



**2015 -2016 GPA Q-R2 Summary Report for  
Stoke Aldermoor Medical Centre Stoke Aldermoor, Coventry CV3 1EG**

From 163 Questionnaires

<b>Q12</b>	98.7	% of patients found Receptionists helpful or fairly helpful.								
<b>Q13 &amp; Q14</b>	74.2	% of patients found it easy or fairly easy to get through to the practice, and			60.4	% to speak to a doctor or nurse on the phone.				
<b>Q15</b>	65.6	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
<b>Q16 &amp; Q17</b>	89.5	% of patients say it is important to be able to book appointments ahead of time and			83.6	% find it very easy or fairly easy to do so.				
<b>Q18</b>	20.9	% normally book appointments in person	84.0	% by phone and	3.1	% online.				
<b>Q19</b>	22.1	% prefer to book appointment in person	80.4	% by phone and	19.0	% would prefer to book online.				
<b>Q20 &amp; Q21</b>	60.5	% of patients are normally seen by their preferred GP same day or next day; and			76.9	% consider this good, very good or excellent.				
<b>Q22 &amp; Q23</b>	68.6	% of patients are normally seen by any GP same day or next day; and			75.8	% consider this good, very good or excellent.				
<b>Q24</b>	9.4	% of patients wait less than 5 minutes,	27.5	% wait 6 to 10 minutes and	12.8	% wait more than 30 minutes for appointments to start.				
<b>Q25</b>	54.0	% of patients consider waiting times good, very good or excellent.								
<b>Q26</b>	88.9	% of patients say the practice is open at convenient times -	<b>Q27</b> gives results for those for whom the practice is not open at convenient times							
<b>Q27</b>	9.8	% would like appointments before 8.30am	10.4	% lunchtimes	9.2	% after 6.30pm	12.3	% Saturdays	9.2	% Sundays
<b>Q28 &amp; Q29</b>	65.1	% of patients prefer a particular GP and	50.9	% 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	88.2	91.4	89.5	85.3	87.0	85.5	87.0	86.3	98.1
Nurse	% Saying Very Good or Good	82.8	N/A	83.6	82.1	N/A	83.6	81.3	80.5	98.4

<b>Q9</b>	97.5	% had confidence the GP is honest & trustworthy	<b>Q37</b>	73.3	% said their GP/Nurse helps to understand their problems very well
<b>Q10</b>	96.3	% had confidence the GP keeps information confidential	<b>Q38</b>	68.4	% said their GP/Nurse helps them cope with their health problems
			<b>Q39</b>	71.7	% said their GP/Nurse helps them keep themselves healthy

<b>Q40</b>	88.2	% of patients say their experience of this GP surgery is good, very good or excellent
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<b>Q41</b>	86.0	% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment
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The Friends and Family Test score for Stoke Aldermoor Medical Centre is 32 based on 150 responses.

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

Alternatively	86.0 %	would, and	3.3 %	would not recommend this GP surgery to friends and family
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