



2013 GPAQ V3 Summary Report for Stoke Aldermoor Medical Centre Coventry, CV3 1EG

Results from 141 Questionnaires

Q1	100	% of patients found Receptionists helpful or fairly helpful.								
Q2 & Q3	96	% of patients found it easy or fairly easy to get through to the practice, and		73	% to speak to a doctor or nurse on the phone.					
Q4	79	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	89	% of patients say it is important to be able to book appointments ahead of time and		90	% find it very easy or fairly easy to do so.					
Q7	43	% normally book appointments in person	88	% by phone and	0	% online.				
Q8	45	% prefer to book appointment in person	86	% by phone and	8	% would prefer to book online.				
Q9 & Q10	76	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	83	% of patients are normally seen by any GP same day or next day; and								
Q13	6	% of patients wait less than 5 minutes,	23	% wait 5 to 10 minutes and	13	% wait more than 30 minutes for appointments to start.				
Q14	74	% of patients consider waiting times good, very good or excellent.								
Q15	86	% 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	18	% would like appointments before 8.30am	21	% lunchtimes	18	% after 6.30pm	29	% Saturdays	11	% Sundays
Q17 & Q18	60	% of patients prefer a particular GP and		70	% 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	91	93	91	89	92
Nurse	% Saying Good or Very Good	90	92	94	91	94

Q24	99	% had confidence in their GP	Q31	86	% said their GP/Nurse helps to understand their problems very well
Q30	95	% had confidence in their Nurse	Q32	86	% said their GP/Nurse helps them cope with their health problems
			Q33	84	% said their GP/Nurse helps them keep themselves healthy
	Q34	98	% of patients say their experience of this GP surgery is good, very good or excellent		
	Q35	96	% of patients would recommend this surgery to someone who has just moved to this area.		