

The General Practice Assessment Questionnaire (GPAQ)

April 2014 – March 2015

1. In the past 12 months, how many times have you seen a doctor from your practice?

None	15.38%
Once or twice	19.23%
Three or four times	19.23%
Five or six times	26.92%
Seven times or more	15.38%
Percentage of respondents who answered this question	96.15%

2. How do you rate the way you are treated by receptionists at your practice?

Very poor	11.54%
Poor	3.85%
Fair	42.31%
Good	3.85%
Very good	11.54%
Excellent	23.08%
Percentage of respondents who answered this question	96.15%

3. How do you rate the hours that your practice is open for appointments?
 - a)

Very poor	15.38%
Poor	15.38%
Fair	19.23%
Good	23.08%
Very good	7.69%
Excellent	15.38%
Percentage of respondents who answered this question	96.15%

 - b) What additional hours would you like the practice to be open?

Early morning	34.62%
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Lunch times	3.85%
Evenings	57.69%
Weekends	53.85%

Respondents may tick more than one answer for this question

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

a) How quickly do you usually get to see that doctor?

Same day	15.38%
Next working day	0.00%
Within 2 working days	7.69%
Within 3 working days	7.69%
Within 4 working days	3.85%
5 or more working days	30.77%
Does not apply	30.77%
Percentage of respondents who answered this question	96.15%

b) How do you rate this?

Very poor	34.62%
Poor	11.54%
Fair	7.69%
Good	3.85%
Very good	3.85%
Excellent	19.23%
Does not apply	15.38%
Percentage of respondents who answered this question	96.15%

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

a) How quickly do you usually get seen?

Same Day	50.00%
Next Working Day	3.85%
Within 2 working days	0.00%
Within 3 working days	19.23%

Within 4 working days	0.00%
5 or more working days	15.38%
Does not apply	7.69%
Percentage of respondents who answered this question	96.15%
b) How do you rate this?	
Very poor	26.92%
Poor	3.85%
Fair	19.23%
Good	7.69%
Very good	3.85%
Excellent	30.77%
Does not apply	0.00%
Percentage of respondents who answered this question	92.31%
6. If you need to see a GP urgently, can you normally get seen on the same day?	
Yes	38.46%
No	34.62%
Don't know/never needed to	19.23%
Percentage of respondents who answered this question	92.31%
7. How long do you usually have to wait at the practice for your consultations to begin?	
a)	
5 minutes or less	3.85%
6 - 10 minutes	7.69%
11 - 20 minutes	46.15%
21 - 30 minutes	15.38%
More than 30 minutes	15.38%
Percentage of respondents who answered this question	88.46%
7 How do rate this?	
b)	
Very poor	7.69%

Poor	19.23%
Fair	38.46%
Good	11.54%
Very good	0.00%
Excellent	11.54%
Percentage of respondents who answered this question	88.46%

8. Thinking of times you have phoned the practice, how do you rate the following:

a) Ability to get through to the practice on the phone?

Very poor	53.85%
Poor	11.54%
Fair	23.08%
Good	3.85%
Very good	3.85%
Excellent	0.00%
Don't know/ never tried	0.00%
Percentage of respondents who answered this question	96.15%

b) Ability to speak to a doctor on the phone when you have a question or need medical advice?

Very poor	23.08%
Poor	19.23%
Fair	7.69%
Good	3.85%
Very good	3.85%
Excellent	3.85%
Don't know / never tried	34.62%
Percentage of respondents who answered this question	96.15%

These next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

9. In general, how often do you see your usual doctor?

a)		
	Always	0.00%
	Almost always	15.38%
	A lot of the time	11.54%
	Some of the time	26.92%
	Almost never	15.38%
	Never	3.85%
	Percentage of respondents who answered this question	73.08%

9. How do you rate this?

b)		
	Very poor	15.38%
	Poor	19.23%
	Fair	7.69%
	Good	7.69%
	Very good	7.69%
	Excellent	15.38%
	Percentage of respondents who answered this question	73.08%

10. Thinking about when you consult your doctor, how do you rate the following:

a)	How thoroughly the doctor asked about your symptoms and how you are feeling?	
	Very poor	3.85%
	Poor	0.00%
	Fair	11.54%
	Good	11.54%
	Very good	23.08%
	Excellent	26.92%
	Does not apply	0.00%
	Percentage of respondents who answered this question	76.92%

b) How well the doctor listens to what you had to say?

	Very poor	0.00%
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Poor	3.85%
Fair	11.54%
Good	7.69%
Very good	23.08%
Excellent	30.77%
Does not apply	0.00%
Percentage of respondents who answered this question	76.92%
c) How well the doctor puts you at ease during your physical examination?	
Very poor	0.00%
Poor	3.85%
Fair	3.85%
Good	11.54%
Very good	15.38%
Excellent	30.77%
Does not apply	3.85%
Percentage of respondents who answered this question	69.23%
d) How much the doctor involves you in decisions about your care?	
Very poor	3.85%
Poor	0.00%
Fair	15.38%
Good	23.08%
Very good	11.54%
Excellent	23.08%
Does not apply	0.00%
Percentage of respondents who answered this question	76.92%
e) How well the doctor explains your problems or any treatment that you need?	
Very poor	3.85%
Poor	0.00%
Fair	7.69%
Good	15.38%

Very good	19.23%
Excellent	30.77%
Does not apply	0.00%
Percentage of respondents who answered this question	76.92%
f) The amount of time your doctor spends with you?	
Very poor	3.85%
Poor	0.00%
Fair	23.08%
Good	15.38%
Very good	11.54%
Excellent	26.92%
Does not apply	0.00%
Percentage of respondents who answered this question	80.77%
g) The doctor's patience with your questions or worries?	
Very poor	0.00%
Poor	3.85%
Fair	11.54%
Good	15.38%
Very good	23.08%
Excellent	26.92%
Does not apply	0.00%
Percentage of respondents who answered this question	80.77%
h) The doctor's caring and concern for you?	
Very poor	0.00%
Poor	3.85%
Fair	7.69%
Good	15.38%
Very good	23.08%
Excellent	30.77%
Does not apply	0.00%

Percentage of respondents who answered this question	80.77%
11. Have you seen a nurse from your practice in the past 12 months?	
Yes - go to question 12	53.85%
No - go to question 13	42.31%
Percentage of respondents who answered this question	96.15%
12. Thinking about the nurse(s) you have seen, how do you rate the following:	
a) How well they listen to what you say?	
Very poor	0.00%
Poor	0.00%
Fair	0.00%
Good	23.08%
Very good	11.54%
Excellent	19.23%
Percentage of respondents who answered this question	53.85%
b) The quality of care they provide?	
Very poor	0.00%
Poor	0.00%
Fair	7.69%
Good	11.54%
Very good	15.38%
Excellent	19.23%
Percentage of respondents who answered this question	53.85%
c) How well they explain your health problems or any treatment that you need?	
Very poor	0.00%
Poor	0.00%
Fair	7.69%
Good	11.54%
Very good	15.38%
Excellent	19.23%

Percentage of respondents who answered this question	53.85%
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Finally, it will help us to understand your answers if you could tell us a little about yourself:

13. Are you:

Male	53.85%
Female	42.31%
Percentage of respondents who answered this question	96.15%

14. How are old are you?

0-15	0.00%
16-24	7.69%
24-35	19.23%
36-50	30.77%
50-65	15.38%
65 and over	23.08%
Percentage of respondents who answered this question	96.15%

15. Do you have any long-standing illness, disability or infirmity?

By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	57.69%
No	38.46%
Percentage of respondents who answered this question	96.15%

16. Which ethnic group do you belong to?

White	96.15%
Black or Black British	0.00%
Asian or Asian British	0.00%
Mixed	0.00%
Chinese	0.00%
Other Ethnic Group	0.00%

Percentage of respondents who answered this question	96.15%
17. Is your accommodation?	
Owner-occupied/mortgaged	73.08%
Rented or other arrangements	19.23%
Percentage of respondents who answered this question	92.31%
18. Which of the following best describes you?	
Employed (full or part time, inc. self-employed)	69.23%
Unemployed and looking for work	0.00%
At school or in full time education	0.00%
Unable to work due to long term illness	0.00%
Looking after your home/family	3.85%
Retired	23.08%
Other	0.00%
Percentage of respondents who answered this question	96.15%