

GPAQv3 Patient Survey Results

How helpful do you find the receptionists at your GP practice?
 How easy is it to get through to someone at your GP practice on the phone?
 How easy is it to speak to a doctor or nurse on the phone at your GP practice?
 If you need to see a GP urgently, can you normally get seen on the same day?
 How important is it to you to be able to book appointments ahead of time in your practice?
 How easy is it to book ahead in your practice?
 How do you normally book your appointments at your practice?
 Which of the following methods would you prefer to use to book appointments at your practice?

A PARTICULAR DOCTOR:

How quickly do you usually get seen?
 How do you rate this?

ANY DOCTOR:

How quickly do you usually get seen?
 How do you rate this?

MOST RECENT CONSULTATION:

How long did you wait for your consultation to start?
 How do you rate this?

OPENING TIMES:

Is your GP practice currently open at times that are convenient to you?
 Which of the following additional opening hours would make it easier for you to see or speak to someone?

SEEING DOCTOR OF CHOICE:

Is there a particular GP you usually prefer to see or speak to?
 How often do you see or speak to the GP you prefer?

HOW GOOD WAS THE LAST GP AT:

Giving you enough time
 Listening to you
 Explaining tests and treatments
 Involving you in decisions about your care
 Treating you with care and concern
 Did you have confidence and trust in the GP you saw or spoke to?

HOW GOOD WAS THE LAST NURSE AT:

Giving you enough time
 Listening to you
 Explaining tests and treatments
 Involving you in decisions about your care
 Treating you with care and concern
 Did you have confidence and trust in the GP you saw or spoke to?

HOW WELL DOES PRACTICE HELP TO:

Understand your health problems?
 Cope with your health problems
 Keep yourself healthy
 Overall, how would you describe your experience of your GP surgery?
 Would you recommend your GP surgery to someone who has just moved to your local area?

