



General Practice Assessment Questionnaire

2023 GPAQ-R2 Summary Report for Sampletown Medical Centre Sampletown, Sampleshire, ZZ9 9ZZ

From 345 Questionnaires

Q12	97.0	% of patients found Receptionists helpful or fairly helpful.									
Q13 & Q14	63.9	% of patients found it easy or fairly easy to get through to the practice, and	73.9	% to speak to a doctor or nurse on the phone.							
Q15	62.8	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day									
Q16 & Q17	79.1	% of patients say it is important to be able to book appointments ahead of time and	48.9	% find it very easy or fairly easy to do so.							
Q18	17.4	% normally book appointments in person	86.7	% by phone and	6.1	% online.					
Q19	28.1	% prefer to book appointment in person	74.8	% by phone and	34.2	% would prefer to book online.					
Q20 & Q21	39.9	% of patients are normally seen by their preferred GP same day or next day; and	84.1	% consider this good, very good or excellent.							
Q22 & Q23	57.8	% of patients are normally seen by any GP same day or next day; and	84.1	% consider this good, very good or excellent.							
Q24	51.7	% of patients wait less than 5 minutes,	38.2	% wait 6 to 10 minutes and	2.1	% wait more than 30 minutes for appointments to start.					
Q25	89.9	% of patients consider waiting times good, very good or excellent.									
Q26	87.6	% 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	9.3	% would like appointments before 8.30am	7.0	% lunchtimes	11.6	% after 6.30pm	15.7	% Saturdays	8.4	% Sundays	
Q28 & Q29	35.3	% of patients prefer a particular GP and	17.9	% 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	98.8	98.8	99.1	98.4	98.8	98.8	95.0	94.3	99.1
Nurse	% Saying Very Good or Good	93.9	N/A	95.4	94.2	N/A	93.8	91.5	91.9	98.8

Q9	99.1	% had confidence the GP is honest & trustworthy	Q37	84.8	% said their GP/Nurse helps them to understand their problems very well
Q10	98.4	% had confidence the GP keeps information confidential	Q38	80.1	% said their GP/Nurse helps them cope with their health problems
			Q39	70.3	% said their GP/Nurse helps them keep themselves healthy
Q40	95.4	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	86.4	% 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 Sampletown Medical Centre is 40 based on 324 responses.

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

Alternatively 86.4 % would, and 3.1 % would not recommend this GP surgery to friends and family