



# General Practice Assessment Questionnaire

## 2017- 2018 GPAQ-R2 Summary Report for Sample Surgery Anytown, Anyshire, AA1 9ZZ

From 203 Questionnaires

<b>Q12</b>	98.4	% of patients found Receptionists helpful or fairly helpful.								
<b>Q13 &amp; Q14</b>	96.2	% of patients found it easy or fairly easy to get through to the practice, and	65.4	% to speak to a doctor or nurse on the phone.						
<b>Q15</b>	83.2	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
<b>Q16 &amp; Q17</b>	78.1	% of patients say it is important to be able to book appointments ahead of time and	81.6	% find it very easy or fairly easy to do so.						
<b>Q18</b>	21.7	% normally book appointments in person	81.3	% by phone and	8.4	% online.				
<b>Q19</b>	27.6	% prefer to book appointment in person	76.4	% by phone and	26.1	% would prefer to book online.				
<b>Q20 &amp; Q21</b>	55.4	% of patients are normally seen by their preferred GP same day or next day; and	91.2	% consider this good, very good or excellent.						
<b>Q22 &amp; Q23</b>	76.8	% of patients are normally seen by any GP same day or next day; and	90.0	% consider this good, very good or excellent.						
<b>Q24</b>	39.0	% of patients wait less than 5 minutes,	32.8	% wait 6 to 10 minutes and	3.4	% wait more than 30 minutes for appointments to start.				
<b>Q25</b>	85.1	% of patients consider waiting times good, very good or excellent.								
<b>Q26</b>	92.8	% of patients say the practice is open at convenient times - <b>Q27</b> gives results for those for whom the practice is not open at convenient times								
<b>Q27</b>	3.9	% would like appointments before 8.30am	5.9	% lunchtimes	11.8	% after 6.30pm	16.7	% Saturdays	3.4	% Sundays
<b>Q28 &amp; Q29</b>	69.1	% of patients prefer a particular GP and	64.3	% of those say they see their preferred GP always or almost always.						

		Q1 / Q30 Putting you at ease	Q2 Being Polite and considerate	Q3 / Q32 Listening	Q4 / Q31 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 / Q34 Involving you in decisions	Q8 / Q35 Providing and arranging treatment	Q11 / 36 Completely happy to see again
GP	% Saying Very Good or Good	98.5	99.5	99.0	97.0	95.0	94.6	96.0	92.0	99.5
Nurse	% Saying Very Good or Good	95.6	N/A	95.6	97.8	N/A	88.1	82.7	82.6	98.5

<b>Q9</b>	100.0	% had confidence the GP is honest & trustworthy	<b>Q37</b>	93.6	% said their GP/Nurse helps them to understand their problems very well
<b>Q10</b>	99.5	% had confidence the GP keeps information confidential	<b>Q38</b>	90.4	% said their GP/Nurse helps them cope with their health problems
			<b>Q39</b>	85.9	% said their GP/Nurse helps them keep themselves healthy
<b>Q40</b>	99.5	% of patients say their experience of this GP surgery is good, very good or excellent			
<b>Q41</b>	97.8	% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment			

The Friends and Family Test NPS score for Sample Surgery is 85 based on 186 responses.

The score is calculated using 'proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent'.

Alternatively 97.8 % would, and 0.0 % would not recommend this GP surgery to friends and family