Patient Survey Results
Analysis Detail

Newtown Health Centre

Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way you score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	200	80.3%
Good (75)	29	11.6%
Satisfactory (50)	17	6.8%
Poor (25)	0	0.0%
Very poor (0)	3	1.2%
Does not apply	0	
Did not answer	1	
Total	250	

Good	Not Good
92.0%	8.0%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	204	82.9%
Good (75)	33	13.4%
Satisfactory (50)	8	3.3%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	0	
Did not answer	4	
Total	250	

Good	Not Good
96.3%	3.7%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	204	82.3%
Good (75)	32	12.9%
Satisfactory (50)	9	3.6%
Poor (25)	1	0.4%
Very poor (0)	2	0.8%
Does not apply	0	
Did not answer	2	
Total	250	

Mean scores for Q3	
Your patients	93.9
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	95.2%	4.8%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	192	77.4%
Good (75)	39	15.7%
Satisfactory (50)	13	5.2%
Poor (25)	2	0.8%
Very poor (0)	2	0.8%
Does not apply	0	
Did not answer	2	
Total	250	

Mean scores for Q4	
Your patients	92.0
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	93.1%	6.9%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	192	77.7%
Good (75)	38	15.4%
Satisfactory (50)	13	5.3%
Poor (25)	3	1.2%
Very poor (0)	1	0.4%
Does not apply	1	
Did not answer	2	
Total	250	

Good	Not Good
93.1%	6.9%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	192	79.0%
Good (75)	35	14.4%
Satisfactory (50)	14	5.8%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	5	
Did not answer	2	
Total	250	

Good	Not Good
93.4%	6.6%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	179	73.7%
Good (75)	45	18.5%
Satisfactory (50)	15	6.2%
Poor (25)	3	1.2%
Very poor (0)	1	0.4%
Does not apply	2	
Did not answer	5	
Total	250	

Mean scores for Q7	
Your patients	90.9
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	92.2%	7.8%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	183	75.6%
Good (75)	47	19.4%
Satisfactory (50)	11	4.5%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	5	
Did not answer	3	
Total	250	

Good	Not Good
95.0%	5.0%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	213	88.8%
Yes, to some extent (50)	26	10.8%
No, not at all (0)	1	0.4%
Don't know / can't say	2	
Did not answer	8	
Total	250	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.6%	0.4%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	222	93.7%
Yes, to some extent (50)	14	5.9%
No, not at all (0)	1	0.4%
Don't know / can't say	6	
Did not answer	7	
Total	250	

Yes	No
99.6%	0.4%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	236	99.2%
No (0)	2	0.8%
Did not answer	12	
Total	250	

Yes	No
99.2%	0.8%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	198	81.1%
Fairly helpful (66)	43	17.6%
Not very helpful (33)	3	1.2%
Not at all helpful (0)	0	0.0%
Don't know	2	
Did not answer	4	
Total	250	

Mean scores for Q12	
Your patients	93.2
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	98.8%	1.2%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	123	52.3%
Fairly easy (66)	74	31.5%
Not very easy (33)	28	11.9%
Not at all easy (0)	10	4.3%
Don't know	3	
Haven't tried	6	
Did not answer	6	
Total	250	

Mean scores for Q13	
Your patients	77.1
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	83.8%	16.2%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	109	55.1%
Fairly easy (66)	56	28.3%
Not very easy (33)	23	11.6%
Not at all easy (0)	10	5.1%
Don't know	5	
Haven't tried	40	
Did not answer	7	
Total	250	

Mean scores for Q14	
Your patients	77.6
GPAQ Mean	69.9

Easy	Not Easy
83.3%	16.7%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	190	88.0%
No	26	12.0%
Don't know / never needed to	26	
Did not answer	8	
Total	250	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	229	95.8%
Not important	10	4.2%
Did not answer	11	
Total	250	

Q17.

How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	110	47.6%
Fairly easy (66)	90	39.0%
Not very easy (33)	24	10.4%
Not at all easy (0)	7	3.0%
Don't know	2	
Haven't tried	8	
Did not answer	9	
Total	250	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	86.6%	13.4%

Q18.

How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	79	28.1%
By phone	201	71.5%
Online	0	0.0%
Doesn't apply	1	0.4%
Did not answer	8	
Total	289	

Q19.

Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	72	24.3%
By phone	204	68.9%
Online	18	6.1%
Doesn't apply	2	0.7%
Did not answer	7	
Total	303	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	164	67.5%
2-4 days	60	24.7%
5 days or more	9	3.7%
I don't usually need to be seen quickly	5	2.1%
Don't know, never tried	5	2.1%
Did not answer	7	
Total	250	

Q21.

How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	115	47.3%
Very good (80)	62	25.5%
Good (60)	41	16.9%
Satisfactory (40)	17	7.0%
Poor (20)	6	2.5%
Very poor (0)	2	0.8%
Does not apply	0	
Did not answer	7	
Total	250	

Mean scores for Q21	
Your patients	81.2
GPAQ Mean	70.7

Good	Not Good
89.7%	10.3%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	200	83.0%
2-4 days	31	12.9%
5 days or more	2	0.8%
I don't usually need to be seen quickly	2	0.8%
Don't know, never tried	6	2.5%
Did not answer	9	
Total	250	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	115	48.5%
Very good (80)	67	28.3%
Good (60)	32	13.5%
Satisfactory (40)	17	7.2%
Poor (20)	6	2.5%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	9	
Total	250	

Good	Not Good
90.3%	9.7%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	64	26.7%
5 – 10 minutes	96	40.0%
11 – 20 minutes	46	19.2%
21 – 30 minutes	18	7.5%
More than 30 minutes	11	4.6%
There was no set time for my consultation	5	2.1%
Did not answer	10	
Total	250	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	88	37.4%
Very good (80)	65	27.7%
Good (60)	43	18.3%
Satisfactory (40)	30	12.8%
Poor (20)	8	3.4%
Very poor (0)	1	0.4%
Does not apply	3	
Did not answer	12	
Total	250	

Mean scores for Q25	
Your patients	76.3
GPAQ Mean	67.8

Good	Not Good
83.4%	16.6%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	206	93.2%
No	15	6.8%
Don't know	11	
Did not answer	18	
Total	250	

Yes	No
93.2%	6.8%

Q27. Opening

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	42	24.4%
At lunchtime	30	17.4%
After 6.30pm	21	12.2%
On a Saturday	35	20.3%
On a Sunday	13	7.6%
None of these	31	18.0%
Did not answer	119	
Total	291	

Q28. Choice

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

Answer	Count	Percentage
Yes	166	75.5%
No	54	24.5%
There is usually only one doctor in my surgery	3	
Did not answer	27	
Total	250	

Yes	No
75.5%	24.5%

Q29.

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	87	46.8%
A lot of the time (66)	48	25.8%
Some of the time (33)	45	24.2%
Never or almost never (0)	6	3.2%
Not tried at this GP practice	5	
Did not answer	59	
Total	250	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	72.6%	27.4%

Q30. How good was the Nurse you last saw at:

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	146	71.6%
Good (75)	40	19.6%
Satisfactory (50)	14	6.9%
Poor (25)	4	2.0%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	39	
Total	250	

Good	Not Good
91.2%	8.8%

Q31.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	133	65.8%
Good (75)	50	24.8%
Fair (50)	16	7.9%
Poor (25)	3	1.5%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	41	
Total	250	

Mean scores for Q31	
Your patients	88.7
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	90.6%	9.4%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	137	67.5%
Good (75)	47	23.2%
Fair (50)	16	7.9%
Poor (25)	3	1.5%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	40	
Total	250	

Mean scores for Q32	
Your patients	89.2
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	90.6%	9.4%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	137	67.8%
Good (75)	47	23.3%
Fair (50)	17	8.4%
Poor (25)	1	0.5%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	39	
Total	250	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	91.1%	8.9%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	126	63.6%
Good (75)	50	25.3%
Fair (50)	21	10.6%
Poor (25)	1	0.5%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	42	
Total	250	

Mean scores for Q34	
Your patients	88.0
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	88.9%	11.1%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	138	70.1%
Good (75)	44	22.3%
Fair (50)	14	7.1%
Poor (25)	1	0.5%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	41	
Total	250	

Good	Not Good
92.4%	7.6%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	192	98.5%
No (0)	3	1.5%
Did not answer	55	
Total	250	

Yes	No
98.5%	1.5%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	206	86.9%
Unsure (50)	27	11.4%
Not very well (0)	4	1.7%
Does not apply	4	
Did not answer	9	
Total	250	

Mean scores for Q37	
Your patients	92.6
GPAQ Mean	92.8

Q38.

Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	196	85.2%
Unsure (50)	26	11.3%
Not very well (0)	8	3.5%
Does not apply	8	
Did not answer	12	
Total	250	

Mean scores for Q38	
Your patients	90.9
GPAQ Mean	91.7

Q39.

Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	194	83.6%
Unsure (50)	33	14.2%
Not very well (0)	5	2.2%
Does not apply	6	
Did not answer	12	
Total	250	

Mean scores for Q39	
Your patients	90.7
GPAQ Mean	88.7

Q40. Satisfaction

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	130	54.2%
Very good (80)	76	31.7%
Good (60)	20	8.3%
Fair (40)	12	5.0%
Poor (20)	2	0.8%
Very poor (0)	0	0.0%
Did not answer	10	
Total	250	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	94.2%	5.8%

Q41.

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	187	80.3%
Yes, probably (66)	37	15.9%
No, probably not (33)	7	3.0%
No, definitely not (0)	2	0.9%
Don't know	4	
Did not answer	13	
Total	250	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	96.1%	3.9%

Q42. Demographics

Are you male/female?

Answer	Count	Percentage
Male	83	34.6%
Female	157	65.4%
Did not answer	10	
Total	250	

Q43.

How old are you?

Answer	Count	Percentage
Under 16	3	1.2%
16 to 44	131	54.1%
45 to 64	77	31.8%
65 to 74	18	7.4%
75 and over	13	5.4%
Did not answer	8	
Total	250	

Q44.

Do you have a long-standing health condition?

Answer	Count	Percentage
Yes	113	51.6%
No	106	48.4%
Don't know / never needed to	21	
Did not answer	10	
Total	250	

Q45.

What is your ethnic group?

Answer	Count	Percentage
White	59	24.8%
Black or Black British	82	34.5%
Asian or Asian British	61	25.6%
Mixed	16	6.7%
Chinese	1	0.4%
Other ethnic group	19	8.0%
Did not answer	12	
Total	250	

Q46.

Which of the following best describes you?

Answer	Count	Percentage
Employed (full or part time, including self-employed)	109	45.6%
Unemployed / looking for work	27	11.3%
At school or in full time education	8	3.3%
Unable to work due to long term sickness	24	10.0%
Looking after your home/family	29	12.1%
Retired from paid work	31	13.0%
Other	11	4.6%
Did not answer	11	
Total	250	

Comments

I have in the past had considerably long time to wait for an appointment to see a GP. However, there has been recent improvements with this. I have also had experience of unco-ordinated care which is not always client centred or holistic. I believe that there are factors which are integral to good healthcare outcomes. I have had a very positive experience from the nurse practitioners who have good clinical knowledge and skills and are empathetic and considerate to my healthcare needs.

As a patient I have been with this practice for over 20 years. Nothing is too much for the GPs to do to help you and the staff always cheerful and make you so welcome. You are put at ease as soon as you arrive to see your GP. They always make it very clear be on time for your appointment and you are seen at the time the GP has stated. The service her is faultless and I feel so lucky that this is the practice looking after myself and my health. Thank you.

The place is usually clean and tidy. Also a security officer that ensures that everyone is well behaved.

Excellent.

I find them very caring and helpful.

The main issue for me is mainly trying to book an appointment with the doctor I would like to see, which most of the time is difficult.

Too many questions to answer!

The doctor spoke to me. I understand what she say to me. She was very lovely explaining to me what was wrong with me.

Thank you to all the staff and to Mr Matthew chemist for all your help over the years, I am very grateful and god bless the whole entire community.

Too many questions.

I have used the GP for 10 years and I'm very happy with the staff.

I would suggest a new sanitary area for patients as the actual looks very old fashioned. Also the main entrance outside needs some pleasant images. In general, staff are very approachable and understanding. I really appreciate Mrs Moira, she's very good. She always empathises when I felt low. Merry Christmas to all staff!

I really don't understand going to see a doctor about an abscess for her to tell me she won't give me antibiotics but I can see a next doctor who can give me - a complete waste of time.

Dr Misra is brilliant.

Excellent doctor - I have been registered for 30 years.

Excellent service - I am satisfied by diabetic clinic - staff are friendly and helpful.

This surgery is the best ever.

I find it very reassuring.

Dr Misra in my opinion is equalled by none and bettered by few.

This practice is very easily accessible. When I developed a serious illness I had to change my GP as previous GP practice was not easily accessible. I could not get an appointment easily.

Everyone from doctors, nurses, receptionists and security do a fantastic job. Thank you.

My GP's name is Begum. She is wonderful person, very helpful, polite, may god give her long life. Thanks.

I have been linked to this surgery for the past 16+ years and I am completely happy with the staff and service. All willing to help and always a friendly service 10/10.

Dr Marnelli always gives the best advice.

Very good.

Can't complain, never a problem.

I have nothing to say about my GP. He is excellent, always satisfied about his treatment. However some receptionists are very unprofessional sometimes. Therefore just because we do (my kids and I) feel OK with our GP we want to thank you for your services.

Everybody is very, very helpful and polite, nothing is too much trouble. I do prefer to see the same doctor cos you know where you are and respect each other.