

GP PATIENT SURVEY

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Results from the 2019 survey

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Results were published on July 11 2019. Data was collected from January to March 2019.

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Dr Kulshrestha Family Practice

Summerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7AL

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Where patient experience is best

[□ tooltip](#)

These are the three results for this practice that are the highest compared to the CCG average.

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- 87% of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: **42%**National average: **48%**
- 98% of respondents were offered a choice of appointment when they last tried to make a general practice appointment
Local (CCG) average: **57%**National average: **62%**
- 93% of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: **58%**National average: **68%**

Where patient experience could improve

[□ tooltip](#)

These are the results for this practice that are the lowest compared to the CCG average.

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- 81% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: **85%**National average: **87%**
- 86% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: **87%**National average: **89%**

Comparisons to the local (CCG) or national average may not be statistically significant.

437

Surveys sent out

93

Surveys sent back

21%

Completion rate

What would you like to do next?

- Explore patient experience at this practice

[Patient experience](#)
- Compare this practice to others

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- Print the results for this practice

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The survey

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