

Patient Satisfaction Survey 2019

Where patient experience is best

- 92% of respondents describe their experience of making an appointment as good

Local (CCG) average 74% / National average 67%

- 93% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average 77% / National average 68%

- 81% of respondents are satisfied with the general practice appointment times available

Local (CCG) average 71% / National average 65%

Overall Surgery results

- 99% find the receptionists at this GP practice helpful

Local (CCG) average 92% / National average 89%

- 89% were satisfied with the type of appointment they were offered

Local (CCG) average 81% / National average 74%

- 98% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average 95% / National average 93%

- 90% describe their overall experience of this GP practice as good

Local (CCG) average 88% / National average 83%