0.00%
Did not answer / Don't know		1	
Total		35	

Question 7a			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Percentage
Less than 5 minutes		0	0.00%
6 to 10 minutes		14	32.56%
11 to 20 minutes		20	46.51%
21 to 30 minutes		7	16.28%
More than 30 minutes		2	4.65%
NA			
Total		43	

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)		0	0.00%
Poor (20)		1	2.38%
Fair (40)		10	23.81%
Good (60)		14	33.33%
Very good (80)		14	33.33%
Excellent (100)		3	7.14%
NA		1	
Total		42	

Mean scores for Q7b	
Your patients	63.8
National Mean	56.0

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)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		0	0.00%
Good (60)		5	11.63%
Very good (80)		18	41.86%
Excellent (100)		20	46.51%
NA			
Total		43	

Mean scores for Q8a	
Your patients	87.0
National Mean	59.0

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)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		6	20.69%
Good (60)		6	20.69%
Very good (80)		11	37.93%
Excellent (100)		6	20.69%
NA		1	
Total		29	

Mean scores for Q8b	
Your patients	71.7
National Mean	59.0

Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Percentage
Always (100)		7	17.50%
Almost always (80)		17	42.50%
A lot of the time (60)		10	25.00%
Some of the time (40)		6	15.00%
Almost never (20)		0	0.00%
Never (0)		0	0.00%
NA		3	
Total		40	

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)		1	2.44%
Fair (40)		3	7.32%
Good (60)		11	26.83%
Very good (80)		16	39.02%
Excellent (100)		10	24.39%
NA		2	
Total		41	

Mean scores for Q9b	
Your patients	75.1
National Mean	68.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		6	13.95%
Very good (80)		10	23.26%
Excellent (100)		27	62.79%
NA			
Total		43	

Mean scores for Q10a	
Your patients	89.8
National Mean	79.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		3	6.98%
Very good (80)		13	30.23%
Excellent (100)		27	62.79%
NA			
Total		43	

Mean scores for Q10b	
Your patients	91.2
National Mean	81.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		2	5.41%
Very good (80)		10	27.03%
Excellent (100)		25	67.57%
NA		2	
Total		37	

Mean scores for Q10c	
Your patients	92.4
National Mean	82.0

Question 10d			
How much did the doctor involve you in decisions about your care?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		0	0.00%
Good (60)		2	4.76%
Very good (80)		15	35.71%
Excellent (100)		25	59.52%
NA			
Total		42	

Mean scores for Q10d	
Your patients	91.0
National Mean	79.0

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)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		1	2.33%
Good (60)		1	2.33%
Very good (80)		12	27.91%
Excellent (100)		29	67.44%
NA			
Total		43	

Mean scores for Q10e	
Your patients	92.1
National Mean	81.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		4	9.30%
Very good (80)		16	37.21%
Excellent (100)		23	53.49%
NA			
Total		43	

Mean scores for Q10f	
Your patients	88.8
National Mean	78.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		3	6.98%
Very good (80)		11	25.58%
Excellent (100)		29	67.44%
NA			
Total		43	

Mean scores for Q10g	
Your patients	92.1
National Mean	81.0

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)		0	0.00%
Fair (40)		0	0.00%
Good (60)		3	7.14%
Very good (80)		8	19.05%
Excellent (100)		31	73.81%
NA		1	
Total		42	

Mean scores for Q10h	
Your patients	93.3
National Mean	82.0

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)		25	65.79%
A little more than before the visit (50)		10	26.32%
The same or less than before (0)		3	7.89%
Does not apply to me/did not answer		5	
Total		38	

Mean scores for Q11a	
Your patients	78.9
National Mean	69.0

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)		16	50.00%
A little more than before the visit (50)		14	43.75%
The same or less than before (0)		2	6.25%
Does not apply to me/did not answer		11	
Total		32	

Mean scores for Q11b	
Your patients	71.9
National Mean	66.0

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)		12	46.15%
A little more than before the visit (50)		8	30.77%
The same or less than before (0)		6	23.08%
Does not apply to me/did not answer		17	
Total		26	

Mean scores for Q11c	
Your patients	61.5
National Mean	61.0