

Dr M Selvarajan
Deane Clinic
Horsfield Street
Bolton
Lancs
BL3 4LU

PatientDynamics GPAQ V3 Report

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Dr M Selvarajan

PatientDynamics GPAQ

GPAQ Version 3 Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 3 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.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires; 5 pens; 2 posters and instructions was posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q1

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Q2, Q3, Q6

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Q10, Q12, Q14, Q34

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 19-23 & 25-29

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Q24, Q30

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Q31, Q32, Q33

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q35

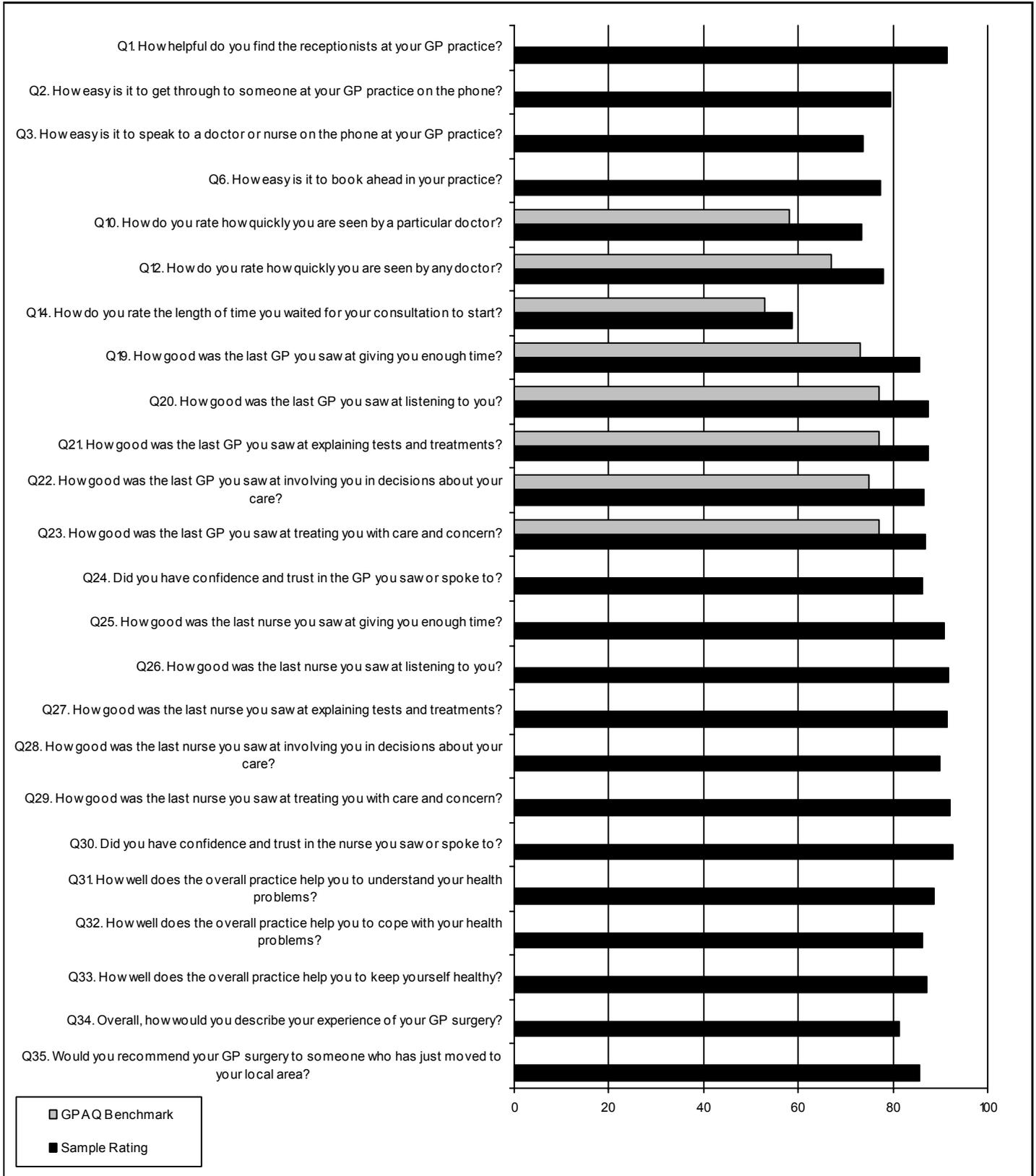
Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

As GPAQ V3 is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V3 alone. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1. How helpful do you find the receptionists at your GP practice?	92	0
Q2. How easy is it to get through to someone at your GP practice on the phone?	79	0
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	74	0
Q6. How easy is it to book ahead in your practice?	77	0
Q10. How do you rate how quickly you are seen by a particular doctor?	73	58
Q12. How do you rate how quickly you are seen by any doctor?	78	67
Q14. How do you rate the length of time you waited for your consultation to start?	59	53
Q19. How good was the last GP you saw at giving you enough time?	86	73
Q20. How good was the last GP you saw at listening to you?	88	77
Q21. How good was the last GP you saw at explaining tests and treatments?	87	77
Q22. How good was the last GP you saw at involving you in decisions about your care?	87	75
Q23. How good was the last GP you saw at treating you with care and concern?	87	77
Q24. Did you have confidence and trust in the GP you saw or spoke to?	86	0
Q25. How good was the last nurse you saw at giving you enough time?	91	0
Q26. How good was the last nurse you saw at listening to you?	92	0
Q27. How good was the last nurse you saw at explaining tests and treatments?	91	0
Q28. How good was the last nurse you saw at involving you in decisions about your care?	90	0
Q29. How good was the last nurse you saw at treating you with care and concern?	92	0
Q30. Did you have confidence and trust in the nurse you saw or spoke to?	93	0
Q31. How well does the overall practice help you to understand your health problems?	89	0
Q32. How well does the overall practice help you to cope with your health problems?	86	0
Q33. How well does the overall practice help you to keep yourself healthy?	87	0
Q34. Overall, how would you describe your experience of your GP surgery?	81	0
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	86	0

Chart showing report ratings against benchmark



2. Report Questions

Q1. How helpful do you find the receptionists at your GP practice?		Number of Responses	% of Responses
1	Very helpful	106	76
2	Fairly helpful	29	21
3	Not very helpful	3	2
4	Not at all helpful	0	0
5	Don't know	1	1
Question Total:		139	100

Q2. How easy is it to get through to someone at your GP practice on the phone?		Number of Responses	% of Responses
1	Very easy	70	50
2	Fairly easy	46	33
3	Not very easy	15	11
4	Not at all easy	2	1
5	Don't know	2	1
6	Haven't tried	5	4
Question Total:		140	100

Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?		Number of Responses	% of Responses
1	Very easy	46	32
2	Fairly easy	56	39
3	Not very easy	17	12
4	Not at all easy	2	1
5	Don't know	4	3
6	Haven't tried	17	12
Question Total:		142	100

Q4. If you need to see a GP urgently, can you normally get seen on the same day?		Number of Responses	% of Responses
1	Yes	89	64
2	No	25	18
3	Don't know / never needed to	26	19
Question Total:		140	100

Q5. How important is it to you to be able to book appointments ahead of time in your practice?		Number of Responses	% of Responses
1	Important	122	87
2	Not important	19	13
Question Total:		141	100

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

		Number of Responses	% of Responses
1	Very easy	56	40
2	Fairly easy	58	41
3	Not very easy	13	9
4	Not at all easy	1	1
5	Don't know	6	4
6	Haven't tried	7	5
Question Total:		141	100

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

		Number of Responses	% of Responses
1	In person	52	31
2	By phone	115	68
3	Online	0	0
4	Doesn't apply	2	1
Question Total:		169	100

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

		Number of Responses	% of Responses
1	In person	51	28
2	By phone	112	62
3	Online	14	8
4	Doesn't apply	3	2
Question Total:		180	100

Q9. Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	63	47
2	2-4 days	43	32
3	5 days or more	13	10
4	I don't usually need to be seen quickly	4	3
5	Don't know, never tried	11	8
Question Total:		134	100

Q10. How do you rate how quickly you are seen by a particular doctor?

		Number of Responses	% of Responses
1	Excellent	39	30
2	Very good	34	26
3	Good	20	16
4	Fair	20	16
5	Poor	5	4
6	Very poor	1	1
7	Does not apply	10	8
Question Total:		129	100

Q11. Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	84	64
2	2-4 days	31	24
3	5 days or more	5	4
4	I don't usually need to be seen quickly	1	1
5	Don't know, never tried	10	8
Question Total:		131	100

Q12. How do you rate how quickly you are seen by any doctor?

		Number of Responses	% of Responses
1	Excellent	46	37
2	Very good	36	29
3	Good	17	13
4	Fair	14	11
5	Poor	4	3
6	Very poor	0	0
7	Does not apply	9	7
Question Total:		126	100

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

		Number of Responses	% of Responses
1	Less than 5 minutes	9	7
2	5-10 minutes	38	29
3	11-20 minutes	23	17
4	21-30 minutes	19	14
5	More than 30 minutes	24	18
6	There was no set time for my consultation	19	14
Question Total:		132	100

Q14. How do you rate the length of time you waited for your consultation to start?

		Number of Responses	% of Responses
1	Excellent	23	18
2	Very good	26	20
3	Good	27	21
4	Fair	27	21
5	Poor	19	15
6	Very poor	5	4
7	Does not apply	3	2
Question Total:		130	100

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

		Number of Responses	% of Responses
1	Yes	110	89
2	No	6	5
3	Don't know	7	6

Question Total:

123	100
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Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that

		Number of Responses	% of Responses
1	Before 8am	6	75
2	At lunchtime	1	13
3	After 6.30pm	1	13
4	On a Saturday	0	0
5	On a Sunday	0	0
6	None of these	0	0

Question Total:

8	100
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Q17. Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	76	59
2	No	46	36
3	There is usually only one doctor in my surgery	6	5

Question Total:

128	100
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Q18. How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	29	39
2	A lot of the time	19	26
3	Some of the time	24	32
4	Never or almost never	1	1
5	Not tried at this GP practice	1	1

Question Total:

74	100
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Q19. How good was the last GP you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	73	58
2	Good	34	27
3	Fair	14	11
4	Poor	3	2
5	Very poor	0	0
6	Does not apply	2	2

Question Total:

126	100
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Q20. How good was the last GP you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	77	61
2	Good	33	26
3	Fair	13	10
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		126	100

Q21. How good was the last GP you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	74	60
2	Good	30	24
3	Fair	15	12
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	3
Question Total:		123	100

Q22. How good was the last GP you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	73	59
2	Good	33	27
3	Fair	11	9
4	Poor	3	2
5	Very poor	0	0
6	Does not apply	4	3
Question Total:		124	100

Q23. How good was the last GP you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	73	59
2	Good	35	28
3	Fair	11	9
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	3	2
Question Total:		124	100

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

		Number of Responses	% of Responses
1	Yes, definitely	90	71
2	Yes, to some extent	32	25
3	No, not at all	1	1
4	Don't know / can't say	4	3

Question Total:

127	100
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Q25. How good was the last nurse you saw at giving you enough time?

		Number of Responses	% of Responses
1	Very good	84	69
2	Good	28	23
3	Fair	6	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	2

Question Total:

121	100
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Q26. How good was the last nurse you saw at listening to you?

		Number of Responses	% of Responses
1	Very good	87	72
2	Good	25	21
3	Fair	6	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	2

Question Total:

121	100
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Q27. How good was the last nurse you saw at explaining tests and treatments?

		Number of Responses	% of Responses
1	Very good	84	71
2	Good	25	21
3	Fair	6	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	3

Question Total:

119	100
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Q28. How good was the last nurse you saw at involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	79	66
2	Good	28	23
3	Fair	8	7
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	4	3
Question Total:		120	100

Q29. How good was the last nurse you saw at treating you with care and concern?

		Number of Responses	% of Responses
1	Very good	87	74
2	Good	21	18
3	Fair	6	5
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	3
Question Total:		118	100

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

		Number of Responses	% of Responses
1	Yes, definitely	100	83
2	Yes, to some extent	15	13
3	No, not at all	1	1
4	Don't know / can't say	4	3
Question Total:		120	100

Q31. How well does the overall practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	105	79
2	Unsure	17	13
3	Not very well	6	5
4	Does not apply	5	4
Question Total:		133	100

Q32. How well does the overall practice help you to cope with your health problems?

		Number of Responses	% of Responses
1	Very well	98	75
2	Unsure	18	14
3	Not very well	8	6
4	Does not apply	6	5
Question Total:		130	100

Q33. How well does the overall practice help you to keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	101	75
2	Unsure	23	17
3	Not very well	5	4
4	Does not apply	5	4

Question Total:

134	100
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Q34. Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	52	39
2	Very good	51	38
3	Good	21	16
4	Fair	8	6
5	Poor	1	1
6	Very poor	1	1

Question Total:

134	100
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Q35. Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	76	58
2	Yes, probably	43	33
3	No, probably not	5	4
4	No, definitely not	0	0
5	Don't know	6	5

Question Total:

130	100
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Q36. Gender: Are you?

		Number of Responses	% of Responses
1	Male	52	39
2	Female	81	61

Question Total:

133	100
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Q37. How old are you?

		Number of Responses	% of Responses
1	0-15	1	1
2	16 to 44	77	57
3	45 to 64	35	26
4	65 to 74	14	10
5	75+	8	6

Question Total:

135	100
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Q38. Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	1	2
2	No	1	2
3	Don't know / can't say	43	96
Question Total:		45	100

Q39. What is your ethnic group?

		Number of Responses	% of Responses
1	White	84	62
2	Black or Black British	3	2
3	Asian or Asian British	45	33
4	Mixed	0	0
5	Chinese	1	1
6	Other ethnic group	2	1
Question Total:		135	100

Q40. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part time, including self-employed)	58	44
2	Unemployed / looking for work	8	6
3	At school or in full time education	8	6
4	Unable to work due to long term sickness	13	10
5	Looking after your home / family	20	15
6	Retired from paid work	17	13
7	Other	7	5
Question Total:		131	100

This report is based on a total of 144 completed questionnaires

Report - Open Ended Comments

Q41. Finally, please add any comments you would like to make about your GP practice:

Practice is excellent

Hard finding somewhere to sit. Need some small toys or books

Pharmacy has problems dispensing correct tablets as recommended by the consultant

Excellent practice - can't be faulted

Fantastic surgery

Nothing to add

Happy with the service

I think it's important that you're seen within 15 minutes of your appointment time

Waiting time to see GP is very long, even with pre-booked appointments. Too many patients not enough GPs

I'd recommend the GP but there is always a long wait

Receptionists are good

Just started coming here

Satisfied with practice

I feel the GP is pushing me out. Spend no time asking questions before giving me a prescription. 3 times female GP gave me the wrong thing

Practice is excellent. Great doctor and lovely staff

The walk-in clinic. People are asking for one appointment and a family turns up. Unfair on other patients

Always received superb service

Surgery has greatly improved. Long wait for doctor- keep up the good work

Excellent service here

Practice is always very good

Excellent team - personal service

It's very good

Walk-in clinic could be improved from 9am instead of 11am. Difficult to get out of work later on

Doctor is never in when you want to see them. The waiting in the waiting rooms is ridiculous even when you've made an appointment. You can be waiting an hour

Fntastice service but the waitng can be too long

GP and staff excellent. Accesibility of services under one roof is good. More seating required in reception. Develop GP volunteers to engage with patients.



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?

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

Q10 How do you rate this?

- Excellent
 Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

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

Q11 How quickly do you usually get seen?

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

Q12 How do you rate this?

- Excellent
 Very good
 Good
 Fair
 Poor
 Very poor
 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?

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

Q14 How do you rate this?

- Excellent
 Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

About opening times

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

- Yes Go to Q17
 No
 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)

- Before 8am
 At lunchtime
 After 6.30pm
 On a Saturday
 On a Sunday
 None of these

About seeing the doctor of your choice

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

- Yes
 No Go to Q19
 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?

- Always or almost always
 A lot of the time
 Some of the time
 Never or almost never
 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

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q20 Listening to you

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q21 Explaining tests and treatments

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q22 Involving you in decisions about your care

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q23 Treating you with care and concern

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

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

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

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

.....

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

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q26 Listening to you

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q27 Explaining tests and treatments

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q28 Involving you in decisions about your care

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

Q29 Treating you with care and concern

- Very good
 Good
 Fair
 Poor
 Very poor
 Does not apply

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

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

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

.....

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. GPAC was originally developed from the PCAS survey with permission of Dr Dana Gabb Salfon

