**GPAQ 2013 SUMMARY FOR ARBURY ROAD SURGERY**

**INTRODUCTION**

Arbury Road Surgery used the General Practice Assessment Questionnaire (GPAQ) to collect the views of patients attending the surgery during December 2013. This report summarises the results from the survey and gives comparisons with results from previous years where available.

**RESPONSE**

There were 350 questionnaires collected by the practice.

**DEMOGRAPHICS**

|  |  |
| --- | --- |
| **Male** | **Female** |
| 137 | 205 |
| 40% | 60% |

|  |  |
| --- | --- |
| **Up to 44 Yrs** | **45 Yrs and above** |
| 165 | 165 |
| 50% | 50% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Employed** | **Unemployed** | **Education** | **Long-term Illness** | **Looking after home/family** | **Retired** | **Other** |
| 184 | 18 | 17 | 31 | 20 | 67 | 5 |
| 54% | 5% | 5% | 9% | 6% | 20% | 1% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **White** | **Black/Black British** | **Asian/Asian British** | **Mixed** | **Chinese** | **Other Ethnic Group** |
| 292 | 4 | 26 | 6 | 3 | 8 |
| 86% | 1% | 8% | 2% | 1% | 2% |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **None** | **Once or twice** | **Three or four times** | **Five or six times** | **Seven times or more** |
| 13 | 67 | 107 | 81 | 81 |
| 4% | 19% | 31% | 23% | 23% |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** |
| 1 | 4 | 25 | 79 | 146 | 95 |
| 0% | 1% | 7% | 23% | 42% | 27% |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** |
| 0 | 5 | 31 | 117 | 139 | 50 |
| 0% | 1% | 9% | 34% | 41% | 15% |

b) **What additional hours would you like the practice to be open?** Note: Patients can choose more than one option

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Early morning** | **Lunch times** | **More evenings** | **Weekends** | **None, I am satisfied** |
| 18 | 9 | 76 | 111 | 128 |
| 5% | 3% | 22% | 33% | 37% |

1. **a) How do you rate the ability to get through to the practice on the phone?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Don’t know/never tried** |
| 16 | 52 | 89 | 92 | 59 | 29 | 13 |
| 5% | 15% | 25% | 26% | 17% | 8% | 4% |

**b) How do you rate your ability to speak to a doctor on the phone when you need medical advice?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Don’t know/never tried** |
| 5 | 18 | 45 | 61 | 54 | 25 | 121 |
| 1% | 5% | 14% | 19% | 16% | 8% | 37% |

1. **a) When you want to be seen by a doctor, how quickly do you usually get seen?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Same day** | **Next working day** | **Within 2 working days** | **Within 3 working days** | **Within 4 working days** | **5 or more working days** | **Does not apply** |
| 58 | 30 | 55 | 48 | 45 | 96 | 14 |
| 17% | 8% | 16% | 14% | 13% | 28% | 4% |

 **b) How do you rate this?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 8 | 48 | 91 | 94 | 45 | 45 | 12 |
| 2% | 14% | 27% | 28% | 13% | 13% | 3% |

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

|  |  |  |
| --- | --- | --- |
| **Yes** | **No** | **Don’t know/never needed to** |
| 221 | 41 | 80 |
| 65% | 12% | 23% |

1. **a) In general, how often do you see your usual doctor?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Always** | **Almost always** | **A lot of the time** | **Some of the time** | **Almost never** | **Never** |
| 49 | 101 | 55 | 102 | 24 | 10 |
| 14% | 30% | 16% | 30% | 7% | 3% |

 **b) How do you rate this?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** |
| 5 | 20 | 80 | 97 | 65 | 60 |
| 2% | 6% | 24% | 30% | 20% | 18% |

1. **Thinking about your consultation with the doctor today, how do you rate the following:**
2. **How thoroughly the doctor asked about your symptoms and how you are feeling?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 2 | 19 | 82 | 96 | 140 | 9 |
| 0% | 0% | 5% | 24% | 28% | 40% | 3% |

1. **How well the doctor listened to what you had to say?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 2 | 18 | 69 | 98 | 154 | 7 |
| 0% | 0% | 5% | 20% | 28% | 44% | 2% |

1. **How well the doctor put you at ease during your physical examination?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 2 | 13 | 65 | 79 | 133 | 56 |
| 0% | 0% | 4% | 19% | 23% | 38% | 16% |

1. **How much the doctor involved you in decisions about your care?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 2 | 3 | 18 | 72 | 94 | 128 | 30 |
| 0% | 1% | 5% | 21% | 27% | 37% | 9% |

1. **How well the doctor explained your problems or any treatment that you may need?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 1 | 2 | 19 | 68 | 104 | 136 | 18 |
| 0% | 1% | 5% | 20% | 30% | 39% | 5% |

1. **The amount of time your doctor spent with you today?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 3 | 32 | 77 | 97 | 125 | 8 |
| 0% | 1% | 9% | 23% | 28% | 37% | 2% |

1. **The doctor’s patience with your questions or worries?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 1 | 19 | 71 | 88 | 154 | 13 |
| 0% | 0% | 5% | 21% | 25% | 45% | 4% |

1. **The doctor’s caring and concern for you?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** | **Excellent** | **Does not apply** |
| 0 | 4 | 15 | 72 | 88 | 158 | 10 |
| 0% | 1% | 4% | 21% | 25% | 46% | 3% |

1. **After seeing the doctor today do you feel…**
2. **Able to understand and cope with your problem(s) or illness?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Much more than before the visit** | **A little more than before the visit** | **The same or less than before the visit** | **Does not apply** |
| 145 | 92 | 61 | 40 |
| 43% | 27% | 18% | 12% |

1. **Able to cope with your problem(s) or illness?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Much more than before the visit** | **A little more than before the visit** | **The same or less than before the visit** | **Does not apply** |
| 129 | 95 | 62 | 50 |
| 38% | 28% | 19% | 15% |