



2012 GPAQ V3 Summary Report for Cherry Hinton & Brookfields Medical Centre Cambridge CB1 3DQ

Q1	97	% 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		50	% to speak to a doctor or nurse on the phone.					
Q4	62	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q5 & Q6	89	% of patients say it is important to be able to book appointments ahead of time and		60	% find it very easy or fairly easy to do so.					
Q7	26	% normally book appointments in person	88	% by phone and	6	% online.				
Q8	27	% prefer to book appointment in person	78	% by phone and	32	% would prefer to book online.				
Q9 & Q10	23	% of patients are normally seen by their preferred GP same day or next day; and								
Q11 & Q12	66	% of patients are normally seen by any GP same day or next day; and								
Q13	12	% of patients wait less than 5 minutes,	35	% wait 5 to 10 minutes and	10	% wait more than 30 minutes for appointments to start.				
Q14	56	% of patients consider waiting times good, very good or excellent.								
Q15	80	% 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	10	% lunchtimes	32	% after 6.30pm	29	% Saturdays	14	% Sundays
Q17 & Q18	61	% of patients prefer a particular GP and		37	% 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	83	84	83	77	84
Nurse	% Saying Good or Very Good	91	90	85	76	90

Q24	95	% had confidence in their GP		Q31	74	% said their GP/Nurse helps to understand their problems very well	
Q30	96	% had confidence in their Nurse		Q32	74	% said their GP/Nurse helps them cope with their health problems	
				Q33	66	% said their GP/Nurse helps them keep themselves healthy	
		Q34	91	% of patients say their experience of this GP surgery is good, very good or excellent			
		Q35	90	% of patients would recommend this surgery to someone who has just moved to this area.			