

General Practice Assessment Questionnaire

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

Q15 37.9 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day Q16 & Q17 83.3 % of patients say it is important to be able to book appointments ahead of time and 79.2 % find it very easy or fairly easy to do so. Q18 28.0 % normally book appointments in person 74.0 % by phone and 15.0 % online. Q19 31.0 % prefer to book appointment in person 75.0 % by phone and 18.0 % would prefer to book online.	
213 & Q14 86.5 % of patients found it easy or fairly easy to get through to the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % to speak to a doctor or nurse on the photograph of the practice, and 50.0 % find it very easy or fairly easy to do so. 216 & Q17 83.3 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day 79.2 % find it very easy or fairly easy to do so. 218 28.0 % normally book appointments in person 74.0 % by phone and 15.0 % online. 219 31.0 % prefer to book appointment in person 75.0 % by phone and 18.0 % would prefer to book online.	ne.
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220 & Q21 11.5 % of patients are normally seen by their preferred GP same day or next day; and 58.9 % consider this good, very good or excelle	nt.
222 & Q23 23.4 % of patients are normally seen by any GP same day or next day; and 61.7 % consider this good, very good or excelle	nt.
Q24 8.9 % of patients wait less than 5 minutes, 34.4 % wait 6 to 10 minutes and 22.2 % wait more than 30 minutes for appointm	ents to start.
Q25 49.5 % of patients consider waiting times good, very good or excellent.	
Q26 87.1 % 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 6.0 % would like appointments before 8.30am 9.0 % lunchtimes 16.0 % after 6.30pm 17.0 % Saturdays 6.	0 % Sunday
228 & Q29 77.8 % of patients prefer a particular GP and 35.3 % of those say they see their preferred GP always or almost always.	
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GP Very Good or Good 71.7 78.6 74.5 71.4 70.4 75.5 77.6 76.5 92	.4
% Saying Nurse Very Good or 75.6 N/A 74.0 74.0 N/A 76.6 74.0 74.0 97	.2
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Q9 91.8 % had confidence the GP is honest & trustworthy Q37 74.2 % said their GP/Nurse helps them to understand their problem to understand their problem of the GP shapes information confidential Q38 71.1 % said their GP/Nurse helps them cope with their health problem of the GP shapes information confidential Q38 71.1 % said their GP/Nurse helps them cope with their health problem of the GP shapes information confidence the GP shapes information confi	blems
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