

GP PATIENT SURVEY RESULTS

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

RESULTS DATE: 7TH JANUARY 2016

What we do best against national average:

Question	Practice Result	National Average
Patients find the receptionists at this surgery helpful	98%	87%
Patients say the last nurse they saw or spoke to was good at involving them in decisions about their care	92%	85%
Patients say the last GP they saw or spoke to was good at explaining tests and treatments	93%	86%
Patients usually get to see or speak to their preferred GP	64%	59%
Patients were able to get an appointment to see or speak to someone the last time they tried	87%	85%
Patients usually wait 15 minutes or less after their appointment time to be seen	68%	65%
Patients feel they don't normally have to wait too long to be seen	62%	58%
Patients say the last GP they saw or spoke to was good at giving them enough time	92%	87%
Patients say the last GP they saw or spoke to was good at listening to them	90%	89%

Patients say the last GP they saw or spoke to was good at involving them in decisions about their care	83%	82%
Patients say the last GP they saw or spoke to was good at treating them with care and concern	87%	85%
Patient had confidence and trust in the last GP they saw or spoke to	99%	95%
Patients say the last nurse they saw or spoke to was good at explaining tests and treatments	90%	90%
Patients say the last nurse they saw or spoke to was good at involving them in decisions about their care	92%	85%
Patients say the last nurse they saw or spoke to was good at treating them with care and concern	91%	91%
Patients say they had confidence and trust in the last nurse they saw or spoke to	99%	97%
Patients described their overall experience of this surgery as good	91%	85%
Patients would recommend this surgery to someone new to the area	78%	78%

Where we can improve against national average:

Question	Practice Result	National Average
Patients are satisfied with the surgery's opening hours	68%	75%
Patients describe their experience of making an appointment as 'good'	68%	73%
Patients say the last appointment they got was convenient	91%	92%
Patients who find it easy to get through to the surgery by phone	72%	73%
Patients say the last nurse they saw or spoke to was good at giving them enough time	91%	92%
Patients say the last nurse they saw or spoke to was good at listening to them	89%	91%

The 2 red areas are where we have scored the lowest against national average.

The surgery is now open for appointments from 8.15am to 5.40pm Monday to Friday and on certain weekends (the weekend clinic times are up in the waiting room and on the website)

The next practice (in house) survey will have further questions regarding preferred opening times and how the experience of making an appointment can be improved.

Overall our results are excellent and all the GPs, staff and I are proud of the achievement but we will continue to strive to improve our service and care given to our patients.

Further breakdown of this survey can be found at:
<https://gp-patient.co.uk/practices/P81057/questions>

Thanks

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