

**GENERAL PRACTICE
ASSESSMENT QUESTIONNAIRE
REPORT**

Approved for PE2 Quality Indicator of the GMS Contract

Dr Rhodes & Partners

07 November 2006



CFEP - UK SURVEYS

Helping People Make a Difference

Comments from patients

7-Nov-2006

Practice 54: Dr Rhodes & Partners

<i>Sex</i>	<i>Age</i>	<i>Comment</i>
Q18a: Is there anything particularly good about your health care?		
F	16-39	It is clean and friendly.
M	60+	The practice is doing very well.
M	60+	I am more than happy with the care received.
M	60+	Everything is fine.
M	60+	Everybody is extremely kind.
M	60+	The doctor is very thorough.
M	60+	It couldn't be any better.
M	60+	Excellent.
M	60+	It is very good.
F	16-39	The GP takes good care of me and is very caring. The GP also makes me feel a lot better.
F	16-39	You always get seen on the same day you make your appointment by phone, by any doctor available.
F	16-39	Some of the receptionists at this clinic should always smile, give a friendly look to patients, and approach them politely. It doesn't take long to book an appointment.
F	40-59	My doctor has been wonderful, caring, considerate and excellent.
F	16-39	My doctor is very caring and thorough in consultations.
M	60+	I am satisfied.
F	16-39	Seen the same day.
F	16-39	My doctor has always been helpful and gives expert advice.
F	16-39	You can get an appointment on the day you require. The reception staff are very helpful.
F	16-39	My child usually gets seen on the same day.
F	16-39	When I have been able to see my own GP, the doctor has been very proactive in my treatment. My doctor always listens to me and takes the opportunity to listen to me and deal with my problems accordingly.
F	16-39	This is the best surgery in town. Thank you.
F	16-39	I've always been very pleased with the service offered to me. The Tuesday evening surgery is very important for people who work and it is the reason I have stayed with this practice.
F	16-39	I am very happy with the service I receive from this medical centre. Thank you.
F	16-39	Can almost always see a doctor on the same day.
F	16-39	I have always considered myself and my family to be very blessed with our medical centre and our level of medical care.
F	16-39	The member of staff who takes blood is very gentle. I have a needle phobia but this individual makes me feel at ease. The other facilities are good too.
F	40-59	I can always get an appointment when I want one. I am very pleased with the care.
F	16-39	An excellent service provided from all at the surgery.
M	40-59	Everything.



Client Focused Evaluations Program
GPAQ Analysis
Peninsula Medical School



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	60+	All round care is excellent.
M	16-39	Brilliant. Don't change a thing. Enjoyable health care.
M	16-39	A great service.
M	16-39	High quality of service.
M	16-39	Regular check-ups every 6 months.
M	16-39	Standard expectations.
M	16-39	Generally happy to see any of the doctors at this practice. It would be good to be able to see my doctor when requested within 1-2 days but this is rarely possible.
M	16-39	The doctors are generally able to diagnose and remedy.
M	16-39	You can get an appointment on the same day in an emergency.
M	40-59	It seems to be reasonably well run.
M	40-59	Two of the doctors are excellent. Couldn't fault these doctors. Thank you for your help.
M	40-59	As stated overleaf, my doctor is a darn good egg and my future might be different without this doctor.
M	60+	I am satisfied with the service received from my doctor.
M	40-59	Accessible, very friendly. A good practice.
M	60+	It is first class.
M	40-59	Everything.
M	40-59	My doctor has always been firm but kind when I have been ill and shown great concern whenever I have been depressed or anxious.
M	40-59	The medical staff are very helpful and accomodating.
M	40-59	Very pleased with the efficiency of the practice compared with what I hear from other surgeries.
M	40-59	I am happy with my care.
M	40-59	The practice is excellent and I find it hard to believe there are any better.
M	60+	I am always treated well and with courtesy.
M	60+	My health care is excellent.
M	60+	The staff here genuinely help and secure your worries rather than treating you as a nuisance, which has been my experience with other surgeries.
M	60+	I think this GP is one of the best, if not THE best.
M	60+	It is excellent.
F	16-39	It's near my home.
M	40-59	The practice is very good. The staff are thoughtful and they involve me.
F	60+	I have always asked questins and been given good answers and care by the practice.
F	40-59	My doctor is excellent, so are the reception staff. Whenever I phone they can't do enough to help.
F	40-59	The practice is very good.
F	60+	It is very good.
F	60+	My doctor is excellent and very caring.
F	60+	A pleasant happy doctor.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	60+	The overall experience of having to come to the practice is made as uncomplicated and convenient as possible. All members of the practice are pleasant and very professional.
F	60+	I have always had extremely good care at this practice.
F	60+	There are other facilities available at the practice, e.g. asthma nurse, phlebotomist, dietician, etcetera.
F	60+	The practice is always very caring and the receptionists do all they can to help you with the earliest appointment.
F	60+	During the few times I have visited, I've had excellent service.
F	60+	I'm very happy with my health care.
F	60+	The GP practice is excellent.
F	40-59	All the GPs are understanding.
F	60+	Very good practice. No complaints.
F	60+	Explanations are given quite well and I feel I can ask questions.
F	60+	I've always found the doctor easy to talk to and very caring.
F	40-59	All the doctors at this practice provide an excellent service and are all personable.
F	60+	I would not be able to live a normal life without it.
F	16-39	Very satisfied.
F	60+	I have great confidence in my doctor and the practice. They acted so quickly when I had a serious condition. Without this doctor's prompt action I may have died.
F	60+	I find the doctor to be very receptive. I feel the doctor puts me at ease and nothing is too much trouble. I like to see the same doctor to establish a doctor/patient relationship, which I feel helps me.
F	60+	The practice has always helped and advised. I find this practice to be very good and caring. The staff always listen to what you have to say.
F	60+	Everything is good.
F	60+	Very pleased with the care and attention I always receive. Well done everyone.
F	60+	The health care here is very good. The doctors are willing to listen to all your concerns and help in any way they can.
F	60+	An excellent practice.
F	60+	On reading newspapers one would think that the NHS is derelict. This clinic proves that excellence exists.
F	60+	I feel happy and comforted with the love and care given to me by the doctors. As a result, my health has improved. General satisfaction.
F	40-59	It's good.
F	60+	All doctors and reception staff are very helpful and polite.
F	40-59	Good practice with many doctors. Excellent in that one is able to book an appointment and be seen on the same day.
F	40-59	Constant support is provided.
F	40-59	It is efficient and knowledgeable.
F	40-59	I like the smile you usually get as if the doctor is pleased to see you and the friendly way you're spoken to and treated.
F	40-59	Good and friendly people.
F	40-59	I like the way you can get almost every treatment from the practice.
F	40-59	Very good hours, good competent doctors. A modern and forward thinking surgery.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	40-59	The health clinic, i.e. blood tests, asthma clinic.
F	40-59	The availability to see a doctor, even if it's not your own doctor, on the day you phone up.
F	40-59	My doctor is always helpful, easy to talk to and very understanding. In general the practice is very well run and the reception staff are always very helpful.
F	40-59	I am very confident in the health care professionals.
F	40-59	A very dedicated GP who goes beyond the call of duty.
F	40-59	One of the doctors here, who I normally see, is very understanding and sympathetic. Another of the doctors at this surgery is also very satisfactory.
F	40-59	Very good to have an MS nurse at the practice.
F	40-59	I feel that I am listened to by caring doctors.
F	40-59	No issues, everything is okay.
F	40-59	I am satisfied with the treatment I get.
F	40-59	Two of the doctors are excellent. No complaints.
F	40-59	I particularly liked the doctor's caring attitude and patience.
F	40-59	Excellent all round.
F	40-59	All the doctors are very good.
F	40-59	Thorough checks and tests are carried out, e.g. blood, referrals, etcetera.
F	40-59	The doctors in this practice seem to look at you overall, not just complaints in isolation. This encourages me to take better care of myself and my family.
F	40-59	My doctor is very sympathetic, caring and most importantly, knowledgeable.
F	40-59	The health care I have received has been fantastic.
F	40-59	My doctor and I could not have done any more for my recently deceased partner.

Q18b: Is there anything that can be improved?

M	60+	Waiting times.
M	60+	Repeat prescriptions.
M	60+	Appointments with your own doctor.
F	16-39	The waiting time. I never usually get seen on time.
F	16-39	The waiting times are a bit too long for me.
M	60+	Would like a body MOT every 6 months.
F	16-39	The waiting time for the doctor, i.e. if you have a 4.30pm appointment there is normally a 30-45 minutes wait, which I think is not fair, considering the doctor only takes 5 minutes to listen and diagnose the problem.
F	16-39	Punctuality of opening times.
F	16-39	Re-open the Saturday morning surgery. One doctor should be on call for emergencies, at night. People get sick at weekends. The surgery should accommodate everyone.
F	16-39	Would like to be able to see my own doctor more often. I think I've seen my doctor three times in all the years I have been registered with the practice.
F	16-39	Could the reception staff please change so that they are not looking down on the patient.
F	16-39	There should be changes in the appointment timings at the hospital as they are never on time.
F	16-39	Need more telephone lines when trying to get through to the surgery.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	16-39	Long waits.
M	60+	The service is very good.
M	16-39	No, thanks.
F	16-39	The waiting times. Would like this practice to have a child friendly clinic with separate appointments and GPs.
F	16-39	Would like to see my usual doctor.
F	16-39	Waiting times. I have had to wait for 30 minutes before, although not very often.
M	40-59	If you make an appointment time, it should be kept or patients should be advised if doctors are running late.
F	16-39	Appointment waiting times (sometimes I have waited for an hour before being seen). Some of the reception staff are friendly, some are rude and unapproachable.
F	60+	Waiting times.
M	16-39	Can't be any better.
M	16-39	The time you have to wait.
M	16-39	The telephone receptionists who I speak to, in order to book an appointment, are always very rude, abrupt, unhelpful and impatient towards partially deaf patients.
M	16-39	Yes. Can you just put the right doctors in the clinic.
M	16-39	Would like some weekend opening.
M	16-39	The waiting area.
M	40-59	More accurate appointment times.
M	60+	Not that I can identify.
M	40-59	Children under 5 years old need to be seen more promptly.
M	40-59	Another later surgery?
M	40-59	Hospital appointments could be obtained quicker.
M	40-59	Information regarding practice performance indicators, i.e. average waiting times, percentage of cancelled appointments, etcetera.
M	40-59	Is the ratio of patients/doctors/nurses correct? On trying to make an appointment, I have found it very difficult to get through, and I have not been able to get an appointment with my chosen doctor very quickly. Do you get better budgets for having more patients on your books at the expense of your old existing patients? In my hour of need I felt badly let down by my specialist. I was just passed over to another section care team and my support patterns were disturbed.
M	40-59	I can't think of anything.
M	40-59	Only some extra hours of availability at weekends.
M	40-59	It's fine.
M	16-39	More surgery time in the mornings and evenings for working people. The Saturday morning surgery has been missed.
F	60+	Parking facilities.
F	40-59	Weekend and evening surgeries would be convenient for those who work, but not essential.
F	40-59	A general woman's clinic would be good.
F	40-59	I would be very pleased if alternative therapies were recommended and prescribed.
F	40-59	Not in my case.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	40-59	It's difficult to get through on the phone. I usually have to call in and queue up.
F	40-59	The practice should take more care in recording information because I had to register for the second time, having brought all my documents and they were misplaced. I was booked for an appointment to see the nurse only to be told my name was not on the system after waiting for about twenty minutes.
F	40-59	Would like to see the same doctor at each visit.
F	40-59	Would like to feel less rushed and to be able to have more time allocated with the doctor. Would like more flexibility when to see a doctor on non-urgent matters, e.g. early mornings or evenings.
F	60+	The relinquishment of after hours and weekend care to NHS Direct is impersonal and one wonders if there is any follow up from the hospital to the practice via notification of visit. Whilst NHS Direct has been useful, this is only so if you can manage to get to hospital.
F	40-59	Not really.
F	60+	Not really.
F	60+	If it isn't broke, please don't try to change it.
F	60+	Not that I am aware of.
F	60+	Appointments are not spaced out enough.
F	60+	I couldn't be more satisfied with the practice.
F	16-39	More evening appointments.
F	60+	Access for wheelchair users.
F	40-59	Please open at lunch time, with at least one doctor on duty.
F	16-39	The updating of files and notes needs to be a bit more organised. I personally delivered a letter from the hospital and this was not on my notes over a month later.
F	16-39	The ability to see one's usual doctor when you need to rather than having to book an appointment 2-3 weeks in advance.
F	60+	Would like to see some evening opening hours.
F	16-39	Consideration should be shown to people with prams, i.e. no upstairs appointments where possible.
F	40-59	More evening appointments.
F	16-39	No. I am very satisfied.
F	16-39	A smile from the receptionists would make the patient 20% better before seeing the doctor. It works wonders. Try it!
F	16-39	Parking.
F	40-59	Advice should be given on improving general well-being, exercise, vitamins, etcetera.
F	40-59	After ringing the duty doctor it took this doctor 4 and a half hours to come to my house. This was too long, and in this time my condition had considerably worsened.
F	40-59	Weekend opening times.
F	40-59	The only thing which I feel could be improved is that of times available for commuters. The only time I can phone is during lunch time and during this time the answering machine is on.
F	40-59	Would like to have just one doctor.
F	40-59	The appointment system could be improved as more often than not you are not seen at the appointment time given. This leads to frustration and anxiety, which I don't need as I have a blood pressure problem.
F	40-59	I would be very pleased if the surgery was opened during two evenings a week.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	40-59	When you ask for a particular test, it would be nice if it was given rather than being told you don't need it, as you ask for it for a reason. This makes me apprehensive about coming to see a GP when I have a concern.
F	40-59	Not really.
F	40-59	Keep smiling.
F	40-59	Would like to book an appointment with a chosen doctor a month (at least) in advance.

Q18c: Any Other Comments?

F	16-39	Very happy with the surgery.
M	40-59	An excellent surgery.
F	16-39	The doctor tried to talk me through my nervous feelings which really helped me.
F	16-39	The services provided by the practice are generally very good.
F	16-39	Keep up the good work.
F	16-39	A "walk-in" surgery may be beneficial.
F	16-39	Carry on with the good work.
F	16-39	A little more time and patience by other doctors would be nice. Sometimes you can be in and out in 5 minutes.
F	16-39	I sometimes feel rushed by the doctor.
F	16-39	Would like there to be a water cooler in the waiting room. I would also like more children's magazines and more toys.
M	60+	Everything is satisfactory.
M	60+	I am happy with everything.
M	60+	Quite happy with the care and attention received.
M	40-59	Have a screen with names on so you can see how many patients are before you.
M	40-59	Just keep up the good work.
M	40-59	Keep up the good work.
M	16-39	Often it is very hard to get an appointment with your preferred doctor.
F	60+	I feel fortunate to be with this practice.
F	16-39	Would be nice if the staff could speak different languages to make new patients feel welcome.
M	60+	All is okay, keep it up.
F	40-59	I have often waited over an hour to see a certain doctor. This is not good.
M	16-39	Can you change the speakers (make them clearer).
F	60+	I suggest a separate point for collection of prescriptions. This would shorten and speed up reception queues.
F	60+	I've been with this practice for many years, which speaks volumes.
F	60+	This practice keeps me from moving out of the area.
F	60+	It is better to have to wait and see the doctor instead of rushing through a lot of people.
F	40-59	I think, all in all, this is one of the best health centres in the area.
F	40-59	Thank you. Keep up the good work.
F	40-59	Generally very satisfied.
F	60+	This is a well run and pleasant practice.



<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	40-59	I will be very upset when my doctor leaves.
F	16-39	Keep up the good work everyone and God bless.
F	40-59	All the doctors are friendly and professional.
F	40-59	This is an excellent practice.
F	40-59	More provision by the NHS of the help required in dealing with CFS. More phone consultations. More research.
F	40-59	Overall, when comparing my surgery with others, I feel a good service is provided within the constraints of the NHS.
F	40-59	Keep up the good work.
F	40-59	Thank you.
F	40-59	Great. Keep it up.
F	40-59	I am happy with the doctors.
F	40-59	Information should be passed on accurately because the doctor called out my sibling's first name instead of mine. We share the same surname, and address, but absolutely different dates of birth.



The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice and your visit today.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank you.

Because part of the survey is about the doctor you saw today, please write the doctor's name below

The doctor I saw today was Dr _____

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1	In the past 12 months, how many times have you seen a doctor from your practice?	None <input type="checkbox"/> 1	Once or twice <input type="checkbox"/> 2	Three or four times <input type="checkbox"/> 3	Five or six times <input type="checkbox"/> 4	Seven times or more <input type="checkbox"/> 5		
2	How do you rate the way you are treated by receptionists at your practice?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6	
3	a) How do you rate the hours that your practice is open for appointments?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6	
	b) What additional hours would you like the practice to be open? (please tick all that apply)	Early morning <input type="checkbox"/> 1	Lunch times <input type="checkbox"/> 2	Evenings <input type="checkbox"/> 3	Weekends <input type="checkbox"/> 4	None, I am satisfied <input type="checkbox"/> 5		
4	Thinking of times when you want to see a particular doctor: (please tick one box only)							
		Same day <input type="checkbox"/> 1	Next working day <input type="checkbox"/> 2	Within 2 working days <input type="checkbox"/> 3	Within 3 working days <input type="checkbox"/> 4	Within 4 working days <input type="checkbox"/> 5	5 or more working days <input type="checkbox"/> 6	Does not apply <input type="checkbox"/> 7
	a) How quickly do you usually get to see that doctor?							
	b) How do you rate this?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6	Does not apply <input type="checkbox"/> 7



5 Thinking of times when you are willing to see any doctor: (please tick one box only)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
a) How quickly do you usually get seen?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b) How do you rate this?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

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

Yes	No	Don't know/never needed to
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7 a) How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

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8 Thinking of times you have phoned the practice, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/never tried
a) Ability to get through to the practice on the phone?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) Ability to speak to a doctor on the phone when you have a question or need medical advice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

9 This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 10.

	Always	Almost always	A lot of the time	Some of the time	Almost never	Never
a) In general, how often do you see your usual doctor?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Very poor	Poor	Fair	Good	Very good	Excellent
b) How do you rate this?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

10 Thinking about your consultation with the doctor today, how do you rate the following:	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the doctor asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor listened to what you had to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor put you at ease during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor involved you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor explained your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of time your doctor spent with you today?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's patience with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's caring and concern for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

11 After seeing the doctor today do you feel....	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
a) able to understand your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) able to cope with your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) able to keep yourself healthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

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Finally, it will help us to understand your answers if you could tell us a little about yourself:

12 Are you:

1 Male

2 Female

13 How old are you? _____ years

14 Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time

1 Yes

2 No

15 Which **ethnic group** do you belong to? (please tick one box)

1 White

4 Mixed

2 Black or Black British

5 Chinese

3 Asian or Asian British

6 Other ethnic group

16 Is your **accommodation**: (please tick one box)

1 Owner-occupied/mortgaged?

2 Rented or other arrangements?

17 Which of the following best describes you? (please tick one box)

1 Employed (full or part time, including self-employed)

5 Looking after your home/family

2 Unemployed and looking for work

4 Retired from paid work

3 At school or in full time education

7 Other (please describe).....

4 Unable to work due to long term sickness

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18 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire.

Table 1: Service evaluation and satisfaction results and benchmarks

7-Nov-2006

Practice 54: Dr Rhodes & Partners

Ratings referring to satisfaction with a specific consultation are highlighted in bold.

	Mean Score	GPAQ Benchmark
Q2: Satisfaction with receptionists	76	75
Q3a: Opening hours	70	67
Q4b: Availability of PARTICULAR doctor	61	58
Q5b: Availability of ANY doctor	72	68
Q7b: Waiting times at practice	54	56
Q8a: Phoning through to practice	62	59
Q8b: Phoning through to doctor for advice	59	59
Q9b: Continuity of care	63	68
Q10a: Doctor's questioning	81	79
Q10b: How well the doctor listens	82	81
Q10c: How well doctor puts patient at ease	82	82
Q10d: How much doctor involves patient	80	79
Q10e: Doctors explanations	82	81
Q10f: Time doctor spends	77	78
Q10g: Doctor's patience	81	81
Q10h: Doctor's caring and concern	83	82
Q11a: Ability to understand problem after visit	71	69
Q11b: Ability to cope with problem after visit	66	66
Q11c: Ability to keep healthy after visit	64	61

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on.

Information about GPAQ Benchmarks can be found at www.gpaq.info.
The benchmarks in this report are current as of June 2006.



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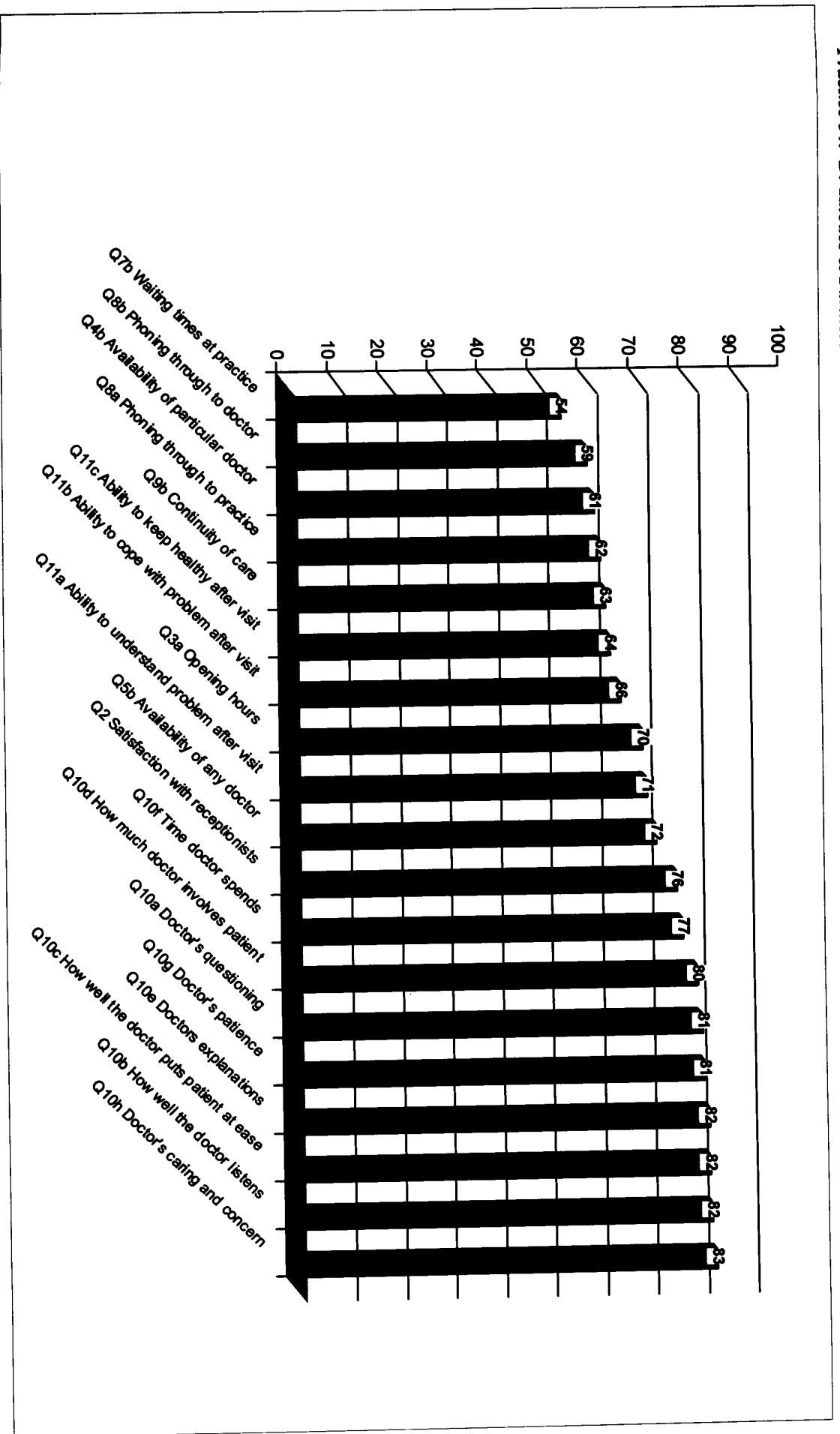


Graph 1: Service evaluation and satisfaction results

Practice 54: Dr Rhodes & Partners

Results expressed as percentages

7-Nov-2006



CCFEP 2005



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Table 2: Frequency distribution of responses for each evaluation question

7-Nov-2006

Practice 54: Dr Rhodes & Partners

No. Patients Surveyed

435

Ratings referring to satisfaction with a specific consultation are highlighted in bold.

Report Questions	RATING						
	Very poor	Poor	Fair	Good	Very good	Excellent	N/A
Q2: Satisfaction with receptionists	3	4	39	119	130	139	0
Q3a: Opening hours	4	7	62	131	154	74	0
Q4b: Availability of PARTICULAR doctor	11	39	98	100	71	76	26
Q5b: Availability of ANY doctor	4	10	59	92	96	114	19
Q7b: Waiting times at practice	9	49	118	140	62	32	0
Q8a: Phoning through to practice	10	19	91	149	100	49	14
Q8b: Phoning through to doctor for advice	10	18	43	63	42	30	196
Q9b: Continuity of care	7	25	89	112	88	62	0
Q10a: Doctor's questioning	2	2	15	90	138	153	6
Q10b: How well the doctor listens	2	1	11	82	141	164	4
Q10c: How well doctor puts one at ease	2	1	10	76	122	147	43
Q10d: How doctor involves patient	2	1	21	81	122	137	31
Q10e: Doctors explanations	2	1	15	80	125	162	16
Q10f: Time doctor spends	2	4	35	85	127	126	9
Q10g: Doctor's patience	2	1	20	81	125	159	11
Q10h: Doctor's caring and concern	3	2	15	70	116	181	12
	Much better	A little better	Same or less than before	N/A			
Q11a: Ability to understand problem after visiting the doctor	177	103	44	65			
Q11b: Ability to cope with problem after visiting the doctor	149	106	53	71			
Q11c: Ability to keep healthy after visiting the doctor	139	86	61	90			

Note: Blank and invalid responses are included in the total number of responses, and as such number of responses may not equal total patients surveyed.



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Table 3: Summary of the report questions

7-Nov-2006

*Practice 54: Dr Rhodes & Partners**Total Surveys assessed 435*

Note: Blank and invalid responses are included in the total number of responses, and as such % totals may not equal 100%.

Report Questions

	Number of responses	% of responses
Q1a: In the past 12 months, how many times have you seen a doctor from this practice?		
None	21	5%
1 - 2 times	98	23%
3 - 4 times	133	31%
5 - 6 times	79	18%
7 or more	100	23%
Q3b: What additional hours would you like the practice to open?		
Early morning	42	10%
Lunch times	16	4%
Evenings	117	27%
Weekends	161	37%
None, satisfied	151	35%
* % values may add up to greater than 100% as more than one tick box may have been selected.		
Q4a: When you want to see a particular doctor how quickly do you get to see that doctor?		
Same day	83	19%
Next working day	70	16%
Within 2 working days	80	18%
Within 3 working days	49	11%
Within 4 working days	36	8%
5 or more working days	73	17%
Does not apply	39	9%
Q5a: When you want to see ANY doctor, how quickly do you get seen?		
Same day	203	47%
Next working day	109	25%
Within 2 working days	46	11%
Within 3 working days	19	4%
Within 4 working days	7	2%
5 or more working days	8	2%
Does not apply	24	6%



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Table 3: Summary of the report questions

7-Nov-2006

*Practice 54: Dr Rhodes & Partners**Total Surveys assessed* 435

Note: Blank and invalid responses are included in the total number of responses, and as such % totals may not equal 100%.

Report Questions

	Number of responses	% of responses
Q6: If you need to see a GP URGENTLY, can you normally get seen on the same day?		
Yes	288	66%
No	43	10%
Don't know / never needed	93	21%
Q7a: How long do you usually have to wait at the practice for your consultations to begin?		
5 minutes or less	27	6%
5-10 minutes	132	30%
11-20 minutes	172	40%
21-30 minutes	67	15%
More than 30 minutes	20	5%
Q9a: How often do you see your USUAL doctor?		
Always	52	12%
Almost Always	98	23%
A lot of the time	68	16%
Some of the time	121	28%
Almost Never	41	9%
Never	5	1%



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Table 4: Participant profile

07/11/2006

Practice 54: Dr Rhodes & Partners

Total Surveys assessed 435

Note: Blank and invalid responses are included in the total number of responses, and as such % totals may not equal 100%.

Report Questions

	Number of responses	% of responses
Q12: Are You:		
Male	150	34%
Female	256	59%
Q13: Your age is:		
16-39	159	37%
40-59	147	34%
60+	124	29%
Q14 Do you have a longstanding illness, disability, or infirmity?		
Yes	167	38%
No	219	50%
Q15: Which ethnic group do you belong to?		
White	262	60%
Black or Black British	32	7%
Asian or Asian British	82	19%
Mixed	9	2%
Chinese	1	0%
Other Ethnic	17	4%
Q16: Is your accomodation?		
Owner-occupied/mortgaged	284	65%
Rented or other	109	25%
Q17: Which of the following best describes you?		
Employed (FT or PT)	208	48%
Unemployed or job-seeking	18	4%
In education	12	3%
Unable to work due to long-term illness	20	5%
Looking after home/family	38	9%
Retired	99	23%
Other	1	0%
Q17: Other Employment		
1		



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