

GP PATIENT SURVEY RESULTS

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

RESULTS DATE: 1ST January 2019 to 31st March 2019

– Released August 2019

– 316 surveys sent out, 114 returned (36%)

Question	2019	CCG Average	National Average	2018
Patients who find it easy to get through to the surgery by phone	54%	66%	68%	59%
Patients find the receptionists at this surgery helpful	88%	90%	89%	94%
Patients are satisfied with the general appointment times available	60%	68%	65%	60%
Patients usually get to see or speak to their preferred GP	36%	50%	48%	40%
Patients were offered a choice of appointment when they last tried to make a general practice appointment	52%	62%	62%	58%
Patients were satisfied with the type of appointment they were offered.	71%	77%	74%	76%
Patients took the appointment they were offered	94%	95%	94%	97%
Patients describe their experience of making an appointment as good	61%	70%	67%	61%

Patients waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	81%	76%	69%	77%
Patients say the HCP they saw or spoke to was good at giving them enough time during their last general practice appointment	88%	90%	87%	91%
Patients say the HCP they saw or spoke to was good at listening to them during their last general practice appointment	89%	91%	89%	92%
Patients say the HCP they saw or spoke to was good at treating them with care and concern during their last general practice appointment.	90%	90%	87%	91%
Patients were involved as much as they wanted to be in decisions about care and treatment during their last general practice appointment	92%	94%	93%	94%
Patients had confidence and trust in the HCP they saw or spoke to during their last general practice appointment	100%	96%	95%	94%
Patients felt the HCP recognised or understood any mental health needs during their last general practice appointment	98%	90%	86%	75%
Patients felt their needs were met during their last general practice appointment	100%	95%	94%	91%
Patients say they had enough support from local services or organisations in the last 12 months to help manage their long term condition/s	82%	82%	78%	69%
Patients describe their overall experience of the GP practice as good	81%	86%	83%	81%