



General Practice Assessment Questionnaire

2013 - 2014 GPAQ-R Summary Report for Abbey Wood Surgery, London SE2 9AT

From 41 Questionnaires

- Q12** 94.7 % of patients found Receptionists helpful or fairly helpful.
- Q13** 24.4 % normally book appointments in person 80.5 % by phone
- Q14** 31.7 % prefer to book appointment in person 65.9 % by phone and 19.5 % would prefer to book online.
- Q15** 67.6 % would like to book appointments and repeat prescriptions online
- Q16** 41.7 % were aware the practice offers evening appointments 6.30 -7.30pm twice weekly

		Q1 Putting you at ease	Q2 Being Polite and considerate	Q3 Listening	Q4 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 Involving you in decisions	Q8 Providing and arranging treatment	Q11 Completely happy to see again
GP	% Saying Very Good or Good	97.5	97.5	97.5	95.0	95.0	97.5	97.5	95.0	100.0

- Q40** 97.0 % of patients say their experience of this GP surgery is good, very good or excellent
- Q41** 92.1 % of patients would recommend this surgery to someone who has just moved to this area.