

Post Consultation Standard Analysis Detail



3240 Practice

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?	75.0	84.3	86
Q3a How do you rate the hours that your practice is open for appointments?	67.0	68.7	60
Q4b How do you rate - how quickly you get to see a particular doctor?	58.0	50.8	29
Q5b How do you rate - how quickly you get to see any doctor?	68.0	82.5	90
Q7b How do you rate - how long have you to wait until your consultations begin?	56.0	55.8	50
Q8a How do you rate - ability to get through to the practice on the phone?	59.0	72.4	86
Q8b How do you rate - ability to speak to the doctor on the phone?	59.0	63.5	65
Q9b How do you rate - how often you see your usual doctor?	68.0	77.2	81
Q10a How thoroughly did the doctor ask about your symptoms?	79.0	91.1	95
Q10b How well did the doctor listen to what you have to say?	81.0	92.9	94
Q10c How well did the doctor put you at ease during your physical examination?	82.0	91.8	90
Q10d How much did the doctor involve you in decisions about your care?	79.0	90.1	91
Q10e How well did the doctor explain your problems or treatment you need?	81.0	91.7	90
Q10f How much time did your doctor spend with you?	78.0	91.1	94
Q10g How was the doctor's patience with your questions and worries?	81.0	93.1	92
Q10h How did you feel about the doctor's caring & concern?	82.0	93.8	93
Q11a After seeing the doctor today, were you able to understand your problem or illness?	69.0	67.9	43
Q11b After seeing the doctor today, did you feel able to cope with your problem or illness?	66.0	62.0	31
Q11c After seeing the doctor today, did you feel able to keep yourself healthy?	61.0	62.5	58

Demographic Characteristics

Question 12 & 13				
Ages & Gender				
Age Group	Male	Female	Percentage	
			Male	Female
16-44	3	21	1.97%	13.82%
45-64	15	41	9.87%	26.97%
65-74	16	23	10.53%	15.13%
75+	17	16	11.18%	10.53%
Total	51	101	33.55%	66.45%
Unknown age or gender	2			
Total	154			

Question 14			
Do you have any long-standing illness disability or infirmity?			
Answer		Count	Percentage
Yes		109	72.67%
No		41	27.33%
Total		150	

Question 15			
Ethnic Group			
Answer		Count	Percentage
White		152	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		2	
Total		154	

Question 16			
Accommodation			
Answer		Count	Percentage
Owner occupied / mortgaged		140	93.33%
Rented or other arrangements		10	6.67%
Total		150	

Question 17			
Employment status			
Answer		Count	Percentage
Employed		46	69.70%
Unemployed and looking for work		0	0.00%
At school or in full-time education		2	3.03%
Unable to work due to long-term illness		5	7.58%
Retired from paid work		13	19.70%
Other specified / Did not answer		88	
Total		154	

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		19	12.42%
Three or four times		29	18.95%
Five or six times		48	31.37%
Seven or more times		57	37.25%
Did not answer		1	
Total		154	

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)		3	1.95%
Good (60)		27	17.53%
Very good (80)		58	37.66%
Excellent (100)		66	42.86%
Did not answer			
Total		154	

Mean scores for Q2	
Your patients	84.3
National Mean	75.0
Percentile Rank	86

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)		2	1.32%
Fair (40)		23	15.13%
Good (60)		52	34.21%
Very good (80)		57	37.50%
Excellent (100)		18	11.84%
Did not answer		2	
Total		154	

Mean scores for Q3a	
Your patients	68.7
National Mean	67.0
Percentile Rank	60

Question 3b			
What additional hours would you like the practice to be open?			
Answer		Count	Percentage
Early morning		5	3.13%
Lunchtimes		5	3.13%
Evenings		21	13.13%
Weekends		58	36.25%
None I am satisfied		71	44.38%
Did not answer		8	
Total		168	

Access

Question 4a			
How quickly can you get to see a doctor of your choice?			
Answer		Count	Percentage
Same day		10	7.30%
Next Working day		2	1.46%
Within 2 working days		9	6.57%
Within 3 working days		6	4.38%
Within 4 working days		17	12.41%
Within 5 working days		93	67.88%
Does not apply to me/did not answer		17	
Total		154	

Question 4b			
How do you rate - how quickly you get to see a particular doctor?			
Answer (score in brackets)		Count	Percentage
Very poor (0)		4	2.92%
Poor (20)		22	16.06%
Fair (40)		44	32.12%
Good (60)		42	30.66%
Very good (80)		13	9.49%
Excellent (100)		12	8.76%
Does not apply to me/did not answer		17	
Total		154	

Mean scores for Q4b		
Your patients		50.8
National Mean		58.0
Percentile Rank		29

Question 5a			
How quickly do you usually get to see any doctor at the practice?			
Answer		Count	Percentage
Same day		104	74.29%
Next Working day		15	10.71%
Within 2 working days		10	7.14%
Within 3 working days		2	1.43%
Within 4 working days		5	3.57%
Within 5 working days		4	2.86%
Does not apply to me/did not answer		14	
Total		154	

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)		3	2.21%
Fair (40)		12	8.82%
Good (60)		17	12.50%
Very good (80)		37	27.21%
Excellent (100)		67	49.26%
Does not apply to me/did not answer		18	
Total		154	

Mean scores for Q5b		
Your patients		82.5
National Mean		68.0
Percentile Rank		90

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		115	95.83%
No		5	4.17%
Did not answer / Don't know		34	
Total		154	

Question 7a			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Percentage
Less than 5 minutes		9	5.92%
6 to 10 minutes		22	14.47%
11 to 20 minutes		68	44.74%
21 to 30 minutes		31	20.39%
More than 30 minutes		22	14.47%
Did not answer		2	
Total		154	

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)		3	2.01%
Poor (20)		9	6.04%
Fair (40)		55	36.91%
Good (60)		41	27.52%
Very good (80)		31	20.81%
Excellent (100)		10	6.71%
Did not answer		5	
Total		154	

Mean scores for Q7b	
Your patients	55.8
National Mean	56.0
Percentile Rank	50

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)		4	2.63%
Fair (40)		15	9.87%
Good (60)		51	33.55%
Very good (80)		47	30.92%
Excellent (100)		35	23.03%
Does not apply to me/did not answer		2	
Total		154	

Mean scores for Q8a	
Your patients	72.4
National Mean	59.0
Percentile Rank	86

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	4.35%
Poor (20)		4	8.70%
Fair (40)		6	13.04%
Good (60)		16	34.78%
Very good (80)		8	17.39%
Excellent (100)		10	21.74%
Does not apply to me/did not answer		108	
Total		154	

Mean scores for Q8b	
Your patients	63.5
National Mean	59.0
Percentile Rank	65

Continuity of care

Question 9a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Percentage
Always (100)		34	22.82%
Almost always (80)		64	42.95%
A lot of the time (60)		31	20.81%
Some of the time (40)		20	13.42%
Almost never (20)		0	0.00%
Never (0)		0	0.00%
Did not answer		5	
Total		154	

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	0.68%
Fair (40)		20	13.51%
Good (60)		27	18.24%
Very good (80)		51	34.46%
Excellent (100)		49	33.11%
Did not answer		6	
Total		154	

Mean scores for Q9b	
Your patients	77.2
National Mean	68.0
Percentile Rank	81

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)	1	0.66%	
Good (60)	11	7.24%	
Very good (80)	43	28.29%	
Excellent (100)	97	63.82%	
Does not apply to me/did not answer	2		
Total	154		

Mean scores for Q10a	
Your patients	91.1
National Mean	79.0
Percentile Rank	95

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)	2	1.31%	
Good (60)	7	4.58%	
Very good (80)	34	22.22%	
Excellent (100)	110	71.90%	
Does not apply to me/did not answer	1		
Total	154		

Mean scores for Q10b	
Your patients	92.9
National Mean	81.0
Percentile Rank	94

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)	9	6.82%	
Very good (80)	36	27.27%	
Excellent (100)	87	65.91%	
Does not apply to me/did not answer	22		
Total	154		

Mean scores for Q10c	
Your patients	91.8
National Mean	82.0
Percentile Rank	90

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)	3	2.11%	
Good (60)	7	4.93%	
Very good (80)	47	33.10%	
Excellent (100)	85	59.86%	
Does not apply to me/did not answer	12		
Total	154		

Mean scores for Q10d	
Your patients	90.1
National Mean	79.0
Percentile Rank	91

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	0.70%	
Good (60)	10	6.99%	
Very good (80)	36	25.17%	
Excellent (100)	96	67.13%	
Does not apply to me/did not answer	11		
Total	154		

Mean scores for Q10e	
Your patients	91.7
National Mean	81.0
Percentile Rank	90

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)	3	2.00%	
Good (60)	9	6.00%	
Very good (80)	40	26.67%	
Excellent (100)	98	65.33%	
Does not apply to me/did not answer	4		
Total	154		

Mean scores for Q10f	
Your patients	91.1
National Mean	78.0
Percentile Rank	94

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)	1	0.68%	
Good (60)	10	6.76%	
Very good (80)	28	18.92%	
Excellent (100)	109	73.65%	
Does not apply to me/did not answer	6		
Total	154		

Mean scores for Q10g	
Your patients	93.1
National Mean	81.0
Percentile Rank	92

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)	1	0.66%	
Good (60)	9	5.92%	
Very good (80)	26	17.11%	
Excellent (100)	116	76.32%	
Does not apply to me/did not answer	2		
Total	154		

Mean scores for Q10h	
Your patients	93.8
National Mean	82.0
Percentile Rank	93

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	52.38%
A little more than before the visit (50)		39	30.95%
The same or less than before (0)		21	16.67%
Does not apply to me/did not answer		28	
Total		154	

Mean scores for Q11a	
Your patients	67.9
National Mean	69.0
Percentile Rank	43

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)		55	45.45%
A little more than before the visit (50)		40	33.06%
The same or less than before (0)		26	21.49%
Does not apply to me/did not answer		33	
Total		154	

Mean scores for Q11b	
Your patients	62.0
National Mean	66.0
Percentile Rank	31

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)		49	47.12%
A little more than before the visit (50)		32	30.77%
The same or less than before (0)		23	22.12%
Does not apply to me/did not answer		50	
Total		154	

Mean scores for Q11c	
Your patients	62.5
National Mean	61.0
Percentile Rank	58