

Responses Overview Closed

Responses

784

Average Time

04:18

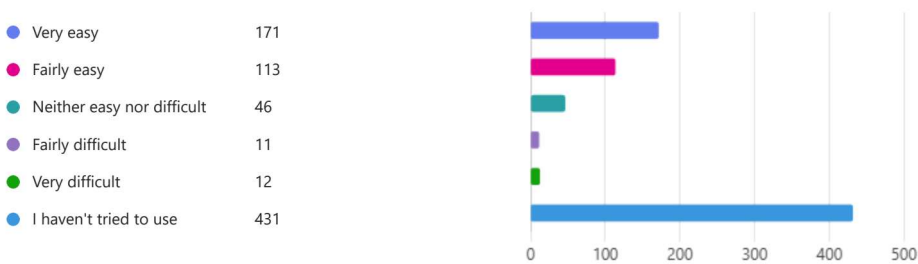
Duration

35 Days

1. Generally, how easy or difficult is it to contact your GP practice on the phone?



2. Generally, how easy or difficult is it to contact your GP practice using their website?



3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

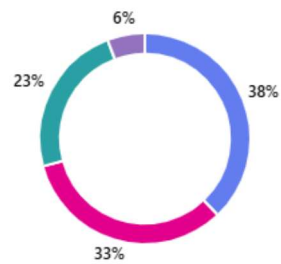


4. Overall, how helpful do you find the reception and administrative team at your GP practice?



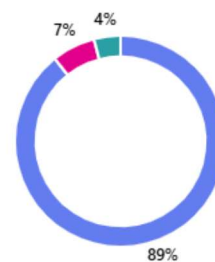
5. How often do you get to see or speak to your preferred healthcare professional when you ask to?

Always or almost always	297
A lot of the time	258
Sometimes	184
Never or almost never	45



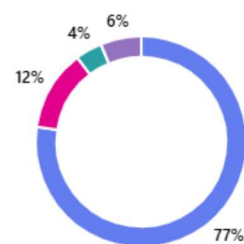
6. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

Yes	700
No	52
I was told to contact my practice again another day as they couldn't help that day	32



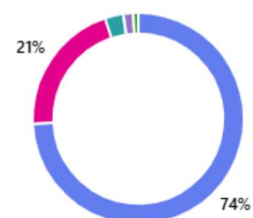
7. How soon after you contacted your GP practice did you know what the next step would be?

There and then	606
Later on the same day	97
The next day	32
After two or more days	49



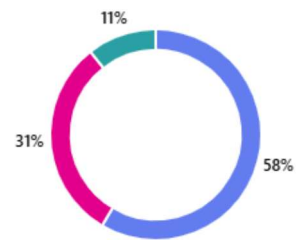
8. Overall, how would you describe your experience of contacting your GP practice on this occasion?

Very good	582
Fairly good	162
Neither good nor poor	22
Fairly poor	12
Poor	6



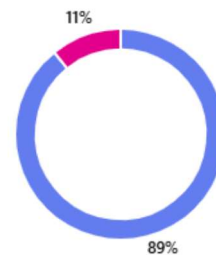
9. Were you offered the following choices?

● A choice of time or day	553
● A choice to see a healthcare professional in person	293
● I was not offered these choices	100



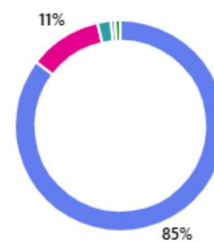
10. How do you feel about how long you waited for your appointment?

● It was about right	699
● It took too long	85



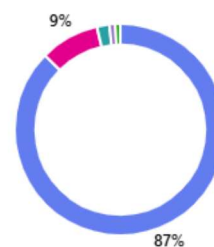
11. During your last appointment, how good was the healthcare professional at listening to you?

● Very good	669
● Fairly good	88
● Neither good nor poor	16
● Fairly poor	5
● Very poor	6



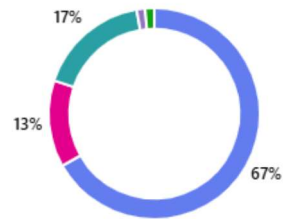
12. During your last appointment, how good was the healthcare professional at treating you with care and concern?

● Very good	685
● Fairly good	71
● Neither good nor poor	15
● Fairly poor	7
● Very poor	6



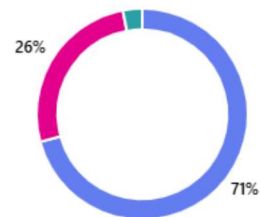
13. During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

Very good	524
Fairly good	104
Neither good nor poor	135
Fairly poor	10
Very poor	11



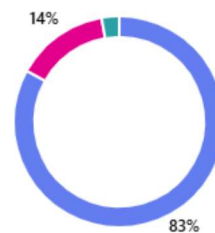
14. Did you feel the healthcare professional had all the information they needed about you?

Yes, definitely	555
Yes, to some extent	206
No, not at all	23



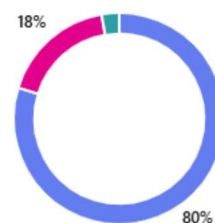
15. Did you have confidence and trust in the healthcare professional you saw or spoke to?

Yes, definitely	651
Yes, to some extent	112
No, not at all	21



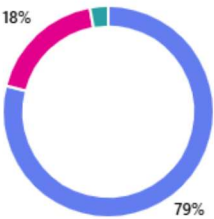
16. At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Yes, definitely	625
Yes, to some extent	138
No, not at all	21



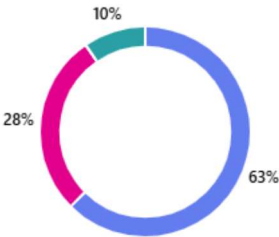
17. Thinking about the reason for your last appointment, were your needs met?

Yes, definitely	619
Yes, to some extent	143
No, not at all	22



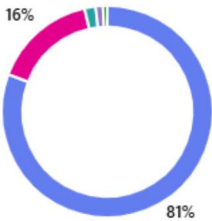
18. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

Yes, definitely	490
Yes, to some extent	219
No	75



19. Overall, how would you describe your experience of the practice?

Very good	633
Fairly good	124
Neither good nor poor	13
Fairly Poor	9
Very poor	5



20. Finally, please add any comments or suggestions that you feel may help us to improve our services:

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Responses

Latest Responses
"More training needed"
"I think your services are spot on."
...

43 respondents (16%) answered good for this question.

