



General Practice Assessment Questionnaire

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

Bedlingtonshire Medical Group

Bedlington, Northumberland

2014 - 2015

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

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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 19.

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 2014	Data from GPAQ V4 collected 2012-2013
Total: n	190,038	281	17,145
No practices	1,031		
% female	64.7	63.7	59.2
% over 45*	(Mean age: 50.3)	56.2	54.8
% with long term disability	49.0	50.5	48.0
Ethnicity			
% White	92.2	97.2	80.3
% Asian/Asian British	3.7	0.7	6.6
% Black/Black British	1.8	0.4	3.2
% Mixed	1.1	0.0	1.7
% Chinese	.0.3	0.0	0.6
% Other ethnic group	0.9	1.1	2.2
Employment			
% employed	48.4	53.7	44.6
% unemployed	2.5	1.8	3.8
% in full time education	3.4	2.5	3.8
% unable to work/long term sickness	7.2	6.8	6.0
% looking after home / family	9.6	6.4	7.0
% retired	27.5	25.3	24.3
% other	1.6	2.5	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	221	or	79%
			who answered the question
	202	saw the GP/nurse	for themselves
	19	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?

Age	Male	Female	Under 45	45 and over	Total	% Under & over 45	% Under & over 45	GPPS Benchmark
Under 16	4	4			8			} 45%
16 to 44	27	83	118		110	43.5	41.7	
45 to 64	40	61			101			{ 54%
65 to 74	17	18		153	35	56.5	58.3	
75 or over	9	8			17			{
Total number	97	174	118	153	271	100.0	100.0	100%
%	35.8	64.2						
Missing					10			
Benchmark %	36.8	63.2						
GPPS Benchmark	49%	51%						

271 of the 281 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	142	50.9	51.0	53%
No	125	44.8	44.0	45%
Don't know / can't say	12	4.3	5.3	2%
Total	279	100.0	100.0	100%
Missing	2			

279 of the 281 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	273	97.8	84.9	87%
Black or Black	1	0.4	3.4	2%
Asian or Asian	2	0.7	7.0	5%
Mixed	0	0.0	1.8	0%
Chinese	0	0.0	0.6	1%
Other ethnic gr	3	1.1	2.3	2%
Total	279	100.0	100.0	97%
Missing	2			

279 of the 281 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)	151	54.3	48.5	58%
Unemployed / looking for work	5	1.8	4.2	6%
At school or in full time education	7	2.5	4.1	4%
Unable to work due to long term sickness	19	6.8	6.6	5%
Looking after your home/family	18	6.5	7.6	6%
Retired from paid work	71	25.5	26.4	21%
Other	7	2.5	2.6	2%
Total	278	100.0	100.0	102%
Missing	3			

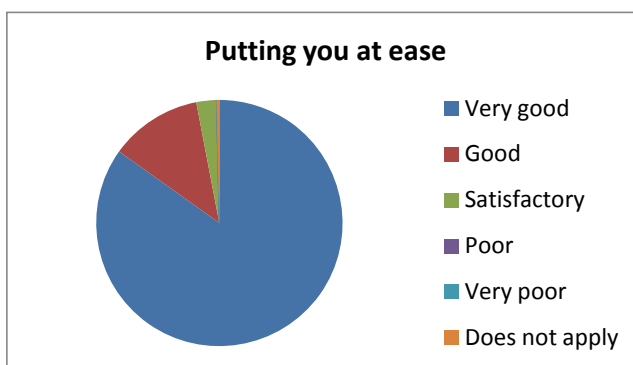
278 of the 281 patients who completed the questionnaire answered this question.

Results

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

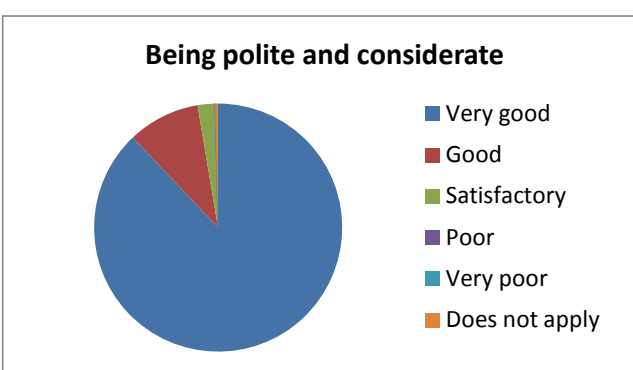
Q1 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	224	84.8	76.8	N/A
Good	32	12.1	18.0	
Satisfactory	7	2.7	4.4	
Poor	0	0.0	0.3	
Very poor	0	0.0	0.2	
Does not apply	1	0.4	0.3	
Total %		100.0	100.0	
No answering	264		16,425	



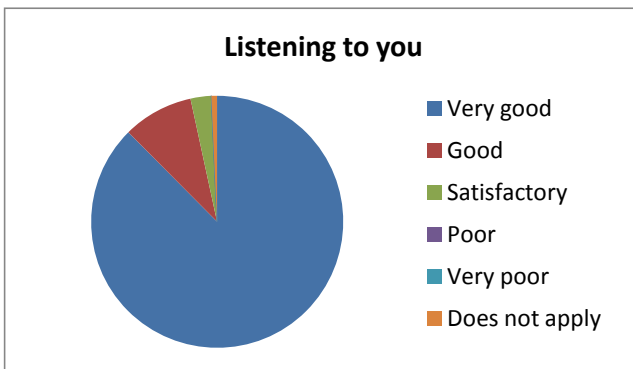
Q2 Being polite and considerate?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	233	87.9	82.0	N/A
Good	25	9.4	14.7	
Satisfactory	6	2.3	2.8	
Poor	0	0.0	0.2	
Very poor	0	0.0	0.1	
Does not apply	1	0.4	0.1	
Total %		100.0	100.0	
No answering	265		16,402	



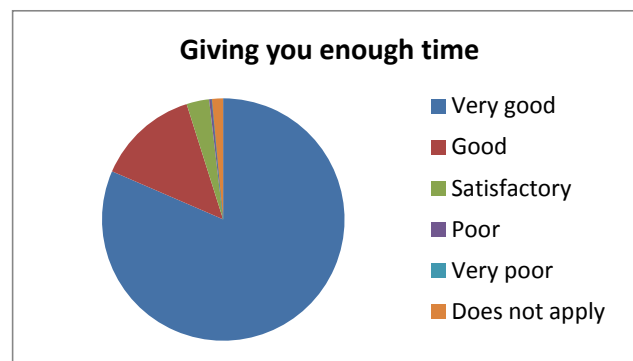
Q3 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	232	87.5	79.5	52%
Good	24	9.1	16.2	36%
Satisfactory	7	2.6	3.6	7%
Poor	0	0.0	0.4	2%
Very poor	0	0.0	0.1	1%
Does not apply	2	0.8	0.2	1%
Total %		100.0	100.0	99%
No answering	265		16,419	



Q4 Giving you enough time?

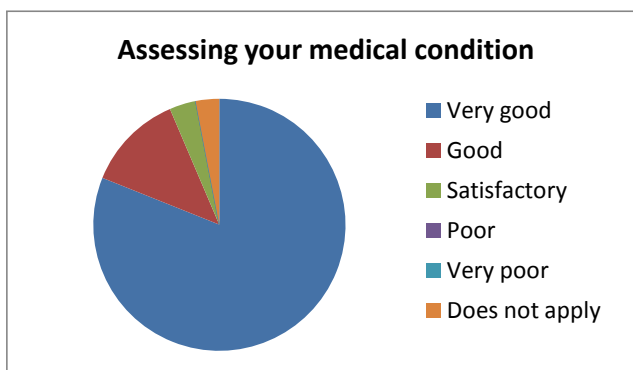
	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	216	81.5	73.6	49%
Good	36	13.6	19.7	37%
Satisfactory	8	3.0	5.6	9%
Poor	1	0.4	0.7	2%
Very poor	0	0.0	0.2	1%
Does not apply	4	1.5	0.2	2%
Total %		100.0	100.0	100%
No answering	265		16,413	



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

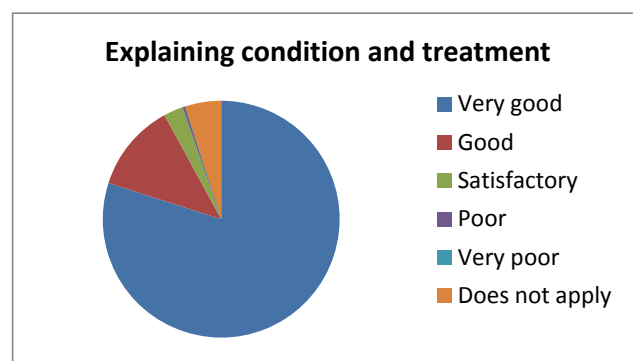
Q5 Assessing your medical condition?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	214	81.1	72.5	N/A
Good	33	12.5	20.1	
Satisfactory	9	3.4	5.6	
Poor	0	0.0	0.6	
Very poor	0	0.0	0.2	
Does not apply	8	3.0	1.1	
Total %		100.0	100.0	
No answering	264		16,374	



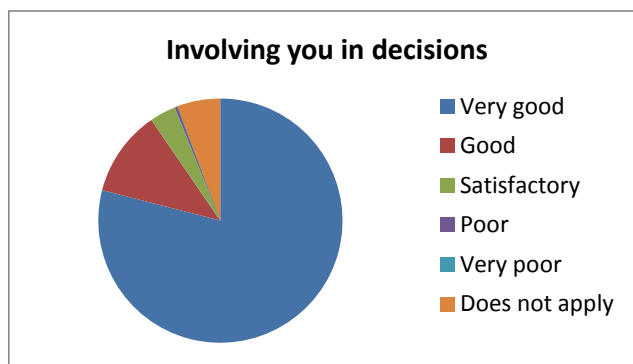
Q6 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	211	79.9	70.4	47%
Good	32	12.1	21.3	36%
Satisfactory	7	2.7	5.5	10%
Poor	1	0.4	0.5	2%
Very poor	0	0.0	0.2	1%
Does not apply	13	4.9	2.1	5%
Total %		100.0	100.0	101%
No answering	264		16,387	



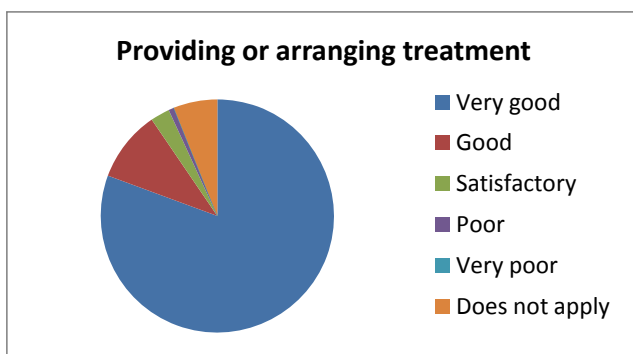
Q7 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	207	79.0	67.2	41%
Good	30	11.5	21.9	35%
Satisfactory	9	3.4	6.3	12%
Poor	1	0.4	0.5	3%
Very poor	0	0.0	0.2	1%
Does not apply	15	5.7	4.0	8%
Total %		100.0	100.0	100%
No answering	262		16,278	



Q8 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	212	80.6	70.8	N/A
Good	26	9.9	18.8	
Satisfactory	7	2.7	4.8	
Poor	2	0.8	0.4	
Very poor	0	0.0	0.2	
Does not apply	16	6.1	5.0	
Total %		100.0	100.0	
No answering	263		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	84.8	76.8	87.9	82.0	87.5	79.5	81.5	73.6
Good	12.1	18.0	9.4	14.7	9.1	16.2	13.6	19.7
Satisfactory	2.7	4.4	2.3	2.8	2.6	3.6	3.0	5.6
Poor	0.0	0.3	0.0	0.2	0.0	0.4	0.4	0.7
Very poor	0.0	0.2	0.0	0.1	0.0	0.1	0.0	0.2
Does not apply	0.4	0.3	0.4	0.1	0.8	0.2	1.5	0.2
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	264	16,425	265	16,402	265	16,419	265	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	81.1	72.5	79.9	70.4	79.0	67.2	80.6	70.8
Good	12.5	20.1	12.1	21.3	11.5	21.9	9.9	18.8
Satisfactory	3.4	5.6	2.7	5.5	3.4	6.3	2.7	4.8
Poor	0.0	0.6	0.4	0.5	0.4	0.5	0.8	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	4.9	2.1	5.7	4.0	6.1	5.0
Total %	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Number of responses	264	16,374	264	16,387	262	16,278	263	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	249	94.3	91.2	66%
Yes, to some extent	10	3.8	7.6	27%
No, not at all	0	0.0	0.4	4%
Don't know, can't say	5	1.9	0.7	3%
Total %		100.0	100.0	100%
No answering	264		16,331	

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes, definitely	251	95.4	93.0
Yes, to some extent	8	3.0	5.2
No, not at all	0	0.0	0.3
Don't know, can't say	4	1.5	1.4
Total %		100.0	100.0
No answering	263		16,286

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	259	99.6	98.8
No	1	0.4	1.2
Total %		100.0	100.0
No answering	260		15,491

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

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very	238	84.7	70.5	48%
Fairly	40	14.2	26.3	41%
Not Very	1	0.4	2.1	7%
Not at all	2	0.7	0.5	2%
Don't know	0	0.0	0.6	2%
Total %		100.0	100.0	100%
No answering	281		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	92	32.7	32.5	31%
Fairly easy	143	50.9	44.3	47%
Not very easy	24	8.5	14.9	13%
Not at all easy	14	5.0	5.2	5%
Don't know	3	1.1	0.7	-
Haven't tried	5	1.8	2.5	4%
Total %		100.0	100.0	100%
No answering	281		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	61	21.8	26.0	8% / 8%
Fairly easy	64	22.9	35.2	15% / 14%
Not very easy	20	7.1	12.1	9% / 7%
Not at all easy	8	2.9	2.8	9% / 5%
Don't know	28	10.0	4.3	12% / 16%
Haven't tried	99	35.4	19.5	45% / 50%
Total %		100.0	100.0	100% / 100%
No answering	280		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	195	69.6	62.0
No	31	11.1	17.7
Don't know/never	54	19.3	20.2
Total %		100.0	100.0
No answering	280		16,382

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

	Total Number	% of Total	GPAQ V4 % benchmark
Important	249	89.9	86.2
Not important	28	10.1	13.8
Total %		100.0	100.0
No answering	277		16,210

Q17 How easy is it to book ahead?

	Total Number	% of Total	GPAQ V4 % benchmark
Very easy	74	26.5	34.4
Fairly easy	127	45.5	42.2
Not very easy	39	14.0	13.5
Not at all easy	25	9.0	4.0
Don't know	3	1.1	1.8
Haven't tried	11	3.9	4.1
Total %		100.0	100.0
No answering	279		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	60	17.7	21.4	26.5	30%
By phone	228	67.3	81.1	80.1	90%
Online	51	15.0	18.1	3.4	3%
Doesn't apply	0	0.0	0.0	0.6	1%
Total %		100.0	120.6	110.6	124%
Total Number	339				
From your	281	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	60	15.7	21.4	29.0	31%
By phone	216	56.5	76.9	76.2	81%
Online	105	27.5	37.4	21.7	29%
Doesn't apply	1	0.3	0.4	1.2	
Total %		100.0	135.9	128.2	141%
Total Number	382				
From your	281	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	21.4	21.4
By phone	81.1	76.9
Online	18.1	37.4
Doesn't apply	0.0	0.4
Total	120.6	135.9

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	87	31.1	30.9
2-4 days	109	38.9	31.0
5 days or more	43	15.4	24.2
Don't usually need to be seen q	17	6.1	6.6
Don't know, never tried	24	8.6	7.3
Total %		100.0	100.0
Total Responses	280		16,283

Q21 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	97	34.9	25.8
Very good	84	30.2	28.6
Good	50	18.0	20.4
Satisfactory	27	9.7	14.5
Poor	6	2.2	5.8
Very poor	2	0.7	0.9
Does not apply	12	4.3	3.9
Total %		100.0	100.0
Total Response	278		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	161	57.5	56.7
2-4 days	85	30.4	26.2
5 days or more	7	2.5	7.0
Don't usually need to be seen q	9	3.2	4.3
Don't know, never tried	18	6.4	5.8
Total %		100.0	100.0
Total Responses	280		16,282

Q23 How do you rate how quickly you were seen?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	106	40.0	31.0
Very good	84	31.7	29.7
Good	40	15.1	19.5
Satisfactory	12	4.5	11.1
Poor	6	2.3	3.5
Very poor	2	0.8	0.7
Does not apply	15	5.7	4.5
Total %		100.0	100.0
Total Response	265		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	142	52.0	22.8	10%
6-10 minutes	112	41.0	39.5	5-15 mins
11-20 minutes	13	4.8	22.2	58%
21-30 minutes	3	1.1	9.0	>15 mins
More than 30 minutes	0	0.0	5.2	24%
No set time	3	1.1	1.3	
Total %		100.0	100.0	
Total Responses	273		15,664	

Q25 How do you rate how long you waited?

	Total Number	% of Total	GPAQ V4 % benchmark
Excellent	130	47.4	24.1
Very good	70	25.5	26.6
Good	58	21.2	21.6
Satisfactory	12	4.4	19.6
Poor	3	1.1	6.1
Very poor	0	0.0	1.4
Does not apply	1	0.4	0.5
Total %		100.0	100.0
Total Responses	274		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	GPPS Benchmark
Yes	237	85.6	86.3	78%
No	22	7.9	9.2	16%
Don't know	18	6.5	4.6	7%
Total %		100.0	100.0	
Total no responses	277		15,538	101%

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

40

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

However a total of **127** 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
Number / % of patients responding	127	45.8%	42.5%	22%
Before 8am	37	17.5%	16.6%	33%
At lunchtime	17	8.1%	12.0%	13%
After 6.30pm	45	21.3%	22.6%	68%
Saturday	68	32.2%	28.8%	71%
Sunday	25	11.8%	10.2%	32%
None of these	19	9.0%	9.8%	4%
Total %		100.0%	100.0%	
Total number responses	211		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	GPPS Benchmark
Number of patients said No	40	14.4%	13.7%	
Number of these answering Q27	37			22%
Before 8am	15	18.8%	16.4%	33%
At lunchtime	2	2.5%	6.3%	13%
After 6.30pm	25	31.3%	31.1%	68%
Saturday	27	33.8%	33.2%	71%
Sunday	11	13.8%	11.0%	32%
None of these	0	0.0%	2.0%	4%
Total %		100.0%	100.0%	
Total number responses	80		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	168	62.0	64.6	56%
No	103	38.0	33.7	42%
There is only one doctor in my surgery	0	0.0	1.7	2%
Total	271	100.0	100.0	

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

168	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
191	Patients answered this question.

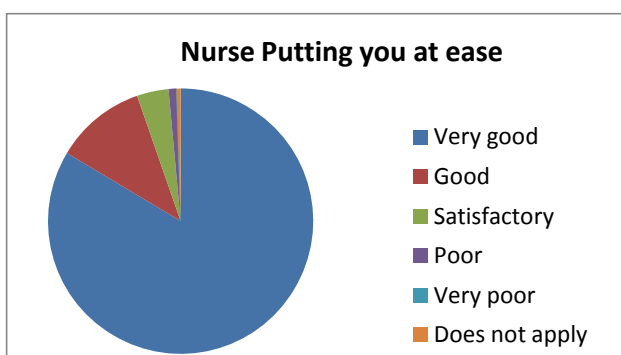
	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total	GPAQ V4 % benchmark Responses from those answering "Yes" to Q28	GPPS Benchmark
Number said "Yes" to Q28	168	62.0			10,098	
Always or almost always	63	37.5	69	36.1	45.1	42%
A lot of the time	40	23.8	52	27.2	25.6	23%
Some of the time	38	22.6	46	24.1	19.7	28%
Never or almost never	8	4.8	10	5.2	2.5	6%
Not tried	1	0.6	14	7.3	1.0	1%
Total answering this question	168	89.3	191	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:

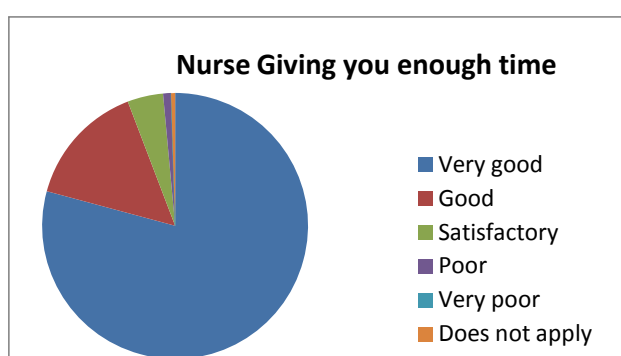
Q30 Putting you at ease?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	173	83.6	66.6	N/A
Good	23	11.1	23.0	
Satisfactory	8	3.9	5.2	
Poor	2	1.0	0.8	
Very poor	0	0.0	0.3	
Does not apply	1	0.5	4.1	
Total %		100.0	100.0	
Total number	207		12,540	



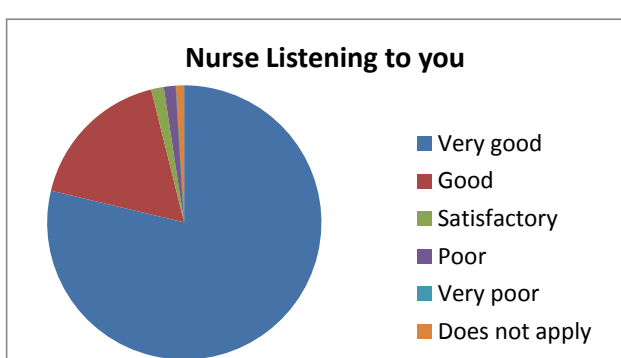
Q31 Giving you enough time?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	164	79.2	62.7	48%
Good	31	15.0	27.1	33%
Satisfactory	9	4.3	6.1	5%
Poor	2	1.0	0.6	1%
Very poor	0	0.0	0.2	0%
Does not apply	1	0.5	3.3	12%
Total %		100.0	100.0	87%
Total number	207		12,380	



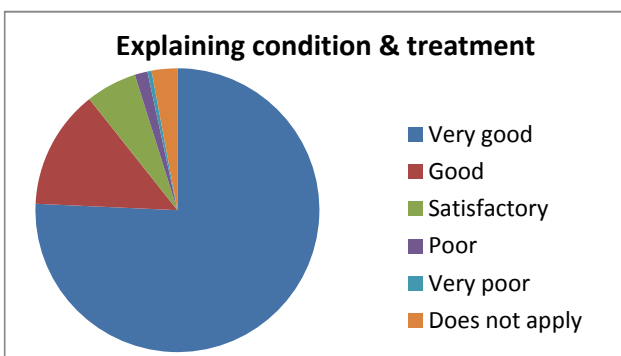
Q32 Listening to you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	163	78.7	64.6	47%
Good	36	17.4	24.7	33%
Satisfactory	3	1.4	6.1	6%
Poor	3	1.4	0.7	1%
Very poor	0	0.0	0.2	0%
Does not apply	2	1.0	3.6	13%
Total %		100.0	100.0	87%
Total number	207		12,345	



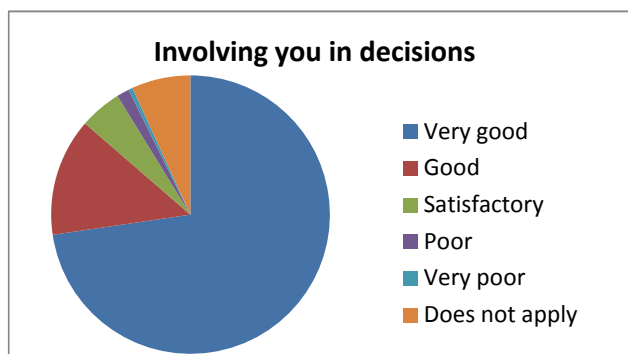
Q33 Explaining your condition and treatment?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	156	75.7	61.1	46%
Good	28	13.6	24.9	32%
Satisfactory	12	5.8	7.0	7%
Poor	3	1.5	0.8	1%
Very poor	1	0.5	0.3	0%
Does not apply	6	2.9	6.0	14%
Total %		100.0	100.0	86%
Total number	206		12,306	



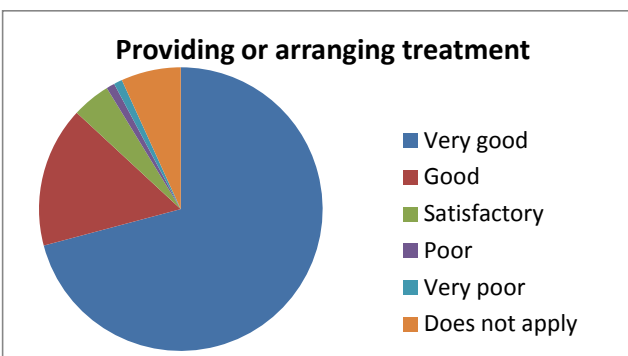
Q34 Involving you in decisions about your care?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	149	72.7	54.9	38%
Good	28	13.7	26.2	30%
Satisfactory	10	4.9	7.2	9%
Poor	3	1.5	0.8	1%
Very poor	1	0.5	0.3	1%
Does not apply	14	6.8	10.6	21%
Total %		100.0	100.0	100%
Total number	205		12,247	



Q35 Providing or arranging treatment for you?

	Total Number	% of Total	GPAQ V4 % benchmark	GPPS Benchmark
Very good	146	70.9	56.9	N/A
Good	33	16.0	24.2	
Satisfactory	9	4.4	6.0	
Poor	2	1.0	0.6	
Very poor	2	1.0	0.3	
Does not apply	14	6.8	12.0	
Total %		100.0	100.0	
Total number	206		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	84	79	79	76	73	71
Good	11	15	17	14	14	16
Satisfactory	4	4	1	6	5	4
Poor	1	1	1	1	1	1
Very poor	0	0	0	0	0	1
Does not apply	0	0	1	3	7	7
Total %	100	100	100	100	100	100
Total Number of responses	207	207	207	206	205	206

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

	Total Number	% of Total	GPAQ V4 % benchmark
Yes	203	98.1	97.1
No	4	1.9	2.9
Total %		100.0	100.0
Total Number of responses	207		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	254	91.7	85.0
Unsure	15	5.4	11.0
Not very well	1	0.4	1.5
Does not apply	7	2.5	2.5
Total %		100.0	100.0
Total number	277		16,226

Q38 Cope with your health problems

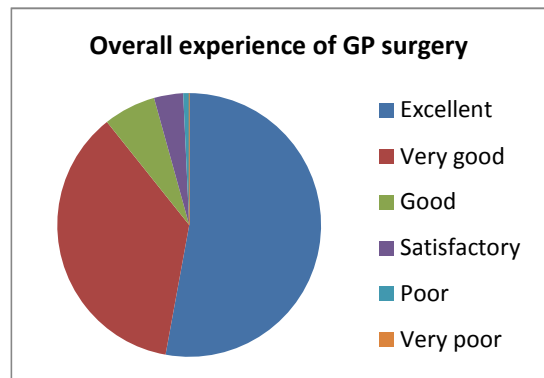
	Total Number	% of Total	GPAQ V4 % benchmark
Very well	241	87.3	82.4
Unsure	21	7.6	11.9
Not very well	0	0.0	2.1
Does not apply	14	5.1	3.6
Total %		100.0	100.0
Total number	276		16,137

Q39 Keep yourself healthy

	Total Number	% of Total	GPAQ V4 % benchmark
Very well	216	78.5	75.2
Unsure	35	12.7	16.1
Not very well	2	0.7	2.5
Does not apply	22	8.0	6.2
Total %		100.0	100.0
Total number	275		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	148	52.9	45.9	-
Very good	102	36.4	34.6	51%
Good	18	6.4	14.0	38%
Satisfactory	10	3.6	4.6	7%
Poor	2	0.7	0.8	3%
Very poor	0	0.0	0.2	1%
Total %		100.0	100.0	
Total number	280		16,287	100%

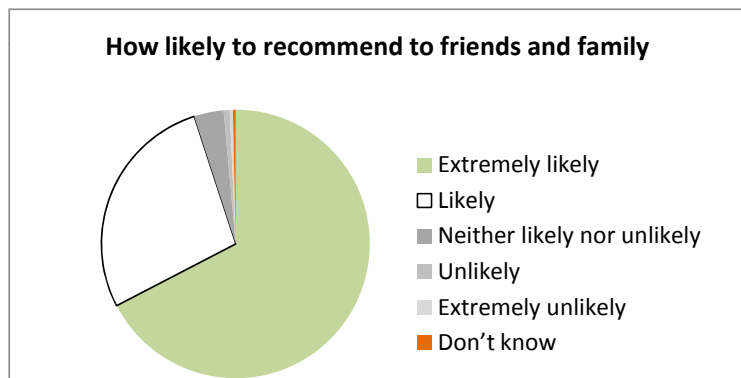


280 of the 281 patients who completed the questionnaire answered this question.

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	188	67.4
Likely	77	27.6
Neither likely nor unlikely	10	3.6
Unlikely	2	0.7
Extremely unlikely	1	0.4
Don't know	1	0.4
Total %		99.6
Total number	278	



278 of the 281 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:

$$\text{Proportion of respondents "extremely likely" to recommend} \text{ minus } \text{Proportion of respondents "neither likely nor unlikely", "unlikely" or "extremely unlikely" to recommend}$$

Giving a score of **62.7** for your practice overall.

The Friends and Family Test score for **Bedlingtonshire Medical Group** is **63** based on **278** responses

Benchmarks

	Your practice		GPAQ-R National benchmark
Number of Questionnaires	281		17,145
GP			
Q1 Putting you at ease?	95.6		92.8
Q2 Being polite and considerate?	96.5		94.6
Q3 Listening to you?	96.4		93.7
Q4 Giving you enough time?	94.7		91.5
Q5 Assessing your medical condition?	95.0		91.5
Q6 Explaining your condition and treatment?	95.1		91.1
Q7 Involving you in decisions about your care?	94.8		90.5
Q8 Providing or arranging treatment for you?	95.3		92.0
Nurse			
Q30 Putting you at ease?	94.5		90.3
Q31 Giving you enough time?	93.3		89.2
Q32 Listening to you?	93.8		89.6
Q33 Explaining your condition and treatment?	91.9		88.8
Q34 Involving you in decisions about your care?	92.0		87.6
Q35 Providing or arranging treatment for you?	91.5		88.9
Practice			
Q12 How helpful do you find the receptionists at your practice?	94.2		89.1
Q13 How easy is it to get through to the practice on the phone?	71.2		68.8
Q14 How easy is it to speak to a doctor or nurse on the phone?	71.8		69.9
Q17 How easy to book ahead?	64.4		70.9
Q21 How do you rate how quickly you were seen (partic dr)	77.5		70.7
Q23 How do you rate how quickly you were seen (any dr)	81.3		75.0
Q25 How do you rate how long you waited	82.9		67.8
Q37 Understand your health problems	96.9		92.8
Q38 Cope with your health problems	96.0		91.7
Q39 Keep yourself healthy	92.3		88.7
Q40 Overall, how would you describe your experience?	87.4		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.