



## General Practice Assessment Questionnaire

### 2014 GPAQ V3 Summary Report for Stoke Aldermoor Medical Centre Coventry, CV3 1EG

Results from 151 Questionnaires

<b>Q1</b>	99	% of patients found Receptionists helpful or fairly helpful.									
<b>Q2 &amp; Q3</b>	91	% of patients found it easy or fairly easy to get through to the practice, and	77	% 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>	92	% of patients say it is important to be able to book appointments ahead of time and	87	% find it very easy or fairly easy to do so.							
<b>Q7</b>	25	% normally book appointments in person	91	% by phone and	1	% online.					
<b>Q8</b>	29	% prefer to book appointment in person	89	% by phone and	10	% would prefer to book online.					
<b>Q9 &amp; Q10</b>	81	% of patients are normally seen by their preferred GP same day or next day; and	90	% consider this good, very good or excellent.							
<b>Q11 &amp; Q12</b>	80	% of patients are normally seen by any GP same day or next day; and	91	% consider this good, very good or excellent.							
<b>Q13</b>	9	% of patients wait less than 5 minutes,	15	% wait 5 to 10 minutes and	17	% wait more than 30 minutes for appointments to start.					
<b>Q14</b>	72	% of patients consider waiting times good, very good or excellent.									
<b>Q15</b>	82	% 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>	5	% would like appointments before 8.30am	7	% lunchtimes	20	% after 6.30pm	37	% Saturdays	24	% Sundays	
<b>Q17 &amp; Q18</b>	63	% of patients prefer a particular GP and	52	% 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
<b>GP</b>	<b>% Saying Good or Very Good</b>	86	90	87	87	89
<b>Nurse</b>	<b>% Saying Good or Very Good</b>	88	91	88	87	91

<b>Q24</b>	97	% had confidence in their GP	<b>Q31</b>	83	% said their GP/Nurse helps to understand their problems very well
<b>Q30</b>	94	% had confidence in their Nurse	<b>Q32</b>	81	% said their GP/Nurse helps them cope with their health problems
			<b>Q33</b>	79	% said their GP/Nurse helps them keep themselves healthy

<b>Q34</b>	93	% of patients say their experience of this GP surgery is good, very good or excellent
<b>Q35</b>	94	% of patients would recommend this surgery to someone who has just moved to this area.