



2013 GPAQ V3 Summary Report for The Surgery, School Street Wolston, Coventry, CV8 3HG

Q1	100	% of patients found Receptionists helpful or fairly helpful.								
Q2 & Q3	97	% of patients found it easy or fairly easy to get through to the practice, and		59	% to speak to a doctor or nurse on the phone.					
Q4	96	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	81	% of patients say it is important to be able to book appointments ahead of time and		93	% find it very easy or fairly easy to do so.					
Q7	19	% normally book appointments in person	93	% by phone and	1	% online.				
Q8	27	% prefer to book appointment in person	90	% by phone and	14	% would prefer to book online.				
Q9 & Q10	73	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	87	% of patients are normally seen by any GP same day or next day; and								
Q13	30	% of patients wait less than 5 minutes,	59	% wait 5 to 10 minutes and	0	% wait more than 30 minutes for appointments to start.				
Q14	99	% of patients consider waiting times good, very good or excellent.								
Q15	90	% of patients say the practice is open at convenient times - Q16 gives results for those for whom the practice is not open at convenient times								
Q16	25	% would like appointments before 8.30am	0	% lunchtimes	25	% after 6.30pm	33	% Saturdays	8	% Sundays
Q17 & Q18	64	% of patients prefer a particular GP and		67	% 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	99	100	99	97	99
Nurse	% Saying Good or Very Good	100	99	99	97	99

Q24	100	% had confidence in their GP		Q31	94	% said their GP/Nurse helps to understand their problems very well	
Q30	99	% had confidence in their Nurse		Q32	86	% said their GP/Nurse helps them cope with their health problems	
				Q33	81	% said their GP/Nurse helps them keep themselves healthy	
		Q34	100	% of patients say their experience of this GP surgery is good, very good or excellent			
		Q35	100	% of patients would recommend this surgery to someone who has just moved to this area.			