



2013 GPAQ V3 Summary Report for Summerhill Surgery Ramsgate, CT12 6SU

Q1	95	% of patients found Receptionists helpful or fairly helpful.				
Q2 & Q3	23	% of patients found it easy or fairly easy to get through to the practice, and	28	% to speak to a doctor or nurse on the phone.		
Q4	36	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day				
Q5 & Q6	88	% of patients say it is important to be able to book appointments ahead of time and	24	% find it very easy or fairly easy to do so.		
Q7	26	% normally book appointments in person	88	% by phone and	0	% online.
Q8	20	% prefer to book appointment in person	82	% by phone and	32	% would prefer to book online.
Q9 & Q10	40	% of patients are normally seen by their preferred GP same day or next day; and				
Q11 & Q12	66	% of patients are normally seen by any GP same day or next day; and				
Q13	5	% of patients wait less than 5 minutes,	16	% wait 5 to 10 minutes and	30	% wait more than 30 minutes for appointments to start.
Q14	33	% of patients consider waiting times good, very good or excellent.				
Q15	84	% of patients say the practice is open at convenient times - Q16 gives results for those for whom the practice is not open at convenient times				
Q16	20	% would like appointments before 8.30am	3	% lunchtimes	32	% after 6.30pm
Q17 & Q18	68	% of patients prefer a particular GP and	24	% of those say they see their preferred GP always or almost always.	33	% Saturdays
					8	% Sundays

		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	85	85	81	80	86
Nurse	% Saying Good or Very Good	83	84	84	77	84

Q24	96	% had confidence in their GP	Q31	72	% said their GP/Nurse helps to understand their problems very well
Q30	90	% had confidence in their Nurse	Q32	74	% said their GP/Nurse helps them cope with their health problems
			Q33	65	% said their GP/Nurse helps them keep themselves healthy
	Q34	80	% of patients say their experience of this GP surgery is good, very good or excellent		
	Q35	73	% of patients would recommend this surgery to someone who has just moved to this area.		