



**2018- 2019 GPAQ-R2 Summary Report for
Dr V S & Dr (Mrs) P V Gudi West Bromwich, B70 0PU**

From 100 Questionnaires

[illegible]

		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	71.7	78.6	74.5	71.4	70.4	75.5	77.6	76.5	92.4
Nurse	% Saying Very Good or Good	75.6	N/A	74.0	74.0	N/A	76.6	74.0	74.0	97.2

Q9	91.8	% had confidence the GP is honest & trustworthy	Q37	74.2	% said their GP/Nurse helps them to understand their problems very well
Q10	91.8	% had confidence the GP keeps information confidential	Q38	71.1	% said their GP/Nurse helps them cope with their health problems
			Q39	67.0	% said their GP/Nurse helps them keep themselves healthy

Q40	76.5	% of patients say their experience of this GP surgery is good, very good or excellent
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Q41	62.9	% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment
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The Friends and Family Test NPS score for Dr V S & Dr (Mrs) P V Gudi is -18 based on 97 responses.

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

Alternatively	62.9 %	would, and	6.2 %	would not recommend this GP surgery to friends and family
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