



General Practice Assessment Questionnaire

2016 -2017 GPAQ-R2 Summary Report for Stoke Aldermoor Medical Centre Stoke Aldermoor, Coventry, CV3 1EG

From 189 Questionnaires

Q12	98.9	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	81.7	% of patients found it easy or fairly easy to get through to the practice, and	65.2	% to speak to a doctor or nurse on the phone.						
Q15	50.6	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	91.4	% of patients say it is important to be able to book appointments ahead of time and	81.9	% find it very easy or fairly easy to do so.						
Q18	24.3	% normally book appointments in person	86.2	% by phone and	2.1	% online.				
Q19	22.2	% prefer to book appointment in person	79.9	% by phone and	20.1	% would prefer to book online.				
Q20 & Q21	49.4	% of patients are normally seen by their preferred GP same day or next day; and	75.4	% consider this good, very good or excellent.						
Q22 & Q23	55.4	% of patients are normally seen by any GP same day or next day; and	80.9	% consider this good, very good or excellent.						
Q24	15.4	% of patients wait less than 5 minutes,	24.9	% wait 6 to 10 minutes and	16.0	% wait more than 30 minutes for appointments to start.				
Q25	59.1	% of patients consider waiting times good, very good or excellent.								
Q26	68.0	% 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	6.9	% would like appointments before 8.30am	11.6	% lunchtimes	14.8	% after 6.30pm	19.6	% Saturdays	7.9	% Sundays
Q28 & Q29	68.2	% of patients prefer a particular GP and	40.5	% 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	89.4	94.1	94.1	88.2	88.7	90.9	87.6	90.1	98.9
Nurse	% Saying Very Good or Good	96.1	N/A	96.1	95.5	N/A	92.9	90.1	88.8	97.3

Q9	97.9	% had confidence the GP is honest & trustworthy	Q37	81.9	% said their GP/Nurse helps them to understand their problems very well
Q10	97.8	% had confidence the GP keeps information confidential	Q38	78.2	% said their GP/Nurse helps them cope with their health problems
			Q39	71.0	% said their GP/Nurse helps them keep themselves healthy
Q40	91.1	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	83.2	% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment			

The Friends and Family Test NPS score for Stoke Aldermoor Medical Centre is 34 based on 179 responses.

The score is calculated using 'proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent'.

Alternatively 83.2 % would, and 3.9 % would not recommend this GP surgery to friends and family