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GP PATIENT SURVEY**NHS**
England

Parishes Bridge Med.Pract

West Byfleet Health Ctr, Madeira Road,
KT14 6DH

Showing responses about all questions from all patients

Showing weighted results ▼



33% find it easy to get through
to this surgery by phone

Local (CCG) average: 64% | National average: 73%

[Show breakdown](#) 

77% find the receptionists at
this surgery helpful

Local (CCG) average: 83% | National average: 87%

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31% usually get to see or
speak to their preferred GP

Local (CCG) average: 53% | National average: 59%

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65% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 84% | National average: 85%

Show breakdown



92% say the last appointment they got was convenient

Local (CCG) average: 91% | National average: 92%

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44% describe their experience of making an appointment as good

Local (CCG) average: 68% | National average: 73%

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62% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 65% | National average: 65%

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49% feel they don't normally have to wait too long to be seen

Local (CCG) average: 58% | National average: 58%

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82% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 87%

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83% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 88% | National average: 89%

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79% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 85% | National average: 86%

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77% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%

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78% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 84% | National average: 85%

Show breakdown 



92% had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 95% | National average: 95%

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98% say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 93% | National average: 92%

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93% say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 91% | National average: 91%

Show breakdown 



88% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 89% | National average: 90%

Show breakdown 



81% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 84% | National average: 85%

Show breakdown 



94% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% | National average: 91%

Show breakdown



98% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Show breakdown



57% are satisfied with the surgery's opening hours

Local (CCG) average: 69% | National average: 75%

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67% describe their overall experience of this surgery as good

Local (CCG) average: 82% | National average: 85%

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59% would recommend this surgery to someone new to the area

Local (CCG) average: 76% | National average: 78%

Show breakdown