



# **GPAQ**

## **The General Practice Assessment Questionnaire**

**Postal Version 0.4**

*Dr L A Bayliss*

**Toft Road Surgery**

How did you make your last appointment at the surgery?	
Telephone	116
Person	21
Internet	13
Was your appointment confirmed by a text message?	
Yes	51
No	112
Would you like or prefer a telephone consultation?	
Yes	38
No	103
Have you been referred to a hospital?	
Yes	58
No	96
If yes, did the doctor explain to you that you have a choice of hospital?	
Yes	50
No	29

# GPAQ Analysis

Total Questionnaires: 160

## Toft Road Surgery

Postal Questionnaires for all patients

		Number of responses	Practice Mean	GPAQ Benchmark
<b>Q1. Number of visits to doctor in last 12 months</b>				
<u>No answer given</u>	2	None		6
<u>Total answers</u>	158	Once or twice		33
		Three or four times		61
		Five or six times		29
		Seven times or more		29
			75	75
<b>Q2. Satisfaction with receptionists</b>				
<u>No answer given</u>	4	Very poor		1
<u>Total answers</u>	156	Poor		1
		Fair		14
		Good		38
		Very good		65
		Excellent		37
			70	67
<b>Q3a. Satisfaction with opening hours</b>				
<u>No answer given</u>	6	Very poor		0
<u>Total answers</u>	154	Poor		1
		Fair		15
		Good		62
		Very good		55
		Excellent		21
<b>Q3b. Additional hours</b>				
<u>No answer given</u>	74	Early morning		5
<u>Total answers</u>	92	Lunch times		2
		Evenings		4
		Weekends		10
		None, I am satisfied		71
<b>Q4a. How quickly patient was able to see a particular doctor</b>				
<u>No answer given</u>	4	Same day		9
<u>Total answers</u>	142	Next working day		14
<u>Does not apply</u>	14	Within 2 working days		24
		Within 3 working days		20
		Within 4 working days		22
		5 or more working days		53
			54	58
<b>Q4b. Rating</b>				
<u>No answer given</u>	7	Very poor		3
<u>Total answers</u>	141	Poor		19
<u>Does not apply</u>	12	Fair		47
		Good		35
		Very good		25
		Excellent		12
<b>Q5a. How quickly patient was able to see any doctor</b>				
<u>No answer given</u>	8	Same day		50
<u>Total answers</u>	142	Next working day		45
<u>Does not apply</u>	10	Within 2 working days		25
		Within 3 working days		14
		Within 4 working days		5
		5 or more working days		3
			69	68
<b>Q5b. Rating</b>				
<u>No answer given</u>	14	Very poor		1
<u>Total answers</u>	136	Poor		5
<u>Does not apply</u>	10	Fair		25
		Good		39
		Very good		31
		Excellent		35

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## Toft Road Surgery

Postal Questionnaires for all patients

		Number of responses	Practice Mean	GPAQ Benchmark
<b>Q6. Urgent (same day) Appointment Availability</b>				
<u>No answer given</u>	12			
<u>Total answers</u>	110	Yes	94	
<u>Don't know/never needed to</u>	38	No	16	
<b>Q7a. Waiting time</b>				
<u>No answer given</u>	5	5 minutes or less	8	
<u>Total answers</u>	155	6-10 minutes	51	
		11-20 minutes	65	
		21-30 minutes	25	
		More than 30 minutes	6	
			52	56
<b>Q7b. Satisfaction with waiting times at practice</b>				
<u>No answer given</u>	9	Very poor	2	
<u>Total answers</u>	151	Poor	16	
		Fair	66	
		Good	33	
		Very good	26	
		Excellent	8	
			61	59
<b>Q8a. Satisfaction with phoning through to practice</b>				
<u>No answer given</u>	5	Very poor	2	
<u>Total answers</u>	154	Poor	11	
<u>Don't know/never tried</u>	1	Fair	37	
		Good	48	
		Very good	40	
		Excellent	16	
			63	59
<b>Q8b. Satisfaction with phoning through to doctor for advice</b>				
<u>No answer given</u>	9	Very poor	1	
<u>Total answers</u>	106	Poor	4	
<u>Don't know/never tried</u>	45	Fair	22	
		Good	42	
		Very good	26	
		Excellent	11	
			66	68
<b>Q9a. Usual doctor</b>				
<u>No answer given</u>	9	Always	20	
<u>Total answers</u>	151	Almost always	53	
		A lot of the time	29	
		Some of the time	37	
		Almost never	12	
		Never	0	
			66	68
<b>Q9b. Satisfaction with continuity of care</b>				
<u>No answer given</u>	11	Very poor	0	
<u>Total answers</u>	149	Poor	7	
		Fair	28	
		Good	49	
		Very good	40	
		Excellent	25	

# GPAQ Analysis

Total Questionnaires: 160

## Toft Road Surgery

Postal Questionnaires for all patients

		Number of responses	Practice Mean	GPAQ Benchmark
<b>Q10a. Satisfaction with doctor's questioning</b>				
		Very poor	0	85
		Poor	0	79
		Fair	5	
		Good	17	
		Very good	62	
		Excellent	69	
<u>No answer given</u>	6			
<u>Total answers</u>	153			
<u>Does not apply</u>	1			
<b>Q10b. Satisfaction with how well doctor listens</b>				
		Very poor	0	86
		Poor	0	81
		Fair	4	
		Good	18	
		Very good	61	
		Excellent	72	
<u>No answer given</u>	4			
<u>Total answers</u>	155			
<u>Does not apply</u>	1			
<b>Q10c. Satisfaction with how well doctor puts patient at ease</b>				
		Very poor	0	86
		Poor	0	82
		Fair	3	
		Good	20	
		Very good	54	
		Excellent	75	
<u>No answer given</u>	6			
<u>Total answers</u>	152			
<u>Does not apply</u>	2			
<b>Q10d. Satisfaction with how much doctor involves patient</b>				
		Very poor	0	87
		Poor	0	79
		Fair	5	
		Good	19	
		Very good	47	
		Excellent	79	
<u>No answer given</u>	5			
<u>Total answers</u>	150			
<u>Does not apply</u>	5			
<b>Q10e. Satisfaction with doctor's explanations</b>				
		Very poor	0	86
		Poor	0	81
		Fair	2	
		Good	22	
		Very good	54	
		Excellent	74	
<u>No answer given</u>	5			
<u>Total answers</u>	152			
<u>Does not apply</u>	3			
<b>Q10f. Satisfaction with time doctor spends</b>				
		Very poor	0	84
		Poor	0	78
		Fair	6	
		Good	22	
		Very good	58	
		Excellent	67	
<u>No answer given</u>	5			
<u>Total answers</u>	153			
<u>Does not apply</u>	2			
<b>Q10g. Satisfaction with doctor's patience</b>				
		Very poor	0	88
		Poor	0	81
		Fair	1	
		Good	16	
		Very good	54	
		Excellent	81	
<u>No answer given</u>	6			
<u>Total answers</u>	152			
<u>Does not apply</u>	2			
<b>Q10h. Satisfaction with doctor's caring and concern</b>				
		Very poor	0	88
		Poor	0	82
		Fair	1	
		Good	16	
		Very good	58	
		Excellent	78	
<u>No answer given</u>	6			
<u>Total answers</u>	153			
<u>Does not apply</u>	1			

# GPAQ Analysis

Total Questionnaires: 160

## Toft Road Surgery

Postal Questionnaires for all patients

		Number of responses	Practice Mean	GPAQ Benchmark
<b>Q11. Seen nurse from practice in past 12 months</b>				
<u>No answer given</u>	2	Yes - go to question 12	115	
<u>Total answers</u>	158	No - go to question 13	43	
<b>Q12a. How well nurse listens to what you say</b>				
		Very poor	0	76
		Poor	0	76
<u>No answer given</u>	45	Fair	7	
<u>Total answers</u>	115	Good	38	
		Very good	43	
		Excellent	27	
<b>Q12b. Quality of care nurse provides</b>				
		Very poor	0	78
		Poor	0	78
<u>No answer given</u>	47	Fair	6	
<u>Total answers</u>	113	Good	33	
		Very good	43	
		Excellent	31	
<b>Q12c. How well nurse explain problems/treatments</b>				
		Very poor	0	76
<u>No answer given</u>	45	Poor	1	77
<u>Total answers</u>	115	Fair	7	
		Good	38	
		Very good	39	
		Excellent	30	
<b>Q13. Gender</b>				
<u>No answer given</u>	3	Male	59	
<u>Total answers</u>	157	Female	98	
<b>Q14. Age</b>				
				57.9
<u>No answer given</u>	5	16 to 44	40	
<u>Total answers</u>	155	Over 45	115	
<b>Q15. Long standing illness, disability or infirmity</b>				
<u>No answer given</u>	44	Yes	69	
<u>Total answers</u>	116	No	47	
<b>Q16. Ethnic group</b>				
		White	154	
		Black or Black British	0	
<u>No answer given</u>	5	Asian or Asian British	0	
<u>Total answers</u>	155	Mixed	1	
		Chinese	0	
		Other ethnic group	0	
<b>Q17. Accommodation status</b>				
<u>No answer given</u>	12	Owner-occupied/mortgage	119	
<u>Total answers</u>	148	Rented or other arrangements	29	
<b>Q18. Employment status</b>				
		Employed(full or part time, including self-employed)	63	
		Unemployed and looking for work	1	
<u>No answer given</u>	7	At school or in full time education	2	
<u>Total answers</u>	153	Unable to work due to long term sickness	6	
		Looking after your home/family	16	
		Retired from paid work	64	
		Other	1	

# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
1	Excellent in all aspects of my health care	Couple of hours at weekends	You are all fab have a great 2012
2	Happy with Dr's help.	No, this practice is excellent, better, and seeing as I've just been with you a few months I'm very happy with it because my last surgery didn't help me but this has.	No, just its an excellent practice, today, 13 th, I now can say this is better because I'm getting more help, because you care about your patients.
3	The doctors care	The whole reception area, and staff. Waiting rooms are fine.	
5			Text reminders for appointments
6	Relationship with GP and respect for patient		
7	committed caring people	More availability of doctor Appointment time longer to discuss.	
8			My comments apply to Dr Jones
10	The doctors and nurses listen very well and are a great help.	The appointment times where you have to wait could be a bit better	
11		Appointments same day or next.	
12	Always very helpful and obliging	no	no
13			I don't really come often enough to answer some of the questions. However on the occasions I do come then I am very happy with my treatment. As I work away from Knutsford I would appreciate Sat am surgery.
14		The building you work in. How you manage in such small cramped conditions is beyond me.	
15	The standard is almost perfect, particularly with respect to the ancient building that both medical and admin staff are obliged to work in.	Knockthe building down and either re-build on present site or move a minimum distance to a new purpose-build site.	
16	Caring nature of all staff.		
18			Overall really happy with Toft Road Surgery for all my family.
20	In general I have always been able to see my preferred doctor.		Think about contacting the surgery - would it be possible to have more operators available at busy times.
23	Internet appointment booking Walking distance from home and station Local facilities for ultrasound and referral and blood work	Start a drop in session on certain days of the week. Worked fanastically in another practice I was in. Early morning appointments 7-8 am	Book longer appointment slots in system. Doctors are very thorough which is excellent but appointments always run very late ( up to 30 minutes) even early in surgery. Not feasible to manage for working people or with children.
24			I am very happy with this practice
27	I feel confident that I will be well cared for.		
28		no	

# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
29	Text confirmation of appointments	Access to doctor of choice - by offering appointment cancellation at short notice	
30		The comfort of the waiting room	
31	All girls at reception are great/caring and professional. Really like the doctors I choose to see.	Really like early morning, late evening and Saturday morning appointment choices. Perhaps more self help groups (in knutsford)	I love seeing my surgery and doctors and location and been coming here for over 30 years.
36	Toft road surgery always manages to slot me in for an appointment on the day I call or very soon after. Dr Rosie Peel is particularly great, always listens and genuinely cares about getting things better. Dr Bayliss and Dr Giles are also always really good. The receptionist staff always happy to help. I feel very lucky to have such a great GP surgery.		
37			You give excellent service
38	I am more than happy with the practice and NHS staff and Dr's alike.		
40			Very satisfied
41	Dr Bayliss and Dr Lawn	Availability of these ladies (but I know why they are popular) and waiting times.	
44	I have had very prompt and helpful attention.		
45	Yes, I feel the doctors I have consulted have all cared, that matters and makes a difference.	The receptionists could care more, be more patient, less snappy and brusque.	The electronic device that calls you to the doctors room is too noisy - it pings too much!
49	Central location		
51	The healthcare offered by the female doctors is particularly good but it is sometimes difficult to get an appointment with them.		
52			Dangerous staircase. Especially for mothers with children.
55	Usually very confident in doctors diagnosis and very impressed that my concerns are never brushed off or belittled - reception always very helpful and friendly.	waiting times/appointment times always, although I understand that this is often unavoidable and accept it is due to good patient care.	Very happy with the care my family receives.
60	My doctor		
64			access for disabled patients needs improving
66	Always found consultations very good Dr Peel - excellent - always listens and explains, complete confidence in her.		All doctors very considerate - all take notice and listen
68	The whole experience engenders calm and care	no	Keep up the excellent work
71	Its close by and accessible. Its friendly and personable.	Open outside of office hours	
73	A very friendly practice that is there for patients		



# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
74		Appointments could be kept to properly - we have been on time and nobody was waiting, but we still didn't go in on time. One time I went to see the nurse and she didn't even know what I had come for. Need more accurate info from GP to nurse. The dietitian didn't give me any firm guidelines I wanted some example of portion control. She was late having me in her room and then wanted me out for her next appointment.	
77	GPs always accessible, prepared to listen and offer access to specialist care. Takes into account my description of symptoms and we arrive together at a diagnosis and acceptable course of action.	For the practice to have better premises and more privacy at reception. Additionally, close access to more diagnostic facilities so that a separate visit to knutsford hospital or macclesfield DGH or other specialist centres is not needed.	Strong support for a new central medical centre for knutsford
78	There is excellence from receptionist, nurses to doctors. Wouldn't want to go any where different. Well done		
81	Generally Toft Road Surgery is excellent	It would be helpful if the surgery was open on a Saturday morning	
83	Yes, I think the NHS is very good.		
84	I feel the surgery and the attention I receive is excellent. The size of the surgery allows for a more personal/patient central approach.	no.	
85	Contact with my Neurologist and MS is always very prompt. Dr Lawn listens well and follows up any problems asap.	Would prefer blood tests in surgery to save going to community hospital as disabled.	Keep up good work.
86	Dr Churchill was excellent managing my husbands terminal illness and care. Thank you.	No.	
87	Get on very well with the girls in reception, very helpful and friendly to patients.	Steep stairs up to upstairs waiting room.	Room upstairs next to waiting room can hear what is said in room from waiting room, some of time - sound proofing needed.
89	Main Dr. Remembers where I am upto/refreshes memory before seeing me, makes me feel valued. Better availability of appointments and chice when booked online.	Waiting times (In afternoons run late)	I like the touch screen booking in , easier than bothering busy receptionists. More same day appointments available by phone. (No-one plans to be ill) I only phone if I'm ill, I'm not a time waster! But sometimes cant get seen.
90	Help is offered when required. There is also a big emphasis on preventative medical care.		I am happy with the service supplied
92	Quality of doctors	Responsiveness of some receptionists	Generally an outstanding experience
93	All the staff are friendly and helpful. My "usual" doctor will always refer to another doctor or expert if they are not sure and not just dismiss the problem, which is very helpful.		
96	Toft Road practice, is in my opinion, excellent. I know many of the receptionists and their care and understanding is fantastic. They are very friendly and go out of their way to help myself and my family. I owe a great deal to the doctors and receptionists at Toft Road. They are all totally amazing, wonderful people. Thanks for everything guys. Keep up your excellent work.		

# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
97	I think it seems to be a good practice that provides a friendly good service. I have been fortunate in having had no health concerns over the past years so I have not needed to test the service much.	I did not know that a "well man" clinic was available. Information on health checks/preventative care could perhaps be published more.	
98	Basically I cant fault the care that I receive from this practice.		
99		A prescription should be provided with say 2 hours on production of authority/clinic request. ie 48 hours is too long a period to wait.	
100		The repeat prescription process for long term drugs and links with chemist systems.	
102		At my last surgery you could email your GP directly for simple queries. You could also phone and get a telephone call back the same day by the GP. This was excellent.	
103		Yes, All the notices stuck on approach doors make the surgery look poor.	The receptionists could be trained to be more professional. Not like it used to be in previous years.
104	Friendliness of doctors	Initial phone message is very confusing i.e "If you have an urgent medical need" most people want to see a doctor to find out is anything is urgent or not. Otherwise they'd be ringing 999.	Overall good but it can be difficult to make a non-emergency but essential appt with a particular doctor e.g for a series of headaches or for women's health.
105			My long term doctor retired Dr Arthur so I havent established a relationship with another Dr at Toft. I am diabetic and suffering at the moment from the results of a fractured femur.
106	The practical advice of the various nurses - having specialist in certain categorised sections is a good idea but demand delivery can often be a problem.	It is evident that full resources are not available to give the care and advice and consultation that is needed for the patients and that the surgery patients of Toft road will suffer from these consequences.	Good care but worry that the NHS is not able in future to meet demands of their patients and that the surgery patients of Toft road will suffer from these consequences. Whilst not of the concern directly of the Toft road Surgery I would prefer to receive more direct treatment in knutsford.
110	I think we are very lucky to have such a good practice.	Not waiting too long so be seen by a doctor.	
111	I find Toft Road extremely efficient and caring and have no complaints regarding the practice.		
113			All good
114	Always accommodated with urgent problems	Not really	Perfectly satisfied with the practice doctors and nurses
116	Answering q13 -q18 would permit identification of almost anyone, which is why I've left them blank.	There appears to only two categories of condition - critical and other. 'other' actually ranges from urgent to 'will wait for a week or two' but the waiting time for appointments is the same, and this can be days. Patients in distress should be seen sooner.	
118			patient confidentiality does not have to exceed logical, common sense. When asking if someone has finished their appointment that you are waiting for.
121	I think the surgery is great and has always attended to our needs brilliantly. I would not like to move it to a bit centre.	More evening hours for husband who works and commutes.	

# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
123	Quick appointments Prescription order by computer Considerate, informed GPs	Prescriptions keep getting lost or sent to a non-requested pharmacy (eg boots)	
124		A Saturday surgery	
125	The doctors	The waiting time for getting through to surgery when phone at 8 am.	
126	Overall care at Toft Road surgery is excellent	no	Dr Jones is a credit to this practice
127	I trust my doctors at this practice to be capable of offering excellent health care. This trust has not been misplaced.	The reception seems very uncooperative. It feels like one is interrupting the receptionists when one calls. When I rang for this appointment the receptionist began a conversation with another person while dealing with my appointment.	I worry about the health service. It concerns me that I am treated more as a monetary unit than a citizen. The fact I have paid for many years to have this service is of no importance today.
131		It is very satisfactory.	
132	Patient support within NHS.	Appointment timetable.	
135	Overall, very good.		
137			Upstairs waiting room requires decoration.
138	The care to babies is excellent. We are always seen the same day.		A friendly practice which appears to be well run.
139		Make it clearer on the blood test form when it's a fasting test and when not	
140		Midwives should always be located on ground floor!	
146	Appointment today was not confirmed by a text as it was an hour before the appointment. Usually, all appointments are confirmed by a text-an excellent service.	How quickly you get to see a particular doctor. It feels very frustrating when you have to see different doctors about the same problem - and have to explain your history every time.	Please decorate the waiting room - such gloomy rooms to have to wait in!
147	I think we are extremely fortunate to have a 'well run' surgery in every aspect. A good team.		
149	Some of the doctors in previous appointments over very sensitive subjects have been very careless and looked down upon me for my decisions. I felt like their moral opinions were preventing them from putting my best interests first. I felt very uncomfortable and judged by this and will never book an appointment to see that doctor again. Otherwise an excellent surgery.		
152		Phone often engaged - at all times of day	
154	Yes Toft Road Surgery and all its staff - well done!	The only thing I have noticed is more elderly people struggling with the check in procedure but the girls on the desk are usually excellent and sort it out	Question 4 is a bit unfair - I might not be able to see my own doctor but can get in with other doctors whose care is always first rate
156	The doctors	Saturday appointments	Dr Bayliss is efficient, patient, caring with great empathy - Excellent

# GPAQ Comments Report

## Toft Road Surgery

Postal Questionnaires for all patients

Total Comments: 92

Patient Id	Is there anything particularly good about your health care	Is there anything that could be improved	Any other comments?
157			If needed to be seen quickly, seen a locum who haven't been that good in the past
158	General service at Toft Road is good		
159	Yes Dr Peel is a superb doctor	Screens in waiting room sometimes do not work	
160			I value good quality health care. This practice offers the very highest standards (in my opinion) The reception staff are always very accommodating and as a family we really appreciate being able to speak to the doctors by phone rather than take up appointment time. We often speak with friends about our "doctors" and can't believe how lucky we are to have such a great doctor's practice. Keep up the great work