



2013 GPAQ V3 Summary Report for Cedars Surgery Deal, Kent, CT14 7DN

Q1	99	% of patients found Receptionists helpful or fairly helpful.								
Q2 & Q3	84	% of patients found it easy or fairly easy to get through to the practice, and		51	% to speak to a doctor or nurse on the phone.					
Q4	66	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	83	% of patients say it is important to be able to book appointments ahead of time and		84	% find it very easy or fairly easy to do so.					
Q7	29	% normally book appointments in person	87	% by phone and	6	% online.				
Q8	32	% prefer to book appointment in person	81	% by phone and	20	% would prefer to book online.				
Q9 & Q10	26	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	63	% of patients are normally seen by any GP same day or next day; and								
Q13	19	% of patients wait less than 5 minutes,	42	% wait 5 to 10 minutes and	5	% wait more than 30 minutes for appointments to start.				
Q14	74	% of patients consider waiting times good, very good or excellent.								
Q15	91	% 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	14	% would like appointments before 8.30am	3	% lunchtimes	28	% after 6.30pm	34	% Saturdays	18	% Sundays
Q17 & Q18	75	% of patients prefer a particular GP and		45	% of those say they see their preferred GP always or almost always.					

		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	92	93	89	86	93
Nurse	% Saying Good or Very Good	89	88	86	79	87

Q24	98	% had confidence in their GP		Q31	83	% said their GP/Nurse helps to understand their problems very well	
Q30	92	% had confidence in their Nurse		Q32	78	% said their GP/Nurse helps them cope with their health problems	
				Q33	70	% said their GP/Nurse helps them keep themselves healthy	
		Q34	97	% of patients say their experience of this GP surgery is good, very good or excellent			
		Q35	97	% of patients would recommend this surgery to someone who has just moved to this area.			