



General Practice Assessment Questionnaire

2015 - 2016 GPAQ-R2 Summary Report for Market Harborough Medical Centre Market Harborough, LE16 9BX

From 112 Questionnaires

Q12	89.8	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	42.6	% of patients found it easy or fairly easy to get through to the practice, and	51.0	% to speak to a doctor or nurse on the phone.						
Q15	50.5	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	91.6	% of patients say it is important to be able to book appointments ahead of time and	58.7	% find it very easy or fairly easy to do so.						
Q18	37.5	% normally book appointments in person	85.7	% by phone and	8.9	% online.				
Q19	37.5	% prefer to book appointment in person	75.9	% by phone and	29.5	% would prefer to book online.				
Q20 & Q21	14.8	% of patients are normally seen by their preferred GP same day or next day; and	75.7	% consider this good, very good or excellent.						
Q22 & Q23	56.6	% of patients are normally seen by any GP same day or next day; and	77.4	% consider this good, very good or excellent.						
Q24	23.5	% of patients wait less than 5 minutes,	26.5	% wait 6 to 10 minutes and	21.6	% wait more than 30 minutes for appointments to start.				
Q25	64.1	% of patients consider waiting times good, very good or excellent.								
Q26	89.2	% 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	10.7	% would like appointments before 8.30am	5.4	% lunchtimes	13.4	% after 6.30pm	18.8	% Saturdays	7.1	% Sundays
Q28 & Q29	81.7	% of patients prefer a particular GP and	48.9	% 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	98.1	99.1	99.1	95.3	96.2	94.4	95.3	91.6	100.0
Nurse	% Saying Very Good or Good	97.8	N/A	97.8	97.8	N/A	92.2	89.9	85.4	98.9

Q9	99.0	% had confidence the GP is honest & trustworthy	Q37	91.7	% said their GP/Nurse helps to understand their problems very well
Q10	99.0	% had confidence the GP keeps information confidential	Q38	91.7	% said their GP/Nurse helps them cope with their health problems
			Q39	86.1	% said their GP/Nurse helps them keep themselves healthy
Q40	95.4	% of patients say their experience of this GP surgery is good, very good or excellent			
Q41	92.6	% 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 score for Market Harborough Medical Centre is 47 based on 108 responses.

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

Alternatively 92.6 % would, and 0.0 % would not recommend this GP surgery to friends and family