

General Practice Assessment Questionnaire

2019 - 2020 GPAQ-R2 Summary Report for Dr PV Gudi & Dr VS Gudi West Bromwich, B70 0PU

									From	99	Questionnaires	3
Q12	90.5	% of patients fo	und Receptionis	ts helpful or fairly	helpful.							
13 & Q14	78.1	% of patients found it easy or fairly easy to get through to the practice, and					45.3	% to speak to a	doctor or nurse	on the phone.		
Q15	40.6	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day										
16 & Q17	87.1 % of patients say it is important to be able to boo				cappointments ahead of time and			78.1	% find it very easy or fairly easy to do so.			
Q18	33.3 % normally book appointments in person			80.8 % by phone and			11.1	% online.				
Q19	33.3	% prefer to book appointment in person			73.7	73.7 % by phone and		27.3	% would prefer to book online.			
20 & Q21	20.8	% of patients are normally seen by their preferred			GP same day or next day; and			65.3	% consider this good, very good or excellent.			
22 & Q23	31.9	% of patients ar	e normally seen	by any GP same	day or next day; and			71.6	% consider this good, very good or excellent.			
Q24	9.7	% of patients wait less than 5 minutes,			29.0 % wait 6 to 10 minutes and			16.1	% wait more than 30 minutes for appointments to start.			
Q25	57.0	% of patients co	onsider waiting ti	mes good, very go	ood or excellent.							
Q26	83.7	% of patients say the practice is open at convenient times - Q27 gives results for those for wh					ose for whom the	ne practice is not o	pen at convenien	t times		
Q27	16.2	% would like appointments before 8.30am			11.1	% lunchtimes	20.2	% after 6.30pm	27.3	% Saturdays	14.1	% Sundays
28 & Q29	59.8	% of patients prefer a particular GP and			31.6	% of those say t	they see their pi	referred GP always	s or almost always	3.		
			/ (0 %)	/ 00 00	/ (G	/ (0 (9)	/ Nº xi0	\\Q_1\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	' O3 'W	/\O'\ &\\ \	Wr / 1/2 4/	
F	GP	% Saying Very Good or	Ol de Return	Od Recognition at 197.6	C3 C3 Liberti	CA CO CHINGS CA CO CHINGS 80.6	ds Assesticated 75.5	OR GO GO TO THE STREET	rich and Involve City of Total Tradition of Total T	onts Gas Proud Gas Gas Proud Gas Gas Proud T4.5	ind Score of the Carl Parker of 192.5	
F	GP	, ,										
E	GP Nurse	Very Good or										
Q9 Q10		Very Good or Good % Saying Very Good or Good % had confiden	75.5 73.0 ce the GP is hor	77.6	78.6 73.6	80.6	75.5 N/A 71.7 69.9	71.4 74.0 % said their GP/% said their GP/	72.4	74.5 76.7 n to understand n cope with their	92.5 92.6 their problems verification for the problems verification for the problems.	ery well
Q9	Nurse	Very Good or Good % Saying Very Good or Good % had confiden % had confiden Q40 Q41 The Friends and	75.5 73.0 ce the GP is hor ce the GP keeps 87.2 65.2 d Family Test NF	77.6 N/A nest & trustworthy s information confi % of patients say % of patients are PS score for	78.6 73.6 idential y their experience e likely to recomn Dr PV Gudi & Di	74.0 Q37 Q38 Q39 e of this GP surgement this GP surger VS Gudi	75.5 N/A 71.7 69.9 68.5 ery is good, very lery to friends and is	71.4 74.0 % said their GP/% said their GP/	72.4 74.0 (Nurse helps then (Nurse helps then (Nurse helps then elected similar care of based on	74.5 76.7 In to understand in cope with their in keep themselver treatment 92	92.5 92.6 their problems verification for the problems verification for the problems.	ery well