

Dr Dp Diggle & Dr Re Phillips

Langthwaite Rd, Sth Kirkby, Pontefract, WF9 3AP

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

✓ **81%** of respondents usually get to see or speak to their preferred GP
Local (CCG) average: 44% | National average: 56%

✓ **82%** of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 67% | National average: 64%

✓ **78%** of respondents describe their experience of making an appointment as good
Local (CCG) average: 68% | National average: 73%

What this practice **could improve** ?

↗ **89%** of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments
Local (CCG) average: 90% | National average: 90%

↗ **92%** of respondents say the last nurse they saw or spoke to was good at giving them enough time
Local (CCG) average: 93% | National average: 92%

↗ **97%** of respondents had confidence and trust in the last nurse they saw or spoke to
Local (CCG) average: 97% | National average: 97%

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

**271**

Surveys sent out

**120**

Surveys sent back

**44%**

Completion rate