



General Practice Assessment Questionnaire

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

Dartmouth Medical Centre/Central Clinic

West Bromwich, B70 9JL

2016 - 2017

Report by

CMI Publishing Ltd
GPAQ Analysis and Reporting
Baythorne Cottage, Baythorne End, Halstead, Essex, CO9 4AB, UK
Tel: 01440 785086 Website: <http://www.gpaqanalysis.co.uk>
E-mail: gpaq@dsl.pipex.com or gpaq@hotmail.co.uk

Report © 2012 - 2017 CMI Publishing Ltd

GPAQ V4, GPAQ-R and GPAQ-R2 © 2012 - 2014 University of Cambridge/University of Manchester

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 (p22) 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 21.

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 2016 - 2017	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	100	17,145
No practices	1,031		
% female	64.7	56.0	59.2
% over 45*	(Mean age: 50.3)	38.0	54.8
% with long term disability	49.0	44.0	48.0
Ethnicity			
% White	92.2	14.0	80.3
% Asian/Asian British	3.7	79.0	6.6
% Black/Black British	1.8	5.0	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.03	0.0	0.6
% Other ethnic group	0.9	2.0	2.2
Employment			
% employed	48.4	56.0	44.6
% unemployed	2.5	13.0	3.8
% in full time education	3.4	6.0	3.8
% unable to work/long term sickness	7.2	7.0	6.0
% looking after home / family	9.6	7.0	7.0
% retired	27.5	6.0	24.3
% other	1.6	5.0	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

Q42 Are you male or female?

	Number	%
Male	44	44.0
Female	56	56.0
Missing	0	0.0
Total	100	100.0

Q43 How old are you?

	Number	%
Under 16	2	2.0
16 to 44	60	60.0
45 to 64	30	30.0
65 to 74	7	7.0
75 or over	1	1.0
Missing	0	0.0
Total	100	100.0

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
Age								
Under 16	2	0			2			
16 to 44	20	40	62		60	62.0	41.7	} 45%
45 to 64	19	11			30			{
65 to 74	3	4		38	7	38.0	58.3	54% {
75 or over	0	1			1			{
Total number	44	56	62	38	100	100.0	100.0	100%
%	44.0	56.0						
Missing					0			
Benchmark %	36.8	63.2						
GPPS Benchmark	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	44	44.0	51.0	53%
No	48	48.0	44.0	45%
Don't know / can't say	8	8.0	5.3	2%
Total	100	100.0	100.0	100%
Missing	0			

100 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	14	14.0	84.9	87%
Black or Black	5	5.0	3.4	2%
Asian or Asian	79	79.0	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	2	2.0	2.3	2%
Total	100	100.0	100.0	97%
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)	56	56.0	48.5	58%
Unemployed / looking for work	13	13.0	4.2	6%
At school or in full time education	6	6.0	4.1	4%
Unable to work due to long term sickness	7	7.0	6.6	5%
Looking after your home/family	7	7.0	7.6	6%
Retired from paid work	6	6.0	26.4	21%
Other	5	5.0	2.6	2%
Total	100	100.0	100.0	102%
Missing	0			

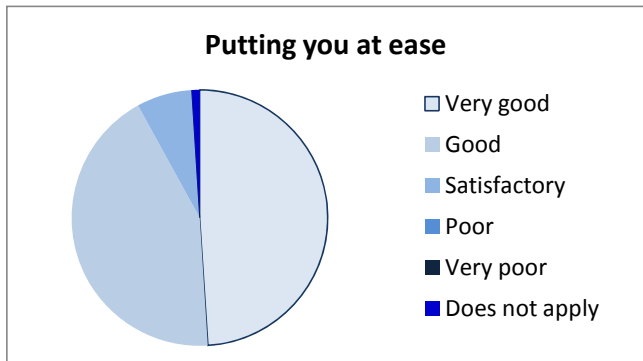
100 of the 100 patients who completed the questionnaire answered this question.

Results

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

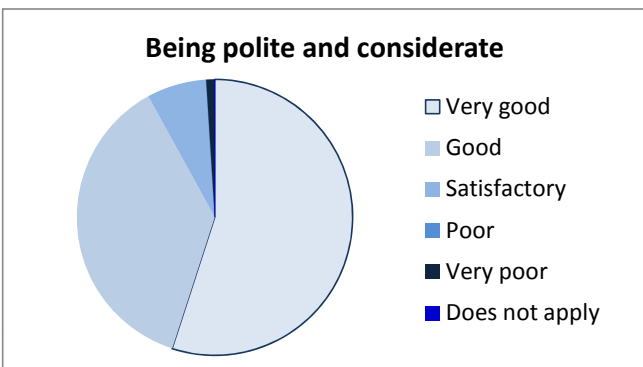
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	49	49.0	76.8	N/A
Good	43	43.0	18.0	
Satisfactory	7	7.0	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	1	1.0	0.3	
Total %		100.0	100.0	
No answering	100		16,425	



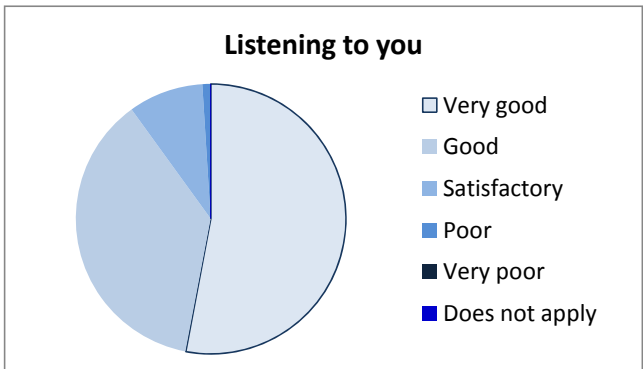
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	55	55.0	82.0	N/A
Good	37	37.0	14.7	
Satisfactory	7	7.0	2.8	
Poor	0	0.0	0.2	
Very poor	1	1.0	0.1	
Does not apply	0	0.0	0.1	
Total %		100.0	100.0	
No answering	100		16,402	



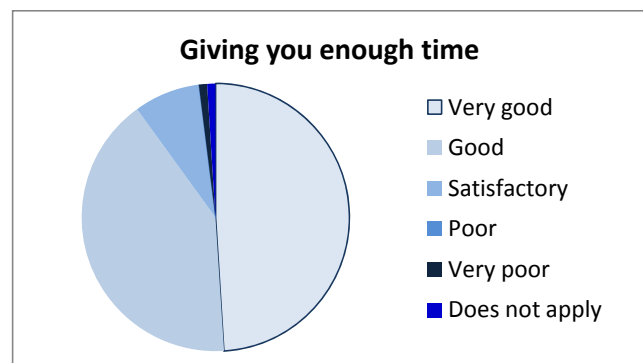
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	53	53.0	79.5	52%
Good	37	37.0	16.2	36%
Satisfactory	9	9.0	3.6	7%
Poor	1	1.0	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?

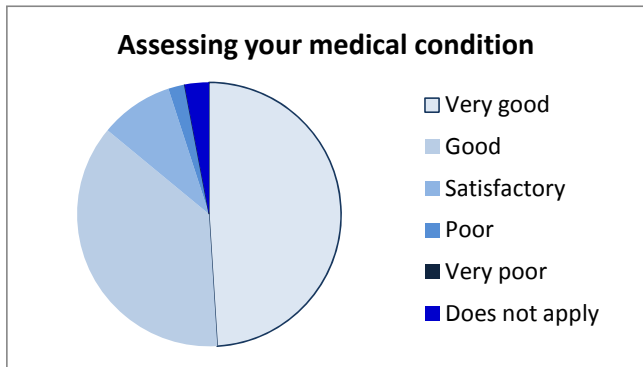
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	49	49.0	73.6	49%
Good	41	41.0	19.7	37%
Satisfactory	8	8.0	5.6	9%
Poor	0	0.0	0.7	2%
Very poor	1	1.0	0.2	1%
Does not apply	1	1.0	0.2	2%
Total %		100.0	100.0	100%
No answering	100		16,413	



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

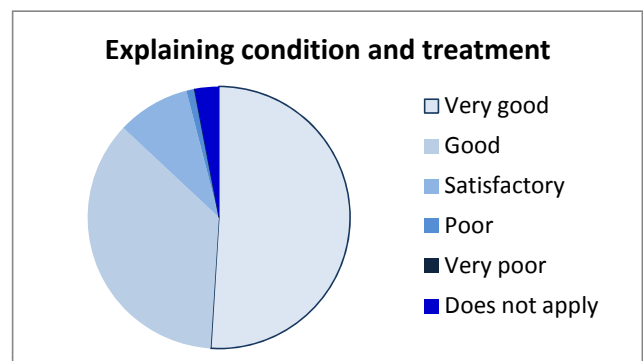
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	49	49.0	72.5	N/A
Good	37	37.0	20.1	
Satisfactory	9	9.0	5.6	
Poor	2	2.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	3	3.0	1.1	
Total %		100.0	100.0	
No answering	100		16,374	



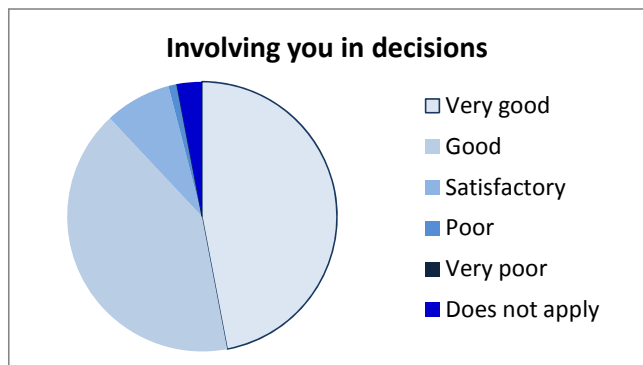
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	51	51.0	70.4	47%
Good	36	36.0	21.3	36%
Satisfactory	9	9.0	5.5	10%
Poor	1	1.0	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	3	3.0	2.1	5%
Total %		100.0	100.0	101%
No answering	100		16,387	



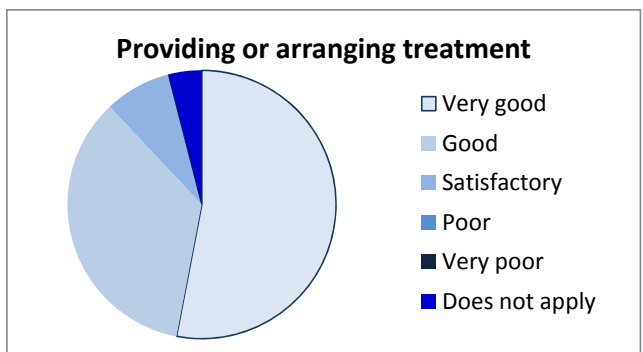
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	47	47.0	67.2	41%
Good	41	41.0	21.9	35%
Satisfactory	8	8.0	6.3	12%
Poor	1	1.0	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	3	3.0	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	53	53.0	70.8	N/A
Good	35	35.0	18.8	
Satisfactory	8	8.0	4.8	
Poor	0	0.0	0.4	
Very poor	0	0.0	0.2	
Does not apply	4	4.0	5.0	
Total %		100.0	100.0	
No answering	100		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
Total %	Q1 Putting you at ease?	Q1 Putting you at ease?	Q2 Being polite and considerate?	Q2 Being polite and considerate?	Q3 Listening to you?	Q3 Listening to you?	Q4 Giving you enough time?	Q4 Giving you enough time?
Very good	49.0	76.8	55.0	82.0	53.0	79.5	49.0	73.6
Good	43.0	18.0	37.0	14.7	37.0	16.2	41.0	19.7
Satisfactory	7.0	4.4	7.0	2.8	9.0	3.6	8.0	5.6
Poor	0.0	0.3	0.0	0.2	1.0	0.4	0.0	0.7
Very poor	0.0	0.2	1.0	0.1	0.0	0.1	1.0	0.2
Does not apply	1.0	0.3	0.0	0.1	0.0	0.2	1.0	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	100	16,425	100	16,402	100	16,419	100	16,413

	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark	Your Patients	GPAQ V4 % benchmark
Total %	Q5 Assessing your medical condition?	Q5 Assessing your medical condition?	Q6 Explaining your condition and treatment?	Q6 Explaining your condition and treatment?	Q7 Involving you in decisions about your care?	Q7 Involving you in decisions about your care?	Q8 Providing or arranging treatment for you?	Q8 Providing or arranging treatment for you?
Very good	49.0	72.5	51.0	70.4	47.0	67.2	53.0	70.8
Good	37.0	20.1	36.0	21.3	41.0	21.9	35.0	18.8
Satisfactory	9.0	5.6	9.0	5.5	8.0	6.3	8.0	4.8
Poor	2.0	0.6	1.0	0.5	1.0	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	3.0	1.1	3.0	2.1	3.0	4.0	4.0	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	100	16,374	100	16,387	100	16,278	100	16,169

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	79	79.0	91.2	66%
Yes, to some extent	18	18.0	7.6	27%
No, not at all	2	2.0	0.4	4%
Don't know, can't say	1	1.0	0.7	3%
Total %		100.0	100.0	100%
No answering	100		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	88	88.0	93.0
Yes, to some extent	10	10.0	5.2
No, not at all	1	1.0	0.3
Don't know, can't say	1	1.0	1.4
Total %		100.0	100.0
No answering	100		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	98	98.0	98.8
No	2	2.0	1.2
Total %		100.0	100.0
No answering	100		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	83	83.0	70.5	48%
Fairly	16	16.0	26.3	41%
Not Very	0	0.0	2.1	7%
Not at all	1	1.0	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	100		16,430	

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	38	38.0	32.5	31%
Fairly easy	47	47.0	44.3	47%
Not very easy	9	9.0	14.9	13%
Not at all easy	5	5.0	5.2	5%
Don't know	0	0.0	0.7	-
Haven't tried	1	1.0	2.5	4%
Total %		100.0	100.0	100%
No answering	100		16,512	

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	21.0	26.0	8% / 8%
Fairly easy	32	32.0	35.2	15% / 14%
Not very easy	8	8.0	12.1	9% / 7%
Not at all easy	5	5.0	2.8	9% / 5%
Don't know	9	9.0	4.3	12% / 16%
Haven't tried	25	25.0	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	100		16,437	

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

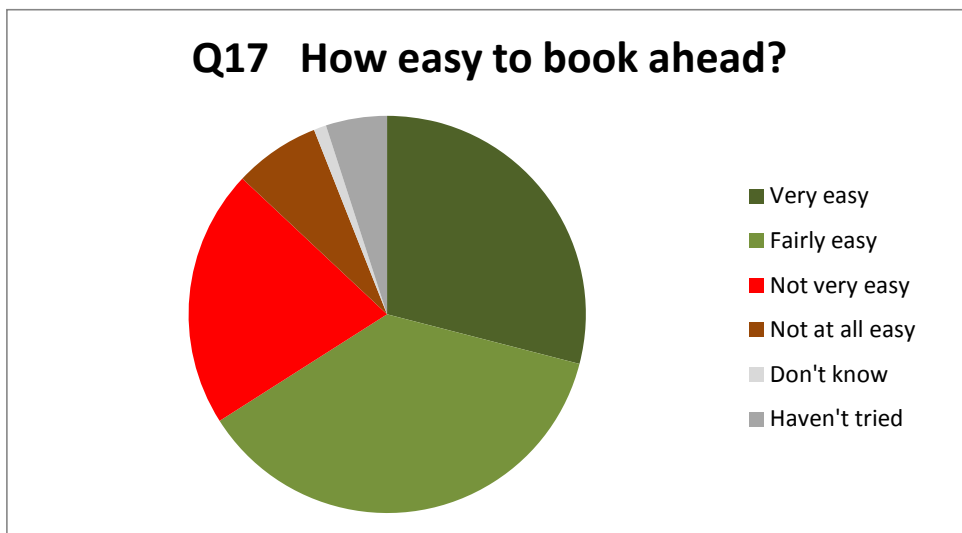
	Total Number	% of Total	GPAQ V4 % benchmark
Yes	49	49.0	62.0
No	36	36.0	17.7
Don't know/never	15	15.0	20.2
Total %		100.0	100.0
No answering	100		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	93	93.0	86.2
Not important	7	7.0	13.8
Total %		100.0	100.0
No answering	100		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	29	29.0	34.4
Fairly easy	37	37.0	42.2
Not very easy	21	21.0	13.5
Not at all easy	7	7.0	4.0
Don't know	1	1.0	1.8
Haven't tried	5	5.0	4.1
Total %		100.0	100.0
No answering	100		16,102



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	22	16.7	22.0	26.5	30%
By phone	85	64.4	85.0	80.1	90%
Online	23	17.4	23.0	3.4	3%
Doesn't apply	2	1.5	2.0	0.6	1%
Total %		100.0	132.0	110.6	124%
Total Number	132				
From your	100	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	30	21.7	30.0	29.0	31%
By phone	73	52.9	73.0	76.2	81%
Online	34	24.6	34.0	21.7	29%
Doesn't apply	1	0.7	1.0	1.2	
Total %		100.0	138.0	128.2	141%
Total Number	138				
From your	100	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	22.0	30.0
By phone	85.0	73.0
Online	23.0	34.0
Doesn't apply	2.0	1.0
Total	132.0	138.0

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	55	55.0	30.9
2-4 days	27	27.0	31.0
5 days or more	4	4.0	24.2
Don't usually need to be seen q	5	5.0	6.6
Don't know, never tried	9	9.0	7.3
Total %		100.0	100.0
Total Responses	100		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	27	27.0	25.8
Very good	29	29.0	28.6
Good	20	20.0	20.4
Satisfactory	17	17.0	14.5
Poor	2	2.0	5.8
Very poor	1	1.0	0.9
Does not apply	4	4.0	3.9
Total %		100.0	100.0
Total Response	100		16,289

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	59	59.0	56.7
2-4 days	28	28.0	26.2
5 days or more	5	5.0	7.0
Don't usually need to be seen q	2	2.0	4.3
Don't know, never tried	6	6.0	5.8
Total %		100.0	100.0
Total Responses	100		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	24	24.0	31.0
Very good	35	35.0	29.7
Good	19	19.0	19.5
Satisfactory	15	15.0	11.1
Poor	6	6.0	3.5
Very poor	0	0.0	0.7
Does not apply	1	1.0	4.5
Total %		100.0	100.0
Total Response	100		15,668

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	19	19.4	22.8	10%
6-10 minutes	42	42.9	39.5	5-15 mins 58%
11-20 minutes	21	21.4	22.2	
21-30 minutes	10	10.2	9.0	>15 mins 24%
More than 30 minutes	4	4.1	5.2	
No set time	2	2.0	1.3	
Total %		100.0	100.0	
Total Responses	98		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	21	21.4	24.1
Very good	26	26.5	26.6
Good	19	19.4	21.6
Satisfactory	19	19.4	19.6
Poor	11	11.2	6.1
Very poor	0	0.0	1.4
Does not apply	2	2.0	0.5
Total %		100.0	100.0
Total Responses	98		15,701

GPPS National Results:
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	GPSS Benchmark
Yes	90	92.8	86.3	78%
No	4	4.1	9.2	16%
Don't know	3	3.1	4.6	7%
Total %		100.0	100.0	
Total no responses	97		15,538	101%

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 **96** 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	GPSS Benchmark
Number / % of patients responding	96	99.0%	42.5%	22%
Before 8am	39	35.8%	16.6%	33%
At lunchtime	12	11.0%	12.0%	13%
After 6.30pm	20	18.3%	22.6%	68%
Saturday	21	19.3%	28.8%	71%
Sunday	7	6.4%	10.2%	32%
None of these	10	9.2%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	109		9,367	

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	GPSS Benchmark
Number of patients said No	7	7.2%	13.7%	
Number of these answering Q27	6			22%
Before 8am	3	27.3%	16.4%	33%
At lunchtime	1	9.1%	6.3%	13%
After 6.30pm	1	9.1%	31.1%	68%
Saturday	2	18.2%	33.2%	71%
Sunday	3	27.3%	11.0%	32%
None of these	1	9.1%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	11		1,388	

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	49	50.0	64.6	56%
No	49	50.0	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	98	100.0	100.0	

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

49	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
52	Patients answered this question.

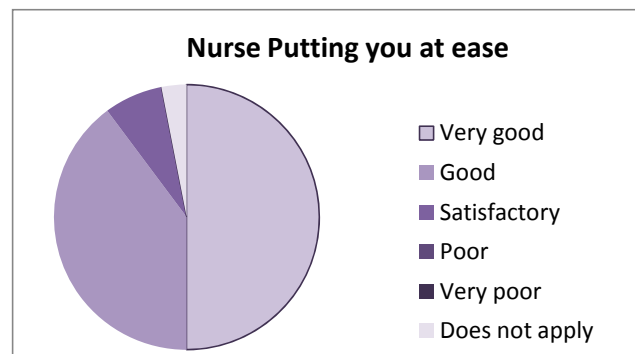
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	49	50.0			10,098	
Always or almost always	16	32.7	17	32.7	45.1	42%
A lot of the time	7	14.3	8	15.4	25.6	23%
Some of the time	18	36.7	19	36.5	19.7	28%
Never or almost never	7	14.3	7	13.5	2.5	6%
Not tried	0	0.0	1	1.9	1.0	1%
Total answering this question	49	98.0	52	100	10,098	

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:

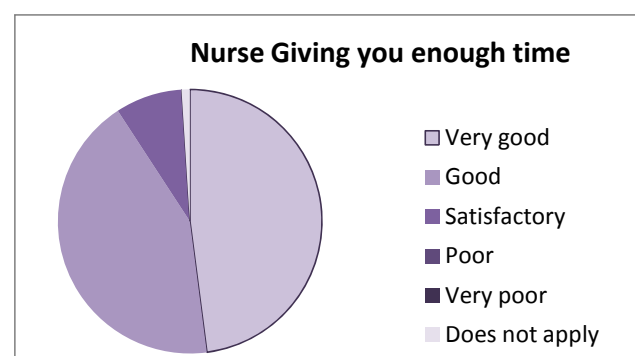
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	49	50.0	66.6	N/A
Good	39	39.8	23.0	
Satisfactory	7	7.1	5.2	
Poor	0	0.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	3	3.1	4.1	
Total %		100.0	100.0	
Total number	98		12,540	



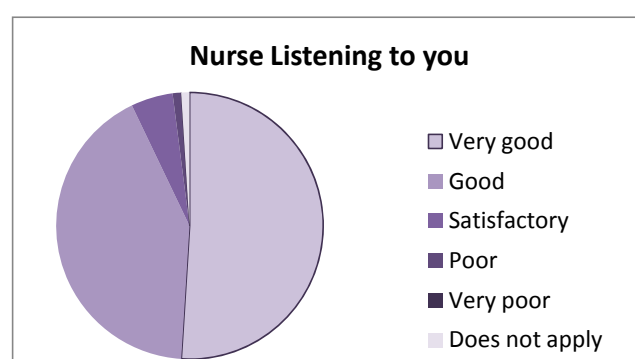
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	47	48.0	62.7	48%
Good	42	42.9	27.1	33%
Satisfactory	8	8.2	6.1	5%
Poor	0	0.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	1.0	3.3	12%
Total %		100.0	100.0	87%
Total number	98		12,380	



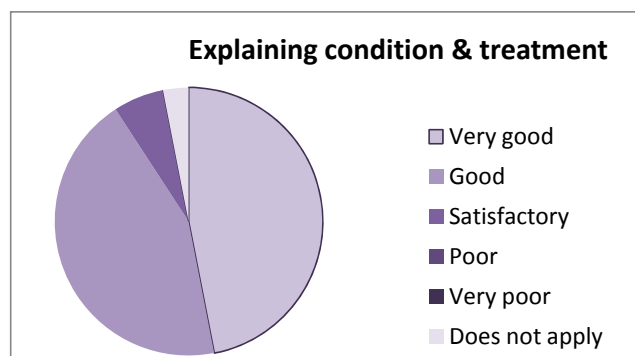
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	50	51.0	64.6	47%
Good	41	41.8	24.7	33%
Satisfactory	5	5.1	6.1	6%
Poor	1	1.0	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	1.0	3.6	13%
Total %		100.0	100.0	87%
Total number	98		12,345	



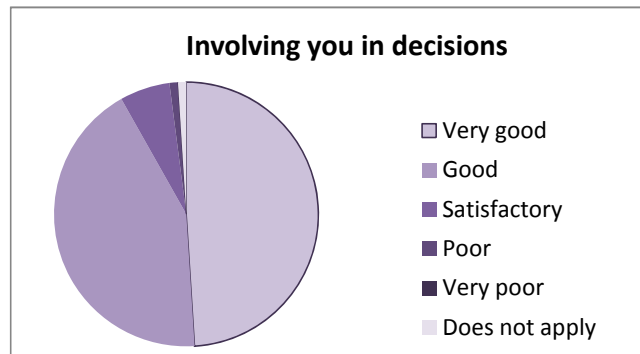
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	46	46.9	61.1	46%
Good	43	43.9	24.9	32%
Satisfactory	6	6.1	7.0	7%
Poor	0	0.0	0.8	1%
Very poor	0	0.0	0.3	0%
Does not apply	3	3.1	6.0	14%
Total %		100.0	100.0	86%
Total number	98		12,306	



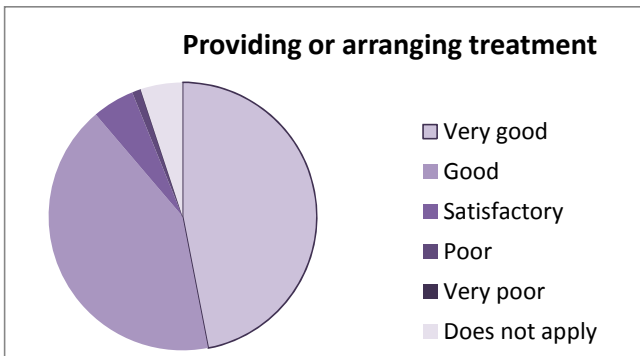
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	48	49.0	54.9	38%
Good	42	42.9	26.2	30%
Satisfactory	6	6.1	7.2	9%
Poor	1	1.0	0.8	1%
Very poor	0	0.0	0.3	1%
Does not apply	1	1.0	10.6	21%
Total %		100.0	100.0	100%
Total number	98		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	46	46.9	56.9	N/A
Good	41	41.8	24.2	
Satisfactory	5	5.1	6.0	
Poor	1	1.0	0.6	
Very poor	0	0.0	0.3	
Does not apply	5	5.1	12.0	
Total %		100.0	100.0	
Total number	98		12,212	



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	50	48	51	47	49	47
Good	40	43	42	44	43	42
Satisfactory	7	8	5	6	6	5
Poor	0	0	1	0	1	1
Very poor	0	0	0	0	0	0
Does not apply	3	1	1	3	1	5
Total %	100	100	100	100	100	100
Total Number of responses	98	98	98	98	98	98

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	98	100.0	97.1
No	0	0.0	2.9
Total %		100.0	100.0
Total Number of responses	98		11,676

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	79	79.0	85.0
Unsure	16	16.0	11.0
Not very well	1	1.0	1.5
Does not apply	4	4.0	2.5
Total %		100.0	100.0
Total number	100		16,226

Q38 Cope with your health problems

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	73	73.0	82.4
Unsure	17	17.0	11.9
Not very well	2	2.0	2.1
Does not apply	8	8.0	3.6
Total %		100.0	100.0
Total number	100		16,137

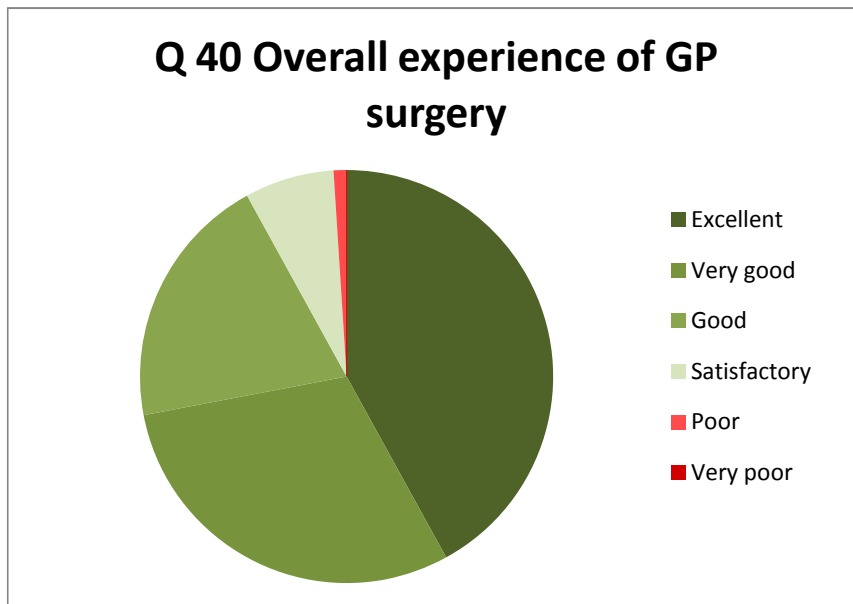
Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	74	74.0	75.2
Unsure	17	17.0	16.1
Not very well	1	1.0	2.5
Does not apply	8	8.0	6.2
Total %		100.0	100.0
Total number	100		16,048

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

	Total Number responses	% of total	GPAQ V4 % benchmark	GPPS Benchmark
Excellent	42	42.0	45.9	-
Very good	30	30.0	34.6	51%
Good	20	20.0	14.0	38%
Satisfactory	7	7.0	4.6	7%
Poor	1	1.0	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	100		16,287	100%

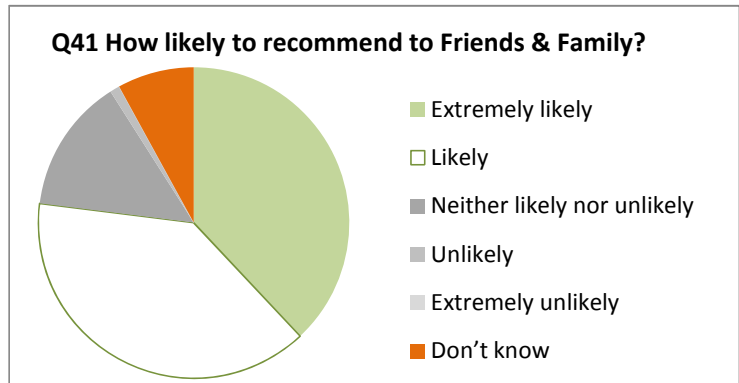
100 of the 100 patients who completed the questionnaire answered this question.



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?

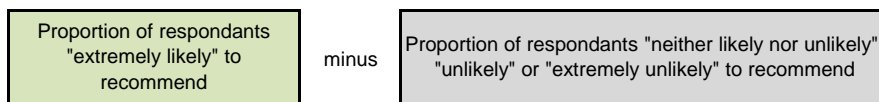
	Total Number responses	% of total
Extremely likely	38	38.0
Likely	39	39.0
Neither likely nor unlikely	14	14.0
Unlikely	1	1.0
Extremely unlikely	0	0.0
Don't know	8	8.0
Total %		92.0
Total number responses	100	



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



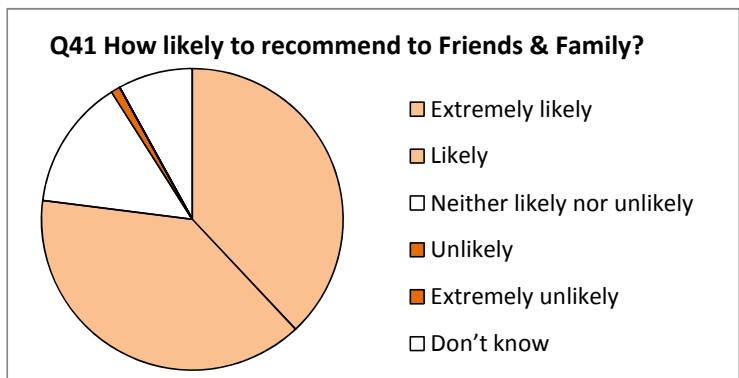
Giving a score of 25.0 for your practice overall.

The FFT score for Dartmouth Medical Centre/Central Clinics is 25 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	38	38.0
Likely	39	39.0
Neither likely nor unlikely	14	14.0
Unlikely	1	1.0
Extremely unlikely	0	0.0
Don't know	8	8.0
Total %		92.0
Total number responses	100	



Percentage measures is calculated as follows:

Recommend (%)	extremely likely + likely	x100	Your score:
	extremely likely + likely + neither + unlikely + extremely unlikely + don't know		77.0
Not recommend (%)	extremely unlikely + unlikely	x100	
	extremely likely + likely + neither + unlikely + extremely unlikely + don't know		1.0

Summary of your scores:

NPS	25.0	based on	100	responses
Recommend (%)	77.0	based on	100	responses
Not recommend (%)	1.0	based on	100	responses

Benchmarks

	Your practice survey		GPAQ-R National benchmark
Number of Questionnaires	100		17,145
GP			
Q1 Putting you at ease?	85.6		92.8
Q2 Being polite and considerate?	86.3		94.6
Q3 Listening to you?	85.5		93.7
Q4 Giving you enough time?	84.6		91.5
Q5 Assessing your medical condition?	84.3		91.5
Q6 Explaining your condition and treatment?	85.3		91.1
Q7 Involving you in decisions about your care?	84.5		90.5
Q8 Providing or arranging treatment for you?	86.7		92.0
Nurse			
Q30 Putting you at ease?	86.1		90.3
Q31 Giving you enough time?	85.1		89.2
Q32 Listening to you?	86.1		89.6
Q33 Explaining your condition and treatment?	85.5		88.8
Q34 Involving you in decisions about your care?	85.3		87.6
Q35 Providing or arranging treatment for you?	85.5		88.9
Q36 Would you be completely happy to see this Nurse again?	100.0		97.1
Practice			
Q12 How helpful do you find the receptionists at your practice?	93.6		89.1
Q13 How easy is it to get through to the practice on the phone?	72.7		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	67.8		69.9
Q17 How easy to book ahead?	64.2		70.9
Q21 How do you rate how quickly you were seen (partic dr)	72.3		70.7
Q23 How do you rate how quickly you were seen (any dr)	71.3		75.0
Q25 How do you rate how long you waited	65.6		67.8
Q37 Understand your health problems	90.6		92.8
Q38 Cope with your health problems	88.6		91.7
Q39 Keep yourself healthy	89.7		88.7
Q40 Overall, how would you describe your experience?	81.0		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.