

Post Consultation Standard Analysis Detail



Charles Road Surgery

The General Practitioner Assessment Questionnaire (GPAQ) is a patient completed questionnaire to find out what patients think about care from both their general practice and their general practitioner. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework (QOF). These include access to GP services, inter-personal relationships and continuity of care.

GPAQ has been developed at the National Primary Care Research and Development Centre (NPCDRC) in Manchester, and is based on their earlier GPAS questionnaire. It is now widely used in UK general practice and forms part of the QOF for the 2004 GP contract.

There are two forms of GPAQ. The post-consultation version is completed by patients after a consultation. The postal version is administered as a 'mail-shot' and asks people about their general experiences of their GP or practice.

Calculation of results for each question

For most questions, your patients' responses are transformed to a scale of 0 to 100. 100 represents the best possible response; 0, the worst. For other questions, the value for the indicator is normally a percentage. Where it is possible to compare these scores to national averages, we have done so. In these instances, scores are given a 'traffic-light' to indicate whether they are much higher or lower than average.

Reading the traffic light values

The traffic-light values relate to how one GP (or practice) compares to other GPs (or practices). They are adjusted to be comparable with the national benchmarks, published by the NPCDRC. The colour indicates whether you are lower or higher than others. For most of the GPAQ indicators, green represents a high score (you're doing well) and red a low score (not so well) in comparison to other GPs or practices. These colours are determined by your 'percentile rank'. For example, if your patients rate you more highly than 95% (19 out of 20) of other GPs' patients, then your 'percentile rank' will be 96 or higher. The converse also applies. If they rate you as poorly as the bottom 4% of GPs' patients, then your 'percentile rank' for this indicator will be 4 or less. Percentile ranks from 0 to 4 correspond to red (5% of GPs), 5 to 33 correspond to yellow (29% of GPs) and 34 to 100 correspond to green (66% or two-thirds of GPs). Not all indicators have a national mean for comparison, so only some are traffic-lighted in this way.

Interpretation

For most of the Patient Survey indicators, green is better than average and yellow to red are increasingly worse than average. The results are the opinions of patients responding to the survey and may not be representative if the number of responses used in the analysis is less than 50.

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	National Average	Your Score	Percentile Rank
Q2 How do you rate the way you are treated by receptionists at your practice?	77.2	67.2	9
Q3a How do you rate the hours that your practice is open for appointments?	66.8	67.5	54
Q6b How do you rate - how quickly you get to see a particular doctor?	60.0	67.9	74
Q7b How do you rate - how quickly you get to see any doctor?	69.1	69.6	52
Q9b How do you rate - how long have you to wait until your consultations begin?	56.9	59.9	64
Q10a How do you rate - ability to get through to the practice on the phone?	59.4	58.8	48
Q10b How do you rate - ability to speak to the doctor on the phone?	60.6	60.9	51
Q11b How do you rate - how often you see your usual doctor?	68.8	69.4	52
Q12a How thoroughly did the doctor ask about your symptoms?	81.4	66.6	0
Q12b How well did the doctor listen to what you have to say?	83.5	66.0	0
Q12c How well did the doctor put you at ease during your physical examination?	83.6	68.0	0
Q12d How much did the doctor involve you in decisions about your care?	81.4	66.7	1
Q12e How well did the doctor explain your problems or treatment you need?	83.1	67.9	1
Q12f How much time did your doctor spend with you?	80.0	65.7	1
Q12g How was the doctor's patience with your questions and worries?	83.5	67.5	0
Q12h How did you feel about the doctor's caring & concern?	83.7	66.8	0
Q13a After seeing the doctor today, were you better able to understand your problem or illness?	69.1	57.3	5
Q13b After seeing the doctor today, did you feel better able to cope with your problem or illness?	65.5	50.7	2
Q13c After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7	54.3	15

Demographic Characteristics

Question 14 & 15				
Ages & Gender				
Age Group	Male	Female	Perc % Male	Perc % Female
16-44	53	90	30.46%	51.72%
45-64	10	19	5.75%	10.92%
65-74	0	1	0.00%	0.57%
75+	0	1	0.00%	0.57%
Total	63	111	36.21%	63.79%
Unknown age or gender	25			
Total	199			

Question 16			
Do you have any long-standing illness disability or infirmity?			
Answer	Count	Perc %	
Yes	25	13.81%	
No	156	86.19%	
Total	181		

Question 17			
Ethnic Group			
Answer	Count	Perc %	
White	8	4.10%	
Black or Black British	17	8.72%	
Asian or Asian British	146	74.87%	
Mixed	10	5.13%	
Chinese	6	3.08%	
Other ethnic group	8	4.10%	
Did not answer	4		
Total	199		

Familiarity with the practice

Question 1			
In the past 12 months, how many times have you seen a doctor?			
Answer		Count	Perc %
None		4	2.02%
Once or twice		73	36.87%
Three or four times		60	30.30%
Five or six times		36	18.18%
Seven or more times		25	12.63%
Did not answer		1	
Total		199	

Receptionists

Question 2			
How do you rate the way you are treated by receptionists at your practice?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		1	0.51%
Poor (20)		2	1.01%
Fair (40)		38	19.19%
Good (60)		66	33.33%
Very good (80)		66	33.33%
Excellent (100)		25	12.63%
Did not answer		1	
Total		199	

Mean scores for Q2	
Your patients	67.2
National Average	77.2
Percentile Rank	9

Opening hours

Question 3a			
How do you rate the hours that your practice is open for appointments?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		3	1.52%
Poor (20)		9	4.55%
Fair (40)		32	16.16%
Good (60)		54	27.27%
Very good (80)		67	33.84%
Excellent (100)		33	16.67%
Did not answer		1	
Total		199	

Mean scores for Q3a	
Your patients	67.5
National Average	66.8
Percentile Rank	54

Question 3b			
What additional hours would you like the practice to be open?			
Answer		Count	Perc %
Early morning		8	3.92%
Lunchtimes		6	2.94%
Evenings		45	22.06%
Weekends		49	24.02%
None I am satisfied		96	47.06%
Did not answer		11	
Total		215	

Access / Cleanliness

Question 4			
How do you rate - the physical access to your surgery?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		3	1.52%
Poor (20)		15	7.61%
Fair (40)		20	10.15%
Good (60)		52	26.40%
Very good (80)		77	39.09%
Excellent (100)		30	15.23%
Did not answer		2	
Total		199	

Mean scores for Q4	
Your Percentage	67.9
National Percentage	97.0

Question 5			
How do you rate - How clean your surgery is?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		0	0.00%
Poor (20)		0	0.00%
Fair (40)		17	8.59%
Good (60)		48	24.24%
Very good (80)		87	43.94%
Excellent (100)		46	23.23%
Did not answer		1	
Total		199	

Mean scores for Q5	
Your Percentage	76.0
National Percentage	97.0

Question 6a			
How quickly can you get to see a doctor of your choice?			
Answer		Count	Perc %
Same day		40	21.74%
Next Working day		50	27.17%
Within 2 working days		62	33.70%
Within 3 working days		27	14.67%
Within 4 working days		5	2.72%
Within 5 working days		0	0.00%
Does not apply to me/did not answer		15	
Total		199	

Question 6b			
How do you rate - how quickly you get to see a particular doctor?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		4	2.14%
Poor (20)		8	4.28%
Fair (40)		27	14.44%
Good (60)		57	30.48%
Very good (80)		53	28.34%
Excellent (100)		38	20.32%
Does not apply to me/did not answer		12	
Total		199	

Mean scores for Q6b	
Your patients	67.9
National Average	60.0
Percentile Rank	74

Access (continued)

Question 7a			
How quickly do you usually get to see any doctor at the practice?			
Answer		Count	Perc %
Same day		56	30.94%
Next Working day		41	22.65%
Within 2 working days		57	31.49%
Within 3 working days		23	12.71%
Within 4 working days		4	2.21%
Within 5 working days		0	0.00%
Does not apply to me/did not answer		18	
Total		199	

Question 7b			
How do you rate - how quickly you get to see any doctor?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		2	1.09%
Poor (20)		5	2.73%
Fair (40)		28	15.30%
Good (60)		52	28.42%
Very good (80)		60	32.79%
Excellent (100)		36	19.67%
Does not apply to me/did not answer		16	
Total		199	

Mean scores for Q7b	
Your patients	69.6
National Average	69.1
Percentile Rank	52

Question 8			
If you need to see a GP urgently, can you normally get seen on the same day?			
Answer		Count	Perc %
Yes		55	61.11%
No		35	38.89%
Did not answer / Don't know		109	
Total		199	

Question 9a			
How long do you usually have to wait until you consultations begin?			
Answer		Count	Perc %
Less than 5 minutes		11	5.56%
6 to 10 minutes		93	46.97%
11 to 20 minutes		68	34.34%
21 to 30 minutes		22	11.11%
More than 30 minutes		4	2.02%
Did not answer		1	
Total		199	

Access (continued)

Question 9b			
How do you rate - how long have you to wait until your consultations begin?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		6	3.06%
Poor (20)		14	7.14%
Fair (40)		55	28.06%
Good (60)		48	24.49%
Very good (80)		46	23.47%
Excellent (100)		27	13.78%
Did not answer		3	
Total		199	

Mean scores for Q9b	
Your patients	59.9
National Average	56.9
Percentile Rank	64

Question 10a			
How do you rate - ability to get through to the practice on the phone?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		20	10.26%
Poor (20)		15	7.69%
Fair (40)		35	17.95%
Good (60)		50	25.64%
Very good (80)		37	18.97%
Excellent (100)		38	19.49%
Does not apply to me/did not answer		4	
Total		199	

Mean scores for Q10a	
Your patients	58.8
National Average	59.4
Percentile Rank	48

Question 10b			
How do you rate - ability to speak to the doctor on the phone?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		9	5.20%
Poor (20)		8	4.62%
Fair (40)		37	21.39%
Good (60)		56	32.37%
Very good (80)		38	21.97%
Excellent (100)		25	14.45%
Does not apply to me/did not answer		26	
Total		199	

Mean scores for Q10b	
Your patients	60.9
National Average	60.6
Percentile Rank	51

Continuity of care

Question 11a			
In general, how often do you see your usual doctor?			
Answers (score in brackets)		Count	Perc %
Always (100)		13	6.88%
Almost always (80)		40	21.16%
A lot of the time (60)		67	35.45%
Some of the time (40)		53	28.04%
Almost never (20)		9	4.76%
Never (0)		7	3.70%
Did not answer		10	
Total		199	

Question 11b			
How do you rate - how often you see your usual doctor?			
Answer (score in brackets)		Count	Perc %
Very poor (0)		1	0.54%
Poor (20)		3	1.61%
Fair (40)		27	14.52%
Good (60)		59	31.72%
Very good (80)		69	37.10%
Excellent (100)		27	14.52%
Did not answer		13	
Total		199	

Mean scores for Q11b	
Your patients	69.4
National Average	68.8
Percentile Rank	52

General practitioner care

Question 12a			
How thoroughly did the doctor ask about your symptoms?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	2	1.04%	
Poor (20)	3	1.56%	
Fair (40)	37	19.27%	
Good (60)	68	35.42%	
Very good (80)	52	27.08%	
Excellent (100)	30	15.63%	
Does not apply to me/did not answer	7		
Total	199		

Mean scores for Q12a	
Your patients	66.6
National Average	81.4
Percentile Rank	0

Question 12b			
How well did the doctor listen to what you have to say?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	2	1.05%	
Poor (20)	4	2.09%	
Fair (40)	40	20.94%	
Good (60)	70	36.65%	
Very good (80)	39	20.42%	
Excellent (100)	36	18.85%	
Does not apply to me/did not answer	8		
Total	199		

Mean scores for Q12b	
Your patients	66.0
National Average	83.5
Percentile Rank	0

Question 12c			
How well did the doctor put you at ease during your physical examination?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	1	0.54%	
Poor (20)	2	1.08%	
Fair (40)	32	17.20%	
Good (60)	73	39.25%	
Very good (80)	43	23.12%	
Excellent (100)	35	18.82%	
Does not apply to me/did not answer	13		
Total	199		

Mean scores for Q12c	
Your patients	68.0
National Average	83.6
Percentile Rank	0

Question 12d			
How much did the doctor involve you in decisions about your care?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	3	1.62%	
Poor (20)	6	3.24%	
Fair (40)	26	14.05%	
Good (60)	77	41.62%	
Very good (80)	37	20.00%	
Excellent (100)	36	19.46%	
Does not apply to me/did not answer	14		
Total	199		

Mean scores for Q12d	
Your patients	66.7
National Average	81.4
Percentile Rank	1

General practitioner care (continued)

Question 12e			
How well did the doctor explain your problems or treatment you need?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	2	1.05%	
Poor (20)	1	0.53%	
Fair (40)	42	22.11%	
Good (60)	62	32.63%	
Very good (80)	41	21.58%	
Excellent (100)	42	22.11%	
Does not apply to me/did not answer	9		
Total	199		

Mean scores for Q12e	
Your patients	67.9
National Average	83.1
Percentile Rank	1

Question 12f			
How much time did your doctor spend with you?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	2	1.06%	
Poor (20)	2	1.06%	
Fair (40)	44	23.28%	
Good (60)	64	33.86%	
Very good (80)	46	24.34%	
Excellent (100)	31	16.40%	
Does not apply to me/did not answer	10		
Total	199		

Mean scores for Q12f	
Your patients	65.7
National Average	80.0
Percentile Rank	1

Question 12g			
How was the doctor's patience with your questions and worries?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	1	0.53%	
Poor (20)	5	2.65%	
Fair (40)	36	19.05%	
Good (60)	66	34.92%	
Very good (80)	42	22.22%	
Excellent (100)	39	20.63%	
Does not apply to me/did not answer	10		
Total	199		

Mean scores for Q12g	
Your patients	67.5
National Average	83.5
Percentile Rank	0

Question 12h			
How did you feel about the doctor's caring & concern?			
Answer (score in brackets)	Count	Perc %	
Very poor (0)	2	1.06%	
Poor (20)	6	3.19%	
Fair (40)	34	18.09%	
Good (60)	69	36.70%	
Very good (80)	38	20.21%	
Excellent (100)	39	20.74%	
Does not apply to me/did not answer	11		
Total	199		

Mean scores for Q12h	
Your patients	66.8
National Average	83.7
Percentile Rank	0

Enablement

Question 13a			
After seeing the doctor today, were you able to understand your problem or illness?			
Answer (score in brackets)		Count	Perc %
Much more than before the visit (100)		43	32.82%
A little more than before the visit (50)		64	48.85%
The same or less than before (0)		24	18.32%
Does not apply to me/did not answer		68	
Total		199	

Mean scores for Q13a	
Your patients	57.3
National Average	69.1
Percentile Rank	5

Question 13b			
After seeing the doctor today, did you feel able to cope with your problem or illness?			
Answer (score in brackets)		Count	Perc %
Much more than before the visit (100)		35	25.93%
A little more than before the visit (50)		67	49.63%
The same or less than before (0)		33	24.44%
Does not apply to me/did not answer		64	
Total		199	

Mean scores for Q13b	
Your patients	50.7
National Average	65.5
Percentile Rank	2

Question 13c			
After seeing the doctor today, did you feel able to keep yourself healthy?			
Answer (score in brackets)		Count	Perc %
Much more than before the visit (100)		32	27.83%
A little more than before the visit (50)		61	53.04%
The same or less than before (0)		22	19.13%
Does not apply to me/did not answer		84	
Total		199	

Mean scores for Q13c	
Your patients	54.3
National Average	61.7
Percentile Rank	15