**2012 GPAQ V3 SUMMARY REPORT FOR**

**DR R BANO/DR I C AGARWAL The Coventry City Health Centre**

**Q1 97% of patients found Receptionists helpful or fairly helpful.**

**Q2 & Q3 79% of patients found it easy to get through to the practice and 59% said it was easy speak to GP or Nurse**

 **Q4 84 % of patients , say if they need to see a GP urgently, they can normally be seen on the same day**

 **Q5 90 % of patients are able to book appointments ahead of time and find it easy or fairly easy to do so**

 **Q6 15 % normally book appointments in person; 84% by phone and 0% on line**

 **Q7 11% prefer to book appointments in person; 79% by phone and 10% on line**

**Q8 & 9 40% of patients are normally seen by preferred GP same day, or next day and 87% consider this good, very good or**

 **excellent.**

**Q10 & 11 66 % of patients are normally seen by any GP same day or next day; and 90% consider this good, very good or**

 **excellent.**

**Q12 5% of patients wait less than 5 mins; 38% 5 – 10 mins ; 42% wait 11-20 mins; 13% wait 21 – 30; 2% wait 30+ mins**

**Q13 83% of patients consider waiting times, good, very good or excellent**

**Q14 83% of patients say the practice is open at convenient times.**

**Q15 9% of patients would like appointments before 8.30; 23% lunchtimes; 8% after 6.30; 16% Saturday; 9% Sunday**

**Q16 & Q17 66% of patients prefer a particular GP and 29% of those say they see their preferred GP always or almost always**

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 **Q18/24 Giving Q19/25 Listening Q20/26 Explaining Q21/27 Involvement Q22/28 Care**

 **enough & concern**

 **time**

 **% Saying good, or**

**GP Very Good 90% 86% 80% 79% 87%**

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**Nurse % Saying good, or 93% 86% 83% 83% 87%**

 **Very Good \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Q23 94 % had confidence in their GP Q30 76% said their GP/Nurse helps to understand their problems very well**

**Q29 99 % had confidence in their Nurse Q31 74% said their GP/Nurse helps them cope with their health problems**

 **Q32 73% said their GP/Nurse helps to keep themselves healthy**

 **Q33 95% of patients say their experience with this GP surgery is good, very good or excellent**

 **Q34 94% of patients would recommend this surgery to someone who just moved to this area**