



2013 GPAQ V3 Summary Report for The Grove Medical Centre Egham, TW20 9QJ

Results from 113 Questionnaires

Q1	88	% 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		72	% to speak to a doctor or nurse on the phone.					
Q4	83	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	87	% of patients say it is important to be able to book appointments ahead of time and		88	% find it very easy or fairly easy to do so.					
Q7	58	% normally book appointments in person	54	% by phone and	59	% online.				
Q8	55	% prefer to book appointment in person	42	% by phone and	50	% would prefer to book online.				
Q9 & Q10	16	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	83	% of patients are normally seen by any GP same day or next day; and								
Q13	22	% of patients wait less than 5 minutes,	78	% wait 5 to 10 minutes and	0	% wait more than 30 minutes for appointments to start.				
Q14	84	% of patients consider waiting times good, very good or excellent.								
Q15	63	% of patients say the practice is open at convenient times - Q16 gives results for those for whom the practice is not open at convenient times								
Q16	25	% would like appointments before 8.30am	0	% lunchtimes	33	% after 6.30pm	19	% Saturdays	22	% Sundays
Q17 & Q18	79	% of patients prefer a particular GP and		28	% 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	92	92	82	82	81
Nurse	% Saying Good or Very Good	77	72	68	68	68

Q24	93	% had confidence in their GP		Q31	55	% said their GP/Nurse helps to understand their problems very well	
Q30	80	% had confidence in their Nurse		Q32	68	% said their GP/Nurse helps them cope with their health problems	
				Q33	68	% said their GP/Nurse helps them keep themselves healthy	
		Q34	100	% of patients say their experience of this GP surgery is good, very good or excellent			
		Q35	100	% of patients would recommend this surgery to someone who has just moved to this area.			