

# Huntcliff Surgery



In 2014 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

## Survey Results

	National Mean	Our Patients	Positive	Negative
Q1. How good was the GP at putting you at ease?			97.3%	2.7%
Q2. How good was the GP at being polite and considerate?			97.8%	2.2%
Q3. How good was the last GP you saw at listening to you?	93.7	96.0	97.8%	2.2%
Q4. How good was the last GP you saw at giving you enough time?	91.5	96.2	97.3%	2.7%
Q5. How good was the GP at assessing your medical condition?			97.2%	2.8%
Q6. How good was the last GP you saw at explaining your condition and treatment?			97.8%	2.2%
Q7. How good was the last GP you saw at Involving you in decisions about your care?	90.5	94.0	97.8%	2.2%
Q8. How good was the last GP you saw at providing or arranging treatment for you?			98.3%	1.7%
Q9. Did you have confidence that the GP you saw is honest and trustworthy?			100.0%	0.0%
Q10. Did you have confidence that the GP will keep your information confidential?			100.0%	0.0%
Q11. Would you be completely happy to see this GP again?			99.4%	0.6%
Q12. How helpful do you find the receptionists at your GP practice?	89.1	95.9	99.5%	0.5%
Q13. How easy is it to get through to someone at your GP practice on the phone?	68.8	80.2	95.0%	5.0%
Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	69.9	78.4	91.2%	8.8%
Q21. How do you rate - how quickly you get to see a particular doctor?	70.7	75.5	87.3%	12.7%
Q25. How do you rate - how long did you wait for your consultation to start?	67.8	67.7	75.1%	24.9%
Q29. How often do you see or speak to the GP you prefer?			81.5%	18.5%
Q30. How good was the nurse you last saw at putting you at ease?			98.0%	2.0%
Q31. How good was the last Nurse you saw at giving you enough time?	89.2	95.7	99.3%	0.7%
Q32. How good was the last Nurse you saw at listening to you?	89.6	95.9	98.6%	1.4%
Q33. How good was the last Nurse you saw at explaining your condition and treatment?			97.9%	2.1%
Q34. How good was the last Nurse you saw at Involving you in decisions about your care?			96.4%	3.6%
Q35. How good was the last Nurse you saw at providing or arranging treatment for you?			97.8%	2.2%
Q36. Would you be completely happy to see this nurse again?			100.0%	0.0%
Q40. Overall, how would you describe your experience of your GP surgery?			98.4%	1.6%
Q41. Would you recommend your GP surgery to someone who has just moved to your area?			98.9%	1.1%

Analysis performed by InTime Data Ltd