

GP SURVEY RESULTS 2019

QUESTION	YES		NO	
1 Did you get an appointment to see or speak to someone the last time you tried?	238	95%	12	5%
2 Was the experience of making the appointment good?	207	83%	43	17%
3 Was the appointment you got convenient for you?	235	94%	15	6%
4 Did you find the Receptionists at this surgery helpful?	223	89%	27	11%
5 Do you ask to see a particular GP?	39	16%	211	84%
6 <i>If YES, do you usually get to see or speak to them?</i>	29	74%	10	26%
7 Were you seen within 15 minutes of your appointment time?	208	83%	42	17%
8 Do you feel that the GP you saw or spoke to was good at listening to you?	247	99%	3	1%
9 Do you feel the GP treated you with care and concern?	247	99%	3	1%
10 Do you feel the GP explained what they were going to do?	245	98%	5	2%
11 Do you feel the GP was good at involving you in decisions about your care?	245	98%	5	2%
12 Did you have confidence/trust in the GP you saw or spoke to?	244	98%	6	2%
13 Would you describe your overall experience of this surgery as good?	233	93%	17	7%
14 Would you recommend this surgery to someone new to the area?	188	75%	62	25%

Total respondents 250

Average YES percentage 91% (excluding Q5)