

2011 GPAQ V3 Summary Report for Rosedean House Surgery Liskeard. PL14 4AQ

Q1	99 % of patients found Receptionists helpful or fairly helpful.	
Q2 & Q3	88 % of patients found it easy or fairly easy to get through to the practice, and	79 % to speak to a doctor or nurse on the phone.
Q4	68 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day	
Q5 & Q6	90 % of patients say it is important to be able to book appointments ahead of time and	87 % find it very easy or fairly easy to do so.
Q7	38 % normally book appointments in person 86 % by phone and	1 % online.
Q8	38 % prefer to book appointment in person 86 % by phone and	15 % would prefer to book online.
Q9 & Q10	12 % of patients are normally seen by their preferred GP same day or next day; and	58 % consider this good, very good or excellent.
Q11 & Q12	57 % of patients are normally seen by any GP same day or next day; and	81 % consider this good, very good or excellent.
Q13	23 % of patients wait less than 5 minutes, 47.2891566 % wait 5 to 10 minutes and	5 % wait more than 30 minutes for appointments to start.
Q14	78 % of patients consider this good, very good or excellent.	
Q15	90 % of patients say the practice is open at convenient times	
Q16	2 % would like appointments before 8.30am 0 % lunchtimes 5 % after 6.30pm 6 % Saturdays 1 % Sundays	
Q17 & Q18	79 % of patients prefer a particular GP and 51 % 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	94		96		93		88		94	
Nurse	% Saying Good or Very Good	95		94		91		87		93	

Q24	99 % had confidence in their GP
Q30	98 % had confidence in their Nurse
Q31	86 % said their GP/Nurse helps to understand their problems very well
Q32	87 % said their GP/Nurse helps them cope with their health problems
Q33	78 % 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	98 % of patients would recommend this surgery to someone who has just moved to this area.