

GP Patient Survey – July 2017

Dr DP Diggle & Dr RE Phillips



72% find it easy to get through to this surgery by phone

Local (CCG) average: 65% | National average: 71%



91% find the receptionists at this surgery helpful

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



81% usually get to see or speak to their preferred GP

Local (CCG) average: 44% | National average: 56%



89% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 82% | National average: 84%



87% say the last appointment they got was convenient

Local (CCG) average: 80% | National average: 81%



78% describe their experience of making an appointment as good

Local (CCG) average: 68% | National average: 73%



82% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 67% | National average: 64%



77% feel they don't normally have to wait too long to be seen

Local (CCG) average: 60% | National average: 58%



85% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 86%



89% say the last GP they saw or spoke to was good at listening to them

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



89% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 84% | National average: 86%



86% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%



84% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 84% | National average: 86%



95% had confidence and trust in the last GP they saw or spoke to

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



92% say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 93% | National average: 92%



92% say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 92% | National average: 91%



89% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 90% | National average: 90%



90% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 84% | National average: 85%



91% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 91% | National average: 91%



97% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%



78% are satisfied with the surgery's opening hours

Local (CCG) average: 75% | National average: 76%



90% describe their overall experience of this surgery as good

Local (CCG) average: 84% | National average: 85%



85% would recommend this surgery to someone new to the area

Local (CCG) average: 76% | National average: 77%

Our Practice is on or above the Wakefield average in more than 95% of survey questions