

## Hamd Medical Centre

In 2015 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

### Survey Results

	National Mean	Our Patients	Positive	Negative
Q1. How good was the GP at putting you at ease?			92.5%	7.5%
Q2. How good was the GP at being polite and considerate?			94.0%	6.0%
Q3. How good was the last GP you saw at listening to you?	93.7	92.9	94.0%	6.0%
Q4. How good was the last GP you saw at giving you enough time?	91.5	89.9	89.6%	10.4%
Q5. How good was the GP at assessing your medical condition?			92.4%	7.6%
Q6. How good was the last GP you saw at explaining your condition and treatment?			89.4%	10.6%
Q7. How good was the last GP you saw at Involving you in decisions about your care?	90.5	85.8	85.1%	14.9%
Q8. How good was the last GP you saw at providing or arranging treatment for you?			87.7%	12.3%
Q9. Did you have confidence that the GP you saw is honest and trustworthy?			100.0%	0.0%
Q10. Did you have confidence that the GP will keep your information confidential?			100.0%	0.0%
Q11. Would you be completely happy to see this GP again?			97.0%	3.0%
Q12. How helpful do you find the receptionists at your GP practice?	89.1	93.4	100.0%	0.0%
Q13. How easy is it to get through to someone at your GP practice on the phone?	68.8	69.5	69.7%	30.3%
Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	69.9	78.3	89.3%	10.7%
Q21. How do you rate - how quickly you get to see a particular doctor?	70.7	80.0	92.3%	7.7%
Q25. How do you rate - how long did you wait for your consultation to start?	67.8	61.0	66.7%	33.3%
Q29. How often do you see or speak to the GP you prefer?			84.2%	15.8%
Q30. How good was the nurse you last saw at putting you at ease?			93.1%	6.9%
Q31. How good was the last Nurse you saw at giving you enough time?	89.2	90.4	98.2%	1.8%
Q32. How good was the last Nurse you saw at listening to you?	89.6	90.4	98.2%	1.8%
Q33. How good was the last Nurse you saw at explaining your condition and treatment?			94.6%	5.4%
Q34. How good was the last Nurse you saw at Involving you in decisions about your care?			87.0%	13.0%
Q35. How good was the last Nurse you saw at providing or arranging treatment for you?			98.1%	1.9%
Q36. Would you be completely happy to see this nurse again?			100.0%	0.0%
Q40. Overall, how would you describe your experience of your GP surgery?			98.4%	1.6%
Q41. Would you recommend your GP surgery to someone who has just moved to your area?			98.4%	1.6%

Analysis performed by Denis Welch Associates