GP Satisfaction

Age Cohorts	Younger, Mid-age, Older
Surveys	All Surveys for Younger, Survey 1 for Older and Mid
Derived Variables:	gpstfy
Definition	GP Satisfaction
Statistical Form	Continuous variable
Index Number:	HSRV-064
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Endorsed	

Background

This variable is an ALSWH variable modified from Davies, A.R., & Ware, J.E.J. (1991). GHAA's consumer satisfaction survey and user's manual (2nd Edn). Washington DC: The Group Health Association of America (GHAA).

GP Satisfaction

The ALSWH produces a derived variable GP Satisfaction, denoted as gpstfy in the data. It was produced for the three cohorts at wave 1. From wave 2 onwards this variable has been produced only for the 1973-78 cohort (young). The variable is continuous with higher scores representing higher satisfaction. The range is from 1 to 5.

Source items

	Used in Cohort	Here are some questions about your most recent visit to a general practitioner. How would you rate each of the following?
HSRV012	Young, Old,Mid	The amount of time you spent with the doctor
HSRV009	Young, Old,Mid	The doctor's explanation of your problem and treatment
HSRV022	Young only	The doctor's interest in how you felt about having the tests, treatment or the advice given
HSRV011	Young, Old,Mid	Your opportunity to ask all the questions you wanted to
HSRV008	Young, Old,Mid	The personal manner (courtesy, respect, sensitivity, friendliness) of the doctor
HSRV010	Mid, Old	The doctor's interest in how you felt about having the tests or treatment

Code	*Response*
1	Excellent
2	Very Good
3	Good
4	Fair
5	Poor

Derivation

If three or more of the 5 source items are missing then the variable is set to missing. Otherwise, the average sum of the five variables is calculated. This value is subtracted from 6 to give the gpstfy variable. The subtraction from 6 is necessary to have the higher values reflecting higher satisfaction.

The derivation is consistent for all surveys.

SAS Code (this example is from Young 2)

```
array  ogpsts(5)  y2q6h   y2q6d   y2q6e   y2q6f   y2q6c ;

array  gpsts(5)   ny2q6h  ny2q6d  ny2q6e  ny2q6f  ny2q6c ;

do g=1 to 5 ;
            gpsts(g) = ogpsts(g) ;
            end ;
/*******************************************
 **                                      **
 **   GP satisfaction array (gpstfy)     **
 **                                      **
 ** 5 is number of satisfaction questions **
 **                                      **
 **   3 is valid number of answers for   **
 **    score to be calculated           **
 **                                      **

 **                                      **
 *******************************************/



p2gpstfy=0 ;
gpmann=0 ;
nmis = 0 ;

     do g = 1 to 5 ;
           if gpsts(g) = . then do ;
                 nmis = nmis + 1 ;
                 gpsts(g) = 0 ;
           end ;
           gpmann = gpmann+gpsts(g) ;
     end ;

     if (3<=nmis<=5) then p2gpstfy = . ;
     else p2gpstfy = 6 - (gpmann/(5-nmis)) ;


y2gpstfy  = p2gpstfy ;
```

References
Davies, A.R., & Ware, J.E.J. (1991). GHAA's consumer satisfaction survey and user's manual (2nd Edn). Washington DC: The Group Health Association of America (GHAA).