



General Practice Assessment Questionnaire

2013 GPAQ-R Summary Report for St Peters Surgery Broadstairs, CT10 2SQ

From 100 Questionnaires

Q12	100.0	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	77.1	% of patients found it easy or fairly easy to get through to the practice, and			25.5	% to speak to a doctor or nurse on the phone.				
Q15	61.5	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	85.1	% of patients say it is important to be able to book appointments ahead of time and			41.1	% find it very easy or fairly easy to do so.				
Q18	15.0	% normally book appointments in person	89.0	% by phone and	10.0	% online.				
Q19	16.0	% prefer to book appointment in person	81.0	% by phone and	31.0	% would prefer to book online.				
Q20 & Q21	72.3	% of patients are normally seen by their preferred GP same day or next day; and			72.5	% consider this good, very good or excellent.				
Q22 & Q23	57.6	% of patients are normally seen by any GP same day or next day; and			62.7	% consider this good, very good or excellent.				
Q24	5.6	% of patients wait less than 5 minutes,	15.7	% wait 6 to 10 minutes and	10.1	% wait more than 30 minutes for appointments to start.				
Q25	38.2	% of patients consider waiting times good, very good or excellent.								
Q26	86.2	% 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	3.0	% would like appointments before 8.30am	2.0	% lunchtimes	7.0	% after 6.30pm	10.0	% Saturdays	3.0	% Sundays
Q28 & Q29	87.2	% of patients prefer a particular GP and	93.2	% 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	92.9	95.9	95.9	96.9	92.9	89.6	89.4	92.5	100.0
Nurse	% Saying Very Good or Good	98.7	N/A	100.0	100.0	N/A	97.3	89.3	85.3	100.0

Q9	100.0	% had confidence the GP is honest & trustworthy	Q37	89.5	% said their GP/Nurse helps to understand their problems very well
Q10	95.9	% had confidence the GP keeps information confidential	Q38	90.3	% said their GP/Nurse helps them cope with their health problems
			Q39	78.5	% said their GP/Nurse helps them keep themselves healthy
Q40	93.8	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	92.6	% of patients would recommend this surgery to someone who has just moved to this area.			