

## GP SURVEY RESULTS 2019

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

Total respondents 250

Average YES percentage 91% (excluding Q5)