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PatientDynamics GPAQ V3 Report

Wednesday 21 December 2011

Old Hall Surgery

PatientDynamics GPAQ

GPAQ Version 3 Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 3 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q1

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Q2, Q3, Q6

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Q10, Q12, Q14, Q34

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 19-23 & 25-29

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Q24, Q30

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Q31, Q32, Q33

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q35

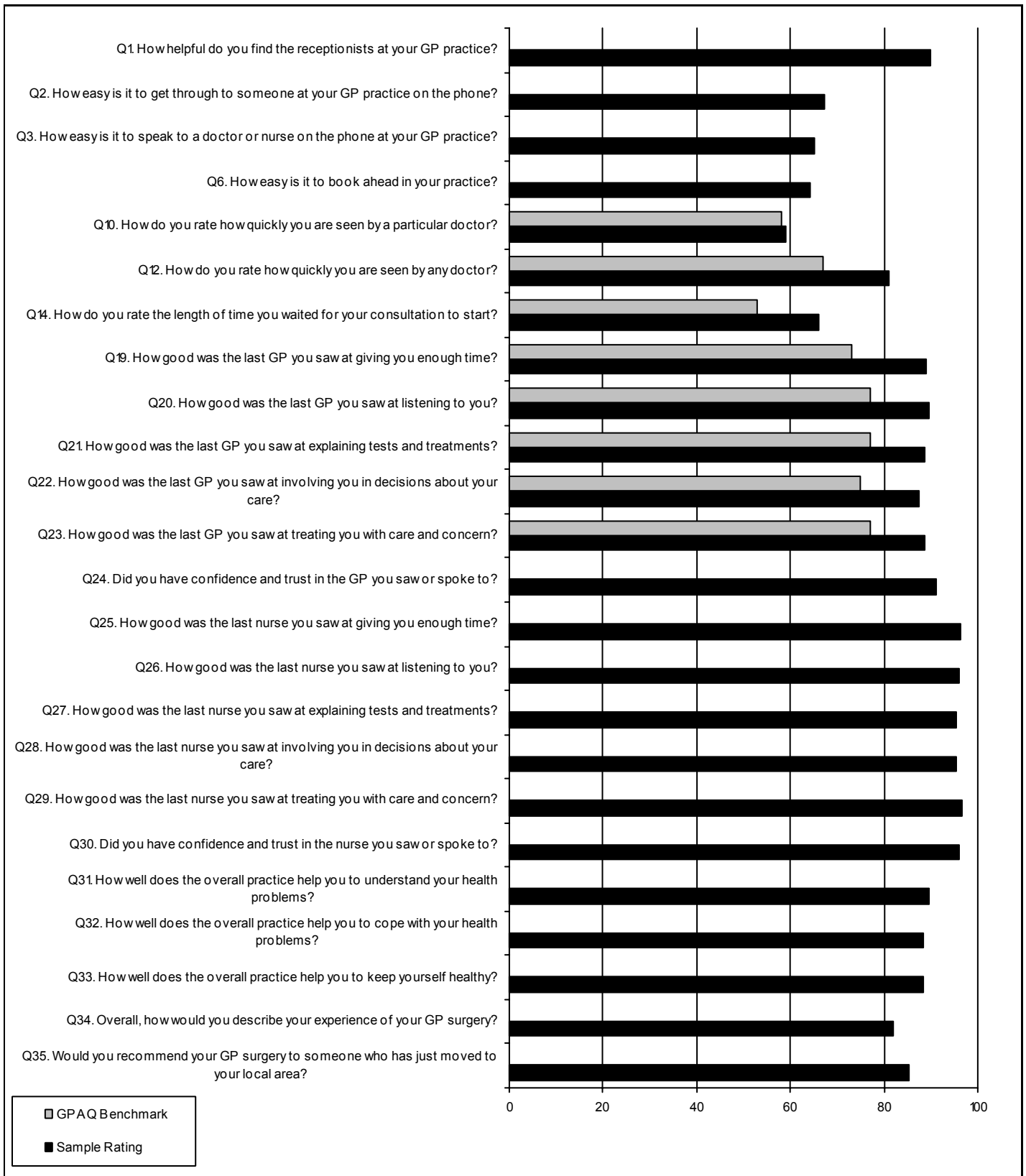
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1. How helpful do you find the receptionists at your GP practice?	90	0
Q2. How easy is it to get through to someone at your GP practice on the phone?	67	0
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	65	0
Q6. How easy is it to book ahead in your practice?	64	0
Q10. How do you rate how quickly you are seen by a particular doctor?	59	58
Q12. How do you rate how quickly you are seen by any doctor?	81	67
Q14. How do you rate the length of time you waited for your consultation to start?	66	53
Q19. How good was the last GP you saw at giving you enough time?	89	73
Q20. How good was the last GP you saw at listening to you?	90	77
Q21. How good was the last GP you saw at explaining tests and treatments?	89	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	88	75
Q23. How good was the last GP you saw at treating you with care and concern?	89	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	91	0
Q25. How good was the last nurse you saw at giving you enough time?	96	0
Q26. How good was the last nurse you saw at listening to you?	96	0
Q27. How good was the last nurse you saw at explaining tests and treatments?	95	0
Q28. How good was the last nurse you saw at involving you in decisions about your care?	95	0
Q29. How good was the last nurse you saw at treating you with care and concern?	97	0
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	96	0
Q31. How well does the overall practice help you to understand your health problems?	90	0
Q32. How well does the overall practice help you to cope with your health problems?	88	0
Q33. How well does the overall practice help you to keep yourself healthy?	89	0
Q34. Overall, how would you describe your experience of your GP surgery?	82	0
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	85	0

Chart showing report ratings against benchmark



2. Report Questions

Q1. How helpful do you find the receptionists at your GP practice?		Number of Responses	% of Responses
1	Very helpful	141	73
2	Fairly helpful	44	23
3	Not very helpful	4	2
4	Not at all helpful	2	1
5	Don't know	1	1
Question Total:		192	100

Q2. How easy is it to get through to someone at your GP practice on the phone?		Number of Responses	% of Responses
1	Very easy	49	26
2	Fairly easy	102	53
3	Not very easy	34	18
4	Not at all easy	6	3
5	Don't know	0	0
6	Haven't tried	1	1
Question Total:		192	100

Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?		Number of Responses	% of Responses
1	Very easy	38	20
2	Fairly easy	55	29
3	Not very easy	22	12
4	Not at all easy	11	6
5	Don't know	9	5
6	Haven't tried	55	29
Question Total:		190	100

Q4. If you need to see a GP urgently, can you normally get seen on the same day?		Number of Responses	% of Responses
1	Yes	136	72
2	No	22	12
3	Don't know / never needed to	32	17
Question Total:		190	100

Q5. How important is it to you to be able to book appointments ahead of time in your practice?		Number of Responses	% of Responses
1	Important	157	83
2	Not important	32	17
Question Total:		189	100

Q6. How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	47	25
2	Fairly easy	73	38
3	Not very easy	38	20
4	Not at all easy	11	6
5	Don't know	6	3
6	Haven't tried	15	8
Question Total:		190	100

Q7. How do you normally book your appointments at your practice? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	35	16
2	By phone	184	84
3	Online	0	0
4	Doesn't apply	1	0
Question Total:		220	100

Q8. Which of the following methods would you prefer to use to book appointments? (please X all boxes that apply)

		Number of Responses	% of Responses
1	In person	42	18
2	By phone	165	69
3	Online	31	13
4	Doesn't apply	0	0
Question Total:		238	100

Q9. Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	61	34
2	2-4 days	22	12
3	5 days or more	55	31
4	I don't usually need to be seen quickly	18	10
5	Don't know, never tried	24	13
Question Total:		180	100

Q10. How do you rate how quickly you are seen by a particular doctor?

		Number of Responses	% of Responses
1	Excellent	30	18
2	Very good	29	18
3	Good	19	12
4	Fair	28	17
5	Poor	22	13
6	Very poor	8	5
7	Does not apply	27	17
Question Total:		163	100

Q11. Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	142	79
2	2-4 days	21	12
3	5 days or more	9	5
4	I don't usually need to be seen quickly	4	2
5	Don't know, never tried	3	2
Question Total:		179	100

Q12. How do you rate how quickly you are seen by any doctor?

		Number of Responses	% of Responses
1	Excellent	79	46
2	Very good	45	26
3	Good	21	12
4	Fair	21	12
5	Poor	1	1
6	Very poor	1	1
7	Does not apply	4	2
Question Total:		172	100

Q13. How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	28	15
2	5-10 minutes	78	43
3	11-20 minutes	54	30
4	21-30 minutes	10	6
5	More than 30 minutes	3	2
6	There was no set time for my consultation	8	4
Question Total:		181	100

Q14. How do you rate the length of time you waited for your consultation to start?

		Number of Responses	% of Responses
1	Excellent	27	15
2	Very good	54	31
3	Good	47	27
4	Fair	32	18
5	Poor	9	5
6	Very poor	2	1
7	Does not apply	5	3
Question Total:		176	100

Q15. Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	147	83
2	No	23	13
3	Don't know	7	4

Question Total: 177 100

Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that

		Number of Responses	% of Responses
1	Before 8am	21	18
2	At lunchtime	8	7
3	After 6.30pm	31	26
4	On a Saturday	38	32
5	On a Sunday	11	9
6	None of these	9	8

Question Total: 118 100

Q17. Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	80	45
2	No	98	55
3	There is usually only one doctor in my surgery	0	0

Question Total: 178 100

Q18. How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	9	7
2	A lot of the time	19	15
3	Some of the time	59	48
4	Never or almost never	24	19
5	Not tried at this GP practice	13	10

Question Total: 124 100

Q19. How good was the last GP you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	109	62
2	Good	56	32
3	Fair	7	4
4	Poor	1	1
5	Very poor	1	1
6	Does not apply	1	1

Question Total: 175 100

Q20. How good was the last GP you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	116	67
2	Good	48	28
3	Fair	7	4
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	0	0
Question Total:		174	100

Q21. How good was the last GP you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	103	60
2	Good	45	26
3	Fair	13	8
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	11	6
Question Total:		173	100

Q22. How good was the last GP you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	103	60
2	Good	42	25
3	Fair	12	7
4	Poor	2	1
5	Very poor	2	1
6	Does not apply	10	6
Question Total:		171	100

Q23. How good was the last GP you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	110	64
2	Good	47	27
3	Fair	10	6
4	Poor	3	2
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		173	100

Q24. Did you have confidence and trust in the GP you saw or spoke to?

		Number of Responses	% of Responses
1	Yes, definitely	144	82
2	Yes, to some extent	26	15
3	No, not at all	2	1
4	Don't know / can't say	3	2

Question Total:

175	100
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Q25. How good was the last nurse you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	128	84
2	Good	17	11
3	Fair	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	5	3

Question Total:

152	100
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Q26. How good was the last nurse you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	124	82
2	Good	19	13
3	Fair	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	4

Question Total:

151	100
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Q27. How good was the last nurse you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	120	79
2	Good	19	13
3	Fair	2	1
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	9	6

Question Total:

151	100
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Q28. How good was the last nurse you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	116	78
2	Good	18	12
3	Fair	2	1
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	12	8

Question Total: 149 100

Q29. How good was the last nurse you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	125	84
2	Good	15	10
3	Fair	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	5

Question Total: 149 100

Q30. Did you have confidence and trust in the nurse you saw or spoke to?

		Number of Responses	% of Responses
1	Yes, definitely	137	90
2	Yes, to some extent	12	8
3	No, not at all	0	0
4	Don't know / can't say	4	3

Question Total: 153 100

Q31. How well does the overall practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	151	81
2	Unsure	26	14
3	Not very well	6	3
4	Does not apply	4	2

Question Total: 187 100

Q32. How well does the overall practice help you to cope with your health problems?

		Number of Responses	% of Responses
1	Very well	139	78
2	Unsure	28	16
3	Not very well	6	3
4	Does not apply	5	3

Question Total: 178 100

Q33. How well does the overall practice help you to keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	136	77
2	Unsure	29	16
3	Not very well	5	3
4	Does not apply	6	3
Question Total:		176	100

Q34. Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	70	37
2	Very good	83	44
3	Good	20	11
4	Fair	11	6
5	Poor	2	1
6	Very poor	1	1
Question Total:		187	100

Q35. Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	118	63
2	Yes, probably	54	29
3	No, probably not	11	6
4	No, definitely not	2	1
5	Don't know	3	2
Question Total:		188	100

Q36. Gender: Are you?

		Number of Responses	% of Responses
1	Male	65	35
2	Female	121	65
Question Total:		186	100

Q37. How old are you?

		Number of Responses	% of Responses
1	0-15	1	1
2	16 to 44	85	45
3	45 to 64	59	31
4	65 to 74	30	16
5	75+	14	7
Question Total:		189	100

Q38. Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	78	48
2	No	73	45
3	Don't know / can't say	11	7
Question Total:		162	100

Q39. What is your ethnic group?

		Number of Responses	% of Responses
1	White	187	98
2	Black or Black British	1	1
3	Asian or Asian British	0	0
4	Mixed	1	1
5	Chinese	1	1
6	Other ethnic group	0	0
Question Total:		190	100

Q40. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part time, including self-employed)	90	49
2	Unemployed / looking for work	11	6
3	At school or in full time education	6	3
4	Unable to work due to long term sickness	10	5
5	Looking after your home / family	13	7
6	Retired from paid work	50	27
7	Other	4	2
Question Total:		184	100

This report is based on a total of 192 completed questionnaires

Report - Open Ended Comments

Q24a. If you know the name of the GP you last saw, please write it here:

Dr Phipps.

Dr Birch.

Dr Shaw.

Dr Birch.

Dr Shaw.

Dr McCarthy.

Dr Birch.

Dr K. Griffiths.

Dr Phipps.

Dr Nadaph

Dr Shaw.

Dr Furnival.

Dr Birch.

Dr Shaw.

Dr Shaw.

Dr Birch.

Dr Griffiths.

Dr K. Griffiths.

Dr Shaw.

Dr Shaw.

Dr Birch.

Dr K. Griffiths.

Dr Shaw.

Dr Griffiths.

Dr Griffiths.

Dr Birch.

Dr Siddorn.

Dr Shaw.

Dr Kilpatric

Dr Shaw.

Dr Nadaph, Dr Shaw.

Dr Nadaph

Dr K. Griffiths.

Dr Shaw.

Dr Kilpatric

Dr Phipps.

Q30a. If you know the name of the nurse you last saw, please write it here:

Maureen.

Jean

Kathryn / Maureen.

Jean

Nurse Young.

Kath and Jean.

Jean

Kath.

Jean

Jean

Kath and Jean.

Nurse Kath.

Jean

Kath and Jean.

Jean

Jean

Kath Young.

Kath.

Kath.

Jean

Kath.

Jean

Jean

Q41. Finally, please add any comments you would like to make about your GP practice:

Good.

Attitude of receptionist needs to improve.

Very happy.

I do not like the new seating arrangements and if I am with children the TV screen is behind them.

Overall the surgery and staff are outstanding but GP hours aren't convenient for me. I work full time and need later appointments.

GP practice is very good.

Happy with staff and doctors are always helpful and pleasant.

I like to see my doctor but sometimes I have to see another one. I have a lot of faith in my doctor and wish I could see him always.

It would be nice to see one of my GPs and not a locum.

I have always been very happy with this surgery.

I called at 8-8.30 for an early appointment - there were none then mum called and got one. Told I would be fitted in after AM surgery. GPs, nurses & surgery overall great.

You never see the same doctor and the same doctors fail to resolve your problem and you waste money on prescriptions you don't require.

A bit discomfited at changes made.

Would be good if we had our own doctor to see each time.

Sometimes I feel that the surgery has too many patients as it can be very difficult to book appointments.

More magazines for women.

Put something good on the TV.

It would help if we didn't have to wait longer than the appointment time.

I have always had a very high regard for your surgery, doctors, nurses and reception.

All nurses are very good and so are the doctors.

Excellent overall.

Helpful at all times.

My only problem is access to a doctor and time with them. The medicine is very good.

All good, thanks.

The TV in the waiting room is very irritating.

Brilliant practice. Not always possible to see female doctor when preferred and am not asked about it. Some Monday mornings, it is difficult to get through on the phone.

Kath the practice nurse is excellent. The receptionists need to understand that not everyone can make an appointment during the day when they work outside the area.

Overall, I am very happy with my doctors surgery. The only stressful thing is ringing in at 8am on constant redial to ensure I get an appointment that day.

Receptionists can be rude sometimes and treat you in a bad manner.

I know it wouldn't be possible to see my own doctor all the time but it would be nice.

Mistakes are commonly made.



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

Q2 How easy is it to get through to someone at your GP practice on the phone?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
- ² No
- ³ Don't know / never needed to

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

- ¹ Important
- ² Not important

Q6 How easy is it to book ahead in your practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q7 How do you normally book your appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q8 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

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

Q9 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried

Q10 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

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

Q11 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- I don't usually need to be seen quickly
- Don't know, never tried

Q12 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

- Less than 5 minutes
- 5 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- More than 30 minutes
- There was no set time for my consultation

Q14 How do you rate this?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

- Yes Go to Q17
- No
- Don't know

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?
(Please X all boxes that apply)

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

About seeing the doctor of your choice

Q17 Is there a particular GP you usually prefer to see or speak to?

- Yes
- No Go to Q19
- There is usually only one doctor in my surgery Go to Q19

Q18 How often do you see or speak to the GP you prefer?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q20 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q21 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q22 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q23 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q24 Did you have confidence and trust in the GP you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

Q25 Giving you enough time

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q26 Listening to you

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q27 Explaining tests and treatments

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q28 Involving you in decisions about your care

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q29 Treating you with care and concern

- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply

Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q31 Understand your health problems?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q34 Overall, how would you describe your experience of your GP surgery?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not
- ⁵ Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q36 Are you ?

- ¹ Male
- ² Female

Q37 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

Finally, please add any other comments you would like to make about your GP practice:

This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAC was originally developed from the PCAS survey with permission of Dr Dana Gabb Salfon

