



**GPAQ**  
The General Practice  
Assessment Questionnaire

Consultation Version 0.4

*Dr Stephen Helliwell Large*

**Horsefair Surgery**

# GPAQ Summary Report

Total Questionnaires: 195

## Horsefair Surgery

Consultation Questionnaires for all patients

	No Answer Given	Does not apply/ Don't know	Questions Answered	Practice Mean	GPAQ Benchmark
Q1. Number of visits to doctor in last 12 months	0		195		
Q2. Satisfaction with receptionists	3		192	<b>80</b>	75
Q3a. Satisfaction with opening hours	6		189	<b>72</b>	67
Q3b. Additional hours	18		200		
Q4a. How quickly patient was able to see a particular doctor	3	10	182		
Q4b. Rating	4	9	182	<b>57</b>	58
Q5a. How quickly patient was able to see any doctor	9	4	182		
Q5b. Rating	11	4	180	<b>68</b>	68
Q6. Urgent (same day) Appointment Availability	19	31			
Q7a. Waiting time	19		176		
Q7b. Satisfaction with waiting times at practice	15		180	<b>54</b>	56
Q8a. Satisfaction with phoning through to practice	3	4	188	<b>66</b>	59
Q8b. Satisfaction with phoning through to doctor for advice	13	65	117	<b>64</b>	59
Q9a. Usual doctor	17		178		
Q9b. Satisfaction with continuity of care	23		172	<b>62</b>	68
Q10a. Satisfaction with doctor's questioning	9	1	185	<b>82</b>	79
Q10b. Satisfaction with how well doctor listens	8	1	186	<b>86</b>	81
Q10c. Satisfaction with how well doctor puts patient at ease	8	23	164	<b>85</b>	82
Q10d. Satisfaction with how much doctor involves patient	9	12	174	<b>83</b>	79
Q10e. Satisfaction with doctor's explanations	7	4	184	<b>84</b>	81
Q10f. Satisfaction with time doctor spends	8	1	186	<b>79</b>	78
Q10g. Satisfaction with doctor's patience	8	4	183	<b>84</b>	81
Q10h. Satisfaction with doctor's caring and concern	14	1	180	<b>85</b>	82
Q11a. Ability to understand problem after visiting doctor	13	23	159	<b>69</b>	69
Q11b. Ability to cope with problem after visiting doctor	18	27	150	<b>66</b>	66
Q11c. Ability to keep healthy after visiting doctor	22	35	138	<b>62</b>	61
Q12. Gender	8		187		
Q13. Age	16		179	<b>44.0</b>	
Q14. Long standing illness, disability or infirmity	27		168		
Q15. Ethnic group	9		186		
Q16. Accommodation status	18		177		
Q17. Employment status	11		184		

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## Horsefair Surgery

Consultation 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>	0	None		
<u>Total answers</u>	195	Once or twice		
		Three or four times		
		Five or six times		
		Seven times or more		
			<b>80</b>	<b>75</b>
<b>Q2. Satisfaction with receptionists</b>				
<u>No answer given</u>	3	Very poor		
<u>Total answers</u>	192	Poor		
		Fair		
		Good		
		Very good		
		Excellent		
			<b>72</b>	<b>67</b>
<b>Q3a. Satisfaction with opening hours</b>				
<u>No answer given</u>	6	Very poor		
<u>Total answers</u>	189	Poor		
		Fair		
		Good		
		Very good		
		Excellent		
<b>Q3b. Additional hours</b>				
<u>No answer given</u>	18	Early morning		
<u>Total answers</u>	200	Lunch times		
		Evenings		
		Weekends		
		None, I am satisfied		
<b>Q4a. How quickly patient was able to see a particular doctor</b>				
<u>No answer given</u>	3	Same day		
<u>Total answers</u>	182	Next working day		
<u>Does not apply</u>	10	Within 2 working days		
		Within 3 working days		
		Within 4 working days		
		5 or more working days		
			<b>57</b>	<b>58</b>
<b>Q4b. Rating</b>				
<u>No answer given</u>	4	Very poor		
<u>Total answers</u>	182	Poor		
<u>Does not apply</u>	9	Fair		
		Good		
		Very good		
		Excellent		
<b>Q5a. How quickly patient was able to see any doctor</b>				
<u>No answer given</u>	9	Same day		
<u>Total answers</u>	182	Next working day		
<u>Does not apply</u>	4	Within 2 working days		
		Within 3 working days		
		Within 4 working days		
		5 or more working days		
			<b>68</b>	<b>68</b>
<b>Q5b. Rating</b>				
<u>No answer given</u>	11	Very poor		
<u>Total answers</u>	180	Poor		
<u>Does not apply</u>	4	Fair		
		Good		
		Very good		
		Excellent		

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## Horsefair Surgery

Consultation Questionnaires for all patients

	Number of responses	Practice Mean	GPAQ Benchmark
<b>Q6. Urgent (same day) Appointment Availability</b>			
<u>No answer given</u>	19		
<u>Total answers</u>	145	Yes 130	
<u>Don't know/never needed to</u>	31	No 15	
<hr/>			
<b>Q7a. Waiting time</b>			
<u>No answer given</u>	19	5 minutes or less	16
<u>Total answers</u>	176	6-10 minutes	62
		11-20 minutes	78
		21-30 minutes	17
		More than 30 minutes	3
		<b>54</b>	<b>56</b>
<hr/>			
<b>Q7b. Satisfaction with waiting times at practice</b>			
<u>No answer given</u>	15	Very poor	1
<u>Total answers</u>	180	Poor	13
		Fair	67
		Good	63
		Very good	26
		Excellent	10
		<b>66</b>	<b>59</b>
<hr/>			
<b>Q8a. Satisfaction with phoning through to practice</b>			
<u>No answer given</u>	3	Very poor	1
<u>Total answers</u>	188	Poor	3
<u>Don't know/never tried</u>	4	Fair	32
		Good	71
		Very good	61
		Excellent	20
		<b>64</b>	<b>59</b>
<hr/>			
<b>Q8b. Satisfaction with phoning through to doctor for advice</b>			
<u>No answer given</u>	13	Very poor	1
<u>Total answers</u>	117	Poor	10
<u>Don't know/never tried</u>	65	Fair	22
		Good	35
		Very good	29
		Excellent	20
		<b>62</b>	<b>68</b>
<hr/>			
<b>Q9a. Usual doctor</b>			
<u>No answer given</u>	17	Always	22
<u>Total answers</u>	178	Almost always	48
		A lot of the time	31
		Some of the time	56
		Almost never	17
		Never	4
		<b>62</b>	<b>68</b>
<hr/>			
<b>Q9b. Satisfaction with continuity of care</b>			
<u>No answer given</u>	23	Very poor	1
<u>Total answers</u>	172	Poor	15
		Fair	37
		Good	53
		Very good	41
		Excellent	25

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## Horsefair Surgery

Consultation Questionnaires for all patients

	Number of responses	Practice Mean	GPAQ Benchmark
<b>Q10a. Satisfaction with doctor's questioning</b>			
<u>No answer given</u>	9	<b>82</b>	<b>79</b>
<u>Total answers</u>	185		
<u>Does not apply</u>	1		
Very poor	1		
Poor	0		
Fair	9		
Good	42		
Very good	51		
Excellent	82		
<b>Q10b. Satisfaction with how well doctor listens</b>			
<u>No answer given</u>	8	<b>86</b>	<b>81</b>
<u>Total answers</u>	186		
<u>Does not apply</u>	1		
Very poor	0		
Poor	1		
Fair	5		
Good	31		
Very good	50		
Excellent	99		
<b>Q10c. Satisfaction with how well doctor puts patient at ease</b>			
<u>No answer given</u>	8	<b>85</b>	<b>82</b>
<u>Total answers</u>	164		
<u>Does not apply</u>	23		
Very poor	0		
Poor	1		
Fair	5		
Good	29		
Very good	45		
Excellent	84		
<b>Q10d. Satisfaction with how much doctor involves patient</b>			
<u>No answer given</u>	9	<b>83</b>	<b>79</b>
<u>Total answers</u>	174		
<u>Does not apply</u>	12		
Very poor	0		
Poor	0		
Fair	11		
Good	27		
Very good	62		
Excellent	74		
<b>Q10e. Satisfaction with doctor's explanations</b>			
<u>No answer given</u>	7	<b>84</b>	<b>81</b>
<u>Total answers</u>	184		
<u>Does not apply</u>	4		
Very poor	0		
Poor	1		
Fair	6		
Good	35		
Very good	53		
Excellent	89		
<b>Q10f. Satisfaction with time doctor spends</b>			
<u>No answer given</u>	8	<b>79</b>	<b>78</b>
<u>Total answers</u>	186		
<u>Does not apply</u>	1		
Very poor	0		
Poor	1		
Fair	18		
Good	43		
Very good	53		
Excellent	71		
<b>Q10g. Satisfaction with doctor's patience</b>			
<u>No answer given</u>	8	<b>84</b>	<b>81</b>
<u>Total answers</u>	183		
<u>Does not apply</u>	4		
Very poor	0		
Poor	0		
Fair	11		
Good	35		
Very good	39		
Excellent	98		
<b>Q10h. Satisfaction with doctor's caring and concern</b>			
<u>No answer given</u>	14	<b>85</b>	<b>82</b>
<u>Total answers</u>	180		
<u>Does not apply</u>	1		
Very poor	0		
Poor	2		
Fair	7		
Good	30		
Very good	43		
Excellent	98		

# GPAQ Analysis

Total Questionnaires: 195

## Horsefair Surgery

Consultation Questionnaires for all patients

		Number of responses	Practice Mean	GPAQ Benchmark
<b>Q11a. Ability to understand problem after visiting doctor</b>				
			<b>69</b>	<b>69</b>
<u>No answer given</u>	13	Much more than before the visit	84	
<u>Total answers</u>	159	A little more than before the visit	50	
<u>Does not apply</u>	23	The same or less than before the visit	25	
<b>Q11b. Ability to cope with problem after visiting doctor</b>				
			<b>66</b>	<b>66</b>
<u>No answer given</u>	18	Much more than before the visit	74	
<u>Total answers</u>	150	A little more than before the visit	50	
<u>Does not apply</u>	27	The same or less than before the visit	26	
<b>Q11c. Ability to keep healthy after visiting doctor</b>				
			<b>62</b>	<b>61</b>
<u>No answer given</u>	22	Much more than before the visit	59	
<u>Total answers</u>	138	A little more than before the visit	53	
<u>Does not apply</u>	35	The same or less than before the visit	26	
<b>Q12. Gender</b>				
<u>No answer given</u>	8	Male	59	
<u>Total answers</u>	187	Female	128	
<b>Q13. Age</b>				
			<b>44.0</b>	
<u>No answer given</u>	16	16 to 44	104	
<u>Total answers</u>	179	Over 45	75	
<b>Q14. Long standing illness, disability or infirmity</b>				
<u>No answer given</u>	27	Yes	73	
<u>Total answers</u>	168	No	95	
<b>Q15. Ethnic group</b>				
<u>No answer given</u>	9	White	177	
<u>Total answers</u>	186	Black or Black British	0	
		Asian or Asian British	5	
		Mixed	3	
		Chinese	0	
		Other ethnic group	1	
<b>Q16. Accommodation status</b>				
<u>No answer given</u>	18	Owner-occupied/mortgage	108	
<u>Total answers</u>	177	Rented or other arrangements	69	
<b>Q17. Employment status</b>				
		Employed(full or part time, including self-employed)	114	
<u>No answer given</u>	11	Unemployed and looking for work	3	
<u>Total answers</u>	184	At school or in full time education	18	
		Unable to work due to long term sickness	3	
		Looking after your home/family	10	
		Retired from paid work	33	
		Other	3	

# ***GPAQ Scale Score Report***

Total Questionnaires: 195

## ***Horsefair Surgery***

*Consultation Questionnaires for all patients*

<b><i>Scale</i></b>	<b><i>Completed Responses</i></b>	<b><i>Sum of Values</i></b>	<b><i>Minimum</i></b>	<b><i>Maximum</i></b>	<b><i>Valid Questionnaires</i></b>	<b><i>Mean (%)</i></b>
<i>Access</i>	1028	4305	25.00	100.00	190	63.6579
<i>Receptionist</i>	192	958	20.00	100.00	192	79.7917
<i>Continuity of Care</i>	172	709	0.00	100.00	172	62.4419
<i>Communication</i>	1441	7461	31.43	100.00	187	83.4925
<i>Enablement</i>	435	1010	0.00	100.00	152	66.3925

## Horsefair Surgery

Consultation Questionnaires for all patients

Scale		Completed Responses	Sum of Values	Minimum	Maximum	Valid Questionnaires	Mean (%)
<b><u>By Age</u></b>							
<b>Access</b>	<b>All</b>	<b>951</b>	<b>3983</b>	<b>25.00</b>	<b>100.00</b>	<b>177</b>	<b>63.6579</b>
	16 to 44	550	2280	25.00	100.00	103	62.9903
	Over 45	401	1703	35.00	100.00	74	64.5901
<b>Receptionist</b>	<b>All</b>	<b>176</b>	<b>876</b>	<b>20.00</b>	<b>100.00</b>	<b>176</b>	<b>79.7917</b>
	16 to 44	102	509	20.00	100.00	102	79.8039
	Over 45	74	367	40.00	100.00	74	79.1892
<b>Continuity of Care</b>	<b>All</b>	<b>160</b>	<b>661</b>	<b>0.00</b>	<b>100.00</b>	<b>160</b>	<b>62.4419</b>
	16 to 44	90	358	0.00	100.00	90	59.5556
	Over 45	70	303	20.00	100.00	70	66.5714
<b>Communication</b>	<b>All</b>	<b>1337</b>	<b>6938</b>	<b>31.43</b>	<b>100.00</b>	<b>174</b>	<b>83.4925</b>
	16 to 44	781	4026	31.43	100.00	102	83.1209
	Over 45	556	2912	52.50	100.00	72	84.5453
<b>Enablement</b>	<b>All</b>	<b>408</b>	<b>940</b>	<b>0.00</b>	<b>100.00</b>	<b>143</b>	<b>66.3925</b>
	16 to 44	244	538	0.00	100.00	86	60.7558
	Over 45	164	402	0.00	100.00	57	72.8070
<b><u>By Gender</u></b>							
<b>Access</b>	<b>All</b>	<b>999</b>	<b>4168</b>	<b>25.00</b>	<b>100.00</b>	<b>185</b>	<b>63.6579</b>
	Male	301	1249	30.00	93.33	57	62.9591
	Female	698	2919	25.00	100.00	128	63.5599
<b>Receptionist</b>	<b>All</b>	<b>184</b>	<b>916</b>	<b>20.00</b>	<b>100.00</b>	<b>184</b>	<b>79.7917</b>
	Male	59	294	40.00	100.00	59	79.6610
	Female	125	622	20.00	100.00	125	79.5200
<b>Continuity of Care</b>	<b>All</b>	<b>167</b>	<b>685</b>	<b>0.00</b>	<b>100.00</b>	<b>167</b>	<b>62.4419</b>
	Male	54	221	20.00	100.00	54	61.8519
	Female	113	464	0.00	100.00	113	62.1239
<b>Communication</b>	<b>All</b>	<b>1401</b>	<b>7257</b>	<b>31.43</b>	<b>100.00</b>	<b>182</b>	<b>83.4925</b>
	Male	435	2224	37.50	100.00	56	82.3724
	Female	966	5033	31.43	100.00	126	84.0495
<b>Enablement</b>	<b>All</b>	<b>426</b>	<b>994</b>	<b>0.00</b>	<b>100.00</b>	<b>149</b>	<b>66.3925</b>
	Male	136	311	0.00	100.00	47	65.2482
	Female	290	683	0.00	100.00	102	67.7288
<b><u>By Ethnicity</u></b>							
<b>Access</b>	<b>All</b>	<b>993</b>	<b>4147</b>	<b>25.00</b>	<b>100.00</b>	<b>184</b>	<b>63.6579</b>
	White	942	3952	25.00	100.00	175	63.7848
	Other Ethnicity	51	195	40.00	100.00	9	56.8889
<b>Receptionist</b>	<b>All</b>	<b>183</b>	<b>911</b>	<b>20.00</b>	<b>100.00</b>	<b>183</b>	<b>79.7917</b>
	White	175	876	20.00	100.00	175	80.1143
	Other Ethnicity	8	35	40.00	100.00	8	67.5000
<b>Continuity of Care</b>	<b>All</b>	<b>166</b>	<b>680</b>	<b>0.00</b>	<b>100.00</b>	<b>166</b>	<b>62.4419</b>
	White	157	643	0.00	100.00	157	61.9108
	Other Ethnicity	9	37	40.00	100.00	9	62.2222
<b>Communication</b>	<b>All</b>	<b>1394</b>	<b>7224</b>	<b>31.43</b>	<b>100.00</b>	<b>181</b>	<b>83.4925</b>
	White	1323	6905	31.43	100.00	172	84.3099
	Other Ethnicity	71	319	40.00	100.00	9	69.6429
<b>Enablement</b>	<b>All</b>	<b>426</b>	<b>988</b>	<b>0.00</b>	<b>100.00</b>	<b>149</b>	<b>66.3925</b>
	White	410	950	0.00	100.00	143	66.1422
	Other Ethnicity	16	38	33.33	100.00	6	69.4444



# ***GPAQ Comments Report***

## *Horsefair Surgery*

Consultation Questionnaires for all patients

***Total Comments: 57***

<i>Patient Id</i>	<i>Is there anything particularly good about your health care?</i>	<i>Is there anything that could be improved?</i>	<i>Any other comments?</i>
3	Generally very good. I have enjoyed the expert patient course	Time waiting and ability to get nurse appointments. Time it takes to see your own doctor	Parking can be a nightmare
10	Normally fit		
15	Many good points	later surgery	
28	I think the doctors surgery is a good environment		
30		The time able to book or see the doctor	
35		Weekend Clinic - other than the nurses - you can't see a doc at weekends	
41	I like the fact that people; Dr Cordner, Dr Cherry, Jacqui Hayward & Kerry Hart care about me as a person		
52	All very good		
53	The nursing staff have, on the whole, a good rapport with patients and they put them at their ease	The regimentation of the waiting area	
67	Speediness of speaking/seeing a doctor/health visitor regarding my two babies		Baby clinic on another day(additional) to avoid waiting too long
68	Very holistic		
71	Yes		
73	Generally get seen by a doctor fairly promptly for minor ailments	Wait times to be seen by a specific doctor	For specific knowledge of problems other than minor ailments I almost always have had to be referred
79	Always a smiley face on reception. Makes a huge difference. Very calming and you know that you matter	You do a great job with what you have to work with	Keep up the good work
84	Doctors and staff very caring		
86	Yes. The facilities are first class	No	
93	Yes. Dr Gillivray (sic) is the best doctor. I had itchy problem. She sent me to the healthcare which is the right direction. And they did some test and problem was sorted. She did best for me.	No	Dr Gillivray is the best. She is the one who make me feel better . She is well understanding and listening to the patient
95	The doctor I saw today is excellent. She is very caring and thorough. Marvellous doctor.	Np	
96	Dr Cherry is my usual doctor. He is EXCELLENT. My husband moved from West Bar so he could be his doctor.		
98		Getting to see a nurse more easily	
102	Doctors	Waiting times to see your own doctor	
104	Good support from doctor.Has a good ear to listen all the time.	Weekend surgery	

# ***GPAQ Comments Report***

## *Horsefair Surgery*

Consultation Questionnaires for all patients

***Total Comments: 57***

<i><b>Patient Id</b></i>	<i><b>Is there anything particularly good about your health care?</b></i>	<i><b>Is there anything that could be improved?</b></i>	<i><b>Any other comments?</b></i>
107	Dr Alcock is very thorough and professional. Always understanding, very kind and caring	Not as yet	
110		Reception cover - 2 ladies sat in back office and it took 5 minutes to be booked in	
118	Dr Cherry is absolutely wonderful. Do not let him retire	No	No
119	My doctor invariably listens to me - unlike many of the younger doctors	More parking space	
120	Dr Cherry is a very kind and caring doctor		I am very happy with Horsefair Surgery
127	Location. Availability of car parking. Nurse care excellent	Maybe weekend appointments - although always Out of Hours	
129	I have an amazing doctor	The way other doctors treat you if you are not their patient	
135	Everything is very satisfactory		
139	Good doctors	Waiting times	
142	Generally I have found I have been lucky in most treatments I have received and these have been varied. Doctors and nurses both have been brilliant	Sorry, Cant think of anything. Oops. Just thought of something - car parking not so good. Could be bigger	I honestly feel that this surgery has excellent facilities, atmosphere and staff
146	Always get to see a doctor		
154	Very understanding		
155	Satisfactory		
165	Staff are friendly and helpful as we are here every other week		
172	The understanding and care from my regular doctor. Receptionists are very helpful in trying to get you to see your own doctor which puts you at ease	I think it is an excellent surgery as it is.	
173	Very friendly staff. Very helpful and can see a doctor very quickly. Much better service than other surgeries		
178	The doctors are thorough	The doctors could be open in the evening	
179	All very nice at practice		
181	With thisw last incident Dr Dawson has been excellent with ensuring that it was diagnosed fast and relevent. Steps are being taken.		
183	Generally when can see a doctor then there is a good discussion of issues.	Sometimes when I have called appointments are not available for a number of days, so I don't bother (sometimes symptoms go away. Sometimes you definitely have to get an appointment	
188			After leaving JR with drain in Banbury Nurses unable to help me!

# ***GPAQ Comments Report***

## *Horsefair Surgery*

Consultation Questionnaires for all patients

***Total Comments: 57***

<i><b>Patient Id</b></i>	<i><b>Is there anything particularly good about your health care?</b></i>	<i><b>Is there anything that could be improved?</b></i>	<i><b>Any other comments?</b></i>
192	I have always found this practice to be very efficient and friendly		
209		I understand Doctors are very busy but an extra 5 minutes with doctor when needed would be good	
210	Yes	No	Dr Large was really helpful to me
218		Yes - the waiting area is lovely and open but far too hot! Suggest air conditioning. Also an electronic booking in system would be more efficient (like Horsefair had) as all waiting can hear name and DOB!	
220	Just had a baby		
222	Stopped smoking with your help. Now need to tackle alcohol.	Nutritional dietary advice to aid weight loss (of approx 1 stone)	See above re alcohol
223	Healthy Diet Exercise		
225	My original GP knew me very well. He retired! He was very sympathetic to my needs. I was able to speak to him on te telephone which meant not coming in unnecessarily .	My new GP not so understanding so I usually see whoever is free - the drawback is they are not so familiar with my circumstances so I have to build a new relationship	
227			Do you have a well womens' clinic
228	I like the NHS. Personally I cannot fault it.		
240	Everyone is friendly helpful and nice	It's really hot and stuffy. I don't like that. They need to open a window!	Mum would really like a weight management prograqmmme. Not everyone can afford or get childcare to to go to weight watchers.
242	Cannot complain about the surgery. Everyone is always happy to help. Brilliant in everyway	No	Keep doing what you are doing
244	Always appointment available at hours to suit me. Friendly staff. Highly recommended	Parking? But not a major issue	
246	New building very impressive		