

GPAQ Summary Report

Total Questionnaires: 325

The Lea Surgery

Consultation Questionnaires for all patients

	No Answer Given	Does not apply/ Don't know	Questions Answered	Practice Mean	GPAQ Benchmark
Q1. Number of visits to doctor in last 12 months	11		314		
Q2. Satisfaction with receptionists	3		322	74	75
Q3a. Satisfaction with opening hours	8		317	81	67
Q3b. Additional hours	27		323		
Q4a. How quickly patient was able to see a particular doctor	8	39	278		
Q4b. Rating	8	32	285	74	58
Q5a. How quickly patient was able to see any doctor	17	23	285		
Q5b. Rating	28	18	279	75	68
Q6. Urgent (same day) Appointment Availability	17	96			
Q7a. Waiting time	18		307		
Q7b. Satisfaction with waiting times at practice	36		289	59	56
Q8a. Satisfaction with phoning through to practice	11	17	297	65	59
Q8b. Satisfaction with phoning through to doctor for advice	44	146	135	60	59
Q9a. Usual doctor	91		234		
Q9b. Satisfaction with continuity of care	103		222	65	68
Q10a. Satisfaction with doctor's questioning	15	10	300	77	79
Q10b. Satisfaction with how well doctor listens	14	9	302	80	81
Q10c. Satisfaction with how well doctor puts patient at ease	18	31	276	79	82
Q10d. Satisfaction with how much doctor involves patient	18	24	283	78	79
Q10e. Satisfaction with doctor's explanations	15	16	294	79	81
Q10f. Satisfaction with time doctor spends	24	8	293	76	78
Q10g. Satisfaction with doctor's patience	22	14	289	77	81
Q10h. Satisfaction with doctor's caring and concern	21	11	293	79	82
Q11a. Ability to understand problem after visiting doctor	36	48	241	67	69
Q11b. Ability to cope with problem after visiting doctor	42	52	231	64	66
Q11c. Ability to keep healthy after visiting doctor	43	62	220	62	61
Q12. Gender	23		302		
Q13. Age	47		278	41.9	
Q14. Long standing illness, disability or infirmity	47		278		
Q15. Ethnic group	33		292		
Q16. Accommodation status	49		276		
Q17. Employment status	35		290		