

GP Patient Survey – July 2019

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Your local GP services



73% find it easy to get through to this GP practice by phone

Local (CCG) average: 66% | National average: 68%



93% find the receptionists at this GP practice helpful

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



74% are satisfied with the general practice appointment times available

Local (CCG) average: 64% | National average: 65%



68% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 41% | National average: 48%

Making an appointment



67% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 59% | National average: 62%



74% were satisfied with the type of appointment they were offered

Local (CCG) average: 73% | National average: 74%



94% took the appointment they were offered

Local (CCG) average: 92% | National average: 94%



74% describe their experience of making an appointment as good

Local (CCG) average: 67% | National average: 67%

Your health



87% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 77% | National average: 78%

Overall experience



86% describe their overall experience of this GP practice as good

Local (CCG) average: 83% | National average: 83%

Your last appointment



84% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 76% | National average: 69%



95% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

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



93% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 88% | National average: 89%



88% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 86% | National average: 87%



95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 94% | National average: 93%



97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 96% | National average: 95%



93% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 86% | National average: 86%



97% felt their needs were met during their last general practice appointment

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

Our Practice is above the National average in 100% of survey questions