



2011 GPAQ V3 Summary Report for Cedars Surgery Deal, CT14 7DN

- Q1** 99 % of patients found Receptionists helpful or fairly helpful.
- Q2 & Q3** 86 % of patients found it easy or fairly easy to get through to the practice, and 47 % to speak to a doctor or nurse on the phone.
- Q4** 74 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day
- Q5 & Q6** 85 % of patients say it is important to be able to book appointments ahead of time and 85 % find it very easy or fairly easy to do so.
- Q7** 31 % normally book appointments in person 88 % by phone and 5 % online.
- Q8** 35 % prefer to book appointment in person 88 % by phone and 19 % would prefer to book online.
- Q9 & Q10** 29 % of patients are normally seen by their preferred GP same day or next day; and 67 % consider this good, very good or excellent.
- Q11 & Q12** 67 % of patients are normally seen by any GP same day or next day; and 86 % consider this good, very good or excellent.
- Q13** 14 % of patients wait less than 5 minutes, 45 % wait 5 to 10 minutes and 9 % wait more than 30 minutes for appointments to start.
- Q14** 74 % of patients consider waiting times good, very good or excellent.
- Q15** 92 % of patients say the practice is open at convenient times
- Q16** 1 % would like appointments before 8.30am 0 % lunchtimes 5 % after 6.30pm 4 % Saturdays 1 % Sundays
- Q17 & Q18** 80 % 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	91	93	88	86	91
Nurse	% Saying Good or Very Good	92	91	86	82	89

- Q24** 98 % had confidence in their GP
- Q25** 95 % had confidence in their Nurse
- Q31** 85 % said their GP/Nurse helps to understand their problems very well
- Q32** 81 % said their GP/Nurse helps them cope with their health problems
- Q33** 76 % said their GP/Nurse helps them keep themselves healthy
- Q34** 98 % of patients say their experience of this GP surgery is good, very good or excellent
- Q35** 98 % of patients would recommend this surgery to someone who has just moved to this area.