

# Dr Dhital's Practice



In 2012 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

## Survey Results

	In- House Survey			Postal Survey	
	Our Patients	National Mean		Our Patients	National Mean
Q1. How helpful do you find the receptionists at your GP practice?	94.9	77.2	Helpful	99.3%	93%
Q2. How easy is it to get through to someone at your GP practice on the phone?	70.7	59.4	Easy	79.6%	69%
Q3. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	71.1	60.6	Easy		
Q10. How do you rate - how quickly you get to see a particular doctor?	73.9	68.8	Good		
Q14. How do you rate - how long did you wait for your consultation to start?	71.4	56.9	Good		
Q18. How often do you see or speak to the GP you prefer?			Often	78.3%	95%
Q19. How good was the last GP you saw at giving you enough time?	92.1	80.0	Good	97.4%	88%
Q20. How good was the last GP you saw at listening to you?	93.4	83.5	Good	98.0%	88%
Q21. How good was the last GP you saw at explaining tests and treatments?	91.1	83.1	Good	98.0%	78%
Q22. How good was the last GP you saw at Involving you in decisions about your care?	89.1	81.4	Good	95.4%	72%
Q23. How good was the last GP you saw at treating you with care and concern?	91.4	83.7	Good	96.1%	84%
Q24. Did you have confidence and trust in the GP you saw or spoke to?			Yes	100.0%	94%
Q25. How good was the last Nurse you saw at giving you enough time?	88.8	78.0	Good	95.3%	94%
Q26. How good was the last Nurse you saw at listening to you?	87.7	81.0	Good	94.0%	77%
Q27. How good was the last Nurse you saw at explaining tests and treatments?	87.4	59.4	Good	91.9%	72%
Q28. How good was the last Nurse you saw at Involving you in decisions about your care?	87.1	59.4	Good	93.8%	62%
Q29. How good was the last Nurse you saw at treating you with care and concern?	87.6	82.0	Good	93.3%	72%
Q30. Did you have confidence and trust in the nurse you saw or spoke to?			Yes	99.3%	94%
Q31. How well does the practice help you to understand your health problems?	93.8	69.1	Yes	88.2%	62%
Q32. How well does the practice help you cope with your health problems?	92.4	65.5	Yes	87.4%	62%
Q33. How well does the practice help you keep yourself healthy?	91.3	61.7	Yes	85.3%	62%
Q34. Overall, how would you describe your experience of your GP surgery?			Good	100.0%	62%
Q35. Would you recommend your GP surgery to someone who has just moved to your area?			Yes	97.4%	83%

Analysis performed by InTime Data Ltd