

# Bottisham Medical Practice

GPAQ 2011

## Summary Report

### **Synopsis:**

Bottisham Medical Practice utilised the General Practice Assessment Questionnaire (GPAQ) to survey the views of patients attending their surgery during autumn 2011.

This report summarises the 177 GPAQ responses received by 24 December 2011.

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**1. Introduction:**

- 1.1 Bottisham Medical Practice utilised the General Practice Assessment Questionnaire (GPAQ) to survey the views of patients attending their surgery during autumn 2011.
- 1.2 197 GPAQ forms were returned to Bottisham surgery by 24 December 2011.
- 1.3 20 Bottisham GPAQ forms were incomplete (i.e. three or more of the GPAQ groups of questions had not been answered). These incomplete forms have not been included within this Questionnaire analysis.
- 1.4 This report summarises the responses within the aforementioned 177 Bottisham GPAQ forms that were returned to the surgery by 24 December 2011.
- 1.5 Many Bottisham respondents did not answer all of the GPAQ questions, so the percentages within the summaries below refer to the total number of respondents who answered each specific question.
- 1.6 The GPAQ response percentages have been rounded to the nearest whole number for ease of comparison. Detailed information regarding all the data included within this summary report may be obtained from the Bottisham Practice Manager.

## 2. GPAQ Questions

### Questions 1 - 14 : About Reception and Appointments

**Question 1 : How helpful do you find the receptionists at your GP practice?**

Answers		Responses	
		No	%
1.1	Very helpful	<b>136</b>	<b>77 %</b>
1.2	Fairly helpful	<b>36</b>	<b>20 %</b>
1.3	Not very helpful	<b>5</b>	<b>3 %</b>
1.4	Not at all helpful	<b>0</b>	<b>0 %</b>
1.5	Don't know	<b>0</b>	<b>0 %</b>
Total =		<b>177</b>	<b>100 %</b>

**Question 2 : How easy is it to get through to someone at your GP practice on the phone?**

Answers		Responses	
		No	%
2.1	Very easy	<b>50</b>	<b>28 %</b>
2.2	Fairly easy	<b>111</b>	<b>62 %</b>
2.3	Not very easy	<b>10</b>	<b>6 %</b>
2.4	Not at all easy	<b>3</b>	<b>2 %</b>
2.5	Don't know	<b>0</b>	<b>0 %</b>
2.6	Haven't tried	<b>3</b>	<b>2 %</b>
Total =		<b>177</b>	<b>100 %</b>

**Question 3 : How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

Answers		Responses	
		No	%
3.1	Very easy	<b>33</b>	<b>19 %</b>
3.2	Fairly easy	<b>75</b>	<b>42 %</b>
3.3	Not very easy	<b>19</b>	<b>11 %</b>
3.4	Not at all easy	<b>2</b>	<b>1 %</b>
3.5	Don't know	<b>5</b>	<b>3 %</b>
3.6	Haven't tried	<b>43</b>	<b>24 %</b>
Total =		<b>177</b>	<b>100 %</b>

**Question 4 : If you need to see a GP urgently, can you normally get seen on the same day?**

Answers		Responses	
		No	%
4.1	Yes	134	76 %
4.2	No	17	10 %
4.3	Don't know / never needed to	24	14 %
Total =		175	100 %

**Question 5 : How important is it to you to be able to book appointments ahead of time in your practice?**

Answers		Responses	
		No	%
5.1	Yes	153	87 %
5.2	No	23	13 %
Total =		176	100 %

**Question 6 : How easy is it to book ahead in your practice?**

Answers		Responses	
		No	%
6.1	Very easy	63	36 %
6.2	Fairly easy	89	50 %
6.3	Not very easy	18	10 %
6.4	Not at all easy	3	2 %
6.5	Don't know	2	1 %
6.6	Haven't tried	2	1 %
Total =		177	100 %

**Question 7 : How do you normally book your appointments at your practice?**  
(NB Patients could answer as many options as were relevant)

Answers		Responses	
		No	%
7.1	In person	52	24 %
7.2	By phone	164	76 %
7.3	Online	0	0 %
7.4	Doesn't apply	0	0 %
Total =		216	100 %

**Question 8 : Which of the following methods would you prefer to use to book appointments at your practice?**

(NB Patients could answer as many options as were relevant)

Answers		Responses	
		No	%
8.1	In person	54	22 %
8.2	By phone	152	61 %
8.3	Online	43	17 %
8.4	Doesn't apply	0	0 %
Total =		249	100 %

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

**Question 9 : How quickly do you usually get seen?**

Answers		Responses	
		No	%
9.1	Same day or next day	38	22 %
9.2	2 – 4 days	64	36 %
9.3	5 days or more	52	30 %
9.4	I don't usually need to be seen quickly	14	8 %
9.5	Don't know, never tried	7	4 %
Total =		175	100 %

**Question 10 : How do you rate this?**

Answers		Responses	
		No	%
10.1	Excellent	30	17 %
10.2	Very Good	52	30 %
10.3	Good	37	21 %
10.4	Fair	34	20 %
10.5	Poor	11	6 %
10.6	Very poor	3	2 %
10.7	Does not apply	7	4 %
Total =		174	100 %

**Thinking of times when you are willing to see any doctor:****Question 11 : How quickly do you usually get seen?**

Answers		Responses	
		No	%
11.1	Same day or next day	112	64 %
11.2	2 – 4 days	39	23 %
11.3	5 days or more	11	6 %
11.4	I don't usually need to be seen quickly	6	3 %
11.5	Don't know, never tried	7	4 %
Total =		175	100 %

**Question 12 : How do you rate this?**

Answers		Responses	
		No	%
12.1	Excellent	57	33 %
12.2	Very Good	55	32 %
12.3	Good	32	19 %
12.4	Fair	15	9 %
12.5	Poor	7	4 %
12.6	Very poor	0	0 %
12.7	Does not apply	6	3 %
Total =		172	100 %

**Thinking of your most recent consultation with a doctor or nurse:****Question 13 : How long did you wait for your consultation to start?**

Answers		Responses	
		No	%
13.1	Less than 5 Minutes	22	13 %
13.2	5 – 10 minutes	70	40 %
13.3	11 – 20 minutes	60	35 %
13.4	21 – 30 minutes	15	9 %
13.5	More than 30 minutes	2	1 %
13.6	There was no set time for my consultation	3	2 %
Total =		172	100 %

**Question 14 : How do you rate this?**

Answers		Responses	
		No	%
14.1	Excellent	<b>35</b>	<b>21 %</b>
14.2	Very Good	<b>43</b>	<b>25 %</b>
14.3	Good	<b>50</b>	<b>29 %</b>
14.4	Fair	<b>35</b>	<b>21 %</b>
14.5	Poor	<b>5</b>	<b>3 %</b>
14.6	Very poor	<b>2</b>	<b>1 %</b>
14.7	Does not apply	<b>0</b>	<b>0 %</b>
Total =		<b>170</b>	<b>100%</b>

**Questions 15 – 18 : Opening Times****Question 15 : Is your GP practice currently open at times that are convenient for you?**

Answers		Responses	
		No	%
15.1	Yes	<b>153</b>	<b>88 %</b>
15.2	No	<b>17</b>	<b>10 %</b>
15.3	Don't know	<b>4</b>	<b>2 %</b>
Total =		<b>174</b>	<b>100 %</b>

**Question 16 : Which of the following additional opening hours would make it easier for you to see or speak to someone?**

Answers		Responses	
		No	%
16.1	Before 8am	<b>19</b>	<b>13 %</b>
16.2	At lunchtime	<b>10</b>	<b>7 %</b>
16.3	After 6.30pm	<b>33</b>	<b>24 %</b>
16.4	On a Saturday	<b>53</b>	<b>38 %</b>
16.5	On a Sunday	<b>10</b>	<b>7 %</b>
16.6	None of these	<b>16</b>	<b>11 %</b>
Total =		<b>141</b>	<b>100 %</b>

**Question 17 : Is there a particular GP you usually prefer to see or speak to?**

Answers		Responses	
		No	%
17.1	Yes	<b>118</b>	<b>69 %</b>
17.2	No	<b>53</b>	<b>31 %</b>
17.3	There is usually only one doctor in my surgery	<b>0</b>	<b>0 %</b>
Total =		<b>171</b>	<b>100 %</b>

**Question 18 : How often do you see or speak to the GP you prefer?**

Answers		Responses	
		No	%
18.1	Always or almost always	<b>51</b>	<b>41 %</b>
18.2	A lot of the time	<b>42</b>	<b>34 %</b>
18.3	Some of the time	<b>26</b>	<b>21 %</b>
18.4	Never or almost never	<b>3</b>	<b>2 %</b>
18.5	Not tried at this GP practice	<b>3</b>	<b>2 %</b>
Total =		<b>125</b>	<b>100 %</b>

**Questions 19 – 24 : How good was the last GP you saw at each of the following?****Question 19 : Giving you enough time**

Answers		Responses	
		No	%
19.1	Very Good	<b>130</b>	<b>76 %</b>
19.2	Good	<b>37</b>	<b>22 %</b>
19.3	Fair	<b>2</b>	<b>1 %</b>
19.4	Poor	<b>0</b>	<b>0 %</b>
19.5	Very Poor	<b>0</b>	<b>0 %</b>
19.6	Does not apply	<b>1</b>	<b>1 %</b>
Total =		<b>170</b>	<b>100 %</b>



**Question 20 : Listening to you**

Answers		Responses	
		No	%
20.1	Very Good	<b>138</b>	<b>81 %</b>
20.2	Good	<b>29</b>	<b>17 %</b>
20.3	Fair	<b>1</b>	<b>1 %</b>
20.4	Poor	<b>0</b>	<b>0 %</b>
20.5	Very Poor	<b>0</b>	<b>0 %</b>
20.6	Does not apply	<b>1</b>	<b>1 %</b>
Total =		<b>169</b>	<b>100 %</b>

**Question 21 : Explaining tests and treatments**

Answers		Responses	
		No	%
21.1	Very Good	<b>121</b>	<b>72 %</b>
21.2	Good	<b>41</b>	<b>24 %</b>
21.3	Fair	<b>3</b>	<b>2 %</b>
21.4	Poor	<b>1</b>	<b>1 %</b>
21.5	Very Poor	<b>0</b>	<b>0 %</b>
21.6	Does not apply	<b>2</b>	<b>1 %</b>
Total =		<b>168</b>	<b>100 %</b>

**Question 22 : Involving you in decisions about your care**

Answers		Responses	
		No	%
22.1	Very Good	<b>123</b>	<b>73 %</b>
22.2	Good	<b>39</b>	<b>23 %</b>
22.3	Fair	<b>5</b>	<b>3 %</b>
22.4	Poor	<b>0</b>	<b>0 %</b>
22.5	Very Poor	<b>0</b>	<b>0 %</b>
22.6	Does not apply	<b>2</b>	<b>1 %</b>
Total =		<b>169</b>	<b>100 %</b>

**Question 23 : Treating you with care and concern**

Answers		Responses	
		No	%
23.1	Very Good	<b>136</b>	<b>80 %</b>
23.2	Good	<b>29</b>	<b>17 %</b>
23.3	Fair	<b>2</b>	<b>1 %</b>
23.4	Poor	<b>1</b>	<b>1 %</b>
23.5	Very Poor	<b>0</b>	<b>0 %</b>
23.6	Does not apply	<b>2</b>	<b>1 %</b>
Total =		<b>170</b>	<b>100 %</b>

**Question 24 : Did you have confidence and trust in the GP you saw or spoke to?**

Answers		Responses	
		No	%
24.1	Yes, definitely	<b>146</b>	<b>87 %</b>
24.2	Yes, to some extent	<b>20</b>	<b>12 %</b>
24.3	No, not at all	<b>1</b>	<b>1 %</b>
24.4	Don't know / can't say	<b>0</b>	<b>0 %</b>
Total =		<b>167</b>	<b>100 %</b>

**Questions 25 – 30 : How good was the last nurse you saw at each of the following?****Question 25 : Giving you enough time**

Answers		Responses	
		No	%
25.1	Very Good	<b>133</b>	<b>82 %</b>
25.2	Good	<b>25</b>	<b>15 %</b>
25.3	Fair	<b>1</b>	<b>1 %</b>
25.4	Poor	<b>0</b>	<b>0 %</b>
25.5	Very Poor	<b>0</b>	<b>0 %</b>
25.6	Does not apply	<b>4</b>	<b>2 %</b>
Total =		<b>163</b>	<b>100 %</b>

**Question 26 : Listening to you**

Answers		Responses	
		No	%
26.1	Very Good	<b>126</b>	<b>79 %</b>
26.2	Good	<b>28</b>	<b>18 %</b>
26.3	Fair	<b>2</b>	<b>1 %</b>
26.4	Poor	<b>0</b>	<b>0 %</b>
26.5	Very Poor	<b>0</b>	<b>0 %</b>
26.6	Does not apply	<b>3</b>	<b>2 %</b>
Total =		<b>159</b>	<b>100 %</b>

**Question 27 : Explaining tests and treatments**

Answers		Responses	
		No	%
27.1	Very Good	<b>121</b>	<b>76 %</b>
27.2	Good	<b>29</b>	<b>18 %</b>
27.3	Fair	<b>5</b>	<b>3 %</b>
27.4	Poor	<b>0</b>	<b>0 %</b>
27.5	Very Poor	<b>0</b>	<b>0 %</b>
27.6	Does not apply	<b>4</b>	<b>3 %</b>
Total =		<b>159</b>	<b>100 %</b>

**Question 28 : Involving you in decisions about your care**

Answers		Responses	
		No	%
28.1	Very Good	<b>111</b>	<b>69 %</b>
28.2	Good	<b>32</b>	<b>20 %</b>
28.3	Fair	<b>3</b>	<b>2 %</b>
28.4	Poor	<b>0</b>	<b>0 %</b>
28.5	Very Poor	<b>0</b>	<b>0 %</b>
28.6	Does not apply	<b>14</b>	<b>9 %</b>
Total =		<b>160</b>	<b>100 %</b>

**Question 29 : Treating you with care and concern**

Answers		Responses	
		No	%
29.1	Very Good	<b>126</b>	<b>78 %</b>
29.2	Good	<b>28</b>	<b>17 %</b>
29.3	Fair	<b>3</b>	<b>2 %</b>
29.4	Poor	<b>0</b>	<b>0 %</b>
29.5	Very Poor	<b>0</b>	<b>0 %</b>
29.6	Does not apply	<b>4</b>	<b>3 %</b>
Total =		<b>161</b>	<b>100 %</b>

**Question 30 : Did you have confidence and trust in the nurse you saw or spoke to?**

Answers		Responses	
		No	%
30.1	Yes, definitely	<b>141</b>	<b>88 %</b>
30.2	Yes, to some extent	<b>17</b>	<b>10 %</b>
30.3	No, not at all	<b>0</b>	<b>0 %</b>
30.4	Don't know / can't say	<b>3</b>	<b>2 %</b>
Total =		<b>161</b>	<b>100 %</b>

**Questions 31 – 35 : About care from your doctors and nurses**

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

**Question 31 : Understand your health problems?**

Answers		Responses	
		No	%
31.1	Very well	<b>159</b>	<b>90 %</b>
31.2	Unsure	<b>10</b>	<b>6 %</b>
31.3	Not very well	<b>2</b>	<b>1 %</b>
31.4	Does not apply	<b>5</b>	<b>3 %</b>
Total =		<b>176</b>	<b>100 %</b>

**Question 32 : Cope with your health problems**

Answers		Responses	
		No	%
32.1	Very well	<b>148</b>	<b>85 %</b>
32.2	Unsure	<b>16</b>	<b>9 %</b>
32.3	Not very well	<b>2</b>	<b>1 %</b>
32.4	Does not apply	<b>8</b>	<b>5 %</b>
Total =		<b>174</b>	<b>100 %</b>

**Question 33 : Keep yourself healthy**

Answers		Responses	
		No	%
33.1	Very well	<b>129</b>	<b>74 %</b>
33.2	Unsure	<b>28</b>	<b>16 %</b>
33.3	Not very well	<b>5</b>	<b>3 %</b>
33.4	Does not apply	<b>12</b>	<b>7 %</b>
Total =		<b>174</b>	<b>100 %</b>

**Question 34 : Overall, how would you describe your experience of your GP surgery?**

Answers		Responses	
		No	%
34.1	Excellent	<b>94</b>	<b>54 %</b>
34.2	Very Good	<b>67</b>	<b>38 %</b>
34.3	Good	<b>11</b>	<b>6 %</b>
34.4	Fair	<b>4</b>	<b>2 %</b>
34.5	Poor	<b>0</b>	<b>0 %</b>
34.6	Very Poor	<b>0</b>	<b>0 %</b>
Total =		<b>176</b>	<b>100 %</b>

**Question 35 : Would you recommend your GP surgery to someone who has just moved to your local area?**

Answers		Responses	
		No	%
35.1	Yes, definitely	<b>154</b>	<b>87 %</b>
35.2	Yes, probably	<b>19</b>	<b>11 %</b>
35.3	No, probably not	<b>3</b>	<b>2 %</b>
35.4	No, definitely not	<b>0</b>	<b>0 %</b>
35.5	Don't know	<b>0</b>	<b>0 %</b>
Total =		<b>176</b>	<b>100 %</b>

**Questions 38 – 40 : It would help us to understand your answers if you could tell us a little about yourself**

**Question 36 : Are you?**

Answers		Responses	
		No	%
36.1	Male	<b>63</b>	<b>36 %</b>
36.2	Female	<b>110</b>	<b>64 %</b>
Total =		<b>173</b>	<b>100 %</b>

**Question 37 : How old are you?**

Answers		Responses	
		No	%
37.1	Under 16	<b>4</b>	<b>2 %</b>
37.2	16 to 44	<b>45</b>	<b>26 %</b>
37.3	45 to 64	<b>63</b>	<b>36 %</b>
37.4	65 to 74	<b>37</b>	<b>21 %</b>
37.5	75 or over	<b>27</b>	<b>15 %</b>
Total =		<b>176</b>	<b>100 %</b>

**Question 38 : Do you have a long-standing health condition?**

Answers		Responses	
		No	%
38.1	Yes	<b>99</b>	<b>57 %</b>
38.2	No	<b>70</b>	<b>41 %</b>
38.3	Don't know / can't say	<b>3</b>	<b>2 %</b>
Total =		<b>172</b>	<b>100 %</b>

**Question 39 : What is your ethnic group?**

Answers		Responses	
		No	%
39.1	White	<b>167</b>	<b>96 %</b>
39.2	Black or Black British	<b>0</b>	<b>0 %</b>
39.3	Asian or Asian British	<b>4</b>	<b>2 %</b>
39.4	Mixed	<b>0</b>	<b>0 %</b>
39.5	Chinese	<b>0</b>	<b>0 %</b>
39.6	Other ethnic group	<b>3</b>	<b>2 %</b>
Total =		<b>174</b>	<b>100 %</b>

**Question 40 : Which of the following best describes you?**

Answers		Responses	
		No	%
40.1	Employed (full or part-time, including self-employment)	<b>76</b>	<b>44 %</b>
40.2	Unemployed / looking for work	<b>5</b>	<b>3 %</b>
40.3	At school or in full time education	<b>6</b>	<b>3 %</b>
40.4	Unable to work due to long-term sickness	<b>7</b>	<b>4 %</b>
40.5	Looking after your home / family	<b>15</b>	<b>9 %</b>
40.6	Retired from paid work	<b>61</b>	<b>35 %</b>
40.7	Other	<b>4</b>	<b>2 %</b>
Total =		<b>174</b>	<b>100 %</b>

**Questions 41 – 46 : Bottisham Medical Practice specific****Question 41 : Are you aware the surgery has a Patient Participation Group (PPG)?**

Answers		Responses	
		No	%
41.1	Yes	<b>101</b>	<b>60 %</b>
41.2	No	<b>67</b>	<b>40 %</b>
Total =		<b>168</b>	<b>100 %</b>

**Question 42 : Are you aware that the PPG has a section on our website ([www.bottishammedicalpractice.nhs.uk](http://www.bottishammedicalpractice.nhs.uk))?**

Answers		Responses	
		No	%
42.1	Yes	<b>62</b>	<b>37 %</b>
42.2	No	<b>104</b>	<b>63 %</b>
Total =		<b>166</b>	<b>100 %</b>

**Question 43 : Are you aware you can become a virtual member of the PPG via the website?**

Answers		Responses	
		No	%
43.1	Yes	<b>42</b>	<b>26 %</b>
43.2	No	<b>120</b>	<b>74 %</b>
Total =		<b>162</b>	<b>100 %</b>

**Question 44 : Do you look after someone on a regular basis (a carer)?**

Answers		Responses	
		No	%
44.1	Yes	<b>32</b>	<b>19 %</b>
44.2	No	<b>138</b>	<b>81 %</b>
Total =		<b>170</b>	<b>100 %</b>

**Question 45 : Are you aware that the practice can offer help and advice to carers to access a full range of services to assist them in their important role?**

Answers		Responses	
		No	%
45.1	Yes	<b>50</b>	<b>56 %</b>
45.2	No	<b>40</b>	<b>44 %</b>
Total =		<b>90</b>	<b>100 %</b>

**Question 46 : Are you interested in joining a local carers group if this could be organised by the practice and the PPG?**

Answers		Responses	
		No	%
46.1	Yes	<b>11</b>	<b>11 %</b>
46.2	No	<b>89</b>	<b>89 %</b>
Total =		<b>100</b>	<b>100 %</b>