

## GP PATIENT SURVEY RESULTS

NATIONAL SURVEY – DONE EXTERNALLY VIA POST TO PATIENT’S HOMES

RESULTS DATE: 2<sup>nd</sup> January 2018 to 6<sup>th</sup> April 2018

– Released August 2018

– 279 surveys sent out, 105 returned ( 38%)

Question	2018 Against	CCG Average	National Average	2017
Patients who find it easy to get through to the surgery by phone	59%	68%	70%	65%
Patients find the receptionists at this surgery helpful	94%	90%	90%	92%
Patients are satisfied with the general appointment times available	60%	69%	66%	86%
Patients usually get to see or speak to their preferred GP	40%	49%	50%	67%
Patients were offered a choice of appointment when they last tried to make a general practice appointment	58%	62%	62%	Not an indicator
Patients were satisfied with the type of appointment they were offered.	76%	78%	74%	Not an indicator
Patients took the appointment they were offered	97%	95%	94%	Not an indicator
Patients describe their experience of making an appointment as good	66%	71%	69%	61%

Patients waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	77%	74%	69%	64%
Patients say the HCP they saw or spoke to was good at giving them enough time during their last general practice appointment	91%	89%	87%	92%
Patients say the HCP they saw or spoke to was good at listening to them during their last general practice appointment	92%	90%	89%	88%
Patients say the HCP they saw or spoke to was good at treating them with care and concern during their last general practice appointment.	91%	88%	87%	93%
Patients were involved as much as they wanted to be in decisions about care and treatment during their last general practice appointment	94%	95%	93%	84%
Patients had confidence and trust in the HCP they saw or spoke to during their last general practice appointment	94%	95%	96%	99%
Patients felt the HCP recognised or understood any mental health needs during their last general practice appointment	75%	89%	87%	Not an indicator
Patients felt their needs were met during their last general practice appointment	91%	95%	95%	Not an indicator
Patients say they had enough support from local services or organisations in the last 12 months to help manage their long term condition/s	69%	80%	79%	Not an indicator
Patients describe their overall experience of the GP practice as good	83%	87%	84%	90%