



General Practice Assessment Questionnaire

2014 - 2015 GPAQ-R2 Summary Report for Sample Surgery Anytown, ZZ10 9AA

From 500 Questionnaires

Q12	96.4	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	69.4	% of patients found it easy or fairly easy to get through to the practice, and			46.7	% to speak to a doctor or nurse on the phone.				
Q15	52.2	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	89.6	% of patients say it is important to be able to book appointments ahead of time and			78.8	% find it very easy or fairly easy to do so.				
Q18	28.2	% normally book appointments in person	70.2	% by phone and	10.6	% online.				
Q19	32.2	% prefer to book appointment in person	68.2	% by phone and	22.0	% would prefer to book online.				
Q20 & Q21	22.4	% of patients are normally seen by their preferred GP same day or next day; and			73.9	% consider this good, very good or excellent.				
Q22 & Q23	56.4	% of patients are normally seen by any GP same day or next day; and			81.9	% consider this good, very good or excellent.				
Q24	24.8	% of patients wait less than 5 minutes,	39.7	% wait 6 to 10 minutes and	8.1	% wait more than 30 minutes for appointments to start.				
Q25	75.2	% of patients consider waiting times good, very good or excellent.								
Q26	86.1	% of patients say the practice is open at convenient times - Q27 gives results for those for whom the practice is not open at convenient times								
Q27	4.4	% would like appointments before 8.30am	1.4	% lunchtimes	8.6	% after 6.30pm	10.0	% Saturdays	4.8	% Sundays
Q28 & Q29	59.3	% of patients prefer a particular GP and	37.5	% 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	94.3	96.4	94.3	92.6	88.7	87.5	84.9	83.9	99.2
Nurse	% Saying Very Good or Good	93.3	N/A	93.6	93.3	N/A	88.2	83.3	84.5	99.2

Q9	97.1	% had confidence the GP is honest & trustworthy			Q37	82.4	% said their GP/Nurse helps to understand their problems very well
Q10	97.3	% had confidence the GP keeps information confidential			Q38	78.7	% said their GP/Nurse helps them cope with their health problems
					Q39	73.2	% said their GP/Nurse helps them keep themselves healthy
	Q40	92.9	% of patients say their experience of this GP surgery is good, very good or excellent				
	Q41	87.9	% 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 score for Sample Surgery is 42 based on 470 responses.

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