

## GPAQ-R Benchmarks

These are results based on the pilot carried out 2012-3.

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*NB Benchmarking against national averages should be treated with caution and in context.*

	Data from GPAQ V4 collected 2012-2013
Total: n	17,145
No practices	
% female	59.2
% over 45	54.8
% with long term disability	48.0
<b>Ethnicity</b>	
% White	80.3
% Asian/Asian British	6.6
% Black/Black British	3.2
% Mixed	1.7
% Chinese	0.6
% Other ethnic group	2.2
<b>Employment</b>	
% employed	44.6
% unemployed	3.8
% in full time education	3.8
% unable to work/long term sickness	6.0
% looking after home / family	7.0
% retired	24.3
% other	2.4

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### Q1 Putting you at ease?

	Total Number	% of Total
Very good	12,614	76.8
Good	2,959	18.0
Satisfactory	730	4.4
Poor	50	0.3
Very poor	30	0.2
Does not app	42	0.3
Total %		100.0
No answerin	16,425	

### Q2 Being polite and considerate?

	Total Number	% of Total
Very good	13,443	82.0
Good	2,418	14.7
Satisfactory	456	2.8
Poor	41	0.2
Very poor	21	0.1
Does not app	23	0.1
Total %		100.0
No answerin	16,402	

### Q3 Listening to you?

	Total Number	% of Total
Very good	13,046	79.5
Good	2,660	16.2
Satisfactory	598	3.6
Poor	66	0.4
Very poor	19	0.1
Does not app	30	0.2
Total %		100.0
No answerin	16,419	

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### Q4 Giving you enough time?

	Total Number	% of Total
Very good	12072	73.6
Good	3235	19.7
Satisfactory	921	5.6
Poor	116	0.7
Very poor	29	0.2
Does not app	40	0.2
Total %		100.0
<b>No answerin</b>	<b>16,413</b>	

### Q5 Assessing your medical condition?

	Total Number	% of Total
Very good	11876	72.5
Good	3288	20.1
Satisfactory	909	5.6
Poor	92	0.6
Very poor	25	0.2
Does not app	184	1.1
Total %		100.0
<b>No answerin</b>	<b>16,374</b>	

### Q6 Explaining your condition and treatment?

	Total Number	% of Total
Very good	11530	70.4
Good	3497	21.3
Satisfactory	906	5.5
Poor	90	0.5
Very poor	28	0.2
Does not app	336	2.1
Total %		100.0
<b>No answerin</b>	<b>16,387</b>	

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### Q7 Involving you in decisions about your care?

	Total Number	% of Total
Very good	10936	67.2
Good	3566	21.9
Satisfactory	1020	6.3
Poor	79	0.5
Very poor	27	0.2
Does not app	650	4.0
Total %		100.0
<b>No answerin</b>	<b>16,278</b>	

### Q8 Providing or arranging treatment for you?

	Total Number	% of Total
Very good	11450	70.8
Good	3034	18.8
Satisfactory	776	4.8
Poor	72	0.4
Very poor	28	0.2
Does not app	809	5.0
Total %		100.0
<b>No answerin</b>	<b>16,169</b>	

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### Q9 Did you have confidence that the GP is honest and

	Total Number	% of Total
Yes, definitely	14,893	91.2
Yes, to some	1,245	7.6
No, not at all	72	0.4
Don't know, c	121	0.7
Total %		100.0
<b>No answerin</b>	<b>16,331</b>	

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

	Total Number	% of Total
Yes, definitely	15,151	93.0
Yes, to some	850	5.2
No, not at all	54	0.3
Don't know, c	231	1.4
Total %		100.0
<b>No answerin</b>	<b>16,286</b>	

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

	Total Number	% of Total
Yes	15,305	98.8
No	186	1.2
Total %		100.0
<b>No answerin</b>	<b>15,491</b>	

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

	Total Number	% of Total
Very	11576	70.5
Fairly	4320	26.3
Not Very	353	2.1
Not at all	80	0.5
Don't know	101	0.6
Total %		100.0
<b>No answerin</b>	<b>16,430</b>	

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

	Total Number	% of Total
Very easy	5359	32.5
Fairly easy	7312	44.3
Not very easy	2457	14.9
Not at all easy	864	5.2
Don't know	114	0.7
Haven't tried	406	2.5
Total %		100.0
<b>No answerin</b>	<b>16,512</b>	

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

	Total Number	% of Total
Very easy	4275	26.0
Fairly easy	5782	35.2
Not very easy	1996	12.1
Not at all easy	466	2.8
Don't know	707	4.3
Haven't tried	3211	19.5
Total %		100.0
<b>No answerin</b>	<b>16,437</b>	

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

	Total Number	% of Total
Yes	10165	62.0
No	2900	17.7
Don't know/ne	3317	20.2
Total %		100.0
<b>No answerin</b>	<b>16,382</b>	

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

	Total Number	% of Total
Important	13965	86.2
Not important	2245	13.8
Total %		100.0
<b>No answerin</b>	<b>16,210</b>	

### Q17 How easy is it to book ahead?

	Total Number	% of Total
Very easy	5532	34.4
Fairly easy	6802	42.2
Not very easy	2169	13.5
Not at all easy	651	4.0
Don't know	285	1.8
Haven't tried	663	4.1
Total %		100.0
<b>No answerin</b>	<b>16,102</b>	

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### Q18 How do you normally book appointments?

*(Patients can tick more than one box)*

	Total No response s	% of total response s
In person	4,547	24.0
By phone	13,733	72.4
Online	579	3.1
Doesn't apply	100	0.5
Total %		100.0
<b>Total Number</b>	18,959	
<b>From your</b>	<b>17,145</b>	<b>patients</b>

### Q19 How would you prefer to make appointments?

*(Patients can tick more than one box)*

	Total No response s	% of total response s
In person	4,967	22.6
By phone	13,070	59.5
Online	3,727	17.0
Doesn't apply	208	0.9
Total %		100.0
<b>Total Number</b>	21,972	
<b>From your</b>	<b>17,145</b>	<b>patients</b>

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

**Q20 How quickly do you usually get seen?**

	Total Number	% of Total
Same day or next day	5,030	30.9
2-4 days	5,047	31.0
5 days or more	3,934	24.2
Don't usually need to be seen quickly	1,082	6.6
Don't know, never tried	1,190	7.3
Total %		100.0
<b>Responses</b>	<b>16,283</b>	

**Q21 How do you rate how quickly you were seen?**

	Total Number	% of Total
Excellent	4,202	25.8
Very good	4,659	28.6
Good	3,321	20.4
Satisfactory	2,364	14.5
Poor	952	5.8
Very poor	153	0.9
Does not apply	638	3.9
Total %		100.0
<b>Total Responses</b>	<b>16,289</b>	

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### Thinking of times when you want to see anydoctor:

#### Q22 How quickly do you usually get seen?

	Total Number	% of Total
Same day or next day	9,230	56.7
2-4 days	4,264	26.2
5 days or more	1,141	7.0
Don't usually need to be seen quickly	702	4.3
Don't know, never tried	945	5.8
Total %		100.0
<b>Total Responses</b>	<b>16,282</b>	

#### Q23 How do you rate how quickly you were seen?

	Total Number	% of Total
Excellent	4,860	31.0
Very good	4,659	29.7
Good	3,055	19.5
Satisfactory	1,739	11.1
Poor	543	3.5
Very poor	109	0.7
Does not apply	703	4.5
Total %		100.0
<b>Total Responses</b>	<b>15,668</b>	

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

	Total Number	% of Total
Less than 5 minutes	3,564	22.8
6-10 minutes	6,185	39.5
11-20 minutes	3,484	22.2
21-30 minutes	1,402	9.0
More than 30 minutes	820	5.2
No set time	209	1.3
Total %		100.0
<b>Total Responses</b>	<b>15,664</b>	

### Q25 How do you rate how long you waited?

	Total Number	% of Total
Excellent	3,787	24.1
Very good	4,171	26.6
Good	3,396	21.6
Satisfactory	3,082	19.6
Poor	964	6.1
Very poor	220	1.4
Does not apply	81	0.5
Total %		100.0
<b>Total Responses</b>	<b>15,701</b>	

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### Q26 Is your GP surgery open at convenient times?

	Total No responses	% of total
Yes	13,403	86.3
No	1,427	9.2
Don't know	708	4.6
Total %		100.0
<b>Total no responses</b>	<b>15,538</b>	

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
<b>Number of patients said No or Don't know</b>	<b>2,135</b>	<b>13.7%</b>
<b>Number of these answering Q27</b>	<b>1,864</b>	
Before 8am	567	15.6%
At lunchtime	292	8.0%
After 6.30pm	1,066	29.2%
Saturday	1,173	32.2%
Sunday	465	12.8%
None of these	82	2.2%
Total %		100.0%
<b>Total number responses</b>	<b>3,645</b>	

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

	Responses from those answering "Yes" to Q28	% of total
<b>Number said "Yes" to Q28</b>	10,098	64.6
Always or almost always	4,557	45.1
A lot of the time	2,590	25.6
Some of the time	1,993	19.7
Never or almost never	257	2.5
Not tried	98	1.0
<b>Total answering this question</b>	10,098	94.0

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

10,098	Patients answered "Yes" to Q28 so prefer to speak to a particular GP
11,436	Patients answered this question.

	Responses from those answering "Yes" to Q28	% of total	Responses from all answering Q29	% of total
<b>Number said "Yes" to Q28</b>	10,098	64.6		
Always or almost always	4,557	45.1	5,016	43.9
A lot of the time	2,590	25.6	3,015	26.4
Some of the time	1,993	19.7	2,517	22.0
Never or almost never	257	2.5	394	3.4
Not tried	98	1.0	494	4.3
<b>Total answering this question</b>	10,098	94.0	11,436	100

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

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

### Q30 Putting you at ease?

	Total Number	% of Total
Very good	8347	66.6
Good	2884	23.0
Satisfactory	649	5.2
Poor	98	0.8
Very poor	42	0.3
Does not app	520	4.1
Total %		100.0
<b>Total number</b>	<b>12,540</b>	

### Q31 Giving you enough time?

	Total Number	% of Total
Very good	7767	62.7
Good	3356	27.1
Satisfactory	759	6.1
Poor	73	0.6
Very poor	21	0.2
Does not app	404	3.3
Total %		100.0
<b>Total number</b>	<b>12,380</b>	

### Q32 Listening to you?

	Total Number	% of Total
Very good	7980	64.6
Good	3044	24.7
Satisfactory	749	6.1
Poor	92	0.7
Very poor	30	0.2
Does not app	450	3.6
Total %		100.0
<b>Total number</b>	<b>12,345</b>	

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### Q33 Explaining your condition and treatment?

	Total Number	% of Total
Very good	7522	61.1
Good	3062	24.9
Satisfactory	856	7.0
Poor	98	0.8
Very poor	32	0.3
Does not app	736	6.0
Total %		100.0
<b>Total number</b>	<b>12,306</b>	

### Q34 Involving you in decisions about your care?

	Total Number	% of Total
Very good	6719	54.9
Good	3214	26.2
Satisfactory	879	7.2
Poor	100	0.8
Very poor	34	0.3
Does not app	1301	10.6
Total %		100.0
<b>Total number</b>	<b>12,247</b>	

### Q35 Providing or arranging treatment for you?

	Total Number	% of Total
Very good	6947	56.9
Good	2950	24.2
Satisfactory	734	6.0
Poor	78	0.6
Very poor	33	0.3
Does not app	1470	12.0
Total %		100.0
<b>Total number</b>	<b>12,212</b>	

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

	Total Number	% of Total
Yes	11,339	97.1
No	337	2.9
Total %		100.0
<b>Total Number of responses</b>	<b>11,676</b>	

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**Thinking about the care you get from your doctors and nurses over a practice help you to:**

### Q37 Understand your health problems

	Total Number	% of Total
Very well	13789	85.0
Unsure	1783	11.0
Not very well	246	1.5
Does not apply	408	2.5
Total %		100.0
<b>Total number</b>	<b>16,226</b>	

### Q38 Cope with your health problems

	Total Number	% of Total
Very well	13295	82.4
Unsure	1920	11.9
Not very well	333	2.1
Does not apply	589	3.6
Total %		100.0
<b>Total number</b>	<b>16,137</b>	

### Q39 Keep yourself healthy

	Total Number	% of Total
Very well	12073	75.2
Unsure	2581	16.1
Not very well	406	2.5
Does not apply	988	6.2
Total %		100.0
<b>Total number</b>	<b>16,048</b>	

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### Q40 Overall, how would you describe your experience of your GP su

	Total Number responses	% of total
Excellent	7473	45.9
Very good	5635	34.6
Good	2279	14.0
Satisfactory	744	4.6
Poor	123	0.8
Very poor	33	0.2
Total %		100.0
<b>Total number</b>	<b>16,287</b>	

### Q41 Would you recommend your GP surgery to someone who has just i

	Total Number responses	% of total
Yes, definitely	11227	69.0
Yes, probably	4143	25.5
No, probably not	515	3.2
No, definitely not	105	0.6
Don't know	288	1.8
Total %		100.0
<b>Total number</b>	<b>16,278</b>	

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### About yourself:

#### Q44 Do you have a long standing health condition?

	Total No response s	% of total response s
Yes	8,236	51.4
No	6,968	43.5
Don't know / can't say	812	5.1
<b>Total</b>	<b>16,016</b>	<b>100.0</b>
Missing	1,129	

#### Q45 What is your ethnic group?

	Total No response s	% of total response s
White	13,759	84.9
Black or Black	548	3.4
Asian or Asian	1,126	7.0
Mixed	291	1.8
Chinese	99	0.6
Other ethnic g	376	2.3
<b>Total</b>	<b>16,199</b>	<b>100.0</b>
Missing	946	

#### Q46 Which of the following best describes you?

	Total No response s	% of total response s
(including self-employed)	7,642	48.5
Unemployed / looking for work	658	4.2
At school or in full time education	644	4.1
sickness	1,036	6.6
Looking after your home/family	1,204	7.6
Retired from paid work	4,159	26.4
Other	414	2.6
<b>Total</b>	<b>15,757</b>	<b>100.0</b>
Missing	1,388	