

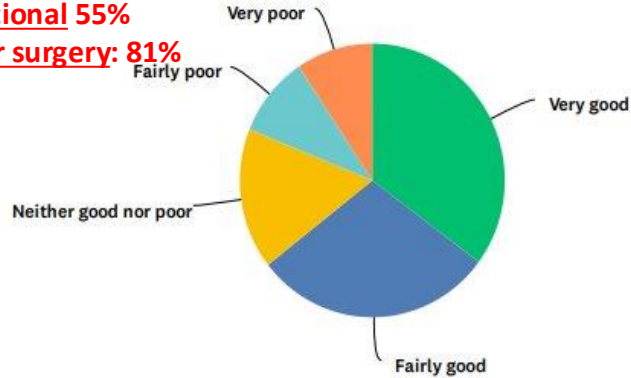
Completed surveys sent by us: 499
 GP Patient survey completed: 108

Patient Survey

GP Patient survey is a survey carried out nationally by NHS England.
 We have sent out our own survey, **ANONYMOUSLY**, with the same questions to patients who have visited us or used our service in the last 6 months

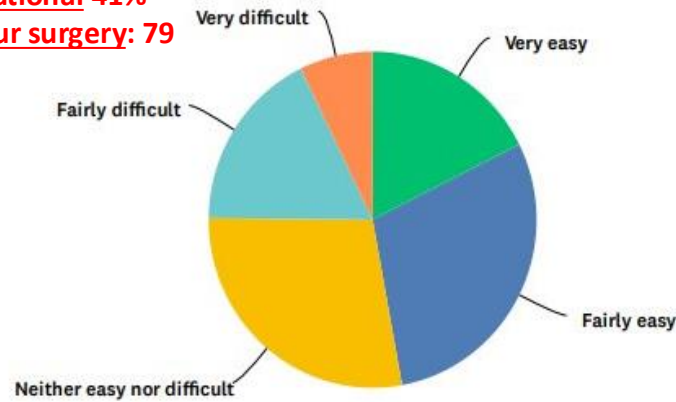
Overall, how would you describe your experience of your GP practice?

National 55%
Our surgery: 81%



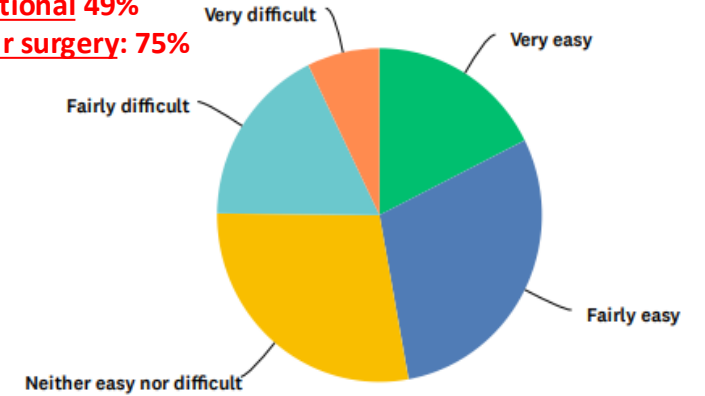
Generally, how easy or difficult is it to contact your GP Practice on the phone?

National 41%
Our surgery: 79%



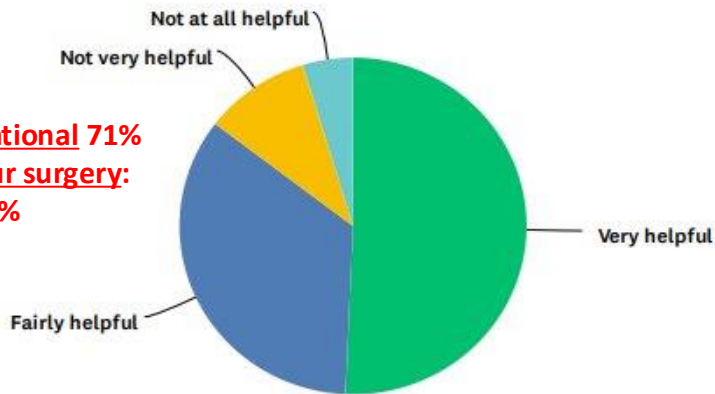
Generally, how easy or difficult is it to contact your GP Practice on their website?

National 49%
Our surgery: 75%



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

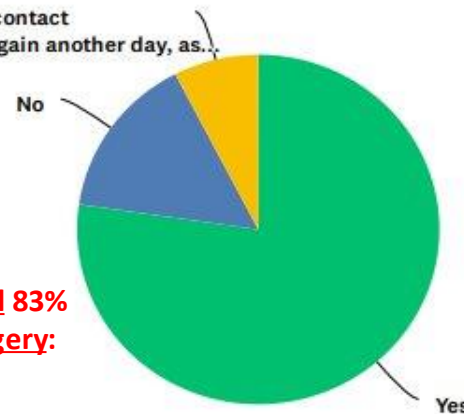
National 71%
Our surgery: 85%



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

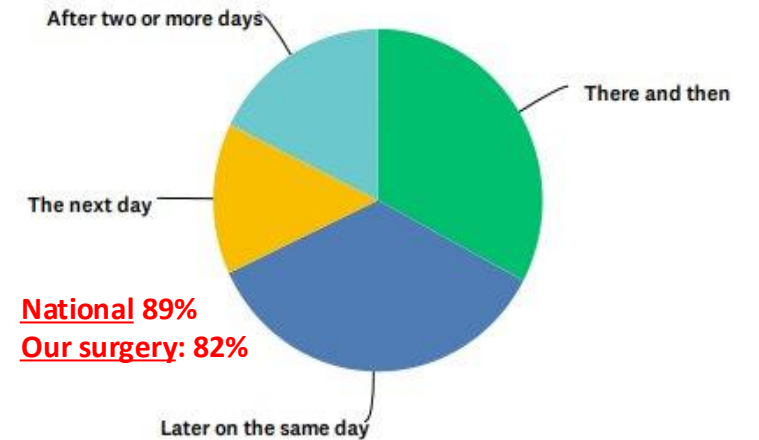
I was told to contact my practice again another day, as...

National 83%
Our surgery: 92%



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

National 89%
Our surgery: 82%



Completed surveys sent by us: 499

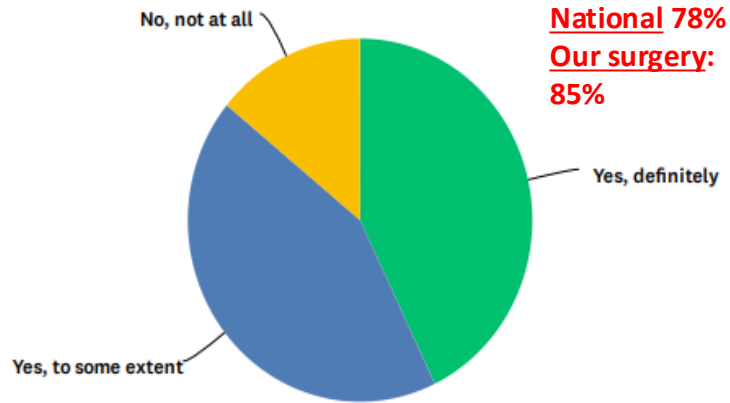
GP Patient survey completed: 108

Patient Survey

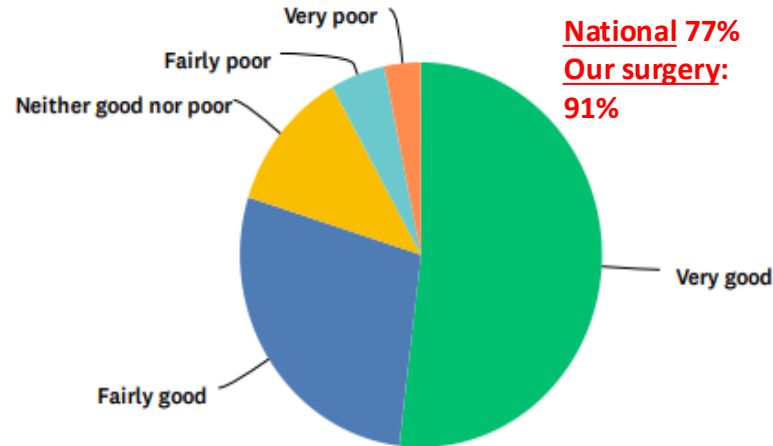
GP Patient survey is a survey carried out nationally by NHS England.

We have sent out our own survey, **ANONYMOUSLY**, with the same questions to patients who have visited us or used our service in the last 6 months

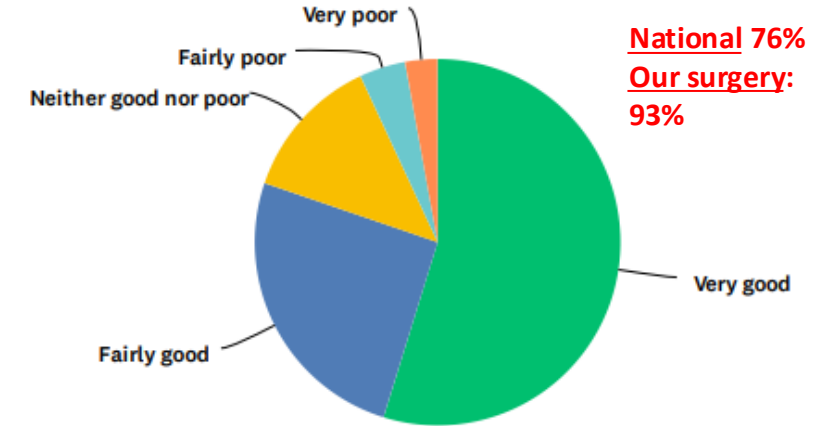
Did you feel that the healthcare professional had all the information they needed about you?



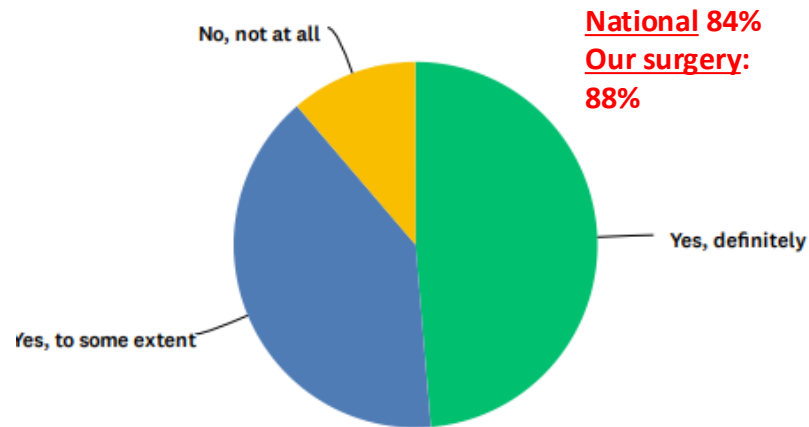
During your last appointment, how good was the healthcare professional at listening to you?



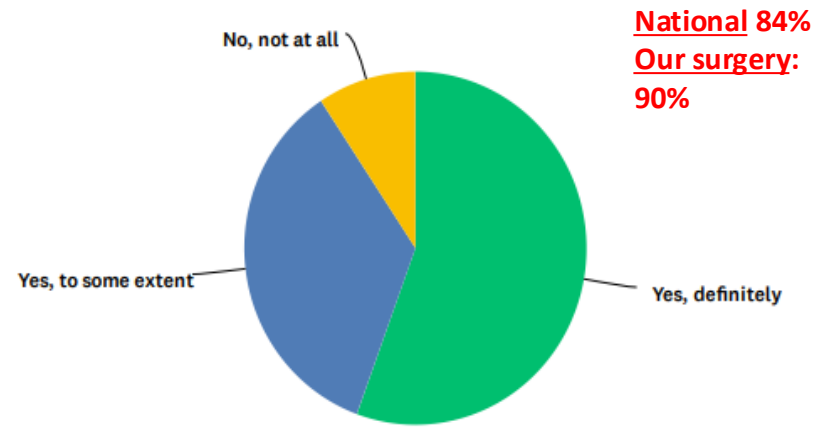
During your last appointment, how good was the healthcare professional at treating you with care and concern?



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



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



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

