



General Practice Assessment Questionnaire

2012 GPAQ V4 Summary Report for Rosedean House Surgery Liskeard, PL14 4AQ

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|----------------------|-------|---|------|----------------------------|---|--|------|-------------|-----|-----------|
| Q12 | 100.0 | % of patients found Receptionists helpful or fairly helpful. | | | | | | | | |
| Q13 & Q14 | 86.9 | % of patients found it easy or fairly easy to get through to the practice, and | | 78.2 | % to speak to a doctor or nurse on the phone. | | | | | |
| Q15 | 69.8 | % of patients, if they need to see a GP urgently, say they can normally be seen on the same day | | | | | | | | |
| Q16 & Q17 | 87.8 | % of patients say it is important to be able to book appointments ahead of time and | | 90.7 | % find it very easy or fairly easy to do so. | | | | | |
| Q18 | 34.4 | % normally book appointments in person | 78.8 | % by phone and | 0.0 | % online. | | | | |
| Q19 | 36.8 | % prefer to book appointment in person | 79.8 | % by phone and | 11.6 | % would prefer to book online. | | | | |
| Q20 & Q21 | 13.2 | % of patients are normally seen by their preferred GP same day or next day; and | | 74.6 | % consider this good, very good or excellent. | | | | | |
| Q22 & Q23 | 54.2 | % of patients are normally seen by any GP same day or next day; and | | 82.0 | % consider this good, very good or excellent. | | | | | |
| Q24 | 33.1 | % of patients wait less than 5 minutes, | 39.9 | % wait 6 to 10 minutes and | 2.7 | % wait more than 30 minutes for appointments to start. | | | | |
| Q25 | 83.4 | % of patients consider waiting times good, very good or excellent. | | | | | | | | |
| Q26 | 92.0 | % 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 | 10.6 | % would like appointments before 8.30am | 6.0 | % lunchtimes | 10.3 | % after 6.30pm | 12.3 | % Saturdays | 4.0 | % Sundays |
| Q28 & Q29 | 77.4 | % of patients prefer a particular GP and | | 43.3 | % 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 | 98.3 | 98.7 | 98.7 | 95.3 | 95.3 | 95.6 | 93.5 | 92.5 | 99.0 |
| Nurse | % Saying Very Good or Good | 97.3 | N/A | 94.1 | 96.0 | N/A | 90.0 | 82.3 | 85.1 | 99.5 |

| | | | | | | | |
|------------|-------|--|------|--|------|--|--|
| Q9 | 100.0 | % had confidence the GP is honest & trustworthy | | Q37 | 90.9 | % said their GP/Nurse helps to understand their problems very well | |
| Q10 | 98.3 | % had confidence the GP keeps information confidential | | Q38 | 87.1 | % said their GP/Nurse helps them cope with their health problems | |
| | | | | Q39 | 80.8 | % said their GP/Nurse helps them keep themselves healthy | |
| | | Q40 | 97.2 | % of patients say their experience of this GP surgery is good, very good or excellent | | | |
| | | Q41 | 97.2 | % of patients would recommend this surgery to someone who has just moved to this area. | | | |