

## **Our results for the National Patient survey, the CCG average and National average.**

### **Your local GP services**

92% find it easy to get through to this GP practice by phone

Local (CCG) average: **66%**National average: **70%**

99% find the receptionists at this GP practice helpful

Local (CCG) average: **88%**National average: **90%**

69% are satisfied with the general practice appointment times available

Local (CCG) average: **62%**National average: **66%**

71% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: **51%**National average: **50%**

### **Making an appointment**

69% were offered a choice of appointment when they last tried to make a general practice appointment

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

76% were satisfied with the type of appointment they were offered

Local (CCG) average: **71%**National average: **74%**

92% took the appointment they were offered

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

75% describe their experience of making an appointment as good

Local (CCG) average: **64%**National average: **69%**

### **Your last appointment**

80% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: **68%**National average: **69%**

92% 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: **89%**National average: **89%**

89% 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: **87%**National average: **87%**

98% 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: **95%**National average: **93%**

99% 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: **96%**

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

Local (CCG) average: **90%**National average: **87%**

99% felt their needs were met during their last general practice appointment

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

### **Your Health**

85% say they have had enough support in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: **82%**National average: **79%**

### **Overall experience**

92% describe their overall experience of this GP practice as good

Local (CCG) average: **83%**National average: **84%**

**As you can see compared to the CCG and National averages we have performed quite well.**

