



General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an **X** in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

Q2 How easy is it to get through to someone at your GP practice on the phone?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
- ² No
- ³ Don't know / never needed to

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

- ¹ Important
- ² Not important

Q6 How easy is it to book ahead in your practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q7 How do you normally book your appointments at your practice? (please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Q8 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

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

Q9 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q10 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of times when you are willing to see any doctor:

Q11 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q12 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
- ² 5 – 10 minutes
- ³ 11 – 20 minutes
- ⁴ 21 – 30 minutes
- ⁵ More than 30 minutes
- ⁶ There was no set time for my consultation

Q14 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

- ¹ Yes **Go to Q17**
- ² No
- ³ Don't know



Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

(Please X all boxes that apply)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ On a Saturday
- ⁵ On a Sunday
- ⁶ None of these

About seeing the doctor of your choice

Q17 Is there a particular GP you usually prefer to see or speak to?

- ¹ Yes
- ² No **Go to Q19**
- ³ There is usually only one doctor in my surgery **Go to Q19**



Q18 How often do you see or speak to the GP you prefer?

- ¹ Always or almost always
- ² A lot of the time
- ³ Some of the time
- ⁴ Never or almost never
- ⁵ Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q20 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q21 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q22 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q23 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q24 Did you have confidence and trust in the GP you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the GP you last saw, please write it here:

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How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

Q25 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q26 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q27 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q28 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q29 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

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About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q31 Understand your health problems?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q34 Overall, how would you describe your experience of your GP surgery?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not
- ⁵ Don't know

It will help us to understand your answers if you could tell us a little about yourself

Q36 Are you ?

- ¹ Male
- ² Female

Q37 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

Finally, please add any other comments you would like to make about your GP practice:

This questionnaire has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran



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