



## 2012 GPAQ V3 Summary Report for St Peters Surgery Broadstairs CT10 2SQ

<b>Q1</b>	98	% of patients found Receptionists helpful or fairly helpful.				
<b>Q2 &amp; Q3</b>	62	% of patients found it easy or fairly easy to get through to the practice, and	23	% to speak to a doctor or nurse on the phone.		
<b>Q4</b>	69	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day				
<b>Q5 &amp; Q6</b>	74	% of patients say it is important to be able to book appointments ahead of time and	35	% find it very easy or fairly easy to do so.		
<b>Q7</b>	13	% normally book appointments in person	97	% by phone and	0	% online.
<b>Q8</b>	24	% prefer to book appointment in person	90	% by phone and	28	% would prefer to book online.
<b>Q9 &amp; Q10</b>	78	% of patients are normally seen by their preferred GP same day or next day; and				
<b>Q11 &amp; Q12</b>	60	% of patients are normally seen by any GP same day or next day; and				
<b>Q13</b>	4	% of patients wait less than 5 minutes,	11	% wait 5 to 10 minutes and	47	% wait more than 30 minutes for appointments to start.
<b>Q14</b>	39	% of patients consider waiting times good, very good or excellent.				
<b>Q15</b>	78	% of patients say the practice is open at convenient times - <b>Q16</b> gives results for those for whom the practice is not open at convenient times				
<b>Q16</b>	20	% would like appointments before 8.30am	6	% lunchtimes	27	% after 6.30pm
<b>Q17 &amp; Q18</b>	88	% of patients prefer a particular GP and	80	% of those say they see their preferred GP always or almost always.	35	% Saturdays
					12	% Sundays

		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	98	93	89	89	88
Nurse	% Saying Good or Very Good	92	93	90	87	90

<b>Q24</b>	99	% had confidence in their GP	<b>Q31</b>	86	% said their GP/Nurse helps to understand their problems very well
<b>Q30</b>	93	% had confidence in their Nurse	<b>Q32</b>	80	% said their GP/Nurse helps them cope with their health problems
			<b>Q33</b>	77	% said their GP/Nurse helps them keep themselves healthy
	<b>Q34</b>	92	% of patients say their experience of this GP surgery is good, very good or excellent		
	<b>Q35</b>	90	% of patients would recommend this surgery to someone who has just moved to this area.		