

Results of National Patient Survey	Jul-14	Jul-15	Jan-16	Jul-16	Jul-17	Aug-18	Jul-19	Jul-20	Increased/decreased or stayed the same since last survey	Colour	Meaning
Percentage of people that find it easy to get through to this surgery by phone	42%	51%	58%	63%	61%	57%	58%	64%	↑		Not meeting national average
<i>National average</i>			70%	73%	71%	70%	68%	65%			
Percentage of people that find the receptionists at this surgery helpful	77%	91%	91%	90%	90%	94%	92%	94%	↑		At or close to national average
<i>National average</i>			87%	87%	87%	90%	89%	89%			
Percentage of patients that are satisfied with the general practice appointment times available						64%	59%	59%	→		Higher than national average
<i>National average</i>						66%	65%	63%			
Percentage of people that usually get to see or speak to their preferred GP	40%	46%	37%	37%	33%						
<i>National average</i>			59%	59%	56%						
Percentage of people that usually get to see or speak to their preferred GP when they would like to						46%	50%	42%	↓		
<i>National average</i>						50%	48%	45%			
Percentage of people that were offered a choice of appointment when they last tried to make a general practice appointment						61%	64%	63%	↓		
<i>National average</i>						62%	62%	60%			
Percentage of people that were satisfied with the type of appointment they were offered						70%	69%	71%	↑		
<i>National average</i>						74%	74%	73%			
Percentage of people that took the appointment they were offered						92%	90%	93%	↑		
<i>National average</i>						94%	94%	93%			
Percentage of people that were able to get an appointment to see or speak to someone the last time they tried	64%	79%	72%	71%	81%						
<i>National average</i>			85%	85%	84%						
Percentage of people that say the last appointment they got was convenient	81%	91%	93%	88%	73%						
<i>National average</i>			92%	92%	81%						
Percentage of people that describe their experience of making an appointment as good	51%	58%	63%	70%	58%	58%	63%	62%	↓		
<i>National average</i>			73%	73%	73%	69%	67%	65%			
Percentage of people that usually wait 15 minutes or less after their appointment time to be seen	65%	63%	53%	54%	67%						
<i>National average</i>			65%	65%	64%						
Percentage of people that waited 15 minutes or less to be seen at their last general practice appointment						70%	58%	69%	↑		
<i>National average</i>						69%	69%	70%			
Percentage of people that feel they don't normally have to wait too long to be seen	48%	60%	53%	53%	65%						
<i>National average</i>			58%	58%	58%						
Percentage of people that felt their needs were met during their last general practice appointment						96%	92%	95%	↑		
<i>National average</i>						95%	94%	94%			
Percentage of people that say the last GP they saw or spoke to was good at giving them enough time	80%	79%	80%	87%	90%						
<i>National average</i>			85%	87%	86%						
Percentage of people that say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment						90%	83%	82%	↓		

<i>National average</i>						87%	87%	86%	
Percentage of people that say the last GP they saw or spoke to was good at listening to them	89%	82%	82%	85%	92%				
<i>National average</i>			87%	89%	89%				
Percentage of people that say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment						93%	88%	90%	↑
<i>National average</i>						89%	89%	88%	
Percentage of people that say the last GP they saw or spoke to was good at explaining tests and treatments	80%	79%	81%	86%	88%				
<i>National average</i>			81%	86%	86%				
Percentage of people that say the last GP they saw or spoke to was good at involving them in decisions about their care	66%	72%	79%	78%	88%				
<i>National average</i>			74%	82%	82%				
Percentage of people that were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment						94%	95%	90%	↓
<i>National average</i>						93%	93%	93%	
Percentage of people that say the last GP they saw or spoke to was good at treating them with care and concern	76%	79%	79%	82%	85%				
<i>National average</i>			83%	85%	86%				
Percentage of people that say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment						89%	83%	85%	↑
<i>National average</i>						87%	87%	87%	
Percentage of people that had confidence and trust in the last GP they saw or spoke to	94%	88%	97%	98%	95%				
<i>National average</i>			92%	95%	95%				
Percentage of people that had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment						98%	93%	96%	↑
<i>National average</i>						96%	95%	95%	
Percentage of people that felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment						93%	78%	83%	↑
<i>National average</i>						87%	86%	85%	
Percentage of people that say the last nurse they saw or spoke to was good at giving them enough time	78%	79%	92%	91%	96%				
<i>National average</i>			79%	92%	92%				
Percentage of people that say the last nurse they saw or spoke to was good at listening to them	74%	77%	96%	92%	93%				
<i>National average</i>			78%	91%	91%				
Percentage of people that say the last nurse they saw or spoke to was good at explaining tests and treatments	69%	72%	92%	91%	89%				
<i>National average</i>			76%	90%	90%				
Percentage of people that say the last nurse they saw or spoke to was good at involving them in decisions about their care	64%	60%	83%	81%	86%				
<i>National average</i>			65%	85%	85%				
Percentage of people that say the last nurse they saw or spoke to was good at treating them with care and concern	73%	77%	91%	89%	93%				
<i>National average</i>			77%	91%	91%				
Percentage of people that had confidence and trust in the last nurse they saw or spoke to	86%	85%	99%	98%	98%				
<i>National average</i>			84%	97%	97%				
Percentage of people that say they have had enough support in the last 12 months to help manage their long-term condition(s)						77%	80%	82%	↑
<i>National average</i>						79%	78%	77%	
Percentage of people that are satisfied with the surgery's opening hours	72%	76%	75%	75%	78%				
<i>National average</i>			75%	76%	76%				
Percentage of people that describe their overall experience of this surgery as good	73%	76%	77%	81%	86%	89%	82%	90%	↑
<i>National average</i>			85%	85%	85%	84%	83%	82%	
Percentage of people that would recommend this surgery to someone new to the area	61%	65%	61%	68%	73%				
<i>National average</i>			78%	78%	77%				