



## 2012 GPAQ V3 Summary Report for The Grove Medical Centre Egham, Surrey, TW20 9QN

<b>Q1</b>	49	% of patients found Receptionists helpful or fairly helpful.								
<b>Q2 &amp; Q3</b>	91	% of patients found it easy or fairly easy to get through to the practice, and		96	% to speak to a doctor or nurse on the phone.					
<b>Q4</b>	60	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
<b>Q5 &amp; Q6</b>	66	% of patients say it is important to be able to book appointments ahead of time and		96	% find it very easy or fairly easy to do so.					
<b>Q7</b>	9	% normally book appointments in person	49	% by phone and	36	% online.				
<b>Q8</b>	9	% prefer to book appointment in person	49	% by phone and	36	% would prefer to book online.				
<b>Q9 &amp; Q10</b>	51	% of patients are normally seen by their preferred GP same day or next day; and			100	% consider this good, very good or excellent.				
<b>Q11 &amp; Q12</b>	62	% of patients are normally seen by any GP same day or next day; and			100	% consider this good, very good or excellent.				
<b>Q13</b>	46	% of patients wait less than 5 minutes,	50	% wait 5 to 10 minutes and	0	% wait more than 30 minutes for appointments to start.				
<b>Q14</b>	100	% of patients consider waiting times good, very good or excellent.								
<b>Q15</b>	57	% of patients say the practice is open at convenient times - <b>Q16</b> gives results for those for whom the practice is not open at convenient times								
<b>Q16</b>	76	% would like appointments before 8.30am	0	% lunchtimes	11	% after 6.30pm	0	% Saturdays	13	% Sundays
<b>Q17 &amp; Q18</b>	51	% of patients prefer a particular GP and		46	% 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	91	91	91	91	91
Nurse	% Saying Good or Very Good	91	91	91	91	91

<b>Q24</b>	91	% had confidence in their GP		<b>Q31</b>	51	% said their GP/Nurse helps to understand their problems very well	
<b>Q30</b>	91	% had confidence in their Nurse		<b>Q32</b>	51	% said their GP/Nurse helps them cope with their health problems	
				<b>Q33</b>	51	% said their GP/Nurse helps them keep themselves healthy	
		<b>Q34</b>	100	% of patients say their experience of this GP surgery is good, very good or excellent			
		<b>Q35</b>	91	% of patients would recommend this surgery to someone who has just moved to this area.			