



# General Practice Assessment Questionnaire

## 2013 GPAQ-R Summary Report for Dr M A Haque South Shields, Tyne & Wear, NE34 9BP

From 102 Questionnaires

<b>Q12</b>	100.0	% of patients found Receptionists helpful or fairly helpful.									
<b>Q13 &amp; Q14</b>	97.0	% of patients found it easy or fairly easy to get through to the practice, and				73.5	% to speak to a doctor or nurse on the phone.				
<b>Q15</b>	67.3	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day									
<b>Q16 &amp; Q17</b>	88.2	% of patients say it is important to be able to book appointments ahead of time and				98.0	% find it very easy or fairly easy to do so.				
<b>Q18</b>	33.3	% normally book appointments in person		80.4	% by phone and		8.8	% online.			
<b>Q19</b>	28.4	% prefer to book appointment in person		82.4	% by phone and		15.7	% would prefer to book online.			
<b>Q20 &amp; Q21</b>	47.1	% of patients are normally seen by their preferred GP same day or next day; and									
<b>Q22 &amp; Q23</b>	66.3	% of patients are normally seen by any GP same day or next day; and									
<b>Q24</b>	19.2	% of patients wait less than 5 minutes,		57.6	% wait 6 to 10 minutes and		5.1	% wait more than 30 minutes for appointments to start.			
<b>Q25</b>	82.7	% of patients consider waiting times good, very good or excellent.									
<b>Q26</b>	91.8	% of patients say the practice is open at convenient times - <b>Q27</b> gives results for those for whom the practice is not open at convenient times									
<b>Q27</b>	5.9	% would like appointments before 8.30am		11.8	% lunchtimes		8.8	% after 6.30pm		12.7 % Saturdays	4.9 % Sundays
<b>Q28 &amp; Q29</b>	75.8	% of patients prefer a particular GP and		63.3	% of those say they see their preferred GP always or almost always.						

		Q1 / Q30 Putting you at ease	Q2 Being Polite and considerate	Q3 / Q32 Listening	Q4 / Q31 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 / Q34 Involving you in decisions	Q8 / Q35 Providing and arranging treatment	Q11 / 36 Completely happy to see again
<b>GP</b>	<b>% Saying Very Good or Good</b>	99.0	99.0	98.0	97.1	98.0	97.1	96.0	93.1	100.0
<b>Nurse</b>	<b>% Saying Very Good or Good</b>	92.5	N/A	94.9	92.4	N/A	92.3	90.9	91.1	98.6

<b>Q9</b>	100.0	% had confidence the GP is honest & trustworthy		<b>Q37</b>	95.0	% said their GP/Nurse helps to understand their problems very well	
<b>Q10</b>	99.0	% had confidence the GP keeps information confidential		<b>Q38</b>	95.0	% said their GP/Nurse helps them cope with their health problems	
				<b>Q39</b>	81.8	% said their GP/Nurse helps them keep themselves healthy	
	<b>Q40</b>	99.0	% of patients say their experience of this GP surgery is good, very good or excellent				
	<b>Q41</b>	97.0	% of patients would recommend this surgery to someone who has just moved to this area.				