



**Patient Survey - Over Surgery**  
**Based on the General Practice Assessment Survey (GPAQ)**

**Contents:**

**How the survey was carried out**

**Summary of results**

Evaluation questions

Report questions

Demographics

**Appendix 1. Background to the GPAQ survey**

**Appendix 2. Frequency distribution tables for all questions not included in the main body of the report**

**References**

**Date: 3<sup>rd</sup> March 2014**

## How the survey was carried out

The survey questions were printed and copies made available in the surgery reception / waiting room for patients to complete while waiting to see the doctor / nurse. The survey questions were also made available on the practice website ([www.oversurgery.nhs.uk](http://www.oversurgery.nhs.uk)).

A copy of the paper version of the survey is attached to this document:



Over Surgery Survey  
v1.0.pdf

## Summary of results

### Evaluation questions

The following table summarises the individual scores for the evaluation questions, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question.

Details of how many patients completed each of the individual responses for each of these questions for the practice are given in full in appendix 2.

Questions rated by Mean response		
	Mean score	Score meaning
Q1. How helpful receptionists	1	Very helpful
Q2. How easy to get through on phone	1	Very easy
Q7. Rating wait time	2	Very good
Q11. How easy to find nurse appt	1	Very easy
Q14. How good was GP at giving enough time?	1	Very good

Questions rated by Mean response		
	Mean score	Score meaning
Q15. How good was GP at listening?	1	Very good
Q16. How good was GP at explaining?	1	Very good
Q17. How good was GP at involving you?	1	Very good
Q18. How good was GP at treating you with care?	1	Very good
Q19. Confidence and trust in GP?	1	Yes, definitely
Q20. How good was Nurse at giving enough time?	1	Very good
Q21. How good was Nurse at listening?	1	Very good
Q22. How good was Nurse at explaining?	1	Very good
Q23. How good was Nurse at involving you?	1	Very good
Q24. How good was Nurse at treating you with care?	1	Very good
Q25. Confidence and trust in nurse?	1	Yes, definitely
Q26. understand health problems	1	Very well
Q27. Cope with health problems	1	Very well
Q28. Keep yourself healthy	1	Very well
Q29. Overall experience	1	Excellent

### Report questions

Some questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

For all other frequency distribution tables that have not been included in the report so far, please refer to appendix 2.

Questions rated only by no of responses to each answer		
Q3. If urgent, can you see a GP same day	Number of Responses	Percent
Yes	48	77.4%
No	0	0.0%
Don't know / never needed to	14	22.6%

Q4. How normally book appointments	Number of Responses	Percent
In Person	33	41.3%
By Phone	46	57.5%
Doesn't Apply	1	1.3%

Q5. Which methods prefer to use to book appts	Number of Responses	Percent
In Person	27	27.8%
By Phone	46	47.4%
Online	22	22.7%
Doesn't Apply	2	2.1%

Q6. Wait time	Number of Responses	Percent
Less than 5 minutes	19	31.1%

5 – 10 minutes	22	36.1%
11 – 20 minutes	14	23.0%
21 – 30 minutes	4	6.6%
More than 30 minutes	2	3.3%

Q8. Practice open at convenient times.	Number of Responses	Percent
Yes	53	91.4%
No	5	8.6%
Don't know	0	0.0%

Q9. Which hours would make it easier?	Number of Responses	Percent
Before 8am	0	0.0%
At lunchtime	5	25.0%
After 6.30pm	5	25.0%
On a Saturday	8	40.0%
On a Sunday	1	5.0%
None of these	1	5.0%

Q10. Particular GP you like to speak to	Number of Responses	Percent
Yes	39	68.4%
No	18	31.6%

Q12. Tel consultation service useful?	Number of Responses	Percent
Yes	35	60.3%
No	12	20.7%
Don't know	11	19.0%

Q13. SMS Text Msg service useful?	Number of Responses	Percent
Yes	31	53.4%
No	26	44.8%
Don't know	1	1.7%

Q30. Recommend?	Number of Responses	Percent
Yes, definitely	53	94.6%
Yes, probably	2	3.6%
No, probably not	0	0.0%
No, definitely not	1	1.8%

Q31. Male or Female	Number of Responses	Percent
Male	24	41.4%
Female	34	58.6%

Q32. How old	Number of Responses	Percent
Under 16	1	1.8%
16 to 44	15	26.3%
45 to 64	17	29.8%
65 to 74	13	22.8%
75 or over	11	19.3%

Q33. Long standing health condition?	Number of Responses	Percent
Yes	36	64.3%
No	16	28.6%
Don't know / can't say	4	7.1%

Q34. Ethnic Group	Number of Responses	Percent
White	56	96.6%
Black or Black British	0	0.0%
Asian or Asian British	0	0.0%
Mixed	0	0.0%
Chinese	0	0.0%
Other Ethnic group	2	3.4%

Q35. Employment status	Number of Responses	Percent
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Employed (Full of part time, including self-employed)	26	45.6%
Unemployed / looking for work	1	1.8%
At school or in full time education	0	0.0%
Unable to work due to long term sickness	2	3.5%
Looking after your home / family	2	3.5%
Retired from paid work	25	43.9%
Other	1	1.8%

Q36 How many times have you used the surgery in the last year?	Number of Responses	Percent
Less than 5	18	34.0%
5 to 10	16	30.2%
More than 10	19	35.8%



## Appendix 1

### Notes about how the General Practice Assessment Survey (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. The literature was reviewed to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care GPAQ was started from what was regarded as the best currently available survey, the Primary Care Assessment Survey (PCAS) <sup>i, ii, iii, iv</sup>, which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, PCAS was modified for use in British general practice. The modified survey was called the General Practice Assessment Survey (GPAS). GPAS has been used in large studies in the UK: and detailed research data on GPAS have been published <sup>v vi vii</sup> <sup>viii ix</sup>.

For the new GP contract, the original GPAS survey was modified, and GPAQ produced.

## Appendix 2

### Detailed responses where mean response used in body of report

Q1. How helpful receptionists	Number of Responses	Percent
Very helpful	58	93.5%
Fairly helpful	3	4.8%
Not very helpful	1	1.6%
Not at all helpful	0	0.0%

Q2. How easy to get through on phone	Number of Responses	Percent
Very easy	37	59.7%
Fairly easy	22	35.5%
Not very easy	2	3.2%
Not at all easy	1	1.6%

Q7. Rating wait time	Number of Responses	Percent
Excellent	18	32.1%
Very good	12	21.4%
Good	17	30.4%
Fair	6	10.7%
Poor	1	1.8%
Very poor	2	3.6%

Q11. How easy to find nurse appt	Number of Responses	Percent
Very easy	35	56.5%
Fairly easy	18	29.0%
Not very easy	2	3.2%
Not at all easy	0	0.0%

Q14. How good was GP at giving enough time?	Number of Responses	Percent
Very good	39	69.6%
Good	14	25.0%
Fair	2	3.6%
Poor	1	1.8%
Very poor	0	0.0%
Does not apply	0	0.0%

Q15. How good was GP at listening?	Number of Responses	Percent
Very good	42	73.7%
Good	11	19.3%
Fair	3	5.3%
Poor	1	1.8%
Very poor	0	0.0%
Does not apply	0	0.0%

Q16. How good was GP at explaining?	Number of Responses	Percent
Very good	37	66.1%
Good	14	25.0%
Fair	1	1.8%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	4	7.1%

Q17. How good was GP at involving you?	Number of Responses	Percent
Very good	37	63.8%
Good	17	29.3%
Fair	1	1.7%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	3	5.2%

Q18. How good was GP at treating you with care?	Number of Responses	Percent
Very good	44	77.2%
Good	9	15.8%
Fair	2	3.5%

Poor	1	1.8%
Very poor	0	0.0%
Does not apply	1	1.8%

Q19. Confidence and trust in GP?	Number of Responses	Percent
Yes, definitely	51	89.5%
Yes, to some extent	5	8.8%
No, not at all	1	1.8%
Don't know / can't say	0	0.0%

Q20. How good was Nurse at giving enough time?	Number of Responses	Percent
Very good	41	82.0%
Good	7	14.0%
Fair	1	2.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	1	2.0%

Q21. How good was Nurse at listening?	Number of Responses	Percent
Very good	39	78.0%
Good	9	18.0%

Fair	1	2.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	1	2.0%

Q22. How good was Nurse at explaining?	Number of Responses	Percent
Very good	37	74.0%
Good	10	20.0%
Fair	1	2.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	2	4.0%

Q23. How good was Nurse at involving you?	Number of Responses	Percent
Very good	33	62.3%
Good	13	24.5%
Fair	0	0.0%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	7	13.2%

Q24. How good was Nurse at treating you with care?	Number of Responses	Percent
Very good	40	74.1%
Good	12	22.2%
Fair	1	1.9%
Poor	0	0.0%
Very poor	0	0.0%
Does not apply	1	1.9%

Q25. Confidence and trust in nurse?	Number of Responses	Percent
Yes, definitely	49	96.1%
Yes, to some extent	2	3.9%
No, not at all	0	0.0%
Don't know / can't say	0	0.0%

Q26. understand health problems	Number of Responses	Percent
Very well	51	86.4%
Unsure	5	8.5%
Not very well	1	1.7%
Does not apply	2	3.4%

Q27. Cope with health problems	Number of Responses	Percent
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Very well	49	84.5%
Unsure	3	5.2%
Not very well	2	3.4%
Does not apply	4	6.9%

Q28. Keep yourself healthy	Number of Responses	Percent
Very well	47	81.0%
Unsure	6	10.3%
Not very well	1	1.7%
Does not apply	4	6.9%

Q29. Overall experience	Number of Responses	Percent
Excellent	40	67.8%
Very good	17	28.8%
Good	1	1.7%
Fair	0	0.0%
Poor	0	0.0%
Very poor	1	1.7%



## References

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- <sup>iv</sup> Taira DA et al. Asian American patient ratings of physician primary care performance. *Journal of General Internal Medicine* 1997; 12: 237-242
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- <sup>vii</sup> Bower P, Mead N, Roland M. What dimensions underlie patient responses to the General Practice Assessment Survey? A factor analytic study. *Fam Pract*. 2002 Oct;19(5):489-95.
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- <sup>ix</sup> Bower P, Roland MO. Bias in patient assessments on general practice: General Practice Assessment Survey scores in surgery and postal responders. *British Journal of General Practice* 2003; 53: 126-128.