2011 GPAQ V3 Summary Report for Rosedean House Surgery Liskeard. PL14 4AQ

99 % of patients found Receptionists helpful or fa	irly helptul.					
88 % of patients found it easy or fairly easy to get	79 % to	79 % to speak to a doctor or nurse on the phone.				
68 % of patients, if they need to see a GP urgent	e same day					
90 % of patients say it is important to be able to book appointments ahead of time and			87 % find it very easy or fairly easy to do so.			
38 % normally book appointments in person	86 % by phone and	1 % or	line.			
38 % prefer to book appointment in person	86 % by phone and	15 % wo	ould prefer to book online.			
12 % of patients are normally seen by their prefer	58 % co	58 % consider this good, very good or excellent.				
57 % of patients are normally seen by any GP sa	81 % co	81 % consider this good, very good or excellent.				
23 % of patients wait less than 5 minutes,	17.2891566 % wait 5 to 10 minutes and	ninutes and 5 % walt more than 30 minutes for appointments to start.				
78 % of patients consider this good, very good or excellent.						
90 % of patients say the practice is open at convenient times						
2 % would like appointments before 8.30am	0 % lunchtimes	5 % after 6.30pm	6 % Saturdays	1 % Sundays		
79 % of patients prefer a particular GP and	51 % of those say they see their preferred GP always or almost always.					
	88 % of patients found it easy or fairly easy to get 68 % of patients, if they need to see a GP urgent 90 % of patients say it is important to be able to be 38 % normally book appointments in person 38 % prefer to book appointment in person 12 % of patients are normally seen by their prefer 57 % of patients are normally seen by any GP sa 23 % of patients wait less than 5 minutes, 78 % of patients consider this good, very good or 90 % of patients say the practice is open at converse would like appointments before 8.30am	90 % of patients say it is important to be able to book appointments ahead of time and 38 % normally book appointments in person 86 % by phone and 38 % prefer to book appointment in person 86 % by phone and 12 % of patients are normally seen by their preferred GP same day or next day; and 57 % of patients are normally seen by any GP same day or next day; and 23 % of patients wait less than 5 minutes, 47.2891566 % wait 5 to 10 minutes and 78 % of patients consider this good, very good or excellent. 90 % of patients say the practice is open at convenient times 2 % would like appointments before 8.30am 0 % lunchtimes	88 % of patients found it easy or fairly easy to get through to the practice, and 68 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day 90 % of patients say it is important to be able to book appointments ahead of time and 87 % fin 38 % normally book appointments in person 86 % by phone and 11 % on 38 % prefer to book appointment in person 86 % by phone and 15 % wo 12 % of patients are normally seen by their preferred GP same day or next day; and 57 % of patients are normally seen by any GP same day or next day; and 58 % co 29 % of patients wait less than 5 minutes, 47.2891566 % wait 5 to 10 minutes and 47 % of patients say the practice is open at convenient times 20 % would like appointments before 8.30am 00 % lunchtimes 50 % after 6.30pm	88 % of patients found it easy or fairly easy to get through to the practice, and 68 % of patients, if they need to see a GP urgently, say they can normally be seen on the same day 90 % of patients say it is important to be able to book appointments ahead of time and 38 % normally book appointments in person 38 % prefer to book appointment in person 38 % of patients are normally seen by their preferred GP same day or next day; and 58 % consider this good, very good of patients wait less than 5 minutes, 47.2891566 % wait 5 to 10 minutes and 59 % walt more than 30 minutes for a few of patients say the practice is open at convenient times 20 % would like appointments before 8.30am 30 % lunchtimes 50 % after 6.30pm 60 % Saturdays		

		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	94		96		93		88		94	
Nurse	% Saying Good or Very Good	95		94		91		87		93	

Q24	99 % had confidence in their GP
Q24	
Q30	98 % had confidence in their Nurse
Q31	86 % said their GP/Nurse helps to understand their problems very well
Q32	87 % said their GP/Nurse helps them cope with their health problems
Q33	78 % said their GP/Nurse helps them keep themselves healthy
Q34	98 % of patients say their experience of this GP surgery is good, very good or excellent
Q35	98 % of patients would recommend this surgery to someone who has just moved to this area.