

National GP Patient Survey

<https://gp-patient.co.uk>

The GP Patient Survey is an independent survey run by Ipsos Mori on behalf of NHS England. The survey is sent out to over a million people across the UK twice a year, in January and July. It can be completed and returned in the post in the postage paid envelope or it can be completed online.

The survey has been designed to give patients the opportunity to comment on their experience of their GP practice. It includes questions about a range of issues, such as how easy or difficult it is for patients to make an appointment at the surgery, satisfaction with opening hours, the quality of care received from the practice and practice nurses, amongst other things. The responses to the survey together with the feedback received from other sources, such as the patients' comments box, the practice website, the Family and Friends cards and patient complaints, help the practice to understand where improvements could be made to help provide the best possible service to our patients.

The raw data received in the survey is weighted to account for differences between all patients at a practice and patients who actually complete the questionnaire. This may mean that in some cases, when adding up the number of people who have selected each different response for a question, the total does not match the figure in the total number of responses, due to roundings.

The latest survey results published 8th January 2015, based on weighted data, are summarised as follows:-

328 Surveys sent out
109 Surveys sent back
33% Completion Rate

What this practice does best:-

96% of respondents say the last nurse they saw or spoke to was good at listening to them. Local (CCG) average 91%

92% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern. Local (CCG) average 89%

89% of respondents had confidence and trust in the last nurse they saw or spoke to. Local (CCG) average 96%.

What this practice could improve:-

39% of respondents find it easy to get through to this surgery by phone. Local (CCG) average 73%

24% of respondents with a preferred GP usually get to see or speak to that GP. Local (CCG) average 55%

45% of respondents describe their experience of making an appointment as good. Local (CCG) average 72%

Summary of All Patient responses

Q1 **Generally, how easy is it to get through to someone at your GP surgery on the phone?**

Very easy	6%
Fairly easy	33%
Not very easy	34%
Not at all easy	27%

39% find it easy to get through to the surgery on the phone.

Q2 **How helpful do you find the receptionists at your GP surgery?**

Very helpful	20%
Fairly helpful	61%
Not very helpful	16%
Not at all helpful	3%
Don't know	0%

81% find the receptionists at this surgery helpful.

Q3 **How often do you see or speak to the GP you prefer?**

Always or almost always	9%
A lot of the time	15%
Some of the time	57%
Never or almost never	19%

24% with a preferred GP usually get to see or speak to that GP.

Q4 **Last time you wanted to see or speak to a GP nurse from your GP surgery, were you able to get an appointment to see or speak to someone?**

Got an appointment	45%
Got an appointment, but had to call back closer to the day?	30%
Didn't get an appointment	20%
Can't remember	4%

76% were able to get an appointment to see or speak to someone the last time they tried.

Q5 **Last time you wanted to see or speak to a GP or nurse from your GP surgery, how convenient was the appointment you were able to get?**

Very convenient	35%
Fairly convenient	49%
Not very convenient	12%
Not at all convenient	4%

84% say the last appointment they got was convenient.

Q6 Overall, how would you describe your experience of making an appointment?

Very good	17%
Fairly good	29%
Neither good nor poor	24%
Fairly poor	18%
Very poor	13%

45% describe their experience of making an appointment as good.

Q7 How long after your appointment time do you normally wait to be seen?

Less than 5 minutes	5%
5 to 15 minutes	59%
Don't usually have appointments at a particular time	1%
More than 15 minutes	24%
Can't remember	12%

63% usually wait 15 minutes or less after appointment time to be seen.

Q8 How do you feel about how long you normally have to wait to be seen?

I don't normally have to wait too long	57%
I have to wait a bit too long	28%
I have to wait far too long	7%
No opinion or this doesn't apply	9%

57% feel they don't normally have to wait too long to be seen.

Q9 Last time you saw or spoke to a GP from your surgery, how good was that GP at giving you enough time?

Very good	31%
Good	47%
Neither good nor poor	15%
Poor	7%
Very poor	2%

77% say the last GP they saw or spoke to was good at giving them enough time.

Q10 Last time you saw or spoke to a GP from your surgery, how good was that GP at listening to you?

Very good	29%
Good	48%
Neither good nor poor	15%
Poor	6%
Very poor	2%

77% say the last GP they saw or spoke to was good at listening to them.

Q11 Last time you saw or spoke to a GP from your surgery, how good was that GP at explaining tests and treatment?

Very good	27%
Good	44%
Neither good nor poor	24%
Poor	2%
Very poor	3%

71% say the last GP they saw or spoke to was good at explaining tests and treatments.

Q12 Last time you saw or spoke to a GP from your surgery, how good was that GP at involving you in decisions about your care?

Very good	23%
Good	42%
Neither good nor poor	24%
Poor	6%
Very poor	5%

65% say the last GP they saw or spoke to was good at involving them in decisions about their care.

Q13 Last time you saw or spoke to a GP from your surgery, how good was that GP at treating them with care and concern?

Very good	23%
Good	47%
Neither good nor poor	22%
Very poor	5%

70% say the last GP they saw or spoke to was good at treating them with care and concern.

Q14 Last time you saw or spoke to a GP from your surgery, did you have confidence and trust in the GP?

Definitely had confidence	40%
Had confidence to some extent	50%
No confidence at all	10%

90% had confidence and trust in the last GP they saw or spoke to.

Q15 Last time you saw or spoke to a nurse from your surgery, how good was that nurse at giving you enough time?

Very good	49%
Good	42%
Neither good nor poor	9%
Poor	1%
Very poor	0%

91% say the last nurse they saw or spoke to was good at giving them enough time.

Q16 Last time you saw or spoke to a nurse from your surgery, how good was that nurse at listening to you?

Very good	49%
Good	47%
Neither good nor poor	3%
Poor	1%
Very poor	0%

96% say the last nurse they saw or spoke to was good at listening to them.

Q17 Last time you saw or spoke to a nurse from your surgery, how good was that nurse at explaining tests and treatments?

Very good	52%
Good	34%
Neither good nor poor	13%
Poor	1%
Very poor	0%

86% say the last nurse they saw or spoke to was good at explaining tests and treatments.

Q18 Last time you saw or spoke to a nurse from your surgery, how good was that nurse at involving you in decisions about your care?

Very good	42%
Good	41%
Neither good nor poor	16%
Poor	0%
Very poor	1%

84% say the last nurse they saw or spoke to was good at involving them in decisions about their care.

Q19 Last time you saw or spoke to a nurse from your surgery, how good was that nurse at treating you with care and concern?

Very good	49%
Good	43%
Neither good nor poor	5%
Poor	3%
Very poor	0%

92% say the last nurse they saw or spoke to was good at treating them with care and concern.

Q20 Last time you saw or spoke to a nurse from your surgery, did you have confidence and trust in the nurse?

Definitely had confidence	74%
Had confidence to some extent	25%
No confidence at all	1%

99% had confidence and trust in the last nurse they saw or spoke to.

Q21 How satisfied are you with the hours that your GP surgery is open?

Very satisfied	29%
Fairly satisfied	35%
Neither satisfied nor dissatisfied	13%
Fairly dissatisfied	15%
Very dissatisfied	4%
Aren't sure when the surgery is open	5%

64% are satisfied with the surgery's opening hours.

Q22 Overall, how would you describe your experience of your GP surgery?

Very good	20%
Fairly good	51%
Neither good nor poor	19%
Fairly poor	9%
Very poor	1%

71% describe their overall experience of this surgery as good.

Q23 Would you recommend your GP surgery to someone who has just moved to your local area?

Definitely would	26%
Probably would	28%
Aren't sure	24%
Probably wouldn't	15%
Definitely wouldn't	7%
Don't know	1%

54% would recommend this surgery to someone new to the area.

Q24 How easy was it to contact the out-of-hours GP service by telephone?

Very easy	30%
Fairly easy	29%
Not very easy	25%
Not at all easy	8%
Don't know or didn't make contact	8%

59% say it's easy to telephone the out-of-hours service.

Q25 How do you feel about how quickly you received care from the out-of-hours GP service?

It was about right	48%
It took too long	34%
Don't know or doesn't apply	18%

48% feel they received out-of-hours care quickly.

Q26 Did you have confidence and trust in the out-of-hours clinician they saw or spoke to.

Definitely had confidence	45%
Had confidence to some extent	17%
No confidence at all	23%
Don't know or can't say	15%

62% had confidence and trust in trust in the out-of-hours clinician they saw or spoke to.

Q27 Overall, how would you describe your experience of out-of-hours GP services?

Very good	30%
Fairly good	30%
Neither good nor poor	17%
Fairly poor	12%
Very poor	11%

60% describe their out-of-hours experience as good.