

Results from the 2018 survey 

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Practice
overviewPatient
experiencesCompare
practice What this practice **does best** 

76% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 57% | National average: 62%



62% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 44% | National average: 50%



78% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 64% | National average: 66%

What this practice **could improve** 

87% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 89% | National average: 87%



93% of respondents took the appointment they were offered

Local (CCG) average: 94% | National average: 94%

Comparisons to the local (CCG) or national average may not be statistically significant.