

The General Practice Assessment Questionnaire

Your Patient Reference Group met in October 2011 and discussed your practice carrying out a patient survey to determine patient satisfaction. This survey was carried out over a period of **4 weeks** and a total of **50 patients** were surveyed.

98% of patients surveyed were satisfied with receptionists at the surgery.

98% of patients surveyed were satisfied overall with their GP surgery

Only one patient surveyed answered 'can't say' for all of the questions

The survey represents an even distribution of sex; age and employment status.

	All of the time	Most of the time	Some of the time	Never	Can't say
a) Can you get through to the surgery easily on the telephone?	28	15	4		3
b) When visiting the surgery does the receptionist greet you politely?	39	8	2		1
c) Do the receptionists treat you with courtesy and respect?	48	2			
d) Are the receptionists private and confidential when dealing with your query?	43	4	2		1
e) Are the receptionists as helpful as you think they could be?	30	16	3		1
f) Have the receptionists ever made it difficult for you to see or speak to a clinician?	45		1		4
g) Overall, are you satisfied with your GP surgery?	35	13	1		1

Please write any comments in the box below:

Are You Male Female

How old are you? Up to 44 45 +

Which of the following best describes you?

Employed <input type="text" value="14"/>	Unemployed <input type="text" value="13"/>	Education <input type="text"/>	Unable to work due to Illness <input type="text"/>	Carer <input type="text"/>	Retired <input type="text" value="23"/>
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Do you have any long standing illness, disability or infirmity? Yes No

Which ethnic group do you belong to?

White <input type="text" value="48"/>	Mixed <input type="text"/>	Chinese <input type="text"/>
Black or Black British <input type="text"/>	Asian or Asian British <input type="text" value="2"/>	Other Ethnic Group <input type="text"/>

Over the past couple of years had various doctors who have left. I would really like a more permanent doctor

I wish the females in my family were so helpful and polite!

Find one hour a day to order repeat prescriptions difficult. I would like a choice of times

I moved from Dr Haque to have a female doctor – really happy

Excellent practice, courteous, helpful and highly professional