



General Practice Assessment Questionnaire

**Patient Survey using the
General Practice Assessment Questionnaire
GPAQ
for**

Dornoch Medical Practice

Dornoch, Sutherland, IV25 3LS

2016 - 2017

Report by

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Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. This version, GPAQ-R2 (piloted as GPAQ V4), was revised (2012) to encompass GP Revalidation, and the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey. GPAQ-R2 now includes the Friends and Family Test (Q41).

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

A Note about Numbers /Subtotals

Total figures include those who did not answer the question about sex or age. Therefore where subtotals are given for the split between males and females, and similarly those under and over 45, these may add up to less than figures in the total column.

Benchmarks

Benchmarks are averages, and as such should be treated with caution and in context.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks (as percentages) are given - as best possible - in a column to the right of your practice results, highlighted in green.

In addition, we have benchmarks from 17,000 questionnaires collected for GPAQ V4. These are given, again as percentages, highlighted in this 'biscuit' colour. For the questions identical to questions in the GPPS national survey, practices may wish to benchmark their results against those from the national survey, for which the numbers collected are much greater.

The table at the end of this report (p22) gives your practice benchmarks together with National Benchmarks from the 17,000 completed questionnaires from piloting GPAQ-R (piloted as GPAQ V4).

Friends and Family Test

Results are given on page 21.

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "**Improving your practice with patient surveys**" which can be downloaded from the GPAQ website:
<http://www.phpc.cam.ac.uk/gpaq/files/2014/07/patientsurveyhandbook.pdf>

How the Survey was carried out

GPAQ-R2 questionnaires were given out to patients after they had seen the GP.

Characteristics of the sample

| | Consultation GPAQ V2 Data 2005/6 | Your Practice Survey 2016 - 2017 | Data from GPAQ V4 collected 2012-2013 |
|-------------------------------------|-------------------------------------|-------------------------------------|--|
| Total: n | 190,038 | 265 | 17,145 |
| No practices | 1,031 | | |
| % female | 64.7 | 64.9 | 59.2 |
| % over 45* | (Mean age: 50.3) | 65.3 | 54.8 |
| % with long term disability | 49.0 | 57.0 | 48.0 |
| Ethnicity | | | |
| % White | 92.2 | 96.6 | 80.3 |
| % Asian/Asian British | 3.7 | 0.0 | 6.6 |
| % Black/Black British | 1.8 | 0.0 | 3.2 |
| % Mixed | 1.1 | 0.4 | 1.7 |
| % Chinese | .03 | 0.0 | 0.6 |
| % Other ethnic group | 0.9 | 0.0 | 2.2 |
| Employment | | | |
| % employed | 48.4 | 39.6 | 44.6 |
| % unemployed | 2.5 | 1.1 | 3.8 |
| % in full time education | 3.4 | 5.7 | 3.8 |
| % unable to work/long term sickness | 7.2 | 5.3 | 6.0 |
| % looking after home / family | 9.6 | 7.2 | 7.0 |
| % retired | 27.5 | 35.8 | 24.3 |
| % other | 1.6 | 2.6 | 2.4 |

* for GPAQ V3, GPAQ V4 and GPAQ-R, information on age was requested in age bands, so mean age data is not available for comparison with the V2 mean

| | | | |
|--|-----|------------------|--------------------------------|
| Most patients don't answer the question as to whether they saw the doctor/nurse today for themselves, their child or for another reason. | | | |
| Of the | 265 | or | 100% who answered the question |
| | 253 | saw the GP/nurse | for themselves |
| | 11 | saw the GP/nurse | for their child |
| | 1 | saw the GP/nurse | for another reason or person. |

Q42 Are you male or female?

| | Number | % |
|---------|--------|-------|
| Male | 86 | 32.5 |
| Female | 172 | 64.9 |
| Missing | 7 | 2.6 |
| Total | 265 | 100.0 |

Q43 How old are you?

| | Number | % |
|------------|--------|-------|
| Under 16 | 8 | 3.0 |
| 16 to 44 | 77 | 29.1 |
| 45 to 64 | 81 | 30.6 |
| 65 to 74 | 56 | 21.1 |
| 75 or over | 36 | 13.6 |
| Missing | 7 | 2.6 |
| Total | 265 | 100.0 |

Qs 42 and 43 Are you male, female? Under or over 45?

| | Male | Female | Under 45 | 45 and over | Total | % Under & over 45 | % Under & over 45 | GPPS Benchmark |
|-----------------------|------|--------|----------|-------------|-------|-------------------|-------------------|----------------|
| Age | | | | | | | | |
| Under 16 | 4 | 4 | | | 8 | | | |
| 16 to 44 | 19 | 58 | 85 | | 77 | 32.9 | 41.7 | } 45% |
| 45 to 64 | 21 | 60 | | | 81 | | | { |
| 65 to 74 | 25 | 31 | | 173 | 56 | 67.1 | 58.3 | 54% { |
| 75 or over | 17 | 19 | | | 36 | | | { |
| Total number | 86 | 172 | 85 | 173 | 258 | 100.0 | 100.0 | 100% |
| % | 33.3 | 66.7 | | | | | | |
| Missing | | | | | 7 | | | |
| Benchmark % | 36.8 | 63.2 | | | | | | |
| GPPS Benchmark | 49% | 51% | | | | | | |

258 of the 265 patients who completed the questionnaire answered both these questions.

Q44 Do you have a long standing health condition?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|------------------------|--------------------|----------------------|---------------------|----------------|
| Yes | 151 | 59.0 | 51.0 | 53% |
| No | 89 | 34.8 | 44.0 | 45% |
| Don't know / can't say | 16 | 6.3 | 5.3 | 2% |
| Total | 256 | 100.0 | 100.0 | 100% |
| Missing | 9 | | | |

256 of the 265 patients who completed the questionnaire answered this question. This question is often used in major national surveys. It is a strong predictor of a high consultation rate.

Q45 What is your ethnic group?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|-----------------|--------------------|----------------------|---------------------|----------------|
| White | 256 | 99.6 | 84.9 | 87% |
| Black or Black | 0 | 0.0 | 3.4 | 2% |
| Asian or Asian | 0 | 0.0 | 7.0 | 5% |
| Mixed | 1 | 0.4 | 1.8 | 0% |
| Chinese | 0 | 0.0 | 0.6 | 1% |
| Other ethnic gr | 0 | 0.0 | 2.3 | 2% |
| Total | 257 | 100.0 | 100.0 | 97% |
| Missing | 8 | | | |

257 of the 265 patients who completed the questionnaire answered this question.

Q46 Which of the following best describes you?

| | Total No responses | % of total responses | GPAQ V4 % benchmark | GPPS Benchmark |
|---|--------------------|----------------------|---------------------|----------------|
| Employed (full or part time, including self-employed) | 105 | 40.7 | 48.5 | 58% |
| Unemployed / looking for work | 3 | 1.2 | 4.2 | 6% |
| At school or in full time education | 15 | 5.8 | 4.1 | 4% |
| Unable to work due to long term sickness | 14 | 5.4 | 6.6 | 5% |
| Looking after your home/family | 19 | 7.4 | 7.6 | 6% |
| Retired from paid work | 95 | 36.8 | 26.4 | 21% |
| Other | 7 | 2.7 | 2.6 | 2% |
| Total | 258 | 100.0 | 100.0 | 102% |
| Missing | 7 | | | |

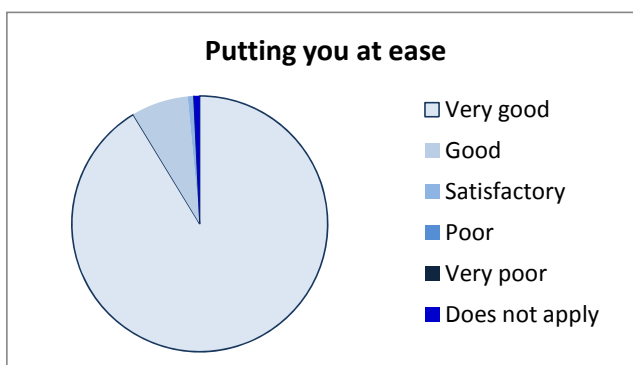
258 of the 265 patients who completed the questionnaire answered this question.

Results

About your Visit to the GP Today: How good was the GP at:

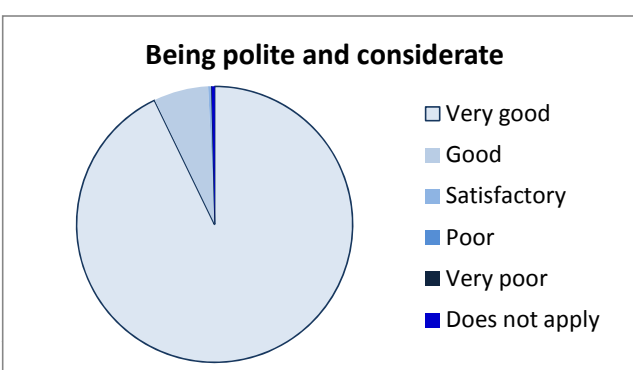
Q1 Putting you at ease?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 241 | 91.3 | 76.8 | N/A |
| Good | 19 | 7.2 | 18.0 | |
| Satisfactory | 2 | 0.8 | 4.4 | |
| Poor | 0 | 0.0 | 0.3 | |
| Very poor | 0 | 0.0 | 0.2 | |
| Does not apply | 2 | 0.8 | 0.3 | |
| Total % | | 100.0 | 100.0 | |
| No answering | 264 | | 16,425 | |



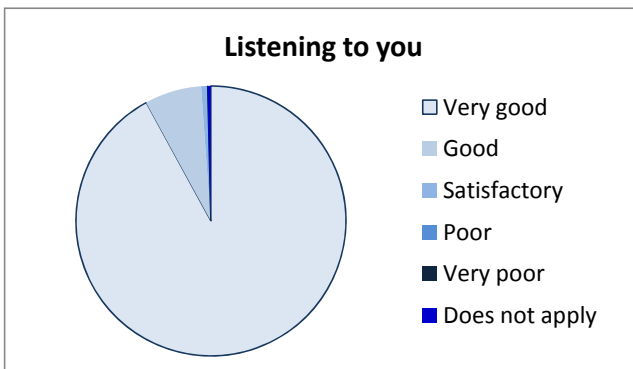
Q2 Being polite and considerate?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 245 | 92.8 | 82.0 | N/A |
| Good | 17 | 6.4 | 14.7 | |
| Satisfactory | 1 | 0.4 | 2.8 | |
| Poor | 0 | 0.0 | 0.2 | |
| Very poor | 0 | 0.0 | 0.1 | |
| Does not apply | 1 | 0.4 | 0.1 | |
| Total % | | 100.0 | 100.0 | |
| No answering | 264 | | 16,402 | |



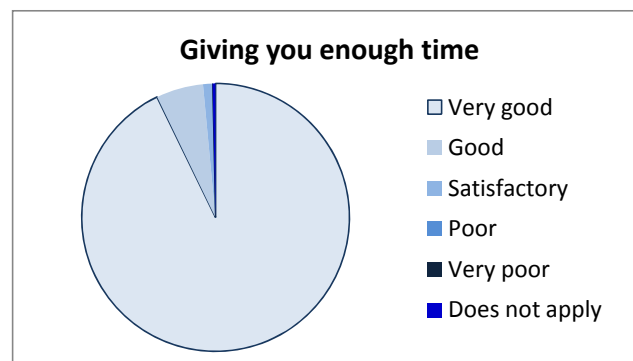
Q3 Listening to you?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 243 | 92.0 | 79.5 | 52% |
| Good | 18 | 6.8 | 16.2 | 36% |
| Satisfactory | 2 | 0.8 | 3.6 | 7% |
| Poor | 0 | 0.0 | 0.4 | 2% |
| Very poor | 0 | 0.0 | 0.1 | 1% |
| Does not apply | 1 | 0.4 | 0.2 | 1% |
| Total % | | 100.0 | 100.0 | 99% |
| No answering | 264 | | 16,419 | |



Q4 Giving you enough time?

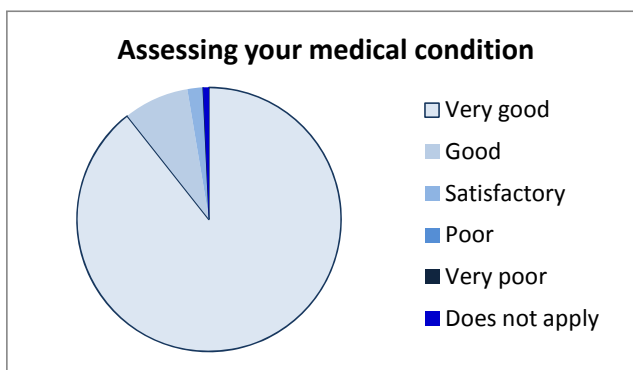
| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 245 | 92.8 | 73.6 | 49% |
| Good | 15 | 5.7 | 19.7 | 37% |
| Satisfactory | 3 | 1.1 | 5.6 | 9% |
| Poor | 0 | 0.0 | 0.7 | 2% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Does not apply | 1 | 0.4 | 0.2 | 2% |
| Total % | | 100.0 | 100.0 | 100% |
| No answering | 264 | | 16,413 | |



About your Visit to the GP Today (continued): How good was the GP at:

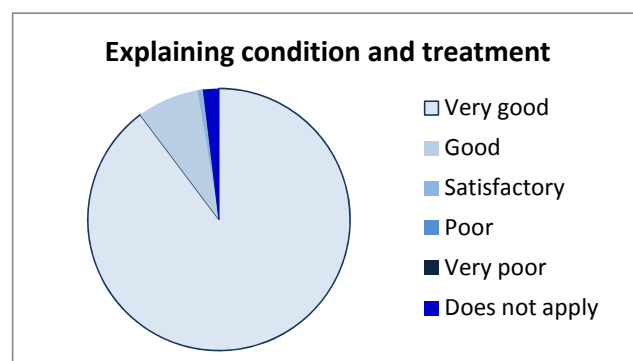
Q5 Assessing your medical condition?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 235 | 89.4 | 72.5 | N/A |
| Good | 21 | 8.0 | 20.1 | |
| Satisfactory | 5 | 1.9 | 5.6 | |
| Poor | 0 | 0.0 | 0.6 | |
| Very poor | 0 | 0.0 | 0.2 | |
| Does not apply | 2 | 0.8 | 1.1 | |
| Total % | | 100.0 | 100.0 | |
| No answering | 263 | | 16,374 | |



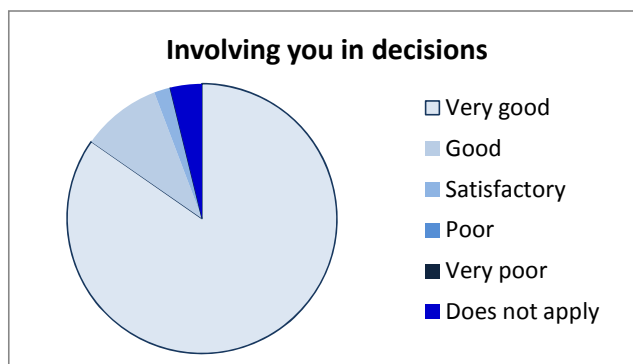
Q6 Explaining your condition and treatment?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 236 | 89.7 | 70.4 | 47% |
| Good | 20 | 7.6 | 21.3 | 36% |
| Satisfactory | 2 | 0.8 | 5.5 | 10% |
| Poor | 0 | 0.0 | 0.5 | 2% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Does not apply | 5 | 1.9 | 2.1 | 5% |
| Total % | | 100.0 | 100.0 | 101% |
| No answering | 263 | | 16,387 | |



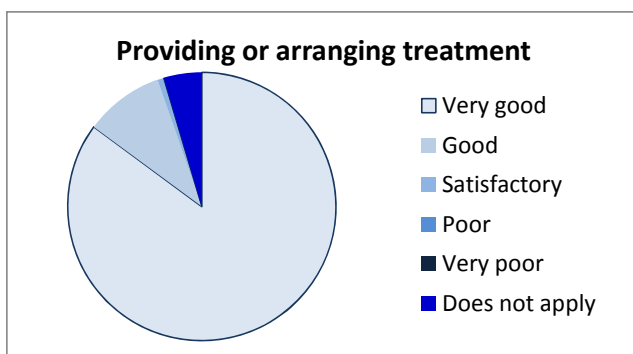
Q7 Involving you in decisions about your care?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 221 | 84.7 | 67.2 | 41% |
| Good | 25 | 9.6 | 21.9 | 35% |
| Satisfactory | 5 | 1.9 | 6.3 | 12% |
| Poor | 0 | 0.0 | 0.5 | 3% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Does not apply | 10 | 3.8 | 4.0 | 8% |
| Total % | | 100.0 | 100.0 | 100% |
| No answering | 261 | | 16,278 | |



Q8 Providing or arranging treatment for you?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|----------------|--------------|------------|---------------------|----------------|
| Very good | 223 | 85.1 | 70.8 | N/A |
| Good | 25 | 9.5 | 18.8 | |
| Satisfactory | 2 | 0.8 | 4.8 | |
| Poor | 0 | 0.0 | 0.4 | |
| Very poor | 0 | 0.0 | 0.2 | |
| Does not apply | 12 | 4.6 | 5.0 | |
| Total % | | 100.0 | 100.0 | |
| No answering | 262 | | 16,169 | |



Qs 1 to 8: Summary of how good the GP was perceived to be at the following for your practice

| | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark |
|----------------------------------|--------------------------------|--------------------------------|---|---|-----------------------------|-----------------------------|-----------------------------------|-----------------------------------|
| Total % | Q1 Putting you at ease? | Q1 Putting you at ease? | Q2 Being polite and considerate? | Q2 Being polite and considerate? | Q3 Listening to you? | Q3 Listening to you? | Q4 Giving you enough time? | Q4 Giving you enough time? |
| Very good | 91.3 | 76.8 | 92.8 | 82.0 | 92.0 | 79.5 | 92.8 | 73.6 |
| Good | 7.2 | 18.0 | 6.4 | 14.7 | 6.8 | 16.2 | 5.7 | 19.7 |
| Satisfactory | 0.8 | 4.4 | 0.4 | 2.8 | 0.8 | 3.6 | 1.1 | 5.6 |
| Poor | 0.0 | 0.3 | 0.0 | 0.2 | 0.0 | 0.4 | 0.0 | 0.7 |
| Very poor | 0.0 | 0.2 | 0.0 | 0.1 | 0.0 | 0.1 | 0.0 | 0.2 |
| Does not apply | 0.8 | 0.3 | 0.4 | 0.1 | 0.4 | 0.2 | 0.4 | 0.2 |
| Total % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Total Number of responses | 264 | 16,425 | 264 | 16,402 | 264 | 16,419 | 264 | 16,413 |

| | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark | Your Patients | GPAQ V4 % benchmark |
|----------------------------------|---|---|--|--|---|---|---|---|
| Total % | Q5 Assessing your medical condition? | Q5 Assessing your medical condition? | Q6 Explaining your condition and treatment? | Q6 Explaining your condition and treatment? | Q7 Involving you in decisions about your care? | Q7 Involving you in decisions about your care? | Q8 Providing or arranging treatment for you? | Q8 Providing or arranging treatment for you? |
| Very good | 89.4 | 72.5 | 89.7 | 70.4 | 84.7 | 67.2 | 85.1 | 70.8 |
| Good | 8.0 | 20.1 | 7.6 | 21.3 | 9.6 | 21.9 | 9.5 | 18.8 |
| Satisfactory | 1.9 | 5.6 | 0.8 | 5.5 | 1.9 | 6.3 | 0.8 | 4.8 |
| Poor | 0.0 | 0.6 | 0.0 | 0.5 | 0.0 | 0.5 | 0.0 | 0.4 |
| Very poor | 0.0 | 0.2 | 0.0 | 0.2 | 0.0 | 0.2 | 0.0 | 0.2 |
| Does not apply | 0.8 | 1.1 | 1.9 | 2.1 | 3.8 | 4.0 | 4.6 | 5.0 |
| Total % | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Total Number of responses | 263 | 16,374 | 263 | 16,387 | 261 | 16,278 | 262 | 16,169 |

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

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Confidence and Trust in GP |
|-----------------------|--------------|------------|---------------------|---------------------------------|
| Yes, definitely | 260 | 98.5 | 91.2 | 66% |
| Yes, to some extent | 4 | 1.5 | 7.6 | 27% |
| No, not at all | 0 | 0.0 | 0.4 | 4% |
| Don't know, can't say | 0 | 0.0 | 0.7 | 3% |
| Total % | | 100.0 | 100.0 | 100% |
| No answering | 264 | | 16,331 | |

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

| | Total Number | % of Total | GPAQ V4 % benchmark |
|-----------------------|--------------|------------|---------------------|
| Yes, definitely | 264 | 99.6 | 93.0 |
| Yes, to some extent | 1 | 0.4 | 5.2 |
| No, not at all | 0 | 0.0 | 0.3 |
| Don't know, can't say | 0 | 0.0 | 1.4 |
| Total % | | 100.0 | 100.0 |
| No answering | 265 | | 16,286 |

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

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Yes | 264 | 100.0 | 98.8 |
| No | 0 | 0.0 | 1.2 |
| Total % | | 100.0 | 100.0 |
| No answering | 264 | | 15,491 |

Q12 How helpful do you find the receptionists at your practice?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very | 253 | 98.1 | 70.5 | 48% |
| Fairly | 5 | 1.9 | 26.3 | 41% |
| Not Very | 0 | 0.0 | 2.1 | 7% |
| Not at all | 0 | 0.0 | 0.5 | 2% |
| Don't know | 0 | 0.0 | 0.6 | 2% |
| Total % | | 100.0 | 100.0 | 100% |
| No answering | 258 | | 16,430 | |

Q13 How easy is it to get through to the practice on the phone?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very easy | 226 | 87.6 | 32.5 | 31% |
| Fairly easy | 30 | 11.6 | 44.3 | 47% |
| Not very easy | 0 | 0.0 | 14.9 | 13% |
| Not at all easy | 0 | 0.0 | 5.2 | 5% |
| Don't know | 0 | 0.0 | 0.7 | - |
| Haven't tried | 2 | 0.8 | 2.5 | 4% |
| Total % | | 100.0 | 100.0 | 100% |
| No answering | 258 | | 16,512 | |

Q14 How easy is it to speak to a doctor or nurse on the phone?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark GP/Nurse |
|---------------------|--------------|------------|---------------------|-------------------------|
| Very easy | 149 | 57.8 | 26.0 | 8% / 8% |
| Fairly easy | 70 | 27.1 | 35.2 | 15% / 14% |
| Not very easy | 2 | 0.8 | 12.1 | 9% / 7% |
| Not at all easy | 0 | 0.0 | 2.8 | 9% / 5% |
| Don't know | 3 | 1.2 | 4.3 | 12% / 16% |
| Haven't tried | 34 | 13.2 | 19.5 | 45% / 50% |
| Total % | | 100.0 | 100.0 | 100% / 100% |
| No answering | 258 | | 16,437 | |

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

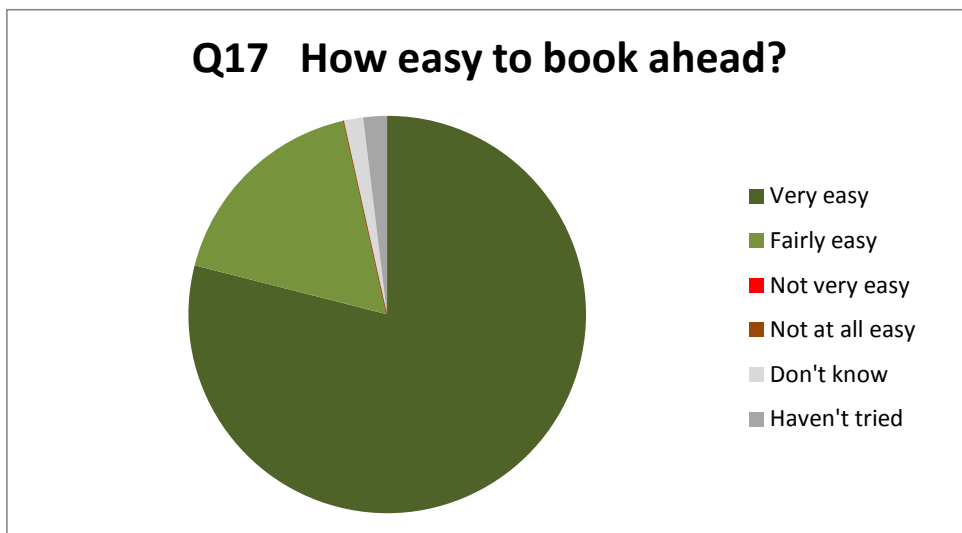
| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Yes | 226 | 87.9 | 62.0 |
| No | 1 | 0.4 | 17.7 |
| Don't know/never | 30 | 11.7 | 20.2 |
| Total % | | 100.0 | 100.0 |
| No answering | 257 | | 16,382 |

Q16 How important is it to you to be able to book ahead?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Important | 208 | 80.6 | 86.2 |
| Not important | 50 | 19.4 | 13.8 |
| Total % | | 100.0 | 100.0 |
| No answering | 258 | | 16,210 |

Q17 How easy is it to book ahead?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Very easy | 203 | 79.0 | 34.4 |
| Fairly easy | 45 | 17.5 | 42.2 |
| Not very easy | 0 | 0.0 | 13.5 |
| Not at all easy | 0 | 0.0 | 4.0 |
| Don't know | 4 | 1.6 | 1.8 |
| Haven't tried | 5 | 1.9 | 4.1 |
| Total % | | 100.0 | 100.0 |
| No answering | 257 | | 16,102 |



Q18 How do you normally book appointments?

(Patients can tick more than one box)

| | Total No responses | % of total responses | % of patients normally book | GPAQ V4 Benchmark % of patients normally | GPPS Benchmark |
|---------------------|--------------------|--|-----------------------------|--|----------------|
| In person | 61 | 20.3 | 23.0 | 26.5 | 30% |
| By phone | 235 | 78.3 | 88.7 | 80.1 | 90% |
| Online | 3 | 1.0 | 1.1 | 3.4 | 3% |
| Doesn't apply | 1 | 0.3 | 0.4 | 0.6 | 1% |
| Total % | | 100.0 | 113.2 | 110.6 | 124% |
| Total Number | 300 | | | | |
| From your | 265 | patients (though some may not have answered this question) | | | |

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

Q19 How would you prefer to make appointments?

(Patients can tick more than one box)

| | Total No responses | % of total responses | % of patients prefer to book | GPAQ V4 Benchmark % of patients prefer | GPPS Benchmark |
|---------------------|--------------------|--|------------------------------|--|----------------|
| In person | 79 | 21.8 | 29.8 | 29.0 | 31% |
| By phone | 236 | 65.2 | 89.1 | 76.2 | 81% |
| Online | 45 | 12.4 | 17.0 | 21.7 | 29% |
| Doesn't apply | 2 | 0.6 | 0.8 | 1.2 | |
| Total % | | 100.0 | 136.6 | 128.2 | 141% |
| Total Number | 362 | | | | |
| From your | 265 | patients (though some may not have answered this question) | | | |

| For your practice: | % <u>normally</u> booking appointments | % would <u>prefer</u> to book appointments |
|--------------------|--|--|
| In person | 23.0 | 29.8 |
| By phone | 88.7 | 89.1 |
| Online | 1.1 | 17.0 |
| Doesn't apply | 0.4 | 0.8 |
| Total | 113.2 | 136.6 |

Any choices where more patients prefer this method over their existing method of booking appointments are highlighted in yellow.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 18 and 19 above

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

Q20 How quickly do you usually get seen?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------|--------------|------------|---------------------|
| Same day or next day | 107 | 41.6 | 30.9 |
| 2-4 days | 119 | 46.3 | 31.0 |
| 5 days or more | 5 | 1.9 | 24.2 |
| Don't usually need to be seen q | 11 | 4.3 | 6.6 |
| Don't know, never tried | 15 | 5.8 | 7.3 |
| Total % | | 100.0 | 100.0 |
| Total Responses | 257 | | 16,283 |

Q21 How do you rate how quickly you were seen?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|-----------------------|--------------|------------|---------------------|
| Excellent | 143 | 55.4 | 25.8 |
| Very good | 81 | 31.4 | 28.6 |
| Good | 24 | 9.3 | 20.4 |
| Satisfactory | 3 | 1.2 | 14.5 |
| Poor | 0 | 0.0 | 5.8 |
| Very poor | 0 | 0.0 | 0.9 |
| Does not apply | 7 | 2.7 | 3.9 |
| Total % | | 100.0 | 100.0 |
| Total Response | 258 | | 16,289 |

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

Q22 How quickly do you usually get seen?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------------------|--------------|------------|---------------------|
| Same day or next day | 216 | 83.7 | 56.7 |
| 2-4 days | 28 | 10.9 | 26.2 |
| 5 days or more | 1 | 0.4 | 7.0 |
| Don't usually need to be seen q | 4 | 1.6 | 4.3 |
| Don't know, never tried | 9 | 3.5 | 5.8 |
| Total % | | 100.0 | 100.0 |
| Total Responses | 258 | | 16,282 |

Q23 How do you rate how quickly you were seen?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|-----------------------|--------------|------------|---------------------|
| Excellent | 179 | 69.4 | 31.0 |
| Very good | 60 | 23.3 | 29.7 |
| Good | 12 | 4.7 | 19.5 |
| Satisfactory | 2 | 0.8 | 11.1 |
| Poor | 0 | 0.0 | 3.5 |
| Very poor | 0 | 0.0 | 0.7 |
| Does not apply | 5 | 1.9 | 4.5 |
| Total % | | 100.0 | 100.0 |
| Total Response | 258 | | 15,668 |

Q24 How long did you wait for your most recent consultation to start?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|------------------------|--------------|------------|---------------------|-----------------|
| Less than 5 minutes | 72 | 28.6 | 22.8 | 10% |
| 6-10 minutes | 137 | 54.4 | 39.5 | 5-15 mins |
| 11-20 minutes | 33 | 13.1 | 22.2 | 58% |
| 21-30 minutes | 10 | 4.0 | 9.0 | >15 mins 24% |
| More than 30 minutes | 0 | 0.0 | 5.2 | |
| No set time | 0 | 0.0 | 1.3 | |
| Total % | | 100.0 | 100.0 | |
| Total Responses | 252 | | 15,664 | |

Q25 How do you rate how long you waited?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|------------------------|--------------|------------|---------------------|
| Excellent | 90 | 35.3 | 24.1 |
| Very good | 97 | 38.0 | 26.6 |
| Good | 41 | 16.1 | 21.6 |
| Satisfactory | 25 | 9.8 | 19.6 |
| Poor | 2 | 0.8 | 6.1 |
| Very poor | 0 | 0.0 | 1.4 |
| Does not apply | 0 | 0.0 | 0.5 |
| Total % | | 100.0 | 100.0 |
| Total Responses | 255 | | 15,701 |

| GPPS National Results: |
|---|
| 61% don't normally have to wait too long. |
| 24% have to wait a bit too long. |
| 8% have to wait far too long. |

Q26 Is your GP surgery open at convenient times?

| | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------------|--------------------|------------|---------------------|----------------|
| Yes | 239 | 93.0 | 86.3 | 78% |
| No | 12 | 4.7 | 9.2 | 16% |
| Don't know | 6 | 2.3 | 4.6 | 7% |
| Total % | | 100.0 | 100.0 | |
| Total no responses | 257 | | 15,538 | 101% |

Q27 Which of the following would make it easier to see or speak to someone?

18 Patients answered "No" or "Don't know" to Q26 and could tick one or more box(es) for this question

However a total of **33** patients who answered Q26, answered Q27; and some may answer Q26 and leave Q27 blank; and conversely some may leave Q26 blank yet answer Q27.

This table shows responses from all patients answering this question (Q27). They could tick more than one box:

| | Total No responses | % of responses to Q27 | GPAQ V4 % benchmark | GPPS Benchmark |
|--|--------------------|-----------------------|---------------------|----------------|
| Number / % of patients responding | 33 | 12.8% | 42.5% | 22% |
| Before 8am | 7 | 13.7% | 16.6% | 33% |
| At lunchtime | 0 | 0.0% | 12.0% | 13% |
| After 6.30pm | 15 | 29.4% | 22.6% | 68% |
| Saturday | 21 | 41.2% | 28.8% | 71% |
| Sunday | 3 | 5.9% | 10.2% | 32% |
| None of these | 5 | 9.8% | 9.8% | 4% |
| Total % | | 100.0% | 100.0% | |
| Total number responses | 51 | | 9,367 | |

The table below shows responses only from patients who said (Q26) the practice was not open at convenient times and also answered Q27.

They could tick more than one box:

| | Total No responses | % of Q26 No/Don't Know responses to Q27 | GPAQ V4 % benchmark | GPPS Benchmark |
|--------------------------------------|--------------------|---|---------------------|----------------|
| Number of patients said No | 18 | 7.0% | 13.7% | |
| Number of these answering Q27 | 16 | | | 22% |
| Before 8am | 5 | 15.6% | 16.4% | 33% |
| At lunchtime | 0 | 0.0% | 6.3% | 13% |
| After 6.30pm | 11 | 34.4% | 31.1% | 68% |
| Saturday | 12 | 37.5% | 33.2% | 71% |
| Sunday | 3 | 9.4% | 11.0% | 32% |
| None of these | 1 | 3.1% | 2.0% | 4% |
| Total % | | 100.0% | 100.0% | |
| Total number responses | 32 | | 1,388 | |

Q28 Is there a particular GP you usually prefer to see or speak to?

| | Total No responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|--|--------------------|------------|---------------------|----------------|
| Yes | 152 | 58.7 | 64.6 | 56% |
| No | 106 | 40.9 | 33.7 | 42% |
| There is only one doctor in my surgery | 1 | 0.4 | 1.7 | 2% |
| Total | 259 | 100.0 | 100.0 | |

Q29 How often do you see or speak to the GP you prefer?

| | |
|-----|--|
| 152 | Patients answered "Yes" to Q28 so prefer to speak to a particular GP |
| 156 | Patients answered this question. |

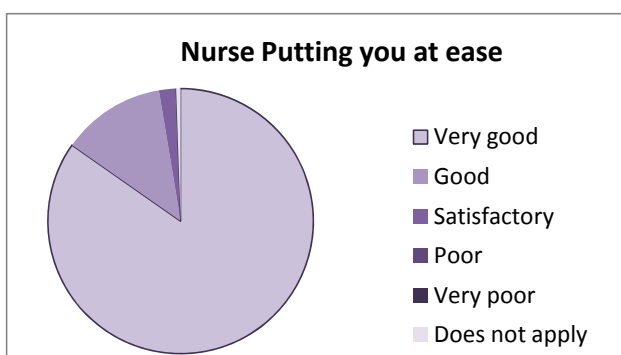
| | Responses from those answering "Yes" to Q28 | % of total | Responses from all answering Q29 | % of total | GPAQ V4 % benchmark Responses from those answering "Yes" to Q28 | GPPS Benchmark |
|--------------------------------------|---|------------|----------------------------------|------------|---|----------------|
| Number said "Yes" to Q28 | 152 | 58.7 | | | 10,098 | |
| Always or almost always | 84 | 55.3 | 93 | 59.6 | 45.1 | 42% |
| A lot of the time | 48 | 31.6 | 51 | 32.7 | 25.6 | 23% |
| Some of the time | 7 | 4.6 | 8 | 5.1 | 19.7 | 28% |
| Never or almost never | 2 | 1.3 | 3 | 1.9 | 2.5 | 6% |
| Not tried | 0 | 0.0 | 1 | 0.6 | 1.0 | 1% |
| Total answering this question | 152 | 92.8 | 156 | 100 | 10,098 | |

Again, some patients may answer Q28 that they prefer a particular GP yet leave Q29 blank; and conversely some may leave Q28 blank yet answer how often they see or speak to their preferred GP.

About your last visit to the practice nurse: How good was the nurse at:

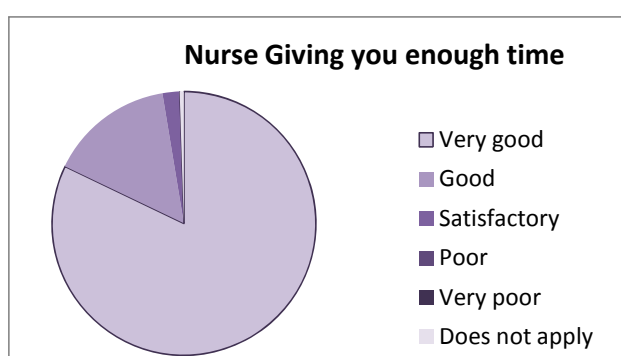
Q30 Putting you at ease?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 161 | 84.7 | 66.6 | N/A |
| Good | 24 | 12.6 | 23.0 | |
| Satisfactory | 4 | 2.1 | 5.2 | |
| Poor | 0 | 0.0 | 0.8 | |
| Very poor | 0 | 0.0 | 0.3 | |
| Does not apply | 1 | 0.5 | 4.1 | |
| Total % | | 100.0 | 100.0 | |
| Total number | 190 | | 12,540 | |



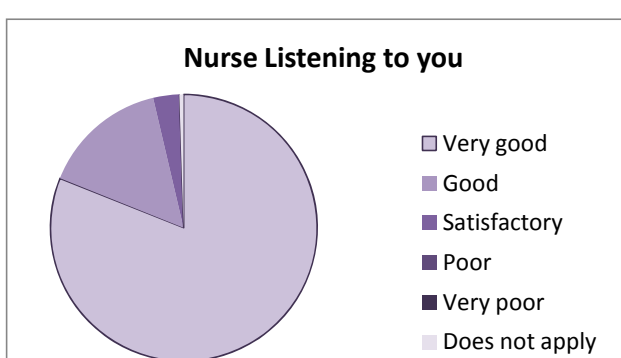
Q31 Giving you enough time?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 156 | 82.1 | 62.7 | 48% |
| Good | 29 | 15.3 | 27.1 | 33% |
| Satisfactory | 4 | 2.1 | 6.1 | 5% |
| Poor | 0 | 0.0 | 0.6 | 1% |
| Very poor | 0 | 0.0 | 0.2 | 0% |
| Does not apply | 1 | 0.5 | 3.3 | 12% |
| Total % | | 100.0 | 100.0 | 87% |
| Total number | 190 | | 12,380 | |



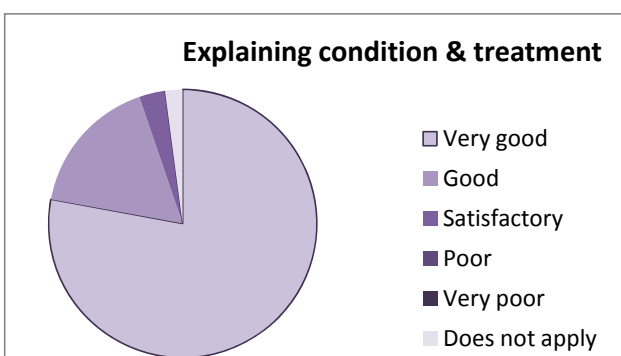
Q32 Listening to you?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 154 | 81.1 | 64.6 | 47% |
| Good | 29 | 15.3 | 24.7 | 33% |
| Satisfactory | 6 | 3.2 | 6.1 | 6% |
| Poor | 0 | 0.0 | 0.7 | 1% |
| Very poor | 0 | 0.0 | 0.2 | 0% |
| Does not apply | 1 | 0.5 | 3.6 | 13% |
| Total % | | 100.0 | 100.0 | 87% |
| Total number | 190 | | 12,345 | |



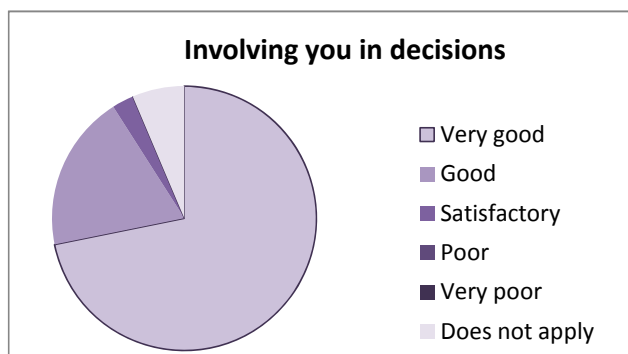
Q33 Explaining your condition and treatment?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 148 | 77.9 | 61.1 | 46% |
| Good | 32 | 16.8 | 24.9 | 32% |
| Satisfactory | 6 | 3.2 | 7.0 | 7% |
| Poor | 0 | 0.0 | 0.8 | 1% |
| Very poor | 0 | 0.0 | 0.3 | 0% |
| Does not apply | 4 | 2.1 | 6.0 | 14% |
| Total % | | 100.0 | 100.0 | 86% |
| Total number | 190 | | 12,306 | |



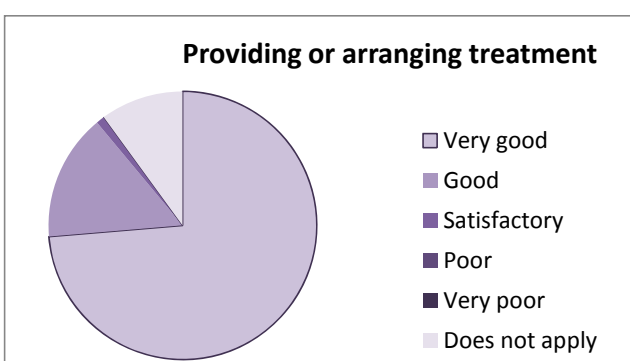
Q34 Involving you in decisions about your care?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 135 | 71.8 | 54.9 | 38% |
| Good | 36 | 19.1 | 26.2 | 30% |
| Satisfactory | 5 | 2.7 | 7.2 | 9% |
| Poor | 0 | 0.0 | 0.8 | 1% |
| Very poor | 0 | 0.0 | 0.3 | 1% |
| Does not apply | 12 | 6.4 | 10.6 | 21% |
| Total % | | 100.0 | 100.0 | 100% |
| Total number | 188 | | 12,247 | |



Q35 Providing or arranging treatment for you?

| | Total Number | % of Total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|--------------|------------|---------------------|----------------|
| Very good | 140 | 73.7 | 56.9 | N/A |
| Good | 29 | 15.3 | 24.2 | |
| Satisfactory | 2 | 1.1 | 6.0 | |
| Poor | 0 | 0.0 | 0.6 | |
| Very poor | 0 | 0.0 | 0.3 | |
| Does not apply | 19 | 10.0 | 12.0 | |
| Total % | | 100.0 | 100.0 | |
| Total number | 190 | | 12,212 | |



Qs 30 to 35: Summary of how good the Nurse was perceived to be at the following

| Total Patients % | Q30 Putting you at ease? | Q31 Giving you enough time? | Q32 Listening to you? | Q33 Explaining your condition and treatment? | Q34 Involving you in decisions about your care? | Q35 Providing or arranging treatment for you? |
|----------------------------------|--------------------------|-----------------------------|-----------------------|--|---|---|
| Very good | 85 | 82 | 81 | 78 | 72 | 74 |
| Good | 13 | 15 | 15 | 17 | 19 | 15 |
| Satisfactory | 2 | 2 | 3 | 3 | 3 | 1 |
| Poor | 0 | 0 | 0 | 0 | 0 | 0 |
| Very poor | 0 | 0 | 0 | 0 | 0 | 0 |
| Does not apply | 1 | 1 | 1 | 2 | 6 | 10 |
| Total % | 100 | 100 | 100 | 100 | 100 | 100 |
| Total Number of responses | 190 | 190 | 190 | 190 | 188 | 190 |

Q36 Would you be completely happy to see this Nurse again?

| | Total Number | % of Total | GPAQ V4 % benchmark |
|----------------------------------|--------------|------------|---------------------|
| Yes | 182 | 99.5 | 97.1 |
| No | 1 | 0.5 | 2.9 |
| Total % | | 100.0 | 100.0 |
| Total Number of responses | 183 | | 11,676 |

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

Q37 Understand your health problems

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Very well | 249 | 96.9 | 85.0 |
| Unsure | 7 | 2.7 | 11.0 |
| Not very well | 0 | 0.0 | 1.5 |
| Does not apply | 1 | 0.4 | 2.5 |
| Total % | | 100.0 | 100.0 |
| Total number | 257 | | 16,226 |

Q38 Cope with your health problems

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Very well | 241 | 94.1 | 82.4 |
| Unsure | 11 | 4.3 | 11.9 |
| Not very well | 2 | 0.8 | 2.1 |
| Does not apply | 2 | 0.8 | 3.6 |
| Total % | | 100.0 | 100.0 |
| Total number | 256 | | 16,137 |

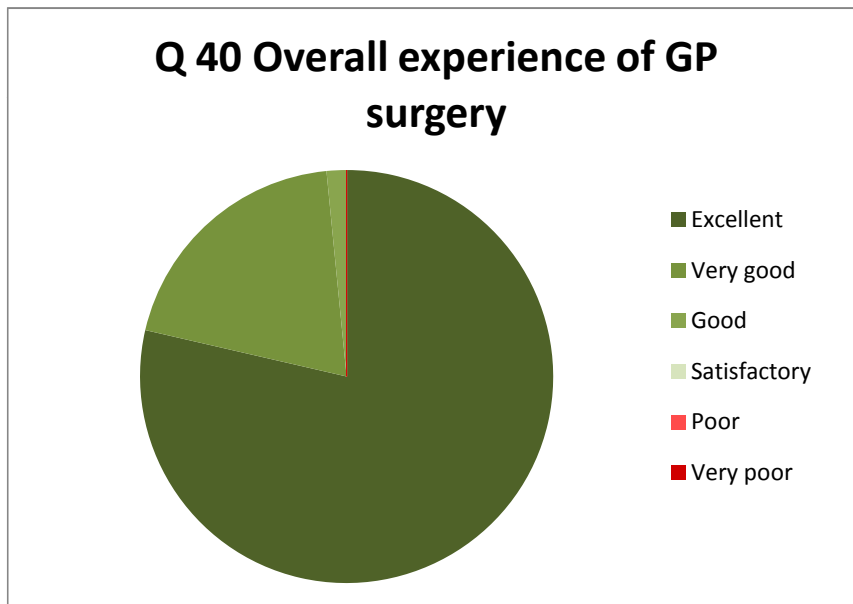
Q39 Keep yourself healthy

| | Total Number | % of Total | GPAQ V4 % benchmark |
|---------------------|--------------|------------|---------------------|
| Very well | 225 | 88.6 | 75.2 |
| Unsure | 18 | 7.1 | 16.1 |
| Not very well | 1 | 0.4 | 2.5 |
| Does not apply | 10 | 3.9 | 6.2 |
| Total % | | 100.0 | 100.0 |
| Total number | 254 | | 16,048 |

Q40 Overall, how would you describe your experience of your GP surgery?

| | Total Number responses | % of total | GPAQ V4 % benchmark | GPPS Benchmark |
|---------------------|------------------------|------------|---------------------|----------------|
| Excellent | 202 | 78.6 | 45.9 | - |
| Very good | 51 | 19.8 | 34.6 | 51% |
| Good | 4 | 1.6 | 14.0 | 38% |
| Satisfactory | 0 | 0.0 | 4.6 | 7% |
| Poor | 0 | 0.0 | 0.8 | 3% |
| Very poor | 0 | 0.0 | 0.2 | 1% |
| Total % | | 100.0 | 100.0 | |
| Total number | 257 | | 16,287 | 100% |

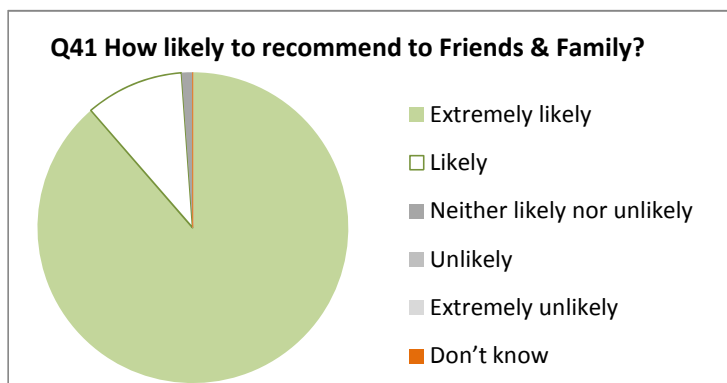
257 of the 265 patients who completed the questionnaire answered this question.



Friends and Family Test

Q41 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

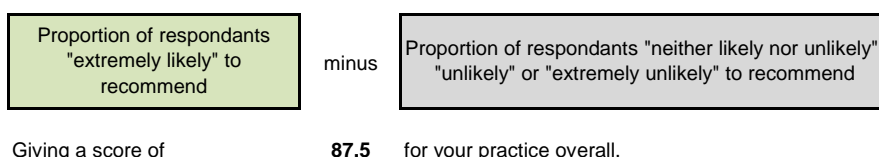
| | Total Number responses | % of total |
|-------------------------------|------------------------|------------|
| Extremely likely | 226 | 88.6 |
| Likely | 26 | 10.2 |
| Neither likely nor unlikely | 3 | 1.2 |
| Unlikely | 0 | 0.0 |
| Extremely unlikely | 0 | 0.0 |
| Don't know | 0 | 0.0 |
| Total % | | 100.0 |
| Total number responses | 255 | |



255 of the 255 patients who completed the questionnaire answered this question.

The scoring methodology is based on the underlying 'Net Promoter Score' calculation, which was considered to be the most effective at delivering the benefits of the Friends and Family Test calculated as follows to give a score between -100 and +100:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214941/Friends-and-Family-Test-Publication-Guidance-v2-FOR-PUBLIC_E2_80_A6.pdf

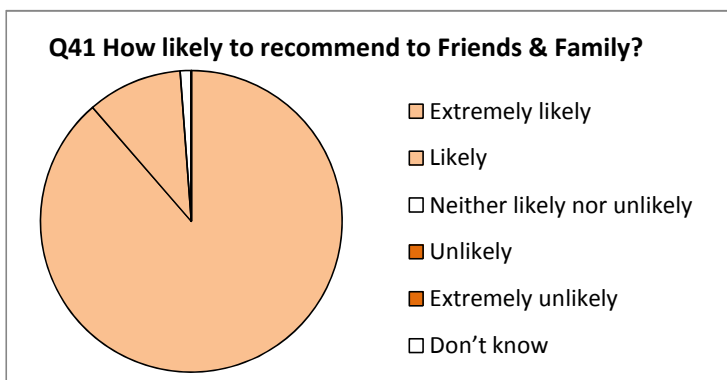


The FFT score for Dornoch Medical Practice is **87** based on **255** responses

However, following a review, NHS England recommended (<http://www.england.nhs.uk/ourwork/pe/fft/calculations/>) a move away from the Net Promoter Score (NPS) and the introduction of a simpler scoring system in order to increase the relevance of the FFT data.

Based on the findings of the review, NHS England is now calculating and presenting the FFT results as a percentage of respondents who would/would not recommend the service to their friends and family.

| Q41 FFT | Total Number responses | % of total |
|-------------------------------|------------------------|------------|
| Extremely likely | 226 | 88.6 |
| Likely | 26 | 10.2 |
| Neither likely nor unlikely | 3 | 1.2 |
| Unlikely | 0 | 0.0 |
| Extremely unlikely | 0 | 0.0 |
| Don't know | 0 | 0.0 |
| Total % | | 100.0 |
| Total number responses | 255 | |



Percentage measures is calculated as follows:

| | | |
|-------------------|---|-------------------------|
| Recommend (%) | $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$ | Your score: 98.8 |
| Not recommend (%) | $\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$ | 0.0 |

Summary of your scores:

| | | | | |
|-------------------|------|----------|-----|-----------|
| NPS | 87.5 | based on | 255 | responses |
| Recommend (%) | 98.8 | based on | 255 | responses |
| Not recommend (%) | 0.0 | based on | 255 | responses |

Benchmarks

| | Your practice survey | | GPAQ-R National benchmark |
|---|----------------------|--|---------------------------|
| Number of Questionnaires | 265 | | 17,145 |
| GP | | | |
| Q1 Putting you at ease? | 97.8 | | 92.8 |
| Q2 Being polite and considerate? | 98.2 | | 94.6 |
| Q3 Listening to you? | 97.9 | | 93.7 |
| Q4 Giving you enough time? | 98.0 | | 91.5 |
| Q5 Assessing your medical condition? | 97.0 | | 91.5 |
| Q6 Explaining your condition and treatment? | 97.7 | | 91.1 |
| Q7 Involving you in decisions about your care? | 96.5 | | 90.5 |
| Q8 Providing or arranging treatment for you? | 97.1 | | 92.0 |
| Nurse | | | |
| Q30 Putting you at ease? | 95.8 | | 90.3 |
| Q31 Giving you enough time? | 95.1 | | 89.2 |
| Q32 Listening to you? | 94.6 | | 89.6 |
| Q33 Explaining your condition and treatment? | 94.1 | | 88.8 |
| Q34 Involving you in decisions about your care? | 93.5 | | 87.6 |
| Q35 Providing or arranging treatment for you? | 95.2 | | 88.9 |
| Q36 Would you be completely happy to see this Nurse again? | 99.5 | | 97.1 |
| Practice | | | |
| Q12 How helpful do you find the receptionists at your practice? | 99.3 | | 89.1 |
| Q13 How easy is it to get through to the practice on the phone? | 96.0 | | 68.8 |
| Q14 How easy is it to speak to a doctor or nurse on the phone? | 88.6 | | 69.9 |
| Q17 How easy to book ahead? | 93.8 | | 70.9 |
| Q21 How do you rate how quickly you were seen (partic dr) | 89.0 | | 70.7 |
| Q23 How do you rate how quickly you were seen (any dr) | 92.9 | | 75.0 |
| Q25 How do you rate how long you waited | 79.5 | | 67.8 |
| Q37 Understand your health problems | 98.6 | | 92.8 |
| Q38 Cope with your health problems | 97.0 | | 91.7 |
| Q39 Keep yourself healthy | 95.9 | | 88.7 |
| Q40 Overall, how would you describe your experience? | 95.4 | | 83.9 |

Practice benchmarks 10 points or more **above** the national benchmark are highlighted in
Practice benchmarks 5 points or more **above** the national benchmark are highlighted in
Practice benchmarks **above** the national benchmark are highlighted in
Practice benchmarks **below** the national benchmark are highlighted in
Practice benchmarks 5 points or more **below** the national benchmark are highlighted in
Practice benchmarks 10 points or more **below** the national benchmark are highlighted in

| |
|--------------|
| yellow |
| pale yellow |
| cream |
| v pale green |
| pale green |
| green |

NB Benchmarks are averages, and as such should be treated with caution and in context.