

New Zealand General Practice Assessment Questionnaire (NZGPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and staff will NOT be able to identify your individual responses.

Thank you.

	None	Once or twice	Three or four times	Five or six times	Seven times or more
1 In the past 12 months, how many times have you seen a doctor from your practice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

	Very poor	Poor	Fair	Good	Very good	Excellent
2 How do you rate the way you are treated by receptionists at your practice?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

	Very poor	Poor	Fair	Good	Very good	Excellent
3 a) How do you rate the hours that your practice is open for appointments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) What additional hours would you like the practice to be open? (please tick all that apply)	Early morning	Lunch- times	Evenings	Week- ends	None, I am satisfied	
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 5

4 Thinking of times when you want to see a particular doctor: (please tick one box only)		Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
a) How quickly do you usually get to see that doctor?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 7
b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excel- lent	Does not apply	
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 7

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You can complete this questionnaire on-line at <http://www.nzgpaq.co.nz>

5 Thinking of times when you are willing to see **any** doctor: (please tick one box only)

- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Same day | Next working day | Within 2 working days | Within 3 working days | Within 4 working days | 5 or more working days | Does not apply |
| a) How quickly do you usually get seen? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| | Very poor | Poor | Fair | Good | Very good | Excellent | Does not apply |
| b) How do you rate this? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

- 6 If you need to see a GP **urgently**, can you normally get seen on the same day?
- | | | |
|----------------------------|----------------------------|--------------------------------|
| Yes | No | Don't know/
never needed to |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

- 7 a) How long do you usually have to **wait** at the practice for your consultation to begin? (please tick one box only)
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 5 minutes or less | 6-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | |
| Very poor | Poor | Fair | Good | Very good | Excellent |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
- b) How do you rate this?

8 Thinking of times you have **phoned** the practice, how do you rate the following:

- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Very poor | Poor | Fair | Good | Very good | Excellent | Don't know/
never tried |
| a) Ability to get through to the practice on the phone? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
| b) Ability to speak to a doctor on the phone when you have a question or need medical advice? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

The next questions ask about your **usual doctor**. If you don't have a 'usual doctor', answer about the one doctor at your practice whom you know best. If you don't know any of the doctors, go straight to question 11.

- 9 a) In general, how often do you see your **usual doctor**?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Always | Almost always | A lot of the time | Some of the time | Almost never | Never |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Very poor | Poor | Fair | Good | Very good | Excellent |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
- b) How do you rate this?

10 Thinking about **when you consult** your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the doctor asks about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor listens to what you have to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor puts you at ease during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor involves you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor explains your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of time your doctor spends with you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's patience with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's caring and concern for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

11 Have you seen a **nurse** from your practice in the past 12 months? 1 **Yes** - go to question 12 2 **No** - go to question 13

12 Thinking about the **nurse(s) you have seen**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How well they listen to what you say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The quality of care they provide?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) How well they explain your health problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

13 Thinking about how much you had to pay for the consultation, how **affordable** was it for you personally?

¹ Very expensive ² Expensive ³ Average ⁴ Affordable ⁵ Very affordable ⁶ Does not apply (You did not have to pay)

14 All things considered, how **satisfied** are you with your practice (please tick only one box)

¹ Completely dissatisfied ² Dissatisfied ³ Average ⁴ Satisfied ⁵ Completely satisfied

Finally, it will help us to understand your answers if you could tell us a little about yourself:

15 Are you: ¹ Male ² Female

16 How old are you? _____ years

17 Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time. ¹ Yes ² No

18 Which **ethnic group(s)** do you belong to? (please tick all that apply)

¹ New Zealand European

⁶ Niuean

² Māori

⁷ Chinese

³ Samoan

⁸ Indian

⁴ Cook Island Māori

⁹ Other (such as Dutch, Japanese, Tokelauan), Please state:

⁵ Tongan

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19 Which of the following best describes you? (please tick one box)

¹ Employed (full or part time, including self-employed)

⁵ Looking after your home/family

² Unemployed and looking for work

⁶ Retired from paid work

³ At school or in full time education

⁷ Other (please describe)

⁴ Unable to work due to long term sickness

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20 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

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Is there anything that could be improved?

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Do you have any other comments?

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Thank you for taking time to complete this questionnaire.