



General Practice Assessment Questionnaire

2013 GPAQ-R Summary Report for Quay Lane Surgery St. Germans, Cornwall, PL12 5LH

From 150 Questionnaires

Q12	100.0	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	96.5	% of patients found it easy or fairly easy to get through to the practice, and	70.4	% to speak to a doctor or nurse on the phone.						
Q15	85.9	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	83.6	% of patients say it is important to be able to book appointments ahead of time and	87.3	% find it very easy or fairly easy to do so.						
Q18	18.7	% normally book appointments in person	90.0	% by phone and	1.3	% online.				
Q19	24.7	% prefer to book appointment in person	87.3	% by phone and	18.0	% would prefer to book online.				
Q20 & Q21	69.2	% of patients are normally seen by their preferred GP same day or next day; and	96.5	% consider this good, very good or excellent.						
Q22 & Q23	87.4	% of patients are normally seen by any GP same day or next day; and	93.4	% consider this good, very good or excellent.						
Q24	33.1	% of patients wait less than 5 minutes,	39.0	% wait 6 to 10 minutes and	7.4	% wait more than 30 minutes for appointments to start.				
Q25	81.9	% of patients consider waiting times good, very good or excellent.								
Q26	87.9	% 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	2.7	% would like appointments before 8.30am	4.0	% lunchtimes	12.0	% after 6.30pm	15.3	% Saturdays	5.3	% Sundays
Q28 & Q29	67.6	% of patients prefer a particular GP and	65.7	% 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	97.3	99.3	99.3	98.0	96.0	94.0	90.7	90.6	100.0
Nurse	% Saying Very Good or Good	90.0	N/A	88.7	94.3	N/A	86.8	77.4	78.3	99.0

Q9	99.3	% had confidence the GP is honest & trustworthy	Q37	90.8	% said their GP/Nurse helps to understand their problems very well
Q10	98.7	% had confidence the GP keeps information confidential	Q38	86.6	% said their GP/Nurse helps them cope with their health problems
			Q39	80.0	% said their GP/Nurse helps them keep themselves healthy
Q40	97.9	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	98.6	% of patients would recommend this surgery to someone who has just moved to this area.			