**Dr Steffen Osbelt**

**General Practice Assessment Questionnaire (GPAQ)**

**April 2022**

**Snaefell Surgery**

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| --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** | **Does Not Apply/Don’t Know** |
| How good was the GP at putting you at ease? | 100% |  |  |  |  |  |
| Being polite and considerate? | 90% | 10% |  |  |  |  |
| Listening to you | 100% |  |  |  |  |  |
| Giving you enough time | 90% | 10% |  |  |  |  |
| Assessing your medical condition | 90% | 10% |  |  |  |  |
| Explaining your condition and treatment | 90% | 10% |  |  |  |  |
| Involving you in decisions about your care | 90% | 10% |  |  |  |  |
| Providing or arranging treatment for you | 90% | 10% |  |  |  |  |
|  | **Yes, definitely** | **Yes, to some extent** | **No, not at all** | **Don’t know/can’t say** |  |  |
| Did you have confidence that the GP is honest and trustworthy | 100% |  |  |  |  |  |
| Did you have confidence that the doctor will keep your information confidential? | 100% |  |  |  |  |  |
| Would you be completely happy to see this GP again | 100% |  |  |  |  |  |

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| **How helpful do you find the receptionists at your GP Practice?** |  |
| Very helpful | 90% |
| Fairly helpful | 10% |
| Not very helpful |  |
| No at all helpful |  |
| Don’t know |  |

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| **How easy is it to get through to someone at your GP practice on the ‘phone?** |  |
| Very easy | 27% |
| Fairly easy | 55% |
| Not very easy | 9% |
| Not at all easy | 9% |
| Don’t know |  |
| Haven’t tried |  |

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| --- | --- |
| **How easy is it to speak to a doctor or nurse on the ‘phone at your GP practice?** |  |
| Very easy | 9% |
| Fairly easy | 55% |
| Not very easy |  |
| Not at all easy |  |
| Don’t know | 9% |
| Haven’t tried | 27% |

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| **If you need to see a GP urgently, can you normally get seen on the same day?** |  |
| Yes | 89% |
| No | 9% |
| Don’t know/never needed to | 9% |

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| **How important is it to you to be able to book appointments ahead of time in your practice?** |  |
| Important | 100% |
| Not important |  |

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| **How easy is it to book ahead in your practice?** |  |
| Very easy | 9% |
| Fairly easy | 73% |
| Not very easy | 9% |
| Not at all easy | 9% |
| Don’t know |  |
| Haven’t tried |  |

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| --- | --- |
| **How do you normally book your appointments at your practice?** |  |
| In person | 18% |
| By ‘phone | 82% |
| Online |  |

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| **Which of the following methods would you prefer to use to book appointments at you practice?** |  |
| In person | 27% |
| By ‘phone | 55% |
| Online | 18% |
| Doesn’t apply |  |

***\*\*Please note that due to current Covid-19 Restrictions, all online booking of appointments has been suspended in accordance with Government instructions\*\****

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

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| --- | --- |
| **How quickly do you usually get seen?** |  |
| Same day or next day | 27% |
| 2-4 days | 18% |
| 5 days or more | 37% |
| I don’t usually need to be seen quickly | 18% |
| Don’t know, never tried |  |

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| --- | --- |
| **How do you rate how quickly you were seen?** |  |
| Excellent | 46% |
| Very good | 36% |
| Good |  |
| Satisfactory | 9% |
| Poor |  |
| Very Poor |  |
| Does not apply | 9% |

***Thinking of times when you are willing to see any clinician:***

|  |  |
| --- | --- |
| How quickly do you usually get seen? |  |
| Same day or next day | 55% |
| 2-4 days | 36% |
| 5 days or more | 9% |
| I don’t usually need to be seen quickly |  |
| Don’t know, never tried |  |

|  |  |
| --- | --- |
| **How do you rate how quickly you were seen?** |  |
| Excellent | 46% |
| Very good | 36% |
| Good | 18% |
| Satisfactory |  |
| Poor |  |
| Very Poor |  |
| Does not apply |  |

***Thinking of your most recent consultation with a clinician***

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| --- | --- |
| **How long did you wait for your consultation to start?** |  |
| Less than 5 minutes | 73% |
| 5-10 minutes | 27% |
| 11-20 minutes |  |
| 21-30 minutes |  |
| More than 30 minutes |  |
| There was no set time for my consultation |  |

|  |  |
| --- | --- |
| **How do you rate how long you waited?** |  |
| Excellent | 82% |
| Very good | 18% |
| Good |  |
| Satisfactory |  |
| Poor |  |
| Very Poor |  |
| Does not apply |  |

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| **Is your GP practice currently open at times that are convenient to you?** |  |
| Yes | 90% |
| No |  |
| Don’t know | 10% |

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| **Which of the following additional opening hours would make it easier for you to see or speak to someone?** |  |
| Before 8am | 14% |
| At lunchtime |  |
| After 6.30pm | 14% |
| On a Saturday | 28% |
| On a Sunday |  |
| None of these | 44% |

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| **Is there a particular Clinician you usually prefer to see or speak to?** |  |
| Yes | 90% |
| No | 10% |
| There is usually only one doctor on my surgery  (*there is a minimum of 2 GPs on duty at any one time so unsure as to why the responder answered this question)* |  |

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| **How often do you see or speak to the Clinician you prefer?** |  |
| Always or almost always | 70% |
| A lot of the time | 10% |
| Some of the time | 10% |
| Never or almost never | 10% |
| Not tried at this GP Practice |  |

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| **How good was the ANP/Practice Nurse you last saw at:** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** | **Does Not Apply/Don’t Know** |
| Putting you at ease? | 67% | 11% | 11% |  | 11% |  |
| Giving you enough time? | 78% | 11% | 11% |  |  |  |
| Listening to you | 78% | 11% | 11% |  |  |  |
| Explaining your condition and treatment | 78% | 11% | 11% |  |  |  |
| Involving you in decisions about your care | 78% | 11% | 11% |  |  |  |
| Providing or arranging treatment for you | 78% | 11% | 11% |  |  |  |
|  | **Yes, definitely** | **Yes, to some extent** | **No** | **Don’t know/can’t say** |  |  |
| Would you be completely happy to see this ANP/Practice Nurse again | 78% |  | 22% |  |  |  |

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|  | **Very well** | **Unsure** | **Not very well** | **Does not apply** |  |  |
| How well does the Practice help you understand your health problems | 90% | 10% |  |  |  |  |
| Cope with health problems | 90% | 10% |  |  |  |  |
| Keep yourself healthy | 90% | 10% |  |  |  |  |
|  | **Excellent** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** |
| Overall, how would you describe your experience at your GP Surgery | 73% | 18% | 9% |  |  |  |
|  | **Extremely Likely** | **Likely** | **Neither Likely or unlikely** | **Unlikely** | **Extremely Unlikely** | **Don’t know** |
| How likely are you to recommend your GP Surgery to friends and family if they need similar care or treatment | 90% |  |  |  |  | 10% |

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| Male | 27% |
| Female | 73% |

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| Under 16 |  |
| 16 to 44 | 36% |
| 45 to 64 | 46% |
| 65 to 74 | 18% |
| 75 or over |  |

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|  | **Yes** | **No** | **Don’t know/can’t say** |
| Do you have a long-standing health condition? | 64% | 36% |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **White** | **Black or Black British** | **Asian or Asian British** | **Mixed** | **Chinese** | **Other ethnic group** |  |
| What is your ethnic group? | 90% |  | 10% |  |  |  |  |
|  | **Employed (full, part time, looking for work)** | **Unemployed/looking for work** | **At school or in full time education** | **Unable to work due to long term sickness** | **Looking after home/family** | **Retired from paid work** | **Other** |
| Which of the following best describes you? | 36% | 10% |  | 18% | 18% | 18% |  |

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| **Comments about GP and Snaefell Surgery:** |
| *“Has took (sic) a long time trying to sort me out!”* |
| *“All staff have always been helpful to me and family’s needs.”* |
| *“GP fantastic, understanding, listens to my concerns and most importantly reassures me.”* |
| *“Compassionate, professional, caring.”* |
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