

**Patient survey from Millbank Medical Centre 2014,
using the General Practice Assessment Questionnaire (GPAQ)**

Standard report and analysis for GPAQ Consultation Version 2.0a

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Date: 31 March 2014

How the survey was carried out

Patients who came to the surgery in February were asked by a Receptionist to fill out the survey in paper form. As some of the questions ask about the GP consultation that has just taken place it was felt that this was the best way of doing it.

Summary of results

GPAQ evaluation questions

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgment 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. You will be able to see the areas where your practice scores well and where improvement may be needed, both comparing aspects of care in your own practice and comparing yourself with others.

The figures in the right hand column contain current national GPAQ benchmarks for that question. Once again, these figures are expressed as percentages of the maximum possible score in this table. These are regularly updated on the GPAQ website. Details of how many patients completed each of the individual responses for each of these questions for your practice are given in full in appendix 3.

| | Mean Score | GPAQ benchmark |
|----------------------------------------------------------|------------|----------------|
| Q2. Satisfaction with receptionists | 78 | 77 |
| Q3a. Satisfaction with opening hours | 56 | 67 |
| Q4b. Satisfaction with availability of particular doctor | 61 | 60 |
| Q5b. Satisfaction with availability of any doctor | 56 | 69 |
| Q7b. Satisfaction with waiting times at practice | 61 | 57 |
| Q8a. Satisfaction with phoning through to practice | 64 | 59 |

| | | |
|--------------------------------------------------------------|----|----|
| Q8b. Satisfaction with phoning through to doctor for advice | 64 | 61 |
| Q9b. Satisfaction with continuity of care | 83 | 69 |
| Q10a. Satisfaction with doctor's questioning | 84 | 81 |
| Q10b. Satisfaction with how well doctor listens | 82 | 84 |
| Q10c. Satisfaction with how well doctor puts patient at ease | 81 | 84 |
| Q10d. Satisfaction with how much doctor involves patient | 85 | 81 |
| Q10e. Satisfaction with doctor's explanations | 80 | 83 |
| Q10f. Satisfaction with time doctor spends | 84 | 80 |
| Q10g. Satisfaction with doctor's patience | 87 | 84 |
| Q10h. Satisfaction with doctor's caring and concern | 66 | 84 |
| Q11a. Ability to understand problem after visiting doctor | 64 | 69 |
| Q11b. Ability to cope with problem after visiting doctor | 61 | 66 |
| Q11c. Ability to keep healthy after visiting doctor | 78 | 62 |

Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks

These benchmark figures are based on data from 232,908 respondents to both the postal and post-consultation versions of GPAQ (combined) collected during the 2010/11 contract year. Separate benchmarks for the two different versions of GPAQ will be posted in due course if on-going analyses show that mode of administration produces significantly different GPAQ scores after controlling for social and demographic factors known to influence patient evaluations.

Please check our website <http://www.gpaq.info/benchmarks.htm> for further information.

GPAQ report questions

Some GPAQ questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

| Q3b. Additional hours requested | Number of responses |
|---------------------------------|---------------------|
| Mornings | 3 |
| Lunchtime | 0 |
| Evenings | 19 |
| Weekends | 36 |
| None | 17 |

| Q4a. Availability of particular doctor | Number of responses |
|----------------------------------------|---------------------|
| Same day | 15 |
| Next working day | 4 |
| Within 2 working days | 3 |
| Within 3 working days | 2 |
| Within 4 working days | 1 |
| 5 or more working days | 29 |
| Does not apply | 7 |

| Q5a. Availability of any doctor | Number of responses |
|---------------------------------|---------------------|
| Same day | 19 |
| Next working day | 13 |
| Within 2 working days | 9 |
| Within 3 working days | 4 |
| Within 4 working days | 2 |
| 5 or more working days | 8 |
| Does not apply | 7 |

| Q6. Same day urgent availability of doctor | Number of responses |
|--------------------------------------------|---------------------|
| Yes | 41 |
| No | 12 |
| Don't know/never needed to | 7 |

| Q7a. Waiting time at practice | Number of responses |
|-------------------------------|---------------------|
| 5 minutes or less | 11 |
| 6-10 minutes | 24 |
| 11-20 minutes | 16 |
| 21-30 minutes | 10 |
| More than 30 minutes | 1 |

| Q9a. Continuity for seeing same doctor | Number of responses |
|----------------------------------------|---------------------|
| | |

| | |
|-------------------|----|
| Always | 6 |
| Almost always | 14 |
| A lot of the time | 5 |
| Some of the time | 21 |
| Almost never | 2 |
| Never | 2 |

Demographics

The following tables display the demographic data collected in GPAQ.

| Q12. Sex | Number of responses |
|----------|---------------------|
| Male | 17 |
| Female | 45 |

| Q13. Age | Number of responses |
|------------------------|---------------------|
| Up to 44 years old | 33 |
| 45 years old and above | 27 |
| <i>Mean</i> | 41 |

| Q14. Long standing illness, disability or infirmity | Number of responses |
|-----------------------------------------------------|---------------------|
| Yes | 23 |
| No | 37 |

| Q15. Ethnic group | Number of responses |
|------------------------|---------------------|
| White | 31 |
| Black or Black British | 6 |
| Asian or Asian British | 12 |
| Mixed | 1 |
| Chinese | 0 |
| Other ethnic group | 12 |

| Q16. Accommodation status | Number of responses |
|------------------------------|---------------------|
| Owner-occupied/ mortgaged | 13 |
| Rented or other arrangements | 42 |

| Q17. Employment status | Number of responses |
|------------------------------------------|---------------------|
| Employed (full/part time, self-employed) | 23 |
| Unemployed | 7 |
| School or full time education | 6 |
| Long term sickness | 12 |
| Looking after home/family | 6 |
| Retired | 5 |
| Other | 1 |

For all other frequency distribution tables that have not been included in the report so far, please refer to appendix 3.

Appendix 1

Notes about 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 currently available questionnaire, the Primary Care Assessment Survey (PCAS)^{i, ii, iii, iv}, 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^{v vi vii viii ix}.

For the new GP contract, we were asked to modify our original GPAS questionnaire, and have produced GPAQ. The main differences are 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.

GPAQ focuses mainly on questions about access, inter-personal aspects of care, and continuity of care. The version designed to be completed after the consultation asks about are given by an individual doctor. These scores will be able to be used by GPs for their appraisals and revalidation folders. The postal version of GPAQ does not allow scores to be calculated for individual doctors. However, it does include questions about the practice nurses.

GPAQ is described in more detail in the manual which can be downloaded from the GPAQ website, www.gpaq.info.

Appendix 2

Guidance on how to use the results of the questionnaire to improve care in your practice – taking action on GPAQ scores

There is little purpose in doing a survey unless you are prepared to act on the results. In this section, we discuss 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.

We are aware that most practices have little experience of how to use questionnaires to help them improve care. So, the National Primary Care Research and Development Centre, with the University of Exeter and CFEP have written a practical handbook on this subject. This handbook is freely available to download from NPCRDC's website (<http://www.npcrdc.man.ac.uk/PublicationDetail.cfm?ID=111>).

Appendix 3

Frequency distribution tables not included in the main body of the report

| Q1. Number of visits to doctor in last 12 months | Number of responses |
|--------------------------------------------------|---------------------|
| None | 2 |
| Once or twice | 16 |
| Three or four times | 18 |
| Five or six times | 8 |
| Seven times or more | 18 |

| Q2. Satisfaction with receptionists | Number of responses |
|-------------------------------------|---------------------|
| Very poor | 0 |
| Poor | 0 |
| Fair | 3 |
| Good | 20 |
| Very good | 21 |
| Excellent | 20 |

| Q3a. Satisfaction with opening hours | Number of responses |
|--------------------------------------|---------------------|
| Very poor | 0 |
| Poor | 3 |
| Fair | 12 |
| Good | 21 |
| Very good | 19 |
| Excellent | 8 |

| Q4b. Satisfaction with availability of particular doctor | Number of responses |
|----------------------------------------------------------|---------------------|
| Very poor | 3 |
| Poor | 7 |
| Fair | 20 |
| Good | 7 |
| Very good | 5 |
| Excellent | 14 |
| Does not apply | 7 |

| Q5b. Satisfaction with availability of any doctor | Number of responses |
|---------------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 5 |
| Fair | 13 |
| Good | 17 |
| Very good | 9 |
| Excellent | 10 |
| Does not apply | 4 |

| Q7b. Satisfaction with waiting times at practice | Number of responses |
|--------------------------------------------------|---------------------|
| Very poor | 2 |
| Poor | 5 |
| Fair | 18 |
| Good | 12 |
| Very good | 17 |
| Excellent | 3 |

| Q8a. Satisfaction with phoning through to practice | Number of responses |
|----------------------------------------------------|---------------------|
| Very poor | 3 |
| Poor | 4 |
| Fair | 12 |
| Good | 21 |
| Very good | 13 |
| Excellent | 9 |
| Don't know/ never tried | 1 |

| Q8b. Satisfaction with phoning through to doctor for advice | Number of responses |
|-------------------------------------------------------------|---------------------|
| Very poor | 0 |
| Poor | 6 |
| Fair | 5 |
| Good | 16 |
| Very good | 10 |
| Excellent | 8 |
| Don't know/ never tried | 17 |

| Q9b. Satisfaction with continuity of care | Number of responses |
|-------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 5 |
| Fair | 9 |
| Good | 14 |
| Very good | 7 |
| Excellent | 12 |

| Q10a. Satisfaction with doctor's questioning | Number of responses |
|----------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 3 |
| Good | 8 |
| Very good | 14 |
| Excellent | 31 |
| Does not apply | 4 |

| Q10b. Satisfaction with how well doctor listens | Number of responses |
|-------------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 2 |
| Good | 8 |
| Very good | 20 |
| Excellent | 29 |
| Does not apply | 1 |

| Q10c. Satisfaction with how well doctor puts patient at ease | Number of responses |
|--------------------------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 2 |
| Good | 9 |
| Very good | 16 |
| Excellent | 22 |
| Does not apply | 11 |

| Q10d. Satisfaction with how much doctor involves patient | Number of responses |
|----------------------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 1 |
| Fair | 3 |
| Good | 8 |
| Very good | 17 |
| Excellent | 25 |
| Does not apply | 5 |

| Q10e. Satisfaction with doctor's explanations | Number of responses |
|-----------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 3 |
| Good | 8 |
| Very good | 14 |
| Excellent | 31 |
| Does not apply | 4 |

| Q10f. Satisfaction with time doctor spends | Number of responses |
|--------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 2 |
| Fair | 0 |
| Good | 16 |
| Very good | 14 |
| Excellent | 26 |
| Does not apply | 0 |

| Q10g. Satisfaction with doctor's patience | Number of responses |
|-------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 1 |
| Good | 12 |
| Very good | 13 |
| Excellent | 31 |
| Does not apply | 1 |

| Q10h. Satisfaction with doctor's caring and concern | Number of responses |
|-----------------------------------------------------|---------------------|
| Very poor | 1 |
| Poor | 0 |
| Fair | 1 |
| Good | 8 |
| Very good | 14 |
| Excellent | 34 |
| Does not apply | 0 |

| Q11a. Ability to understand problem after visiting doctor | Number of responses |
|-----------------------------------------------------------|---------------------|
| Much more than before the visit | 23 |
| A little more than before the visit | 24 |
| The same or less than before the visit | 6 |
| Does not apply | 7 |

| Q11b. Ability to cope with problem after visiting doctor | Number of responses |
|----------------------------------------------------------|---------------------|
| Much more than before the visit | 22 |
| A little more than before the visit | 19 |
| The same or less than before the visit | 8 |
| Does not apply | 9 |

| Q1 1c. Ability to keep healthy after visiting doctor | Number of responses |
|------------------------------------------------------|---------------------|
| Much more than before the visit | 19 |
| A little more than before the visit | 17 |
| The same or less than before the visit | 9 |
| Does not apply | 13 |

References

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