**Rose Coleman, Practice Nurse**

**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 Clinician at putting you at ease? | 100% |  |  |  |  |  |
| Being polite and considerate? | 85% | 15% |  |  |  |  |
| Listening to you | 85% | 15% |  |  |  |  |
| Giving you enough time | 85% | 15% |  |  |  |  |
| Assessing your medical condition  | 100% |  |  |  |  |  |
| Explaining your condition and treatment  | 100% |  |  |  |  |  |
| Involving you in decisions about your care | 100% |  |  |  |  |  |
| Providing or arranging treatment for you | 100% |  |  |  |  |  |
|  | **Yes, definitely** | **Yes, to some extent** | **No, not at all** | **Don’t know/can’t say** |  |  |
| Did you have confidence that the Clinician is honest and trustworthy | 100% |  |  |  |  |  |
| Did you have confidence that the Clinician will keep your information confidential? | 100% |  |  |  |  |  |
| Would you be completely happy to see this Clinician again? | 100% |  |  |  |  |  |

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| **How helpful do you find the receptionists at your GP Practice?** |  |
| Very helpful | 100% |
| Fairly helpful |  |
| 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 | 28% |
| Fairly easy | 57% |
| Not very easy |  |
| Not at all easy | 15% |
| 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 | 25% |
| Fairly easy | 25% |
| Not very easy | 25% |
| Not at all easy |  |
| Don’t know |  |
| Haven’t tried  | 25% |

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| **If you need to see a Clinician urgently, can you normally get seen on the same day?** |  |
| Yes | 85% |
| No |  |
| Don’t know/never needed to | 15% |

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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 | 25% |
| Fairly easy | 25% |
| Not very easy | 25% |
| Not at all easy |  |
| Don’t know |  |
| Haven’t tried  | 25% |

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| **How do you normally book your appointments at your practice?** |  |
| In person  | 12% |
| By ‘phone | 76% |
| Online\* | 12% |

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| **Which of the following methods would you prefer to use to book appointments at you practice?** |  |
| In person  |  |
| By ‘phone | 57% |
| Online | 43% |
| 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 | 30% |
| 2-4 days | 30% |
| 5 days or more | 30% |
| I don’t usually need to be seen quickly | 10% |
| Don’t know, never tried  |  |

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| --- | --- |
| **How do you rate how quickly you were seen?** |  |
| Excellent | 28% |
| Very good | 14% |
| Good | 58% |
| Satisfactory |  |
| Poor |  |
| Very Poor |  |
| Does not apply |  |

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

|  |  |
| --- | --- |
| How quickly do you usually get seen? |  |
| Same day or next day | 57% |
| 2-4 days | 28% |
| 5 days or more |  |
| I don’t usually need to be seen quickly | 15% |
| Don’t know, never tried  |  |

|  |  |
| --- | --- |
| **How do you rate how quickly you were seen?** |  |
| Excellent | 14% |
| Very good | 43% |
| Good | 43% |
| 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 | 72% |
| 5-10 minutes | 14% |
| 11-20 minutes | 14% |
| 21-30 minutes |  |
| More than 30 minutes |  |
| There was no set time for my consultation  |  |

|  |  |
| --- | --- |
| **How do you rate how long you waited?** |  |
| Excellent | 43% |
| Very good | 43% |
| Good | 14% |
| 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 | 100% |
| No |  |
| Don’t know |  |

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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 | 25% |
| At lunchtime |  |
| After 6.30pm | 25% |
| On a Saturday | 25% |
| On a Sunday |  |
| None of these  | 25% |

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| **Is there a particular Clinician you usually prefer to see or speak to?** |  |
| Yes | 86% |
| No | 14% |
| There is usually only one doctor on my surgery |  |

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| **How often do you see or speak to the Clinician you prefer?** |  |
| Always or almost always |  |
|  A lot of the time | 100% |
| Some of the time  |  |
| Never or almost never |  |
| 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? | 100% |  |  |  |  |  |
| Giving you enough time? | 100% |  |  |  |  |  |
| Listening to you | 100% |  |  |  |  |  |
| Explaining your condition and treatment | 100% |  |  |  |  |  |
| Involving you in decisions about your care | 100% |  |  |  |  |  |
| Providing or arranging treatment for you | 100% |  |  |  |  |  |
|  | **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  | 100% |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Very well** | **Unsure** | **Not very well**  | **Does not apply** |  |  |
| How well does the Practice help you understand your health problems | 86% |  |  | 14% |  |  |
| Cope with health problems  | 86% |  |  | 14% |  |  |
| Keep yourself healthy | 72% | 14% | 14% |  |  |  |
|  | **Excellent** | **Very Good** | **Good** | **Satisfactory**  | **Poor** | **Very Poor** |
| Overall, how would you describe your experience at your GP Surgery | 57% | 29% | 14% |  |  |  |
|  | **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 | 86% |  |  |  |  | 14% |

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| --- | --- |
| Male | 29% |
| Female | 71% |

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| Under 16 |  |
| 16 to 44 | 43% |
| 45 to 64 | 43% |
| 65 to 74 | 14% |
| 75 or over |  |

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|  | **Yes** | **No** | **Don’t know/can’t say** |
| Do you have a long-standing health condition? | 29% | 57% | 14% |

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|  | **White** | **Black or Black British**  | **Asian or Asian British**  | **Mixed** | **Chinese** | **Other ethnic group** |  |
| What is your ethnic group? | 86% |  | 14% |  |  |  |  |
|  | **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? | 72% |  |  |  | 14% | 14% |  |

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| **Comments about GP and Snaefell Surgery:** |
| *“Excellent staff.”* |
| *“Most of Reception staff are excellent.”* |
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