



## 2012 GPAQ V3 Summary Report for Summerhill Surgery Ramsgate, CT12 6SU

<b>Q1</b>	97	% of patients found Receptionists helpful or fairly helpful.				
<b>Q2 &amp; Q3</b>	31	% of patients found it easy or fairly easy to get through to the practice, and	30	% to speak to a doctor or nurse on the phone.		
<b>Q4</b>	36	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day				
<b>Q5 &amp; Q6</b>	89	% of patients say it is important to be able to book appointments ahead of time and	21	% find it very easy or fairly easy to do so.		
<b>Q7</b>	18	% normally book appointments in person	95	% by phone and	1	% online.
<b>Q8</b>	28	% prefer to book appointment in person	87	% by phone and	28	% would prefer to book online.
<b>Q9 &amp; Q10</b>	48	% of patients are normally seen by their preferred GP same day or next day; and				
<b>Q11 &amp; Q12</b>	64	% of patients are normally seen by any GP same day or next day; and				
<b>Q13</b>	9	% of patients wait less than 5 minutes,	26	% wait 5 to 10 minutes and	26	% wait more than 30 minutes for appointments to start.
<b>Q14</b>	43	% of patients consider waiting times good, very good or excellent.				
<b>Q15</b>	71	% of patients say the practice is open at convenient times - <b>Q16</b> gives results for those for whom the practice is not open at convenient times				
<b>Q16</b>	18	% would like appointments before 8.30am	6	% lunchtimes	24	% after 6.30pm
<b>Q17 &amp; Q18</b>	68	% of patients prefer a particular GP and	29	% of those say they see their preferred GP always or almost always.	41	% Saturdays
					9	% 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	89	91	86	82	89
Nurse	% Saying Good or Very Good	90	87	86	79	88

<b>Q24</b>	98	% had confidence in their GP	<b>Q31</b>	75	% said their GP/Nurse helps to understand their problems very well
<b>Q30</b>	94	% had confidence in their Nurse	<b>Q32</b>	72	% said their GP/Nurse helps them cope with their health problems
			<b>Q33</b>	68	% said their GP/Nurse helps them keep themselves healthy
	<b>Q34</b>	85	% of patients say their experience of this GP surgery is good, very good or excellent		
	<b>Q35</b>	80	% of patients would recommend this surgery to someone who has just moved to this area.		