



General Practice Assessment Questionnaire

2012 GPAQ V3 Summary Report for Park Grange Medical Centre Bradford, BD7 2BL

Q1	95	% of patients found Receptionists helpful or fairly helpful.													
Q2 & Q3	82	% of patients found it easy or fairly easy to get through to the practice, and				57	% to speak to a doctor or nurse on the phone.								
Q4	71	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day													
Q5 & Q6	84	% of patients say it is important to be able to book appointments ahead of time and				73	% find it very easy or fairly easy to do so.								
Q7	5	% normally book appointments in person		100	% by phone and		2	% online.							
Q8	23	% prefer to book appointment in person		89	% by phone and		21	% would prefer to book online.							
Q9 & Q10	67	% of patients are normally seen by their preferred GP same day or next day; and				82	% consider this good, very good or excellent.								
Q11 & Q12	75	% of patients are normally seen by any GP same day or next day; and				80	% consider this good, very good or excellent.								
Q13	22	% of patients wait less than 5 minutes,		55	% wait 5 to 10 minutes and		4	% wait more than 30 minutes for appointments to start.							
Q14	85	% of patients consider waiting times good, very good or excellent.													
Q15	83	% 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	5	% would like appointments before 8.30am		5	% lunchtimes		37	% after 6.30pm		26	% Saturdays		26	% Sundays	
Q17 & Q18	58	% of patients prefer a particular GP and		27	% 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	80		89		91		80		84	
Nurse	% Saying Good or Very Good	87		86		82		82		88	

Q24	96	% had confidence in their GP	Q31	81	% said their GP/Nurse helps to understand their problems very well
Q30	94	% had confidence in their Nurse	Q32	73	% said their GP/Nurse helps them cope with their health problems
			Q33	76	% said their GP/Nurse helps them keep themselves healthy
			Q34	88	% of patients say their experience of this GP surgery is good, very good or excellent
			Q35	88	% of patients would recommend this surgery to someone who has just moved to this area.