

GP Patient Survey – July 2016

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85% find it easy to get through to this surgery by phone

Local (COG) average: 70% | National average: 73%



96% find the receptionists at this surgery helpful

Local (COG) average: 87% | National average: 87%



71% usually get to see or speak to their preferred GP

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



85% were able to get an appointment to see or speak to someone the last time they tried

Local (COG) average: 83% | National average: 85%



96% say the last appointment they got was convenient

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



82% describe their experience of making an appointment as good

Local (COG) average: 72% | National average: 73%



79% usually wait 15 minutes or less after their appointment time to be seen

Local (COG) average: 71% | National average: 65%



80% feel they don't normally have to wait too long to be seen

Local (COG) average: 62% | National average: 58%



89% say the last GP they saw or spoke to was good at giving them enough time

Local (COG) average: 86% | National average: 87%



88% say the last GP they saw or spoke to was good at listening to them

Local (COG) average: 89% | National average: 89%



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

Local (COG) average: 86% | National average: 86%



88% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (COG) average: 83% | National average: 82%



87% say the last GP they saw or spoke to was good at treating them with care and concern

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



99% had confidence and trust in the last GP they saw or spoke to

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



99% say the last nurse they saw or spoke to was good at giving them enough time

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



98% say the last nurse they saw or spoke to was good at listening to them

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



98% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (COG) average: 90% | National average: 90%



95% say the last nurse they saw or spoke to was good at involving them in decisions about their care

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



95% say the last nurse they saw or spoke to was good at treating them with care and concern

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



99% had confidence and trust in the last nurse they saw or spoke to

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



79% are satisfied with the surgery's opening hours

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



91% describe their overall experience of this surgery as good

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



92% would recommend this surgery to someone new to the area

Local (COG) average: 79% | National average: 78%

The Practice results exceed the National Average percentage figures in over 95% of questions