

General Practice Assessment Questionnaire

2013 - 2014 GPAQ-R Summary Report for Dr Astbury & Partners St Luke's Primary Care Centre, Duston, Northampton, NN5 6FR

									From	477	Questionnaires	:	
Q12	93.0	% of patients found Receptionists helpful or fairly helpful.											
Q13 & Q14	59.0	% of patients found it easy or fairly easy to get through to the practice, and						87.0	7.0 % to speak to a doctor or nurse on the phone.				
Q15	82.3	% of patients, if they need to see a GP urgently, $$ say they can normally be seen on the same day											
Q16 & Q17	81.7	% of patients say it is important to be able to book appointments ahead of time					I	49.0	% find it very easy or fairly easy to do so.				
Q18	11.7	% normally boo	k appointments i	in person	90.6 % by phone and			1.9	.9 % online.				
Q19	24.9	% prefer to boo	k appointment in	person	83.6 % by phone and			31.7	31.7 % would prefer to book online.				
Q20 & Q21	69.9	% of patients are normally seen by their preferred GP same da				or next day; and	91.3	% consider this good, very good or excellent.					
Q22 & Q23	84.4	% of patients a	re normally seen	by any GP same	day or next day;	and		94.8 % consider this good, very good or excellent.					
Q24	38.7	% of patients w	ait less than 5 m	42.8	42.8 % wait 6 to 10 minutes and			% wait more than 30 minutes for appointments to start.					
Q25	85.5	% of patients consider waiting times good, very good or excellent.											
Q26	90.0	% 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	11.5	% would like ap	ppointments befo	re 8.30am	6.5	% lunchtimes	12.4	% after 6.30pm	20.1	% Saturdays	8.2	% Sundays	
Q28 & Q29	57.7	% of patients p	refer a particular	GP and	44.1	% of those say	they see their p	oreferred GP alway	s or almost alwa	ys.			
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	GP	% Saying Very Good or Good	96.8	98.5	97.7	96.4	96.6	95.2	90.3	92.0	99.3		
	Nurse	% Saying Very Good or Good	86.7	N/A	86.4	86.2	N/A	83.2	77.3	76.8	97.0		
Q9	99.6	% had confidence the GP is honest & trustworthy Q37 86.4							% said their GP/Nurse helps to understand their problems very well				
Q10	98.5	•						% said their GP/Nurse helps them cope with their health problems					
,						Q38 Q39			•	m keep themselv	•		
			Q40		•	•	heir experience of this GP surgery is good, very good or excellent						
		Q41 95.0 % of patients would recommend this surgery to someone who has just moved to this area.											