

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

NATIONAL

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	691048	76%	
No	159499	18%	
Don't know	59688	7%	
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	910234		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	255814	27%	
Fairly easy	437743	47%	
Not very easy	144671	15%	
Not at all easy	67749	7%	
Haven't tried	32760	3%	
Easy (total)	693557	74%	
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	938737		






Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	424753	45%	
Fairly helpful	397055	42%	
Not very helpful	72096	8%	
Not at all helpful	25473	3%	
Don't know	18834	2%	
Helpful (total)	821808	88%	
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	938210		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	311791	35%	
Fairly good	369314	41%	
Neither good nor poor	122722	14%	
Fairly poor	63755	7%	
Very poor	35065	4%	
Good (total)	681104	75%	
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	902646		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	190899	38%	
A lot of the time	115240	23%	
Some of the time	150108	30%	
Never or almost never	36707	7%	
Not tried at this GP surgery	3007	1%	
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	495961		

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NATIONAL






Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	443131	48%	
Good	342561	37%	
Neither good nor poor	82610	9%	
Poor	22468	2%	
Very poor	10063	1%	
Doesn't apply	14532	2%	
Good (total)	<u>785691</u>	86%	
	915365		



Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	362692	40%	
Good	321765	35%	
Neither good nor poor	114534	13%	
Poor	25777	3%	
Very poor	12265	1%	
Doesn't apply	73382	8%	
Good (total)	<u>684458</u>	75%	
	910416		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	29769	3%	
Less than 5 minutes	85576	9%	
5 to 15 minutes	512798	57%	
More than 15 minutes	237362	26%	
Can't remember	<u>37144</u>	4%	
	902648		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	586377	64%	
Yes, to some extent	258699	28%	
No, not at all	40393	4%	
Don't know/can't say	<u>27446</u>	3%	
	912915		







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	445742	48%	
Yes, would probably recommend	286412	31%	
Not sure	102036	11%	
No, would probably not recommend	48663	5%	
No, would definitely not recommend	25834	3%	
Don't know	15045	2%	
	<u>923732</u>		