



GPAQ General Practice Assessment Questionnaire

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

**Malmesbury Primary Care Centre
Malmesbury, Wiltshire, SN16 0FB**

GPAQ 2008/9

Analysis, using SPSS by:

CM Publishing Ltd

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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

The development, background and contents of GPAQ is described in Appendix 1, and there is more information on the GPAQ website <http://www.gpaq.info>

This Report

Raw data, the frequencies of answers to each question in the survey, are given in Appendix 3.

These data were used to calculate scale scores based on ratings of how good or bad the patients think the services are. These scales are discussed on p 6, see Appendix 1 for how these are derived. Individual question scores and reports (rather than ratings) are given starting on p 11.

How the survey was carried out

The survey was administered in surgery and questionnaires were completed post-consultation i.e. after the patient had seen their GP.

Malmesbury Primary Care Centre

In September 2008 Malmesbury Primary Care Centre had a list size of 14,014 and comprised:

GPs	10
Practice Manager	1
Deputy Practice Manager	1
Senior Surgery Administrator	1
Administrator	5
Medical Secretaries	2
Prescription Clerk	4
Receptionists	5
Healthcare Assistant	3
Practice Nurses	4

Table 1: Practice details

Results

Results were analysed by CMI Publishing Ltd using SPSS. Results for each of the Scale Scores (see Appendix 1) were calculated.

50 questionnaires are the recommended minimum for analysis per doctor (see GPAQ manual for more details). This is the minimum number calculated to give scores within 4 points of these results at the 95% significance level. That is, for a practice score of 64, and the survey repeated on similar patients, the score would lie between 60 and 68 on 95% of occasions.

On the above criteria, minimum numbers were achieved for the practice overall, and for each of the individual GPs (Table 2 p7). Appendix 3 contains full frequency distribution tables for the practice, (i.e. a list of all the questions along with how many patients responded to each answer within each question).

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". See Appendix 2.

Characteristics of the sample

For comparisons with national GPAQ data, see p4.

Of the 451 questionnaires that were returned for this practice, 442 answered question 12 (Sex). Of those who answered this question, 36% of respondents were men and 64% were women. 431 answered question 13 (Age). Patients ranged in age from 6 to 96: the mean age of respondents was 52 years.

		Q12.Sex					
		Male		Female		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
Q13.Age:	Under 16	9	5.8%	12	4.4%	21	4.9%
	Under and 16 to 44	36	23.2%	100	36.4%	136	31.6%
	Over 45	110	71.0%	163	59.3%	273	63.5%
	45 and Over						
	Total	155	100.0%	275	100.0%	430	100.0%

430 of the 451 patients for Malmesbury Primary Care Centre answered both questions (Age & Sex).

Of the 436 patients who completed the ethnicity question (Q 15), 3 or 0.7% reported being Asian or Asian British, 1 or 0.2% Black or Black British, 0 or 0.0% Chinese with a total of 7 or 1.6% ethnic minorities.

This compares to an overall population of 0.23%, 0.42%, 0.48% and a total of 1.13% respectively within the former North Wilts with Devizes PCG (source: National Database for Primary Care Groups and Trusts, <http://www.primary-care-db.org.uk>). See p4 for 2005/6 national GPAQ data.

45% of respondents reported (Q 14) that they had a long-standing illness, disability or infirmity. This question is often used in major national surveys. It is a strong predictor of a high consultation rate (see Q1 Appendix 3).

		Q1.Number of visits to GP in last 12 months				
		None	Once or twice	Three or four times	Five or six times	Seven times or more
		Count	Count	Count	Count	Count
Q14.Long-standing illness, disability or infirmity	yes	4	37	64	41	45
	no	25	81	76	36	15

(Consultation version of GPAQ) national statistics 2005-6

		Q1. Number of visits to GP in past 12 months				
		None	Once or twice	Three or four times	Five or six times	Seven times or more
Q14. Long-standing illness, disability or infirmity?	Yes	1,580 (1.7%)	11,860 (12.8%)	25,234 (27.2%)	23,560 (25.4%)	30,512 (32.9%)
	No	6,112 (6.8%)	29,213 (32.7%)	29,951 (33.5%)	14,566 (16.3%)	9,496 (10.6%)

Accommodation status (Q 16) (housing tenure) has been chosen to reflect socio-economic status, as housing tenure is the 2001 National Census item that is most strongly related to and can most readily summarise other socio-economic variables. 75% of respondents in your practice lived in owner occupied or mortgaged property, with 25% in rented property or with other arrangements.

In terms of employment status (Q17), 42% of the sample were in full or part time employment, 2% were unemployed, 7% in full time education, 3% reported long term sickness, 11% were looking after the home or family and 34% were retired.

2005-6 National Characteristics: Consultation GPAQ (v2.0)

Characteristics of the respondent sample used to generate 2005-6 national benchmark scores are presented in the table below to aid individual practice comparisons.

Characteristics of the sample used to generate the 2005-6 national benchmarks	Consultation GPAQ (v2.0) 2005/6	Your Practice overall 2008/9
Total <i>n</i>	190,038	451
No. of practices	1,031	
Mean age of respondents in years (95% CIs)	50.3 (50.2 to 50.4)	52
GP consultations: - % 'None' - % 'Once or twice' - % 'Three or four times' - % 'Five or six times' - % 'Seven times or more'	4.2 22.5 30.4 21.0 21.9	7% 27% 34% 17% 14%
% female	64.7	64%
% with a long-term illness, disability or infirmity	49.0	45%
Ethnicity: - % white - % Asian / Asian British - % Black / Black British - % Mixed - % Chinese - % Other ethnic group	92.2 3.7 1.8 1.1 0.3 0.9	Asian/Asian British 0.7% Black/Black British 0.2% Chinese 0.0% See also Appendix 3
Employment: - % employed - % unemployed - % in full-time education - % unable to work/ long-term sickness - % looking after home / family - % retired - % other	48.4 2.5 3.4 7.2 9.6 27.5 1.6	42% 2% 7% 3% 11% 34%
% living in rented accommodation	28.9	25%

Note: missing values were excluded from the denominator when calculating percentages for each category

Benchmarks

SCALES	NATIONAL BENCHMARKS FROM 2004/5 GPAQ DATA	NATIONAL BENCHMARKS FROM 2005/6 GPAQ DATA	
NUMBER OF RESPONDENTS	232,908	190,038	114,123
VERSION	COMBINED	POST-CONSULTATION	POSTAL
Access	61	62	59
Receptionists	75	77	75
Continuity of care	68	69	66
Communication	80	83	76
Enablement (post consultation version)	65	66	N/A
Nursing (postal version)	77	N/A	77
Overall satisfaction	81*	81*	81*

** This scale is no longer being reported due to unreliability of data*

Latest national benchmark figures both for the scales scores above, and for individual questions, have been derived from 2005/6 GPAQ surveys. National benchmark figures are based on data from 232,908 (2004/5) and 190,038 (2005/6) respondents to both the postal and post-consultation versions of GPAQ.

Scores obtained using the two versions of GPAQ were found in 2005/6 to differ significantly, even where the characteristics of patients completing them were the same. GPAQ scores generated using the consultation version of GPAQ were higher than when the postal version was administered either in the surgery to waiting patients *or* by mail. Because of this, GPAQ benchmark scores for the two versions are given separately. See table above.

Scores for 'overall satisfaction' could not be reported reliably as analyses suggest that a small but significant proportion of patients misinterpreted the response options for this item (which are scored in reverse to other items in GPAQ). GPAQ version 2.0 no longer includes this item, and consequently no recent benchmark is available for this item.

Scale scores for your practice are given in Table 2 p7 and individual question scores in Table 3 p12. Comparisons are made against the new 2005/6 national scale scores.

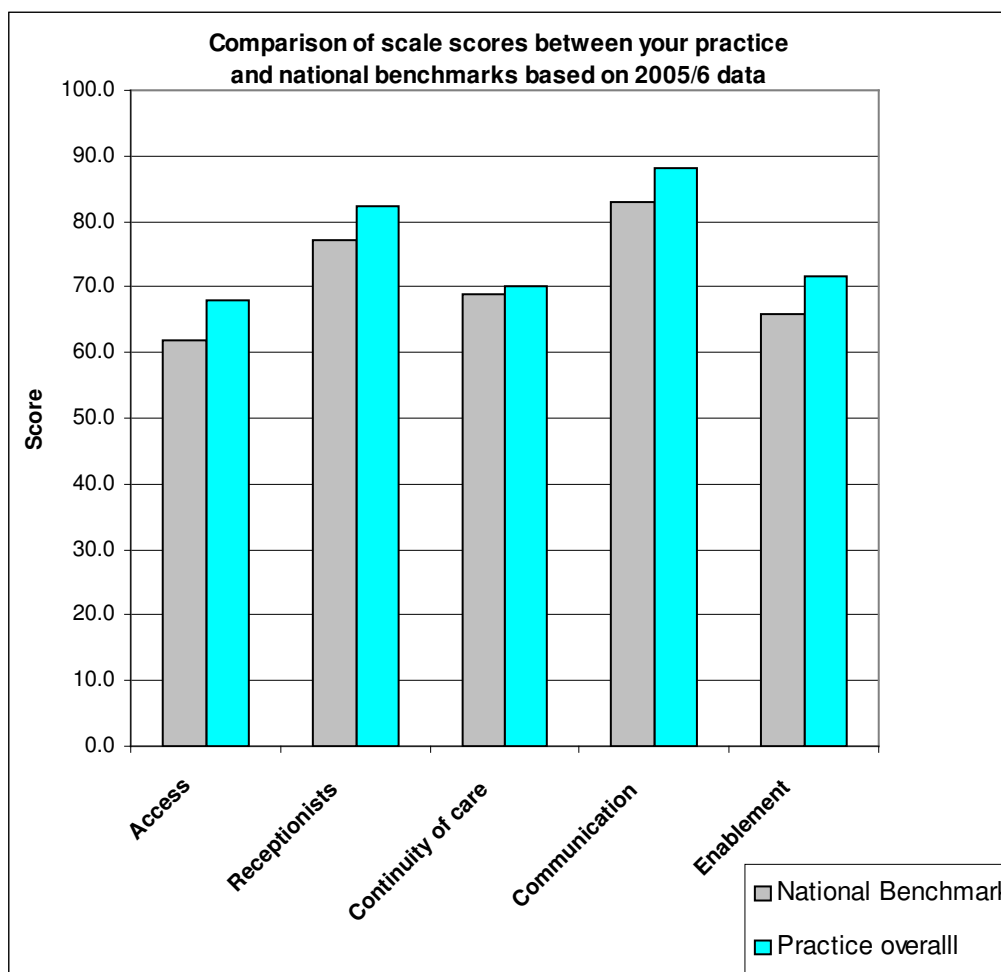
GPAQ Scale Scores

These scale scores are ratings of how good or bad the patients think the services are ie they are an evaluation of the patients' experiences. Reports (rather than ratings) are detailed in the next section on p13.

The consultation version of the GPAQ questionnaire had six scales: Access, Receptionists, Continuity of Care, Communication, Enablement, and Overall satisfaction (this last one is no longer reported, see p5). The questions contributing to each of these scales are shown in Appendix 1.

All GPAQ scale scores range from 0 to 100 points. When looking at practice results, a score of 10 or more points away from the local area score or national benchmark is considered to be unusually high or low, while a score of 15 or more points away would be considered to be exceptionally high or low. Comparisons are made against the new 2005/6 national benchmarks, see p5.

Scale Scores for Your Practice



This chart compares scale scores for your practice with the new national benchmarks.

	NATIONAL BENCH MARKS	MALMESBURY PRIMARY CARE CENTRE	1	2	3	4	5	6	7	8	9
Number of Questionnaires	190,038**	451	50	51	50	50	50	50	50	50	50
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Access	62	68	64	69	68	69	71	68	69	66	69
Receptionists	77	82	80	84	85	81	83	80	81	84	82
Continuity of care	69	70	68	74	65	71	71	71	74	66	68
Communication	83	88	89	91	85	85	93	85	92	86	86
Enablement	66	72	66	80	71	68	81	56	75	72	73
Overall satisfaction	81*	*	*	*	*	*	*	*	*	*	*

Table 2: Practice GPAQ Scale Scores and 2005/6 National Benchmarks

Any practice scores highlighted in yellow are 10 points or more above, and any in green are 10 points or more below the national benchmark scores. Ditto individual GP scores with respect to average practice scores.

** This figure is no longer being reported due to unreliability of data (see p 5 & 9).*

*** National benchmark figures are based on data from 190,038 respondents to GPAQ (see p 5). Separate benchmarks are given for the two different versions of GPAQ .*

Comments on Individual Scales

The overall practice scores were higher than the national benchmark scores for all five scales.

1. Access Scale

This is the largest scale. The mean access score for your practice was 68, where the national benchmark is 62.

89% of respondents rated opening hours (Q3a) as 'Good', 'Very Good' or 'Excellent'.

Availability of appointments were rated as 'Good', 'Very Good' or 'Excellent' by 87% of patients willing to see any (Q5b) and 71% of patients wanting to see a specific doctor (Q4b).

83% of your patients reported that an appointment was available with any doctor, and 50% with the doctor of their choice on the same day or the next day.

NB There may have been urgent cases where patients were able to gain access within 2 days to the practice services they needed by other means eg telephone consultation, seeing a practice nurse or a home visit, none of which are covered by this GPAQ question.

Of the 437 patients who reported phoning through to the practice, 77% reported that this was 'Good', 'Very Good' or 'Excellent' (Q8a).

Of the 273 patients who were able to rate how easy it was to speak to a doctor on the phone to ask a question or for medical advice, 83% reported that it was 'Good', 'Very Good' or 'Excellent' (Q8b).

64% of patients rated waiting times at the surgery as 'Good', 'Very Good' or 'Excellent' (Q7b).

2. Receptionists Scale

This is a single item scale. Your patients scored the way they are treated by your receptionists very well at 82, where the national benchmark is 77. 96% of patients rated this as 'Good', 'Very Good' or 'Excellent' (Q2).

3. Continuity of Care Scale

Your practice scored 70 against the national benchmark of 69 for how patients rate being able to see their usual doctor on request. 83% of patients rated this (Q9b) as 'Good', 'Very Good' or 'Excellent'.

4. Communication Scale

Patients rated their communication with doctors in your practice overall (Q10a–h) very well with a score of 88, compared with the national benchmark of 83. See Appendix 1 for how this is calculated, and Appendix 3 for full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question).

Table 4 p 15 shows the percentage of patients who rated Questions 10a–h 'Good', 'Very Good' or 'Excellent'.

5. Enablement

Your score was 72 for this scale, compared to the national benchmark of 66.

After seeing the doctor 55% of patients felt better able to understand their problems or illness; 47% more able to cope with their problems or illness; and 45% able to keep themselves healthy 'Much more than before the visit' (Q11a-c).

6. Overall Satisfaction Scale

Analysis suggests a small but significant percentage of patients have been misinterpreting options for this question and ticking the wrong box. Therefore due to unreliability of data, this question has been omitted and the scale is no longer reported.

Complete Results

For full frequency distribution tables (i.e. a list of how many patients responded to each answer within each question) please see Appendix 3.

Scale scores and age, sex and ethnicity

Age

451 questionnaires were returned for this practice. Of the 431 who answered Q13, 32% were aged 16-44 and 63% over 45. Patients ranged in age from 6 to 96: the mean age of respondents was 52 years.

Comparing the responses of patients '16 - 44' and '45 and over', there were statistically significant differences for three of the scales:

	16-44	Over 45	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean
Access	66	70	68	62
Receptionists	81	83	82	77
Continuity	63	74	70	69
Communication	86	89	88	83
Enablement	72	72	72	66

Statistically significant differences between groups are highlighted in blue, otherwise any differences are not statistically significant at the 95% confidence level.

Sex

Of the 451 questionnaires that were returned for this practice, 442 answered Q12 (Sex). 36% of these were men and 64% were women.

Comparing the responses of males and females, there were no statistically significant differences for any of the scales:

	M	F	Practice	NATIONAL BENCHMARK
	Mean	Mean	Mean	Mean
Access	69	67	68	62
Receptionists	82	82	82	77
Continuity	71	69	70	69
Communication	87	89	88	83
Enablement	70	73	72	66

Statistically significant differences between groups are highlighted in blue, otherwise any differences are not statistically significant at the 95% confidence level.

Ethnicity

Of the 451 questionnaires collected for this practice, 436 answered the ethnicity question (Q15). Of these, 7 (1.6%) were from ethnic minorities.

Due to the small numbers of patients from ethnic minority groups in many practices, patient responses can seldom be compared on the basis of ethnicity.

Individual Question Scores

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgement about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100.

	NATIONAL BENCH MARKS	MALMESBURY PRIMARY CARE CENTRE	1	2	3	4	5	6	7	8	9
GPAQ Question	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Q2 Satisfaction with receptionists	77	82	80	84	85	81	83	80	81	84	82
Q3a. Satisfaction with opening hours	67	70	68	73	71	70	70	72	68	68	73
Q4b. Satisfaction with availability of particular dr	60	68	63	70	64	67	72	69	68	66	70
Q5b. Satisfaction with availability of any doctor	69	77	76	80	74	80	79	73	80	75	77
Q7b. Satisfaction with waiting times at practice	57	59	51	60	60	63	63	60	58	57	60
Q8a. Satisfaction with phoning through to practice	59	65	63	62	69	66	67	62	66	64	69
Q8b. Satisfaction with phoning thro' to dr for advice	61	70	66	70	73	69	77	71	70	61	66
Q9b. Satisfaction with continuity of care	69	70	68	74	65	71	71	71	74	66	68
Q10a. Satisfaction with doctor's questioning	81	87	86	89	85	85	93	84	90	86	85
Q10b. Satisfaction with how well doctor listens	84	89	89	92	86	89	94	85	92	88	88
Q10c. Satisfaction with how well dr puts patient at ease	84	89	89	90	87	86	94	84	93	91	85
Q10d. Satisfaction with how much dr involves patient	81	86	88	88	82	80	92	83	91	85	85
Q10e. Satisfaction with doctor's explanations	83	89	89	94	86	84	93	85	93	86	86
Q10f. Satisfaction with time doctor spends	80	86	88	90	83	81	91	84	92	83	84
Q10g. Satisfaction with doctor's patience	84	89	90	91	87	87	93	85	93	85	88
Q10h. Satisfaction with doctor's caring and concern	84	90	92	93	87	88	93	86	92	88	87
Q11a. Ability to understand problem after visiting dr	69	76	74	85	77	76	86	60	76	69	73
Q11b. Ability to cope with problem after visiting dr	66	71	65	76	66	66	81	53	78	77	76
Q11c. Ability to keep healthy after visiting doctor	62	69	64	79	73	66	75	53	69	73	72
Q12/Q13. Overall satisfaction with practice *	81*	*	*	*	*	*	*	*	*	*	*

Table 3: Scores for the evaluation questions in GPAQ and 2005/6 National Benchmarks

* This scale is no longer reported due to unreliability of collected data (see p 5 & 9).

Any practice scores highlighted in yellow are 10 points or more above, and any in green are 10 points or more below the national benchmark scores.
Ditto individual GP scores with respect to average practice scores.

Patients Reports of Experiences

These reports, rather than the evaluations (ratings) assessed for the Scale Scores (p6), are listed in sequence from the GPAQ questionnaire & Appendix 1, even though this may repeat some of the comments in the scale score reporting.

Appendix 3 contains full frequency distribution tables (i.e. a list of all the questions along with how many patients responded to each answer within each question).

Qu 1. How often patients have consulted a GP in the last 12 months

14% of patients reported visiting their GP more than seven times, 17% five or six times, 34% three or four times, 27% once or twice, and 7% not at all in the last 12 months.

Qu 3a & b. Additional hours patients would like the practice to be open

89% of patients reported that the opening times of the surgery were 'Good', 'Very good' or 'Excellent'. Of those who requested additional opening hours, 4% requested early mornings, 2% lunchtimes, 22% evenings and 42% weekends. 36% of patients were satisfied with opening hours.

		Q3b. Early morning	Q3b. Lunchtimes	Q3b. Evenings	Q3b. Weekends	Q3b. None, I am satisfied
		Yes	Yes	Yes	Yes	Yes
		Count	Count	Count	Count	Count
Q17. Employment status	Full or part time employment	12	2	58	74	46
	Unemployed	0	0	0	5	3
	School or FT education	2	0	5	17	8
	Long term sickness	0	0	2	4	6
	Looking after home / family	0	3	10	23	14
	Retired	2	0	15	54	67
	Other	0	0	2	4	5

The table above shows the overall practice replies to the question about additional surgery hours by patients' employment status.

Qu 4a. How quickly is an appointment available for a particular doctor

For a specific doctor of the patient's choice, 50% of respondents reported that an appointment was available on the same day or the next day. 7% reported that they had to wait more than 5 days.

Qu 5a. How quickly is an appointment available for any doctor

83% of your patients reported that an appointment was available on the same day or the next day, and 92% that an appointment was available within 3 days.

Qu 6. Can you normally see a doctor URGENTLY on the same day?

327 of your patients had needed to see a doctor urgently. 92% of these patients reported that an urgent appointment had been available on the same day.

Qu 7a. How long patients wait for appointments

In terms of waiting to see the doctor in the surgery, 92% of your patients reported waiting 20 minutes or less, 97% waited 30 minutes or less and 3% reported waiting more than 30 minutes.

Qu 8. Phoning the practice

Patients were asked two questions about phoning the practice. The first was how easy it is to get through on the phone. 77% of patients in your practice reported that getting through on the phone was 'Good', 'Very Good' or 'Excellent'. Patients were also asked how easy it was to speak to a doctor on the phone to ask a question or for medical advice. Of the 273 or 61% patients who were able to rate this, 83% reported that it was 'Good', 'Very Good' or 'Excellent'

Qu 9a Continuity of care: how often you see your usual doctor

In terms of continuity of care achieved (as opposed to how patients rated continuity, which is what the scale score is based on), 54% of patients in your practice reported being able to see the same doctor 'Always' or 'Almost always'.

Q11 Enablement

After seeing the doctor 55% of patients felt better able to understand their problems or illness; 47% more able to cope with their problems or illness; and 45% able to keep themselves healthy 'Much more than before the visit' (Q11a-c).

Further analyses

Appendix 3 contains full frequency distribution tables (i.e. a list of all the questions along with how many patients responded to each answer within each question).

Further analyses of the data are also available upon request.

	YOUR PRACTICE OVERALL	1	2	3	4	5	6	7	8	9
Q2. Rating of treatment by receptionists	96%	98%	100%	96%	90%	98%	92%	96%	100%	94%
Q3a. Rating of opening hours	89%	92%	96%	90%	83%	88%	92%	88%	82%	92%
Q4b. Satisfaction with avail. of specific GP	71%	65%	76%	68%	69%	73%	71%	79%	65%	73%
Q5b. Satisfaction with avail. of any GP	87%	82%	95%	80%	95%	91%	82%	93%	80%	82%
Q7b. Rating of waiting times at surgery	64%	51%	65%	63%	73%	72%	66%	67%	55%	64%
Q8a. Phoning through to practice	77%	83%	72%	84%	73%	78%	70%	82%	74%	78%
Q8b. Phoning through to GP for advice	83%	87%	85%	83%	80%	91%	86%	91%	78%	63%
Q9b. Rating of continuity of care	83%	83%	91%	71%	85%	87%	83%	94%	73%	74%
Q10a. Rating of GP's questioning	97%	93%	98%	96%	98%	100%	92%	100%	100%	94%
Q10b. Rating of GP's attention	97%	96%	98%	96%	98%	100%	94%	100%	98%	96%
Q10c. Rating of GP's putting you at ease	98%	98%	98%	100%	98%	100%	93%	100%	100%	95%
Q10d. Rating of GP's involving you in decisions	96%	100%	96%	91%	93%	100%	96%	100%	95%	93%
Q10e. Rating of GP's explanations	97%	100%	98%	98%	96%	100%	92%	100%	96%	93%
Q10f. Rating of GP's spending time with you	96%	100%	98%	96%	93%	98%	94%	100%	94%	93%
Q10g. Rating of GP's patience	98%	98%	98%	98%	98%	100%	96%	100%	96%	96%
Q10h. Rating of GP's caring and concern	98%	100%	98%	96%	98%	100%	96%	100%	98%	94%

Table 4: Percentage of patients rating 'Good', 'Very Good' or 'Excellent' for the above questions.

Appendix 1

How the General Practice Assessment Questionnaire (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. We reviewed the literature to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care we started from what we regarded as the best available questionnaire, the Primary Care Assessment Survey (PCAS)^{1,2,3,4} which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, we modified PCAS for use in British general practice. The modified questionnaire was called the General Practice Assessment Survey (GPAS). We have used GPAS in large studies in the UK, and detailed research data on GPAS have been published^{5,6,7,8,9}.

For the new GP contract, we were asked to modify our original GPAS questionnaire, and have produced GPAQ. The main difference is that the new questionnaire is shorter. We have also produced two versions, one designed to be sent by post, and one designed to be given to patients after consultations in the surgery.

Questions	Number	Abbreviated description of question (<i>see questionnaire for exact wording</i>)
Access	3a 3b 4a 4b 5a 5b 6 7a 7b 8a 8b	How do you rate – the hours that your practice is open for appointments What additional hours would you like the practice to be open? When you want to see a particular doctor, how quickly do you get to see that doctor? How do you rate this? When you are willing to see any doctor, how quickly do you usually get seen? How do you rate this? If you need an urgent appointment, can you normally get one on the same day? How long do you usually have to wait at the practice for consultations to begin? How do you rate this? How do you rate – ability to get through to practice on the phone How do you rate – ability to speak to a doctor on the phone
Receptionists	2	How do you rate – the way you are treated by the receptionists
Continuity	9a 9b	How often you see your usual doctor? How do you rate this?
Communication	10a 10b 10c 10d 10e 10f 10g 10h	<i>Thinking about consulting with your doctor, how would you rate the following:</i> How thoroughly your doctor asks about your symptoms How well your doctor listens to what you say How well the doctor puts you at ease during your physical examination How much the doctor involves you in decisions about your care How well your doctor explains your problems or treatments you need The amount of time your doctor spends with you Doctor's patience with your questions or worries Doctor's caring and concern for you
Enablement	11a 11b 11c	<i>After seeing the doctor today, do you feel (much more / little more / same)</i> Able to understand your problem or illness Able to cope with your problem or illness Able to keep yourself healthy
Satisfaction	12	How satisfied are you with your practice?

Table 1. Questions in the consultation version of GPAQ contributing to the Scale Scores

There are also some socio-demographic and other questions in both questionnaires, shown in table 2.

Question number		Abbreviated description of question (<i>see questionnaire for exact wording</i>)
Postal version	Consultation version	
1	1	How many times seen doctor in practice in past 12 months?
11	N/A	Seen a nurse in practice in past 12 months?
14	13	Male / female
15	14	Age
16	15	Limiting long-standing illness, disability or infirmity
17	16	Ethnic group
18	17	Accommodation
19	18	Employment status

Table 2. Socio-demographic and other questions

Further details about how the individual items are scaled to give the individual scale scores are available in the full GPAQ manual on www.gpaq.info

References

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- ⁵ Ramsay J, Campbell J, Schroter S, Green J, Roland M. The General Practice Assessment Survey (GPAS): tests of data quality and measurement properties. *Family Practice* 2000; 17: 372-379
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- ⁸ Bower P, Roland M, Campbell J, Mead N. Setting standards based on patients' views on access and continuity: secondary analysis of data from the general practice assessment survey. *British Medical Journal* 2003; 236: 258-60.
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Appendix 2

Taking action on GPAQ scores

There is little purpose in doing a survey unless you are prepared to act on the results. This section discusses briefly how you might do this.

GPAQ has been designed so that it is as easy as possible to know how you can use your scores to improve care in your practice. All the questions can be linked directly to some action which you could take. For example, in the communication questions, we have included questions on listening and explaining rather than important but rather nebulous concepts like trust. So for every question in GPAQ, there is some behaviour which you could think about improving.

Some of the work of deciding how to use the results can be done with the practice staff. So, for example, some of the access questions throw up issues which can be addressed through the practice management – e.g. managing the appointment system, phone answering, etc. The access questions form the largest single group of questions.

The next largest group is about communication. This is more difficult to address, but there are well tested methods of improving doctors' communication skills in consultations. These generally rely on critical analysis of videotaped surgeries, usually with a partner or friendly mentor. This is something which all training practices will have had experience of in recent years, as consultation skills training forms an important part of vocational training.

In thinking about who to discuss your survey results with, you should think about:

- Your partners and other doctors working in the practice
- Nurses working in the practice
- Your practice managers and receptionist / admin staff

Some issues (e.g. scores on the access scale) will need to be discussed with all your staff.

To get level 2 and level 3 payments for the new contract, you will need to do more than this and will have to have discussed the results of your survey with patients (e.g. a 'critical friends' group or a patient participation group), and shown that you have done something about the results.

The National Primary Care Research and Development Centre (NPCRDC), Manchester University, is aware that most practices have little experience of how to use questionnaires to help them improve care.

So, with the University of Exeter and CFEP, the authors of the Improving Practice Questionnaire (IPQ), the NPCRDC have written a practical handbook on this subject:

“Improving your practice with patient surveys”

to help GPs and their staff use patient surveys to develop their practices.

This is freely available from the ‘downloads page’ of the NPCRDC website at:

<http://www.npcrdc.man.ac.uk/PublicationDetail.cfm?ID=111>

or there is a link from the ‘downloads’ page of the NPCRDC GPAQ website

<http://www.gpaq.info>

Appendix 3

Frequency Distributions of GPAQ items for Malmesbury Primary Care Centre Overall.

Please note, when looking at percentages it is best to refer to the 'Valid Percent' column as this is adjusted to compensate for missing data. However, this does not apply to Q3b (please use 'Frequency' or 'Percent' for these questions).

Q1.Number of visits to GP in last 12 months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	32	7.1	7.1	7.1
	Once or twice	123	27.3	27.4	34.5
	Three or four times	152	33.7	33.9	68.4
	Five or six times	78	17.3	17.4	85.7
	Seven times or more	64	14.2	14.3	100.0
	Total	449	99.6	100.0	
Missing	System	2	.4		
Total		451	100.0		

Q2.Satisfaction with receptionists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	1	.2	.2	.2
	Fair	17	3.8	3.8	4.0
	Good	84	18.6	18.6	22.6
	Very good	177	39.2	39.2	61.9
	Excellent	172	38.1	38.1	100.0
	Total	451	100.0	100.0	

Q3a.Rating of opening hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	7	1.6	1.6	2.0
	Fair	39	8.6	8.8	10.8
	Good	165	36.6	37.2	48.0
	Very good	175	38.8	39.4	87.4
	Excellent	56	12.4	12.6	100.0
	Total	444	98.4	100.0	
Missing	System	7	1.6		
Total		451	100.0		

Q3b.Early morning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	4.0	100.0	100.0
Missing	System	433	96.0		
Total		451	100.0		

Q3b.Lunchtimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	1.6	100.0	100.0
Missing	System	444	98.4		
Total		451	100.0		

Q3b.Evenings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	22.2	100.0	100.0
Missing	System	351	77.8		
Total		451	100.0		

Q3b.Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	188	41.7	100.0	100.0
Missing	System	263	58.3		
Total		451	100.0		

Q3b.None, I am satisfied

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	161	35.7	100.0	100.0
Missing	System	290	64.3		
Total		451	100.0		

Q4a.Availability of specific GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	153	33.9	34.8	34.8
	Next day	66	14.6	15.0	49.8
	Within 2 days	77	17.1	17.5	67.3
	Within 3 days	42	9.3	9.5	76.8
	Within 4 days	25	5.5	5.7	82.5
	More than 5 days	30	6.7	6.8	89.3
	Does not apply	47	10.4	10.7	100.0
	Total	440	97.6	100.0	
Missing	System	11	2.4		
Total		451	100.0		

Q4b.Satisfaction with avail. of specific GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	3	.7	.7	.7
	Poor	22	4.9	5.0	5.7
	Fair	90	20.0	20.5	26.3
	Good	86	19.1	19.6	45.9
	Very good	98	21.7	22.4	68.3
	Excellent	97	21.5	22.1	90.4
	Does not apply	42	9.3	9.6	100.0
	Total	438	97.1	100.0	
Missing	System	13	2.9		
Total		451	100.0		

Q5a.Availability of any GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	297	65.9	68.3	68.3
	Next day	65	14.4	14.9	83.2
	Within 2 days	35	7.8	8.0	91.3
	Within 3 days	5	1.1	1.1	92.4
	Within 4 days	2	.4	.5	92.9
	Does not apply	31	6.9	7.1	100.0
	Total	435	96.5	100.0	
Missing	System	16	3.5		
Total		451	100.0		

Q5b.Satisfaction with avail. of any GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	8	1.8	1.9	1.9
	Poor	8	1.8	1.9	3.8
	Fair	36	8.0	8.6	12.4
	Good	74	16.4	17.6	29.9
	Very good	120	26.6	28.5	58.4
	Excellent	148	32.8	35.2	93.6
	Does not apply	27	6.0	6.4	100.0
	Total	421	93.3	100.0	
Missing	System	30	6.7		
Total		451	100.0		

Q6.Same day urgent availability of appointments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	300	66.5	67.3	67.3
	No	27	6.0	6.1	73.3
	Don't know/Never needed one	119	26.4	26.7	100.0
	Total	446	98.9	100.0	
Missing	System	5	1.1		
Total		451	100.0		

Q7a.Waiting time at surgery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 minutes or less	43	9.5	10.0	10.0
	6-10 minutes	212	47.0	49.5	59.6
	11-20 minutes	138	30.6	32.2	91.8
	21-30 minutes	24	5.3	5.6	97.4
	More than 30 minutes	11	2.4	2.6	100.0
	Total	428	94.9	100.0	
Missing	System	23	5.1		
Total		451	100.0		

Frequency Distributions of GPAQ items for the Practice Overall: Appendix 3

Q7b.Rating of waiting times at surgery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	4	.9	1.0	1.0
	Poor	24	5.3	5.7	6.7
	Fair	123	27.3	29.4	36.0
	Good	136	30.2	32.5	68.5
	Very good	104	23.1	24.8	93.3
	Excellent	28	6.2	6.7	100.0
	Total	419	92.9	100.0	
Missing	System	32	7.1		
Total		451	100.0		

Q8a.Phoning through to practice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	8	1.8	1.8	1.8
	Poor	21	4.7	4.8	6.6
	Fair	71	15.7	16.2	22.9
	Good	146	32.4	33.4	56.3
	Very good	128	28.4	29.3	85.6
	Excellent	63	14.0	14.4	100.0
	Total	437	96.9	100.0	
Missing	System	14	3.1		
Total		451	100.0		

Q8b.Phoning through to GP for advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	5	1.1	1.8	1.8
	Poor	6	1.3	2.2	4.0
	Fair	35	7.8	12.8	16.8
	Good	93	20.6	34.1	50.9
	Very good	76	16.9	27.8	78.8
	Excellent	58	12.9	21.2	100.0
	Total	273	60.5	100.0	
Missing	System	178	39.5		
Total		451	100.0		

Q9a.Continuity for seeing same GP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	54	12.0	13.4	13.4
	Almost always	163	36.1	40.5	54.0
	A lot of the time	70	15.5	17.4	71.4
	Some of the time	83	18.4	20.6	92.0
	Almost never	26	5.8	6.5	98.5
	Never	6	1.3	1.5	100.0
	Total	402	89.1	100.0	
Missing	System	49	10.9		
Total		451	100.0		

Q9b.Rating of continuity of care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	2.9	3.3	3.3
	Fair	54	12.0	13.8	17.1
	Good	124	27.5	31.6	48.7
	Very good	125	27.7	31.9	80.6
	Excellent	76	16.9	19.4	100.0
	Total	392	86.9	100.0	
Missing	System	59	13.1		
Total		451	100.0		

Q10a.Rating of GP's questioning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	1	.2	.2	.7
	Fair	11	2.4	2.5	3.2
	Good	52	11.5	12.0	15.2
	Very good	127	28.2	29.3	44.5
	Excellent	237	52.5	54.6	99.1
	Does not apply	4	.9	.9	100.0
	Total	434	96.2	100.0	
Missing	System	17	3.8		
Total		451	100.0		

Q10b.Rating of GP's attention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Fair	10	2.2	2.3	2.8
	Good	40	8.9	9.2	12.0
	Very good	117	25.9	27.0	39.0
	Excellent	263	58.3	60.7	99.8
	Does not apply	1	.2	.2	100.0
	Total	433	96.0	100.0	
Missing	System	18	4.0		
Total		451	100.0		

Q10c.Rating of GP's putting you at ease

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	1	.2	.2	.7
	Fair	5	1.1	1.2	1.8
	Good	43	9.5	9.9	11.8
	Very good	98	21.7	22.6	34.4
	Excellent	230	51.0	53.1	87.5
	Does not apply	54	12.0	12.5	100.0
Total	433	96.0	100.0		
Missing	System	18	4.0		
Total		451	100.0		

Q10d.Rating of GP's involving you in decisions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	2	.4	.5	.9
	Fair	12	2.7	2.8	3.7
	Good	54	12.0	12.6	16.4
	Very good	119	26.4	27.8	44.2
	Excellent	216	47.9	50.5	94.6
	Does not apply	23	5.1	5.4	100.0
Total	428	94.9	100.0		
Missing	System	23	5.1		
Total		451	100.0		

Q10e. Rating of GP's explanations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Fair	11	2.4	2.5	3.0
	Good	40	8.9	9.3	12.3
	Very good	116	25.7	26.9	39.1
	Excellent	252	55.9	58.3	97.5
	Does not apply	11	2.4	2.5	100.0
	Total	432	95.8	100.0	
Missing	System	19	4.2		
Total		451	100.0		

Q10f. Rating of GP's spending time with you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Fair	14	3.1	3.3	3.8
	Good	56	12.4	13.2	16.9
	Very good	126	27.9	29.6	46.6
	Excellent	226	50.1	53.2	99.8
	Does not apply	1	.2	.2	100.0
	Total	425	94.2	100.0	
Missing	System	26	5.8		
Total		451	100.0		

Q10g. Rating of GP's patience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	1	.2	.2	.7
	Fair	7	1.6	1.6	2.3
	Good	47	10.4	10.9	13.2
	Very good	109	24.2	25.3	38.5
	Excellent	256	56.8	59.4	97.9
	Does not apply	9	2.0	2.1	100.0
	Total	431	95.6	100.0	
Missing	System	20	4.4		
Total		451	100.0		

Q10h. Rating of GP's caring and concern

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor	2	.4	.5	.5
	Poor	1	.2	.2	.7
	Fair	7	1.6	1.6	2.3
	Good	46	10.2	10.6	13.0
	Very good	96	21.3	22.2	35.2
	Excellent	278	61.6	64.4	99.5
	Does not apply	2	.4	.5	100.0
	Total	432	95.8	100.0	
Missing	System	19	4.2		
Total		451	100.0		

Q11a. Able to understand your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	236	52.3	55.1	55.1
	A little more than before the visit	98	21.7	22.9	78.0
	The same or less than before the visit	43	9.5	10.0	88.1
	Does not apply	51	11.3	11.9	100.0
	Total	428	94.9	100.0	
Missing	System	23	5.1		
Total		451	100.0		

Q11b. Able to cope with your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	199	44.1	47.0	47.0
	A little more than before the visit	112	24.8	26.5	73.5
	The same or less than before the visit	47	10.4	11.1	84.6
	Does not apply	65	14.4	15.4	100.0
	Total	423	93.8	100.0	
Missing	System	28	6.2		
Total		451	100.0		

Q11c.Able to keep yourself healthy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more than before the visit	189	41.9	45.0	45.0
	A little more than before the visit	82	18.2	19.5	64.5
	The same or less than before the visit	60	13.3	14.3	78.8
	Does not apply	89	19.7	21.2	100.0
	Total	420	93.1	100.0	
Missing	System	31	6.9		
Total		451	100.0		

Q12.Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	158	35.0	35.7	35.7
	Female	284	63.0	64.3	100.0
	Total	442	98.0	100.0	
Missing	System	9	2.0		
Total		451	100.0		

Statistics

Q13.Age

N	Valid	431
	Missing	20
Mean		51.94
Minimum		6
Maximum		96

Q13.Age: Under and Over 45

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 16	21	4.7	4.9	4.9
	16 to 44	137	30.4	31.8	36.7
	45 and Over	273	60.5	63.3	100.0
	Total	431	95.6	100.0	
Missing	System	20	4.4		
Total		451	100.0		

Q14.Long-standing illness, disability or infirmity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	192	42.6	45.1	45.1
	no	234	51.9	54.9	100.0
	Total	426	94.5	100.0	
Missing	System	25	5.5		
Total		451	100.0		

Q15.Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	429	95.1	98.4	98.4
	Black or Black British	1	.2	.2	98.6
	Asian or Asian British	3	.7	.7	99.3
	Mixed	1	.2	.2	99.5
	Other ethnic group	2	.4	.5	100.0
	Total	436	96.7	100.0	
Missing	System	15	3.3		
Total		451	100.0		

Q16.Accommodation status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner-occupied / mortgaged	317	70.3	74.9	74.9
	Rented or other arrangements	106	23.5	25.1	100.0
	Total	423	93.8	100.0	
Missing	System	28	6.2		
Total		451	100.0		

Q17. Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full or part time employment	178	39.5	41.8	41.8
	Unemployed	9	2.0	2.1	43.9
	School or FT education	28	6.2	6.6	50.5
	Long term sickness	11	2.4	2.6	53.1
	Looking after home / family	47	10.4	11.0	64.1
	Retired	143	31.7	33.6	97.7
	Other	10	2.2	2.3	100.0
	Total	426	94.5	100.0	
Missing	System	25	5.5		
Total		451	100.0		