

Analysis of patient survey results - January 2015 publication: Weighted results

<https://gp-patient.co.uk/surveys-and-reports#jan-2015>

Results of patients surveyed

Clarendon Medical Practice

Question	Area	Value
Ease of getting through to someone at GP surgery on the phone	Access	%
Helpfulness of receptionists at GP surgery	General	%
Frequency of seeing preferred GP	Access	%
Able to get an appointment to see or speak to someone	Access	%
Convenience of appointment	Access	%
Overall experience of making an appointment	Access	%
Impression of waiting time at surgery	Access	%
Rating of GP giving you enough time	GP	%
Rating of GP listening to you	GP	%
Rating of GP explaining tests and treatments	GP	%
Rating of GP involving you in decisions about your care	GP	%
Rating of GP treating you with care and concern	GP	%
Confidence and trust in GP	GP	%
Rating of nurse giving you enough time	Nurse	%
Rating of nurse listening to you	Nurse	%
Rating of nurse explaining tests and treatments	Nurse	%
Rating of nurse involving you in decisions about your care	Nurse	%
Rating of nurse treating you with care and concern	Nurse	%
Confidence and trust in nurse	Nurse	%
Satisfaction with opening hours	Access	%
Is GP surgery currently open at times that are convenient	Access	%
Overall experience of GP surgery	General	%
Recommending GP surgery to someone who has just moved to the local area	General	%



Please select Practice from the drop down list

Value	P87634	CCG	England
% Easy (total)	89.8%	72%	72%
% Helpful (total)	91.1%	88%	87%
% See their preferred GP always, almost always or a lot of the time (total)	63.1%	63%	60%
% Yes (total)	97.3%	84%	85%
% Convenient (total)	97.4%	93%	92%
% Good (total)	89.9%	73%	74%
% Don't normally have to wait too long	52.3%	61%	58%
% Good (total)	90.1%	85%	85%
% Good (total)	89.9%	88%	87%
% Good (total)	82.2%	83%	82%
% Good (total)	76.9%	76%	75%
% Good (total)	82.1%	84%	83%
% Yes (total)	91.1%	93%	92%
% Good (total)	69.0%	80%	80%
% Good (total)	69.4%	80%	79%
% Good (total)	72.1%	78%	77%
% Good (total)	67.5%	69%	66%
% Good (total)	67.6%	79%	78%
% Yes (total)	78.9%	85%	86%
% Satisfied (total)	83.2%	77%	76%
% Yes	80.7%	75%	74%
% Good (total)	90.8%	84%	85%
% Recommend (total)	87.2%	76%	78%