



2011 GPAQ V3 Summary Report for St Peters Surgery Broadstairs, CT10 2SQ

- Q1** 98 % of patients found Receptionists helpful or fairly helpful.
- Q2 & Q3** 59 % of patients found it easy or fairly easy to get through to the practice, and 31 % to speak to a doctor or nurse on the phone.
- Q4** 73 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day
- Q5 & Q6** 74 % of patients say it is important to be able to book appointments ahead of time and 28 % find it very easy or fairly easy to do so.
- Q7** 11 % normally book appointments in person 98 % by phone and 1 % online.
- Q8** 33 % prefer to book appointment in person 91 % by phone and 22 % would prefer to book online.
- Q9 & Q10** 74 % of patients are normally seen by their preferred GP same day or next day; and 81 % consider this good, very good or excellent.
- Q11 & Q12** 60 % of patients are normally seen by any GP same day or next day; and 71 % consider this good, very good or excellent.
- Q13** 9 % of patients wait less than 5 minutes, 13 % wait 5 to 10 minutes and 55 % wait more than 30 minutes for appointments to start.
- Q14** 41 % of patients consider waiting times good, very good or excellent.
- Q15** 84 % of patients say the practice is open at convenient times
- Q16** 8 % would like appointments before 8.30am 2 % lunchtimes 10 % after 6.30pm 7 % Saturdays 2 % Sundays
- Q17 & Q18** 78 % of patients prefer a particular GP and 72 % of those say they see their preferred GP always or almost always.

		Q19/25 Enough time	Q20/26 Listening	Q21/27 Explaining	Q22/28 Involving you	Q23/29 Care and Concern
GP	% Saying Good or Very Good	95	93	86	82	88
Nurse	% Saying Good or Very Good	94	95	91	84	87

- Q24** 95 % had confidence in their GP
- Q25** 94 % had confidence in their Nurse
- Q31** 87 % said their GP/Nurse helps to understand their problems very well
- Q32** 81 % said their GP/Nurse helps them cope with their health problems
- Q33** 72 % said their GP/Nurse helps them keep themselves healthy
- Q34** 93 % of patients say their experience of this GP surgery is good, very good or excellent
- Q35** 87 % of patients would recommend this surgery to someone who has just moved to this area.