

Practice GP Patient

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 Gee

		None	Once or twice	Three or four times	Five or six times	Seven times or more		
1	In the past 12 months, how many times have you seen a doctor from your practice?	☐ 1	☒ 2	☐ 3	☐ 4	☐ 5		
		Very poor	Poor	Fair	Good	Very good	Excellent	
2	How do you rate the way you are treated by receptionists at your practice?	☐ 1	☐ 2	☐ 3	☒ 4	☐ 5	☐ 6	
		Very poor	Poor	Fair	Good	Very good	Excellent	
3	a) How do you rate the hours that your practice is open for appointments?	☐ 1	☐ 2	☐ 3	☒ 4	☐ 5	☐ 6	
		Early morning	Lunch times	Evenings	Weekends	None, I am satisfied		
	b) What additional hours would you like the practice to be open? (please tick all that apply)	☐ 1	☐ 2	☒ 3	☐ 4	☐ 5		
4 Thinking of times when you want to see a particular 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 to see that doctor?	☒ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
		Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b)	How do you rate this?	☐ 1	☐ 2	☐ 3	☐ 4	☒ 5	☐ 6	☐ 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?	☒ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b) How do you rate this?	☐ 1	☐ 2	☒ 3	☐ 4	☐ 5	☐ 6	☐ 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
☒ 1	☐ 2	☐ 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
☐ 1	☐ 2	☐ 3	☐ 4	☒ 5
Very poor	Poor	Fair	Good	Very good
☐ 1	☒ 2	☐ 3	☐ 4	☐ 5
				Excellent
				☐ 6

b) How do you rate this?

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?	☐ 1	☐ 2	☒ 3	☐ 4	☐ 5	☐ 6	☐ 7
b) Ability to speak to a doctor on the phone when you have a question or need medical advice?	☐ 1	☐ 2	☐ 3	☒ 4	☐ 5	☐ 6	☐ 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 ?	☐ 1	☒ 2	☐ 3	☐ 4	☐ 5	☐ 6
	Very poor	Poor	Fair	Good	Very good	Excellent
b) How do you rate this?	☐ 1	☐ 2	☐ 3	☐ 4	☒ 5	☐ 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?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☒ 7
b) How well the doctor listened to what you had to say?	☐ 1	☐ 2	☐ 3	☒ 4	☐ 5	☐ 6	☐ 7
c) How well the doctor put you at ease during your physical examination?	☐ 1	☐ 2	☐ 3	☒ 4	☐ 5	☐ 6	☐ 7
d) How much the doctor involved you in decisions about your care?	☐ 1	☐ 2	☐ 3	☐ 4	☒ 5	☐ 6	☐ 7
e) How well the doctor explained your problems or any treatment that you need?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☒ 7
f) The amount of time your doctor spent with you today?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☒ 6	☐ 7
g) The doctor's patience with your questions or worries?	☐ 1	☐ 2	☐ 3	☐ 4	☒ 5	☐ 6	☐ 7
h) The doctor's caring and concern for you?	☐ 1	☐ 2	☐ 3	☐ 4	☒ 5	☐ 6	☐ 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?	☒ 1	☐ 2	☐ 3	☐ 4
b) able to cope with your problem(s) or illness?	☒ 1	☐ 2	☐ 3	☐ 4
c) able to keep yourself healthy?	☐ 1	☐ 2	☒ 3	☐ 4

12 All things considered, how **satisfied** are you with your practice? (please tick only one box)

☐ 1 Completely satisfied
 ☒ 2 Very satisfied
 ☐ 3 Fairly satisfied
 ☐ 4 Neutral
 ☐ 5 Fairly dissatisfied
 ☐ 6 Very dissatisfied
 ☐ 7 Completely dissatisfied

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

13 Are you:

☒ 1 Male

☐ 2 Female

14 How old are you? 47 years

15 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

16 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

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

☒ 1 Owner-occupied/mortgaged?

☐ 2 Rented or other arrangements?

18 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

☐ 6 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

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

Is there anything particularly good about your health care?

No

Is there anything that could be improved?

Appointments and ability to prebook

Any other comments?

Trying to meet Government targets by removing the ability to book ahead is counter-productive

Thank you for taking time to complete this questionnaire.