



General Practice Assessment Questionnaire

2016 - 2017 GPAQ-R2 Summary Report for Dartmouth Medical Centre/Central Clinic West Bromwich, B70 9JL

From 100 Questionnaires

Q12	99.0	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	85.0	% of patients found it easy or fairly easy to get through to the practice, and	53.0	% to speak to a doctor or nurse on the phone.						
Q15	49.0	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	93.0	% of patients say it is important to be able to book appointments ahead of time and	66.0	% find it very easy or fairly easy to do so.						
Q18	22.0	% normally book appointments in person	85.0	% by phone and	23.0	% online.				
Q19	30.0	% prefer to book appointment in person	73.0	% by phone and	34.0	% would prefer to book online.				
Q20 & Q21	55.0	% of patients are normally seen by their preferred GP same day or next day; and	76.0	% consider this good, very good or excellent.						
Q22 & Q23	59.0	% of patients are normally seen by any GP same day or next day; and	78.0	% consider this good, very good or excellent.						
Q24	19.4	% of patients wait less than 5 minutes,	42.9	% wait 6 to 10 minutes and	10.2	% wait more than 30 minutes for appointments to start.				
Q25	67.3	% of patients consider waiting times good, very good or excellent.								
Q26	92.8	% of patients say the practice is open at convenient times - Q27 gives results for those for whom the practice is not open at convenient times								
Q27	39.0	% would like appointments before 8.30am	12.0	% lunchtimes	20.0	% after 6.30pm	21.0	% Saturdays	7.0	% Sundays
Q28 & Q29	50.0	% of patients prefer a particular GP and	32.7	% 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
GP	% Saying Very Good or Good	92.0	92.0	90.0	90.0	86.0	87.0	88.0	88.0	98.0
Nurse	% Saying Very Good or Good	89.8	N/A	92.9	90.8	N/A	90.8	91.8	88.8	100.0

Q9	97.0	% had confidence the GP is honest & trustworthy	Q37	79.0	% said their GP/Nurse helps them to understand their problems very well
Q10	98.0	% had confidence the GP keeps information confidential	Q38	73.0	% said their GP/Nurse helps them cope with their health problems
			Q39	74.0	% said their GP/Nurse helps them keep themselves healthy
Q40	92.0	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	77.0	% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment			

The Friends and Family Test NPS score for Dartmouth Medical Centre/Centra is 25 based on 100 responses.

The score is calculated using 'proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent'.

Alternatively 77.0 % would, and 1.0 % would not recommend this GP surgery to friends and family