

## Guidelines for carrying out your practice survey

You may be using the survey to fulfil the requirements for the Directed Enhanced Service or for your own purposes. However, if you are using GPAQ for revalidation, the GMC requirements are very specific\*, and it is important to fulfil these requirements for the results to be accepted. A minimum of 30 completed GPAQ questionnaires are needed for statistical reliability, increasing to 50 where an initial screen raises concerns.

### Preparation:

- 1) Prepare a 'postal' box into which patients can post their completed questionnaires
- 2) Prepare instruction sheets for the patients, have a supply of A5 envelopes for completed questionnaires and have black pens available. You may also wish to have a pair of cheap reading glasses available for long-sighted patients who have come without their glasses.
- 3) Fill in each doctor's name on a blank copy of the questionnaire before making the required number of copies for each GP.
- 4) If you are surveying nurses only, we suggest either adapting the questionnaire, or asking patients to start at p2.

### Carrying out the Survey:

- 1) Appoint someone, with sufficient allocated time, to look after the survey. They should invite successive patients for the doctor to take part in the survey when they are booking in for their appointment, and be encouraged to complete the questionnaire before leaving the surgery. You may need to disable electronic check-in screens for the doctor you are surveying that day.
- 2) Ensure that more questionnaires are given out than are needed for each doctor. Reporting may only be valid if the requisite numbers are achieved.
- 3) Give one survey form, one instruction sheet and one A5 envelope to each patient.
- 4) Explain that as well as the annual practice survey, doctor is seeking his/her patient's views on how well they perform and whether they could improve the way they work.
- 5) Tell patients the survey should take about 10 minutes, views are confidential and should be their honest opinions.
- 6) An accompanying adult can fill in the questionnaire on behalf of a child (under 12); patients with disabilities can ask for assistance; judgement may be needed where it is inappropriate to ask for feedback, e.g. if patient is too ill or distressed.
- 7) Carers invited to fill in the questionnaire on behalf of a patient, should ask the reception or clinical staff if the questionnaire is required in an alternative format eg large print. Carers should answer questions from the patient's point of view.

### If the GP is handing out the questionnaire

- 1) The GP should hand out **one** questionnaire, **one** information sheet and **one** envelope to each patient.
- 2) These should be handed to **every patient**, consecutively on the GP's clinic list.
- 3) **All** the questionnaires should be handed out to ensure an adequate numerical response.

### Very important

The doctor must not have access to completed questionnaires. GMC requirements for revalidation are that questionnaires, ideally completed on site must be sealed in an envelope before posting into a box supplied by the surgery. If taken home, the completed questionnaire should be posted to the survey organisation in a reply paid envelope.

More details are given in the GMC Guidelines:

\* [http://www.gmc-uk.org/Instructions\\_for\\_questionnairesfinal.pdf\\_48334410.pdf](http://www.gmc-uk.org/Instructions_for_questionnairesfinal.pdf_48334410.pdf)