

Patient Satisfaction Survey Results January-March 2020

Accessing your GP Services and making an appointment		
Satisfaction with opening hours	Satisfaction with opening hours - total responses	80
	Very satisfied	49
	Fairly satisfied	27
	Neither satisfied nor dissatisfied	3
	Fairly dissatisfied	1
	Very dissatisfied	0
	Not sure when GP surgery is open	0
	% Very satisfied	61.3%
	% Fairly satisfied	33.8%
	% Neither satisfied nor dissatisfied	3.8%
	% Fairly dissatisfied	1.3%
	% Very dissatisfied	0.0%
	% Not sure when GP surgery is open	0.0%
Ease of getting through to someone at GP surgery on the phone	Ease of getting through to someone at GP surgery on the phone - total responses	78
	Very easy	41
	Fairly easy	34
	Not very easy	3
	Not at all easy	0
	Haven't tried	0
	% Very easy	52.6%
	% Fairly easy	43.6%
	% Not very easy	3.8%
	% Not at all easy	0.0%
	% Haven't tried	0.0%
When did you want to see or speak to the GP/Nurse	When did you <u>want</u> to see or speak to them - total responses	80
	On the same day	55
	On the next working day	11
	A few days later	6
	A week or more later	1
	I didn't have a specific day in mind	5
	Can't remember	2
	% On the same day	68.8%
	% On the next working day	13.8%
	% A few days later	7.5%
	% A week or more later	1.3%
	% Didn't have a specific day in mind	6.3%
	% Can't remember	2.5%
	me on e	Able to get an appointment to see or speak to someone - total responses

	Yes	66
	Yes, but I had to call back closer to or on the day I wanted the appointment	9
	No	0
	Can't remember	4
	% Yes	83.5%
	% Yes, but had to call back closer to or on the day they wanted the appointment	11.4%
	% No	0.0%
	% Can't remember	5.1%
Overall experience of making an appointment	Overall experience of <u>making</u> an appointment - total responses	57
	Very good	55
	Fairly good	0
	Neither good nor poor	2
	Fairly poor	0
	Very poor	0
	% Very good	96.5%
	% Fairly good	0.0%
	% Neither good nor poor	3.5%
	% Fairly poor	0.0%
	% Very poor	0.0%

Managing your health		
Long-standing health condition	Longstanding health condition - total responses	78
	Yes	35
	No	39
	Don't know / can't say	4
	% Yes	44.87%
	% No	50.00%
	% Don't know / can't say	5.13%
Feeling supported	Feeling supported - total responses	46
	Yes, definitely	27
	Yes, to some extent	12
	No	0
	I haven't needed such support	3
	Don't know / can't say	4
	% Yes, definitely	58.70%
	% Yes, to some extent	26.09%
	% No	0.00%
	% I haven't needed such support	6.52%
	% Don't know / can't say	8.70%
Confidence in managing own health	Confidence in managing own health - total responses	78
	Very confident	37
	Fairly confident	40
	Not very confident	1
	Not at all confident	0
	% Very confident	47.4%
	% Fairly confident	51.3%
	% Not very confident	1.3%
	% Not at all confident	0.0%

Quality of consultation		
Rating of GP/Nurse giving you enough time	Rating of GP/Nurse giving you enough time - total responses	80
	Very good	59
	Good	19
	Neither good nor poor	2
	Poor	0
	Very poor	0
	Doesn't apply	0
	% Very good	73.8%
	% Good	23.8%
	% Neither good nor poor	2.5%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	0.0%
Rating of GP/Nurse listening to you	Rating of GP/Nurse listening to you - total responses	80
	Very good	53
	Good	22
	Neither good nor poor	5
	Poor	0
	Very poor	0
	Doesn't apply	0
	% Very good	66.3%
	% Good	27.5%
	% Neither good nor poor	6.3%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	0.0%
Rating of GP/Nurse explaining tests and treatments	Rating of GP/Nurse explaining tests and treatments - total responses	80
	Very good	47
	Good	32
	Neither good nor poor	0
	Poor	0
	Very poor	0
	Doesn't apply	1
	% Very good	58.8%
	% Good	40.0%
	% Neither good nor poor	0.0%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	1.3%
you	Rating of GP/Nurse involving you - total responses	80

	Very good	50
	Good	28
	Neither good nor poor	1
	Poor	0
	Very poor	0
	Doesn't apply	1
	% Very good	62.5%
	% Good	35.0%
	% Neither good nor poor	1.3%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	1.3%
Rating of GP/Nurse treating you with care and concern	Rating of GP/Nurse treating you with care and concern - total responses	80
	Very good	56
	Good	20
	Neither good nor poor	3
	Poor	0
	Very poor	0
	Doesn't apply	1
	% Very good	70.0%
	% Good	25.0%
	% Neither good nor poor	3.8%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	1.3%
Confidence and trust in GP / Nurse	Confidence and trust in GP - total responses	80
	Yes, definitely	65
	Yes, to some extent	13
	No, not at all	0
	Don't know / can't say	2
	% Yes, definitely	81.3%
	% Yes, to some extent	16.3%
	% No, not at all	0.0%
	% Don't know / can't say	2.5%

Overall experience		
Overall experience of GP surgery	Overall experience of GP surgery - total responses	61
	Very good	57
	Fairly good	0
	Neither good nor poor	4
	Fairly poor	0
	Very poor	0
	% Very good	93.4%
	% Fairly good	0.0%
	% Neither good nor poor	6.6%
	% Fairly poor	0.0%
% Very poor	0.0%	
Recommending GP surgery to someone who has just moved to local area	Recommending GP surgery to someone who has just moved to local area - total responses	79
	Yes, would definitely recommend	54
	Yes, would probably recommend	18
	Not sure	5
	No, would probably not recommend	1
	No, would definitely not recommend	0
	Don't know	1
	% Yes, would definitely recommend	68.4%
	% Yes, would probably recommend	22.8%
	% Not sure	6.3%
	% No, would probably not recommend	1.3%
	% No, would definitely not recommend	0.0%
	% Don't know	1.3%