

# The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice 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 staff will NOT be able to identify your individual responses.

Thank you.

	None	Once or twice	Three or four times	Five or six times	Seven times or more
<b>1</b> In the past 12 months, <b>how many times</b> have you seen a doctor from your practice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Very poor	Poor	Fair	Good	Very good	Excellent
<b>2</b> How do you rate the way you are treated by <b>receptionists</b> at your practice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

	Very poor	Poor	Fair	Good	Very good	Excellent
<b>3</b> a) How do you rate the <b>hours</b> that your practice is open for appointments?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) What <b>additional</b> hours would you like the practice to be open? (please tick all that apply)	Early morning <input type="checkbox"/> 1	Lunch times <input type="checkbox"/> 2	Evenings <input type="checkbox"/> 3	Weekends <input type="checkbox"/> 4	None, I am satisfied <input type="checkbox"/> 5	

	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
<b>4</b> Thinking of times when you want to see a <b>particular</b> doctor: (please tick one box only)							
a) How <b>quickly</b> do you usually get to see that doctor?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How do you rate this?	Very poor <input type="checkbox"/> 1	Poor <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Good <input type="checkbox"/> 4	Very good <input type="checkbox"/> 5	Excellent <input type="checkbox"/> 6	Does not apply <input type="checkbox"/> 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 <b>quickly</b> do you usually get seen?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b) How do you rate this?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 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
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 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
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**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 <b>to get through to</b> the practice on the phone?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) Ability to <b>speak to</b> a doctor on the phone when you have a question or need medical advice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

The next questions ask 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 11.

**9** a) In general, how often do you see your **usual doctor**?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**10** Thinking about **when you consult** your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How <b>thoroughly</b> the doctor asks about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor <b>listens</b> to what you have to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor <b>puts you at ease</b> during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor <b>involves you in decisions</b> about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor <b>explains</b> your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of <b>time</b> your doctor spends with you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's <b>patience</b> with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's <b>caring and concern</b> for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**11** Have you seen a **nurse** from your practice in the past 12 months?  1 Yes - go to question 12  2 No - go to question 13

**12** Thinking about the **nurse(s) you have seen**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How well they <b>listen</b> to what you say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The <b>quality</b> of care they provide?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) How well they <b>explain</b> your health problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

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

13 Are you:

<sup>1</sup> Male

<sup>2</sup> Female

14 How old are you? \_\_\_\_\_ 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

<sup>1</sup> Yes

<sup>2</sup> No

16 Which **ethnic group** do you belong to? (please tick one box)

<sup>1</sup> White

<sup>4</sup> Mixed

<sup>2</sup> Black or Black British

<sup>5</sup> Chinese

<sup>3</sup> Asian or Asian British

<sup>6</sup> Other ethnic group

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

<sup>1</sup> Owner-occupied/mortgaged?

<sup>2</sup> Rented or other arrangements?

18 Which of the following best describes you? (please tick one box)

<sup>1</sup> Employed (full or part time, including self-employed)

<sup>5</sup> Looking after your home/family

<sup>2</sup> Unemployed and looking for work

<sup>6</sup> Retired from paid work

<sup>3</sup> At school or in full time education

<sup>7</sup> Other (please describe).....

<sup>4</sup> 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?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire.