



General Practice Assessment Questionnaire

MANUAL
for
GENERAL PRACTICE ASSESSMENT QUESTIONNAIRE

GPAQ V3

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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



Contents

1. Background

- 1.1 Introduction
- 1.2 How was the General Practice Assessment Questionnaire (GPAQ) developed?
- 1.3 Why are there no longer two versions of GPAQ?
- 1.4 How does the new version of GPAQ help practices meet the new DES?

2. Permission to use GPAQ

- 2.1 GPAQ: terms for use
- 2.2 Copyright
- 2.3 Commercial services for analysing GPAQ

3. Choosing a sample for the survey

- 3.1 Sample Size: How many questionnaires do you need to collect for GPAQ surveys?
- 3.2 Sample Quality
 - 3.2.1 Take time to make sure the sample is correct
 - 3.2.2 Patients who don't speak English

4. Running a Survey

- 4.1 By Post or In Surgery?
- 4.2 Running a survey by post
- 4.3 Running a survey in the surgery
- 4.4 Mixing methods
- 4.5 Running the survey by e-mail or via the practice website
- 4.6 Using GPAQ with children and ethnic minority groups

5. More about the questions

6. Analysis

- 6.1 Options for analysis
- 6.2 Why are there no longer "scales" as there were in earlier versions of GPAQ?
- 6.3 Should GPAQ scores be calculated for a practice or for individual doctors?
- 6.4 Balancing results for the practice where doctors work different hours
- 6.5 Dealing with the results
- 6.6 Benchmarking GPAQ scores

Appendix 1 Taking action on GPAQ scores

Appendix 2 Contributors to the development of GPAQ

References

Appendix 1. Taking action on GPAQ scores

There is little point in doing a survey unless you are prepared to act on the results. In this section, we discuss briefly how you might do this.

GPAQ has been designed so that it is as easy as possible to know how you can use your scores to improve care in your practice. Some of the work of deciding how to use the results can be done with the practice staff. So, for example, some of the access questions throw up issues which can be addressed through the practice management – e.g. managing the appointment system, phone answering, etc. Access is an important concern for patients.

Many questions can be linked directly to some action which you could take. For example, in the communication questions, we have included questions on listening and explaining as well as important but rather more nebulous concepts like trust. So for many questions in GPAQ, there is some specific behaviour which you could think about improving. Communication is difficult to address, but there are well tested methods of improving doctors' communication skills in consultations. These generally rely on critical analysis of videotaped surgeries, usually with a partner or friendly mentor. This is something which all training practices will have had experience of in recent years, as consultation skills training forms an important part of vocational training.

Some issues (e.g. scores on the access) will need to be discussed with all your staff. In thinking about who else to discuss your survey results with, you should think about:

- Your partners and other doctors working in the practice
- Nurses working in the practice
- Your practice managers and receptionist / admin staff
- As well as your Patient Reference Group (PRG)

You will also need to show that you have not only published the results, but done something about them.

Being aware that most practices have little experience of how to use questionnaires to help them improve care, the National Primary Care Research and Development Centre, with the University of Exeter and CFEP wrote a practical handbook on this subject. This is freely downloadable from the GPAQ website: www.gpaq.info/patientsurveyhandbook.pdf