

The GP Patient Survey
April 2010 – March 2011

Background

- National Department of Health Survey.
- 1165 questionnaires sent to our adult patients via post.
- 31% responded i.e. 361.
- National response rate was 36% based on 1,994,410 completed surveys.

Key Findings

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|--------------------------------------|-----|-----------------------|
| • 48 hour booking | 68% | Yes |
| • Booking ahead (>2days) | 65% | Yes |
| • Seeing preferred GP | 79% | Yes |
| • Phone access | 68% | With Ease |
| • Surgery opening hours | 74% | Satisfied |
| • Overall care | 85% | Satisfied |
| • Discussion of Health with GP/Nurse | 79% | Within last 12 months |
| • Ease of appointment with Nurse | 52% | With Ease |

Our Strengths:(above PCT & National Average)

1. Patients not waiting too long.
2. Seeing preferred GP
3. Easy to get through on the phone

Our Lowest Performing Areas: (below PCT & National Average)

1. Able to see doctor quickly
2. Ease of appointment with Nurse
3. Recommend this surgery