

Patient Survey Results Analysis Detail



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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

| Rating | Patients | Percentage | Sub-Total |
|--------------|------------|---------------------|---------------|
| Very poor | 2 | 0 | 0 |
| Poor | 0 | 20 | 0 |
| Fair | 9 | 40 | 360 |
| Good | 30 | 60 | 1,800 |
| Very good | 53 | 80 | 4,240 |
| Excellent | 53 | 100 | 5,300 |
| Total | 147 | | 11,700 |
| Score | | 79.59 (79.6) | |

A perfect score is 100%

| Q1. About Your Visit to the GP Today | | |
|--|-------|------------|
| How good was the GP at: Putting you at ease? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 190 | 85.2% |
| Good (75) | 31 | 13.9% |
| Satisfactory (50) | 2 | 0.9% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 4 | |
| Did not answer | 26 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 99.1% | 0.9% |

| Q2. | | |
|-------------------------------|-------|------------|
| Being polite and considerate? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 196 | 86.7% |
| Good (75) | 27 | 11.9% |
| Satisfactory (50) | 3 | 1.3% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 2 | |
| Did not answer | 25 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 98.7% | 1.3% |

| Q3. | | |
|----------------------------|-------|------------|
| Listening to you? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 191 | 84.5% |
| Good (75) | 32 | 14.2% |
| Satisfactory (50) | 3 | 1.3% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 2 | |
| Did not answer | 25 | |
| Total | 253 | |

| Mean scores for Q3 | |
|--------------------|------|
| Your patients | 95.8 |
| GPAQ Mean | 93.7 |

| | Good | Not Good |
|------|-------|----------|
| GPPS | 88.0% | 11.0% |
| GPAQ | 98.7% | 1.3% |

| Q4. | | |
|----------------------------|-------|------------|
| Giving you enough time? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 187 | 83.1% |
| Good (75) | 30 | 13.3% |
| Satisfactory (50) | 8 | 3.6% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 3 | |
| Did not answer | 25 | |
| Total | 253 | |

| Mean scores for Q4 | |
|--------------------|------|
| Your patients | 94.9 |
| GPAQ Mean | 91.5 |

| | Good | Not Good |
|------|-------|----------|
| GPPS | 86.0% | 12.0% |
| GPAQ | 96.4% | 3.6% |

| Q5. | | |
|-----------------------------------|-------|------------|
| Assessing your medical condition? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 172 | 79.6% |
| Good (75) | 39 | 18.1% |
| Satisfactory (50) | 5 | 2.3% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 11 | |
| Did not answer | 26 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 97.7% | 2.3% |

| | | |
|--|-------|------------|
| Q6. Explaining your condition and treatment? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 161 | 74.9% |
| Good (75) | 47 | 21.9% |
| Satisfactory (50) | 7 | 3.3% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 12 | |
| Did not answer | 26 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 96.7% | 3.3% |

| | | |
|---|-------|------------|
| Q7. Involving you in decisions about your care? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 153 | 72.9% |
| Good (75) | 46 | 21.9% |
| Satisfactory (50) | 11 | 5.2% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 16 | |
| Did not answer | 27 | |
| Total | 253 | |

| | |
|--------------------|------|
| Mean scores for Q7 | |
| Your patients | 91.9 |
| GPAQ Mean | 90.5 |

| | Good | Not Good |
|------|-------|----------|
| GPPS | 75.0% | 12.0% |
| GPAQ | 94.8% | 5.2% |

| | | |
|---|-------|------------|
| Q8. Providing or arranging treatment for you? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 167 | 81.9% |
| Good (75) | 34 | 16.7% |
| Satisfactory (50) | 3 | 1.5% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 20 | |
| Did not answer | 29 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 98.5% | 1.5% |

| | | |
|--|-------|------------|
| Q9. Did you have confidence that the GP is honest and trustworthy? | | |
| Answer (score in brackets) | Count | Percentage |
| Yes, definitely (100) | 214 | 96.8% |
| Yes, to some extent (50) | 7 | 3.2% |
| No, not at all (0) | 0 | 0.0% |
| Don't know / can't say | 4 | |
| Did not answer | 28 | |
| Total | 253 | |

| | Yes | No |
|------|--------|------|
| GPPS | 93.0% | 4.0% |
| GPAQ | 100.0% | 0.0% |

| | | |
|---|-------|------------|
| Q10. Did you have confidence that the doctor will keep your information confidential? | | |
| Answer (score in brackets) | Count | Percentage |
| Yes, definitely (100) | 211 | 96.3% |
| Yes, to some extent (50) | 8 | 3.7% |
| No, not at all (0) | 0 | 0.0% |
| Don't know / can't say | 6 | |
| Did not answer | 28 | |
| Total | 253 | |

| Yes | No |
|--------|------|
| 100.0% | 0.0% |

| | | |
|--|-------|------------|
| Q11. Would you be completely happy to see this GP again? | | |
| Answer (score in brackets) | Count | Percentage |
| Yes (100) | 219 | 100.0% |
| No (0) | 0 | 0.0% |
| Did not answer | 34 | |
| Total | 253 | |

| Yes | No |
|--------|------|
| 100.0% | 0.0% |

Q12. About Your Receptionists and Appointments

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

| Answer (score in brackets) | Count | Percentage |
|----------------------------|------------|------------|
| Very helpful (100) | 229 | 93.9% |
| Fairly helpful (66) | 15 | 6.1% |
| Not very helpful (33) | 0 | 0.0% |
| Not at all helpful (0) | 0 | 0.0% |
| Don't know | 0 | |
| Did not answer | 9 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q12 | |
| Your patients | 97.9 |
| GPAQ Mean | 89.1 |

| | Helpful | Not Helpful |
|------|---------|-------------|
| GPPS | 88.0% | 5.0% |
| GPAQ | 100.0% | 0.0% |

Q13.

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

| Answer (score in brackets) | Count | Percentage |
|----------------------------|------------|------------|
| Very easy (100) | 177 | 74.4% |
| Fairly easy (66) | 58 | 24.4% |
| Not very easy (33) | 3 | 1.3% |
| Not at all easy (0) | 0 | 0.0% |
| Don't know | 3 | |
| Haven't tried | 2 | |
| Did not answer | 10 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q13 | |
| Your patients | 90.9 |
| GPAQ Mean | 68.8 |

| | Easy | Not Easy |
|------|-------|----------|
| GPPS | 75.0% | 25.0% |
| GPAQ | 98.7% | 1.3% |

Q14.

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

| Answer (score in brackets) | Count | Percentage |
|----------------------------|------------|------------|
| Very easy (100) | 103 | 56.3% |
| Fairly easy (66) | 66 | 36.1% |
| Not very easy (33) | 8 | 4.4% |
| Not at all easy (0) | 6 | 3.3% |
| Don't know | 15 | |
| Haven't tried | 43 | |
| Did not answer | 12 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q14 | |
| Your patients | 81.5 |
| GPAQ Mean | 69.9 |

| Easy | Not Easy |
|-------|----------|
| 92.3% | 7.7% |

Q15.

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

| Answer | Count | Percentage |
|------------------------------|------------|------------|
| Yes | 169 | 94.4% |
| No | 10 | 5.6% |
| Don't know / never needed to | 61 | |
| Did not answer | 13 | |
| Total | 253 | |

Q16.

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

| Answer | Count | Percentage |
|----------------|------------|------------|
| Important | 206 | 85.5% |
| Not important | 35 | 14.5% |
| Did not answer | 12 | |
| Total | 253 | |

| | | |
|---|-------|------------|
| Q17. How easy is it to book ahead in your practice? | | |
| Answer (score in brackets) | Count | Percentage |
| Very easy (100) | 161 | 68.2% |
| Fairly easy (66) | 69 | 29.2% |
| Not very easy (33) | 6 | 2.5% |
| Not at all easy (0) | 0 | 0.0% |
| Don't know | 3 | |
| Haven't tried | 4 | |
| Did not answer | 10 | |
| Total | 253 | |

| | Easy | Not Easy |
|------|-------|----------|
| GPPS | 79.0% | 21.0% |
| GPAQ | 97.5% | 2.5% |

| | | |
|---|-------|------------|
| Q18. How do you normally book your appointments at your practice? | | |
| Answer | Count | Percentage |
| In person | 90 | 29.8% |
| By phone | 211 | 69.9% |
| Online | 0 | 0.0% |
| Doesn't apply | 1 | 0.3% |
| Did not answer | 8 | |
| Total | 310 | |

| | | |
|--|-------|------------|
| Q19. Which of the following methods would you prefer to use to book appointments at your practice? | | |
| Answer | Count | Percentage |
| In person | 93 | 27.3% |
| By phone | 197 | 57.8% |
| Online | 46 | 13.5% |
| Doesn't apply | 5 | 1.5% |
| Did not answer | 10 | |
| Total | 351 | |

| | | |
|---|-------|------------|
| Q20. Thinking of times when you want to see a particular doctor: How quickly do you usually get seen? | | |
| Answer | Count | Percentage |
| Same day or next day | 60 | 24.5% |
| 2-4 days | 114 | 46.5% |
| 5 days or more | 37 | 15.1% |
| I don't usually need to be seen quickly | 19 | 7.8% |
| Don't know, never tried | 15 | 6.1% |
| Did not answer | 8 | |
| Total | 253 | |

| | | |
|---|-------|------------|
| Q21. How do you rate how quickly you were seen? | | |
| Answer (score in brackets) | Count | Percentage |
| Excellent (100) | 91 | 38.9% |
| Very good (80) | 79 | 33.8% |
| Good (60) | 36 | 15.4% |
| Satisfactory (40) | 27 | 11.5% |
| Poor (20) | 1 | 0.4% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 11 | |
| Did not answer | 8 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q21 | |
| Your patients | 79.8 |
| GPAQ Mean | 70.7 |

| Good | Not Good |
|-------|----------|
| 88.0% | 12.0% |

| Q22. Thinking of times when you are willing to see any doctor? | | |
|---|------------|------------|
| How quickly do you usually get seen? | | |
| Answer | Count | Percentage |
| Same day or next day | 125 | 51.4% |
| 2-4 days | 85 | 35.0% |
| 5 days or more | 5 | 2.1% |
| I don't usually need to be seen quickly | 17 | 7.0% |
| Don't know, never tried | 11 | 4.5% |
| Did not answer | 10 | |
| Total | 253 | |

| Q23. | | |
|--|------------|------------|
| How do you rate how quickly you were seen? | | |
| Answer (score in brackets) | Count | Percentage |
| Excellent (100) | 100 | 43.1% |
| Very good (80) | 85 | 36.6% |
| Good (60) | 36 | 15.5% |
| Satisfactory (40) | 10 | 4.3% |
| Poor (20) | 1 | 0.4% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 9 | |
| Did not answer | 12 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 95.3% | 4.7% |

| Q24. Thinking of your most recent consultation with a doctor or nurse | | |
|--|------------|------------|
| How long did you wait for your consultation to start? | | |
| Answer | Count | Percentage |
| Less than 5 minutes | 80 | 33.1% |
| 5 – 10 minutes | 98 | 40.5% |
| 11 – 20 minutes | 44 | 18.2% |
| 21 – 30 minutes | 10 | 4.1% |
| More than 30 minutes | 5 | 2.1% |
| There was no set time for my consultation | 5 | 2.1% |
| Did not answer | 11 | |
| Total | 253 | |

| Q25. | | |
|--------------------------------------|------------|------------|
| How do you rate how long you waited? | | |
| Answer (score in brackets) | Count | Percentage |
| Excellent (100) | 88 | 36.2% |
| Very good (80) | 70 | 28.8% |
| Good (60) | 43 | 17.7% |
| Satisfactory (40) | 38 | 15.6% |
| Poor (20) | 2 | 0.8% |
| Very poor (0) | 2 | 0.8% |
| Does not apply | 0 | |
| Did not answer | 10 | |
| Total | 253 | |

| Mean scores for Q25 | |
|---------------------|------|
| Your patients | 76.3 |
| GPAQ Mean | 67.8 |

| Good | Not Good |
|-------|----------|
| 82.7% | 17.3% |

| Q26. Opening | | |
|---|------------|------------|
| Is your GP practice currently open at times that are convenient to you? | | |
| Answer | Count | Percentage |
| Yes | 222 | 94.5% |
| No | 13 | 5.5% |
| Don't know | 5 | |
| Did not answer | 13 | |
| Total | 253 | |

| Yes | No |
|-------|------|
| 94.5% | 5.5% |

Q27. Opening

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

| Answer | Count | Percentage |
|----------------|-------|------------|
| Before 8am | 17 | 12.4% |
| At lunchtime | 12 | 8.8% |
| After 6.30pm | 31 | 22.6% |
| On a Saturday | 34 | 24.8% |
| On a Sunday | 9 | 6.6% |
| None of these | 34 | 24.8% |
| Did not answer | 157 | |
| Total | 294 | |

Q28. Choice

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

| Answer | Count | Percentage |
|--|-------|------------|
| Yes | 142 | 62.6% |
| No | 85 | 37.4% |
| There is usually only one doctor in my surgery | 2 | |
| Did not answer | 24 | |
| Total | 253 | |

| Yes | No |
|-------|-------|
| 62.6% | 37.4% |

Q29.

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

| Answer (score in brackets) | Count | Percentage |
|-------------------------------|-------|------------|
| Always or almost always (100) | 85 | 52.8% |
| A lot of the time (66) | 42 | 26.1% |
| Some of the time (33) | 33 | 20.5% |
| Never or almost never (0) | 1 | 0.6% |
| Not tried at this GP practice | 7 | |
| Did not answer | 85 | |
| Total | 253 | |

| | Often | Not Often |
|------|-------|-----------|
| GPPS | 65.0% | 34.0% |
| GPAQ | 78.9% | 21.1% |

Q30. How good was the Nurse you last saw at:

Putting you at ease?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Very good (100) | 176 | 88.9% |
| Good (75) | 18 | 9.1% |
| Satisfactory (50) | 4 | 2.0% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 4 | |
| Did not answer | 51 | |
| Total | 253 | |

| Good | Not Good |
|-------|----------|
| 98.0% | 2.0% |

Q31.

Giving you enough time?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Very good (100) | 177 | 88.9% |
| Good (75) | 20 | 10.1% |
| Fair (50) | 2 | 1.0% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 3 | |
| Did not answer | 51 | |
| Total | 253 | |

| Mean scores for Q31 | |
|---------------------|------|
| Your patients | 97.0 |
| GPAQ Mean | 89.2 |

| | Good | Not Good |
|------|-------|----------|
| GPPS | 81.0% | 6.0% |
| GPAQ | 99.0% | 1.0% |

| | | |
|----------------------------------|-------|------------|
| Q32. Listening to you? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 174 | 87.4% |
| Good (75) | 21 | 10.6% |
| Fair (50) | 4 | 2.0% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 3 | |
| Did not answer | 51 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q32 | |
| Your patients | 96.4 |
| GPAQ Mean | 89.6 |

| | | |
|------|-------|----------|
| | Good | Not Good |
| GPPS | 80.0% | 7.0% |
| GPAQ | 98.0% | 2.0% |

| | | |
|---|-------|------------|
| Q33. Explaining your condition and treatment? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 164 | 85.0% |
| Good (75) | 26 | 13.5% |
| Fair (50) | 3 | 1.6% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 8 | |
| Did not answer | 52 | |
| Total | 253 | |

| | | |
|------|-------|----------|
| | Good | Not Good |
| GPPS | 78.0% | 8.0% |
| GPAQ | 98.4% | 1.6% |

| | | |
|--|-------|------------|
| Q34. Involving you in decisions about your care? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 146 | 83.4% |
| Good (75) | 26 | 14.9% |
| Fair (50) | 3 | 1.7% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 26 | |
| Did not answer | 52 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q34 | |
| Your patients | 95.4 |
| GPAQ Mean | 87.6 |

| | | |
|------|-------|----------|
| | Good | Not Good |
| GPPS | 68.0% | 11.0% |
| GPAQ | 98.3% | 1.7% |

| | | |
|--|-------|------------|
| Q35. Providing or arranging treatment for you? | | |
| Answer (score in brackets) | Count | Percentage |
| Very good (100) | 152 | 86.9% |
| Good (75) | 21 | 12.0% |
| Fair (50) | 2 | 1.1% |
| Poor (25) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Does not apply | 26 | |
| Did not answer | 52 | |
| Total | 253 | |

| | |
|-------|----------|
| Good | Not Good |
| 98.9% | 1.1% |

| | | |
|---|-------|------------|
| Q36. Would you be completely happy to see this nurse again? | | |
| Answer (score in brackets) | Count | Percentage |
| Yes (100) | 195 | 99.5% |
| No (0) | 1 | 0.5% |
| Did not answer | 57 | |
| Total | 253 | |

| | |
|-------|------|
| Yes | No |
| 99.5% | 0.5% |

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Very well (100) | 225 | 94.9% |
| Unsure (50) | 11 | 4.6% |
| Not very well (0) | 1 | 0.4% |
| Does not apply | 5 | |
| Did not answer | 11 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q37 | |
| Your patients | 97.3 |
| GPAQ Mean | 92.8 |

Q38.
Cope with your health problems?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Very well (100) | 216 | 91.9% |
| Unsure (50) | 15 | 6.4% |
| Not very well (0) | 4 | 1.7% |
| Does not apply | 6 | |
| Did not answer | 12 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q38 | |
| Your patients | 95.1 |
| GPAQ Mean | 91.7 |

Q39.
Keep yourself healthy?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Very well (100) | 206 | 88.4% |
| Unsure (50) | 22 | 9.4% |
| Not very well (0) | 5 | 2.1% |
| Does not apply | 6 | |
| Did not answer | 14 | |
| Total | 253 | |

| | |
|---------------------|------|
| Mean scores for Q39 | |
| Your patients | 93.1 |
| GPAQ Mean | 88.7 |

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Excellent (100) | 167 | 69.0% |
| Very good (80) | 60 | 24.8% |
| Good (60) | 11 | 4.5% |
| Fair (40) | 4 | 1.7% |
| Poor (20) | 0 | 0.0% |
| Very poor (0) | 0 | 0.0% |
| Did not answer | 11 | |
| Total | 253 | |

| | Good | Not Good |
|------|-------|----------|
| GPPS | 87.0% | 4.0% |
| GPAQ | 98.3% | 1.7% |

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

| Answer (score in brackets) | Count | Percentage |
|----------------------------|-------|------------|
| Yes, definitely (100) | 213 | 88.4% |
| Yes, probably (66) | 27 | 11.2% |
| No, probably not (33) | 1 | 0.4% |
| No, definitely not (0) | 0 | 0.0% |
| Don't know | 2 | |
| Did not answer | 10 | |
| Total | 253 | |

| | Yes | No |
|------|-------|-------|
| GPPS | 80.0% | 5.00% |
| GPAQ | 99.6% | 0.4% |

| | | |
|--------------------------|-------|------------|
| Q42. Demographics | | |
| Are you male/female? | | |
| Answer | Count | Percentage |
| Male | 95 | 38.2% |
| Female | 154 | 61.8% |
| Did not answer | 4 | |
| Total | 253 | |

| | | |
|------------------|-------|------------|
| Q43. | | |
| How old are you? | | |
| Answer | Count | Percentage |
| Under 16 | 2 | 0.8% |
| 16 to 44 | 61 | 24.5% |
| 45 to 64 | 78 | 31.3% |
| 65 to 74 | 78 | 31.3% |
| 75 and over | 30 | 12.0% |
| Did not answer | 4 | |
| Total | 253 | |

| | | |
|---|-------|------------|
| Q44. | | |
| Do you have a long-standing health condition? | | |
| Answer | Count | Percentage |
| Yes | 141 | 59.5% |
| No | 96 | 40.5% |
| Don't know / never needed to | 9 | |
| Did not answer | 7 | |
| Total | 253 | |

| | | |
|----------------------------|-------|------------|
| Q45. | | |
| What is your ethnic group? | | |
| Answer | Count | Percentage |
| White | 246 | 99.2% |
| Black or Black British | 0 | 0.0% |
| Asian or Asian British | 1 | 0.4% |
| Mixed | 1 | 0.4% |
| Chinese | 0 | 0.0% |
| Other ethnic group | 0 | 0.0% |
| Did not answer | 5 | |
| Total | 253 | |

| | | |
|---|-------|------------|
| Q46. | | |
| Which of the following best describes you? | | |
| Answer | Count | Percentage |
| Employed (full or part time, including self-employed) | 100 | 40.5% |
| Unemployed / looking for work | 18 | 7.3% |
| At school or in full time education | 10 | 4.0% |
| Unable to work due to long term sickness | 11 | 4.5% |
| Looking after your home/family | 9 | 3.6% |
| Retired from paid work | 95 | 38.5% |
| Other | 4 | 1.6% |
| Did not answer | 6 | |
| Total | 253 | |

Comments

I would recommend Shawbury practice to anyone

Shawbury medical practice is definitely the best practice I have used and I have used many due to moving around with the navy and things. Keep it up and well done

First class

Thanks for all your help

We are very lucky

I find the practice attentive and thorough and very lucky to be a patient here.

Breath taking performance. Well done. Great all round team.

Friendly, professional and supportive

I am always happy with the service provided by this practice. All the doctors, nurses and receptionists are excellent. I would not hesitate to recommend this practice to anyone else.

I have received excellent care during my recent long term illness from all those at the surgery

Very happy with the whole set up. The GP practice is effective and efficient. The whole staff are friendly and helpful.

I find everyone helpful and friendly all the time, as I phone in quite often!

I appreciate all that is done for myself and my family

I have complete confidence in my doctor, also when I have had to see a nurse occasionally.

I am very happy with the way I am treated at my GP practice.

We are fortunate to live here and have this excellent facility.

No other comments. I feel this surgery runs very efficiently.

Always very pleasant and greet you with a smile.

Overall, really good. Although an appointment system should be available on Saturday. This is my own preference. Also, advertise healthy eating more and offer advice.

Always found the practice very good. Have been with them approx. 30 years, and although the practice has grown, their attention to their patients has remained at the same high quality. Very happy with the service.

They are brilliant

Great staff, very organised and helpful

We are very blessed with an excellent GP practice

We are very happy with the treatment and kindness shown to us by all the staff and have no complaints

Brilliant practical premises. Staffed by highest quality in all division

Excellent on all levels

Jane Wing is wonderful

Over the many years at the practice. I have always found it excellent

Everyone at the surgery has always treated me with respect and kindness

Excellent

Clean and tidy, friendly, helpful staff.

I am always happy to come to the GP everyone is so welcoming and I feel at ease being their

I have always been dealt with in a courteous manner- my GP nurses and receptionists are for the most part very good. I think they do a good job and make my visits better at difficult times.

Saturday morning always was good hang time week ends

We have always been very impressed with the service we have received from the practice

An excellent surgery in all areas

Very Good

The best by far

Thank you for your help. For the first few times (I am a new patient) the surgery has been brilliant!

A1. If I put any more, your heads will swell and your hairs won't fit

Premises clean, well equipped and non threatening (e.g. comfortable to sit without feeling "watched").

Always found everyone to be helpful and thorough

All the staff are so friendly and helpful. Completely satisfied, wouldn't change a thing.

First class. We're lucky to have it.

All the staff and GPs are very friendly, helpful and supportive. Thank you all.

I have been looked after at this surgery for 51 years in an excellent way!

Excellent practice. I dreaded leaving my surgery at Lawley when we moved. No need to worry as everyone is so nice and helpful. Happy to put my name to this. Thank you all. Wendy Burr

I have no complaints, only high praise for all at this practice

I have been a patient at this practice for almost 30 years and can only speak very highly of the care I have been given.

Very friendly environment. Everyone always helpful and ready to put individuals at ease. Efficient and effective.

A friendly and efficient practice. Always helpful

Well pleased with my treatment at this surgery

Excellent!

I find every person working for the surgery first class