



2012 GPAQ V3 Summary Report for Stoke Aldermoor Medical Centre Stoke Aldermoor Coventry CV3 1EG

Q1	100	% of patients found Receptionists helpful or fairly helpful.								
Q2 & Q3	98	% of patients found it easy or fairly easy to get through to the practice, and		70	% to speak to a doctor or nurse on the phone.					
Q4	79	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	85	% of patients say it is important to be able to book appointments ahead of time and		91	% find it very easy or fairly easy to do so.					
Q7	39	% normally book appointments in person	87	% by phone and	2	% online.				
Q8	39	% prefer to book appointment in person	86	% by phone and	19	% would prefer to book online.				
Q9 & Q10	83	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	90	% of patients are normally seen by any GP same day or next day; and								
Q13	8	% of patients wait less than 5 minutes,	25	% wait 5 to 10 minutes and	14	% wait more than 30 minutes for appointments to start.				
Q14	70	% of patients consider waiting times good, very good or excellent.								
Q15	84	% of patients say the practice is open at convenient times								
Q16	18	% would like appointments before 8.30am	9	% lunchtimes	27	% after 6.30pm	23	% Saturdays	14	% Sundays
Q17 & Q18	65	% of patients prefer a particular GP and		67	% 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	87	91	84	86	91
Nurse	% Saying Good or Very Good	85	85	84	80	83

Q24	97	% had confidence in their GP	Q31	79	% said their GP/Nurse helps to understand their problems very well
Q30	86	% had confidence in their Nurse	Q32	77	% said their GP/Nurse helps them cope with their health problems
			Q33	73	% said their GP/Nurse helps them keep themselves healthy
	Q34	96	% of patients say their experience of this GP surgery is good, very good or excellent		
	Q35	93	% of patients would recommend this surgery to someone who has just moved to this area.		