



General Practice Assessment Questionnaire

2014 - 2015 GPAQ-R2 Summary Report for Gloucester City Health Centre Gloucester, GL1 1XR

From 426 Questionnaires

| | | | | | | | | | | |
|----------------------|------|---|------|---|------|--|------|-------------|-----|-----------|
| Q12 | 99.5 | % of patients found Receptionists helpful or fairly helpful. | | | | | | | | |
| Q13 & Q14 | 76.8 | % of patients found it easy or fairly easy to get through to the practice, and | 81.8 | % to speak to a doctor or nurse on the phone. | | | | | | |
| Q15 | 61.8 | % of patients, if they need to see a GP urgently, say they can normally be seen on the same day | | | | | | | | |
| Q16 & Q17 | 85.4 | % of patients say it is important to be able to book appointments ahead of time and | 89.8 | % find it very easy or fairly easy to do so. | | | | | | |
| Q18 | 25.4 | % normally book appointments in person | 83.8 | % by phone and | 0.2 | % online. | | | | |
| Q19 | 29.8 | % prefer to book appointment in person | 77.7 | % by phone and | 14.3 | % would prefer to book online. | | | | |
| Q20 & Q21 | 19.3 | % of patients are normally seen by their preferred GP same day or next day; and | 78.8 | % consider this good, very good or excellent. | | | | | | |
| Q22 & Q23 | 42.5 | % of patients are normally seen by any GP same day or next day; and | 83.2 | % consider this good, very good or excellent. | | | | | | |
| Q24 | 27.7 | % of patients wait less than 5 minutes, | 42.3 | % wait 6 to 10 minutes and | 6.0 | % wait more than 30 minutes for appointments to start. | | | | |
| Q25 | 77.8 | % of patients consider waiting times good, very good or excellent. | | | | | | | | |
| Q26 | 86.9 | % 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 | 9.2 | % would like appointments before 8.30am | 11.7 | % lunchtimes | 12.2 | % after 6.30pm | 16.4 | % Saturdays | 8.5 | % Sundays |
| Q28 & Q29 | 73.5 | % of patients prefer a particular GP and | 42.1 | % 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 | 94.7 | 97.1 | 95.9 | 92.3 | 92.3 | 92.5 | 89.3 | 91.9 | 99.8 |
| Nurse | % Saying Very Good or Good | 90.6 | N/A | 89.1 | 92.1 | N/A | 86.2 | 83.8 | 82.3 | 96.6 |

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|------------|------|--|------------|------|--|
| Q9 | 98.3 | % had confidence the GP is honest & trustworthy | Q37 | 88.9 | % said their GP/Nurse helps to understand their problems very well |
| Q10 | 97.8 | % had confidence the GP keeps information confidential | Q38 | 83.3 | % said their GP/Nurse helps them cope with their health problems |
| | | | Q39 | 76.5 | % said their GP/Nurse helps them keep themselves healthy |
| Q40 | 96.3 | % of patients say their experience of this GP surgery is good, very good or excellent | | | |
| Q41 | 89.2 | % of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment | | | |

The Friends and Family Test score for Gloucester City Health Centre is 43 based on 407 responses.

The score is calculated using 'proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent'.

Alternatively 89.2 % would, and 2.7 % would not recommend this GP surgery to friends and family