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Showing responses about: National Patient Survey results January 2015

63% find it easy to get through to this surgery by phone

86% find the receptionists at this surgery helpful

63% with a preferred GP usually get to see or speak to that GP

70% were able to get an appointment to see or speak to someone the last time they tried

90% say the last appointment they got was convenient

51% describe their experience of making an appointment as good

74% usually wait 15 minutes or less after their appointment time to be seen

59% feel they don't normally have to wait too long to be seen

85% say the last GP they saw or spoke to was good at giving them enough time

83% say the last GP they saw or spoke to was good at listening to them

81% say the last GP they saw or spoke to was good at explaining tests and treatments

71% say the last GP they saw or spoke to was good at involving them in decisions about their care

78% say the last GP they saw or spoke to was good at treating them with care and concern

93% had confidence and trust in the last GP they saw or spoke to

85% say the last nurse they saw or spoke to was good at giving them enough time

85% say the last nurse they saw or spoke to was good at listening to them

81% say the last nurse they saw or spoke to was good at explaining tests and treatments

72% say the last nurse they saw or spoke to was good at involving them in decisions about their care

82% say the last nurse they saw or spoke to was good at treating them with care and concern

97% had confidence and trust in the last nurse they saw or spoke to

66% are satisfied with the surgery's opening hours

70% describe their overall experience of this surgery as good

47% would recommend this surgery to someone new to the area

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