

GP PATIENT SURVEY RESULTS

NATIONAL SURVEY – DONE EXTERNALLY VIA POST TO PATIENT’S HOMES

RESULTS DATE: 10th January 2022 to 11th April 2022

– Released July 2022

– 341 surveys sent out, 119 returned (35%)

Question	2022	ICS Average	National Average	2021
Patients who find it easy to get through to the surgery by phone	49%	53%	53%	72%
Patients find the receptionists at this surgery helpful	80%	84%	82%	91%
Patients are satisfied with the general appointment times available	57%	56%	38%	64%
Patients usually get to see or speak to their preferred GP	28%	35%	38%	28%
Patients were offered a choice of appointment when they last tried to make a general practice appointment	57%	59%	59%	70%
Patients were satisfied with the type of appointment they were offered.	75%	73%	72%	80%
Patients took the appointment they were offered	95%	97%	98%	95%
Patients describe their experience of making an appointment as good	58%	57%	56%	80%

Patients were given a time for their last general practice appointment	98%	92%	90%	93%
Patients say the HCP they saw or spoke to was good at giving them enough time during their last general practice appointment	95%	85%	83%	90%
Patients say the HCP they saw or spoke to was good at listening to them during their last general practice appointment	94%	86%	85%	88%
Patients say the HCP they saw or spoke to was good at treating them with care and concern during their last general practice appointment.	94%	85%	83%	91%
Patients were involved as much as they wanted to be in decisions about care and treatment during their last general practice appointment	95%	91%	90%	92%
Patients had confidence and trust in the HCP they saw or spoke to during their last general practice appointment	95%	94%	93%	97%
Patients felt the HCP recognised or understood any mental health needs during their last general practice appointment	95%	82%	81%	79%
Patients felt their needs were met during their last general practice appointment	94%	92%	91%	98%
Patients say they had enough support from local services or organisations in the last 12 months to help manage their long term condition/s	72%	66%	65%	81%
Patients describe their overall experience of the GP practice as good	85%	74%	72%	90%