

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

HORSEFAIR SURGERY

Q26 Is your GP surgery currently open at times that are convenient for you?

| | | | |
|------------|------------|-----|---|
| Yes | 236 | 82% |  |
| No | 38 | 13% |  |
| Don't know | 13 | 4% |  |
| | <u>286</u> | | |

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

| | | | |
|-----------------|------------|-----|---|
| Very easy | 133 | 45% |  |
| Fairly easy | 140 | 47% |  |
| Not very easy | 10 | 3% |  |
| Not at all easy | 5 | 2% |  |
| Haven't tried | 7 | 2% |  |
| Easy (total) | <u>273</u> | 92% |  |
| | 295 | | |






Q4 How helpful do you find the receptionists at your GP surgery?

| | | | |
|--------------------|------------|-----|---|
| Very helpful | 205 | 70% |  |
| Fairly helpful | 66 | 23% |  |
| Not very helpful | 7 | 2% |  |
| Not at all helpful | 8 | 3% |  |
| Don't know | 7 | 2% |  |
| Helpful (total) | <u>272</u> | 93% |  |
| | 294 | | |

Q18 Overall, how would you describe your experience of making an appointment?

| | | | |
|-----------------------|------------|-----|---|
| Very good | 160 | 58% |  |
| Fairly good | 90 | 32% |  |
| Neither good nor poor | 14 | 5% |  |
| Fairly poor | 10 | 4% |  |
| Very poor | 2 | 1% |  |
| Good (total) | <u>250</u> | 91% |  |
| | 276 | | |

Q9 How often do you see or speak to the GP you prefer?

| | | | |
|------------------------------|------------|-----|---|
| Always or almost always | 93 | 58% |  |
| A lot of the time | 53 | 33% |  |
| Some of the time | 15 | 9% |  |
| Never or almost never | 0 | 0% |  |
| Not tried at this GP surgery | 0 | 0% |  |
| | <u>161</u> | | |

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Core Questions

HORSEFAIR SURGERY






Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

| | | | |
|-----------------------|-----|-----|---|
| Very good | 177 | 61% |  |
| Good | 88 | 30% |  |
| Neither good nor poor | 16 | 6% |  |
| Poor | 2 | 1% |  |
| Very poor | 3 | 1% |  |
| Doesn't apply | 4 | 1% |  |
| Good (total) | 264 | 91% |  |
| | 289 | | |



Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

| | | | |
|-----------------------|-----|-----|---|
| Very good | 163 | 57% |  |
| Good | 77 | 27% |  |
| Neither good nor poor | 15 | 5% |  |
| Poor | 8 | 3% |  |
| Very poor | 0 | 0% | |
| Doesn't apply | 23 | 8% |  |
| Good (total) | 240 | 84% |  |
| | 285 | | |

Q19 How long after your appointment time do you normally wait to be seen?

| | | | |
|---|-----|-----|---|
| I don't normally have appointments at a particular time | 0 | 0% |  |
| Less than 5 minutes | 16 | 6% |  |
| 5 to 15 minutes | 202 | 71% |  |
| More than 15 minutes | 65 | 23% |  |
| Can't remember | 2 | 1% |  |
| | 285 | | |

Q22 Did you have confidence and trust in the GP you saw or spoke to?

| | | | |
|----------------------|-----|-----|---|
| Yes, definitely | 226 | 78% |  |
| Yes, to some extent | 47 | 16% |  |
| No, not at all | 6 | 2% |  |
| Don't know/can't say | 9 | 3% |  |
| | 289 | | |







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Core Questions

HORSEFAIR SURGERY

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

| | | | |
|------------------------------------|------------|-----|---|
| Yes, would definitely recommend | 216 | 76% |  |
| Yes, would probably recommend | 51 | 18% |  |
| Not sure | 11 | 4% |  |
| No, would probably not recommend | 8 | 3% |  |
| No, would definitely not recommend | 0 | 0% |  |
| Don't know | 0 | 0% |  |
| | <u>285</u> | | |