

# GP PATIENT SURVEY

## NHS SOUTH WORCESTERSHIRE CCG

### Latest survey results

January 2016 publication

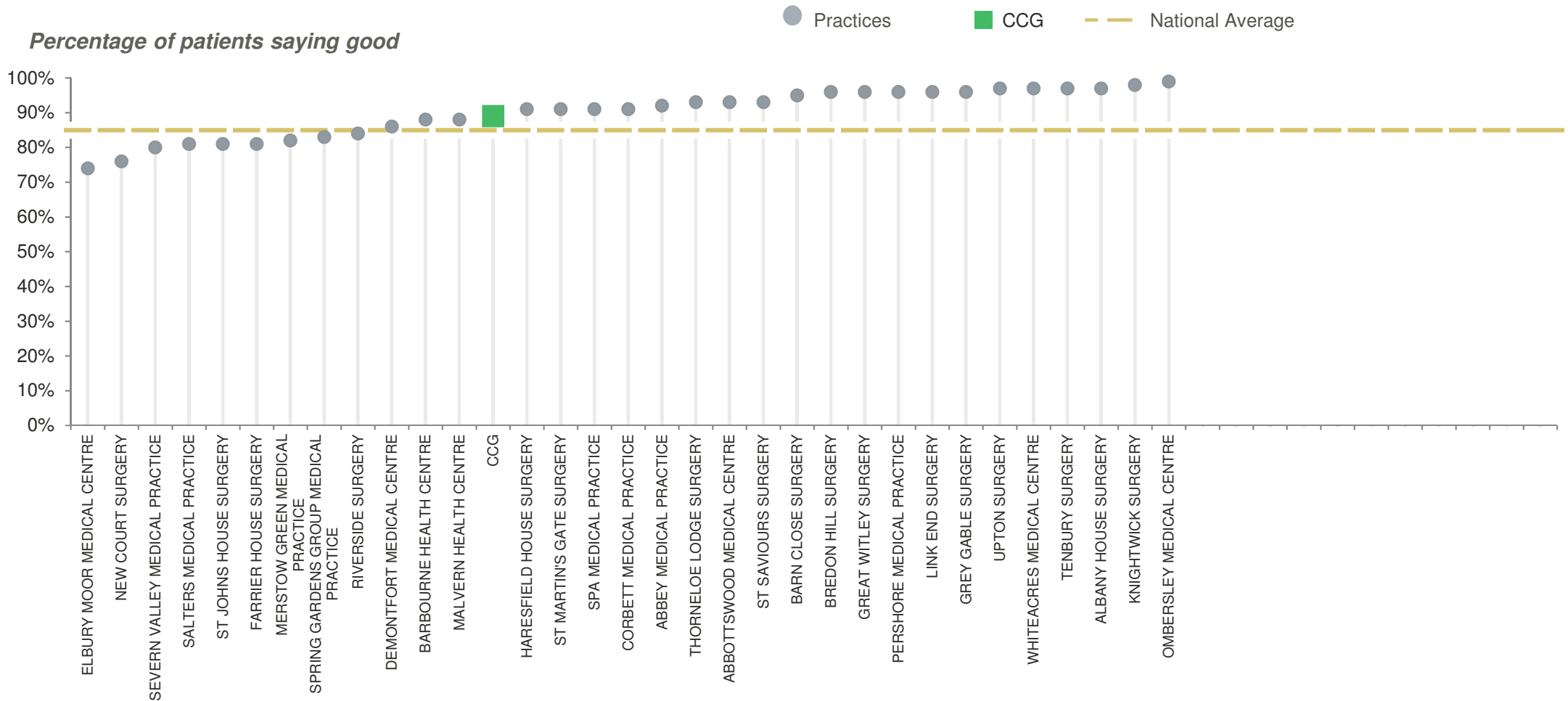
Version 1 | Internal Use Only

# Overall experience of GP surgeries

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# Overall experience – how the CCG's practices compare

## Overall, how would you describe your experience of your GP surgery?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (836,967); CCG (3,788); Practice bases range from 39 to 144

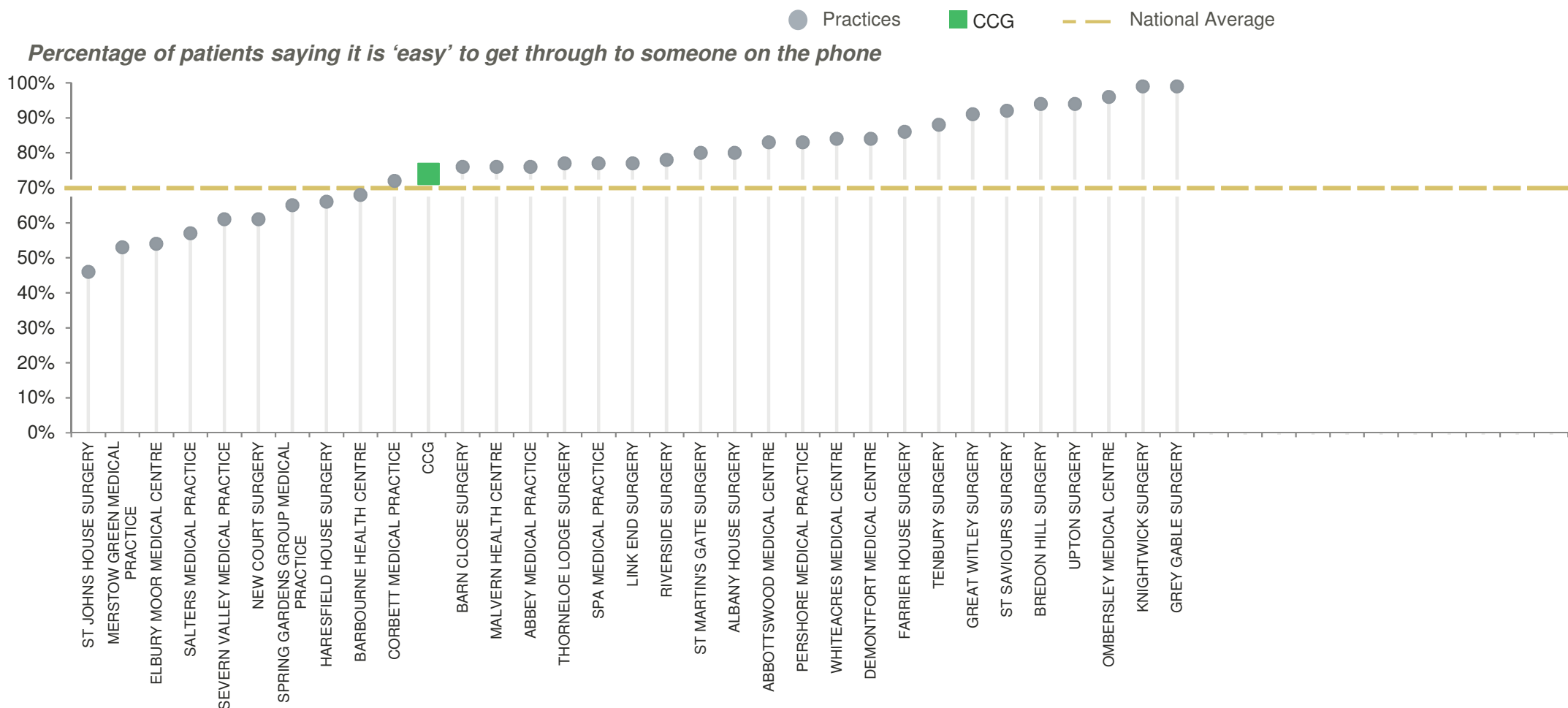
%Good = %Very good + %Fairly good

# Access to GP services

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# Ease of getting through to GP surgery on the phone: how the CCG's practices compare

Generally, how easy is it to get through to someone at your GP surgery on the phone?



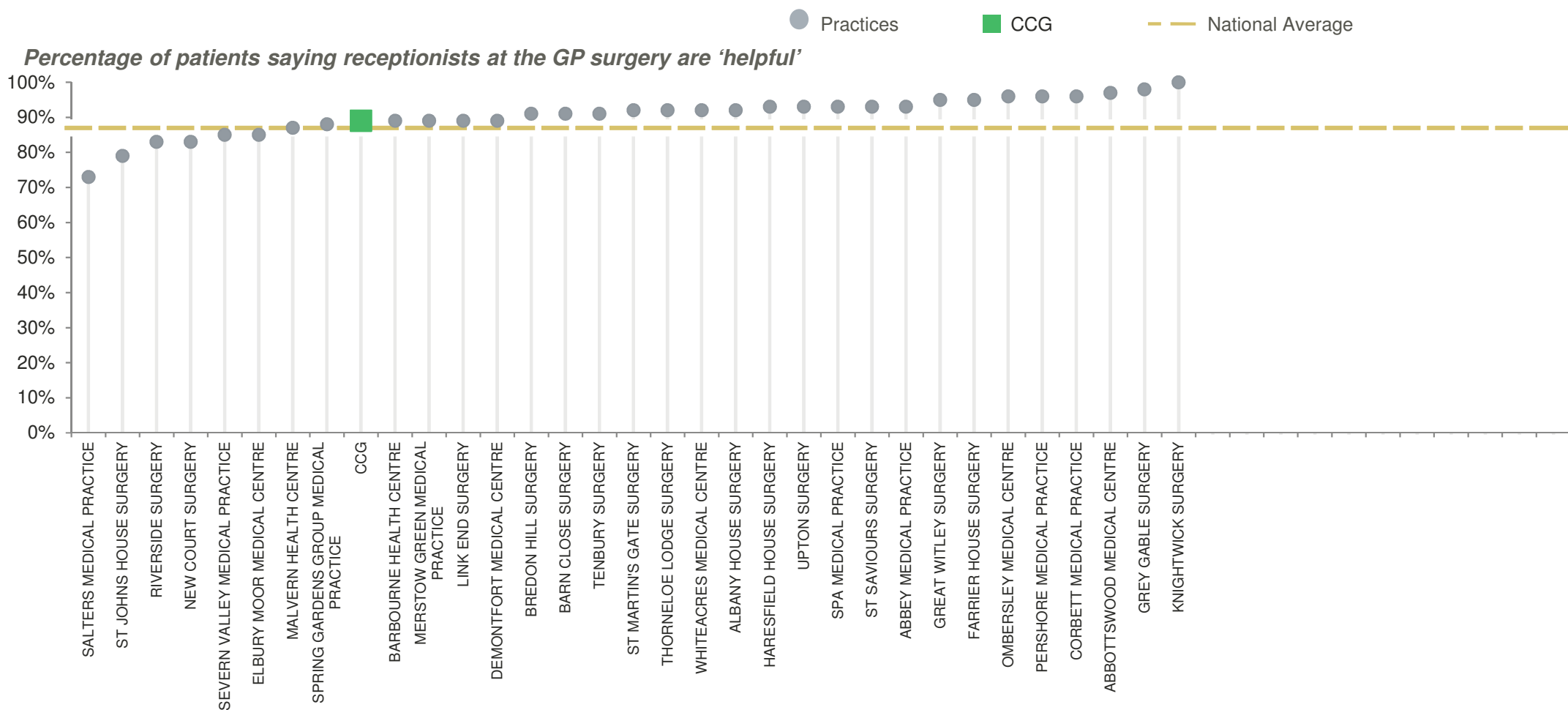
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (849,770); CCG (3,838); Practice bases range from 40 to 146

%Easy = %Very easy + %Fairly easy

# Helpfulness of receptionists at GP surgery: how the CCG's practices compare

## How helpful do you find the receptionists at your GP surgery?



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Base: All those completing a questionnaire: National (849,199); CCG (3,838); Practice bases range from 39 to 146

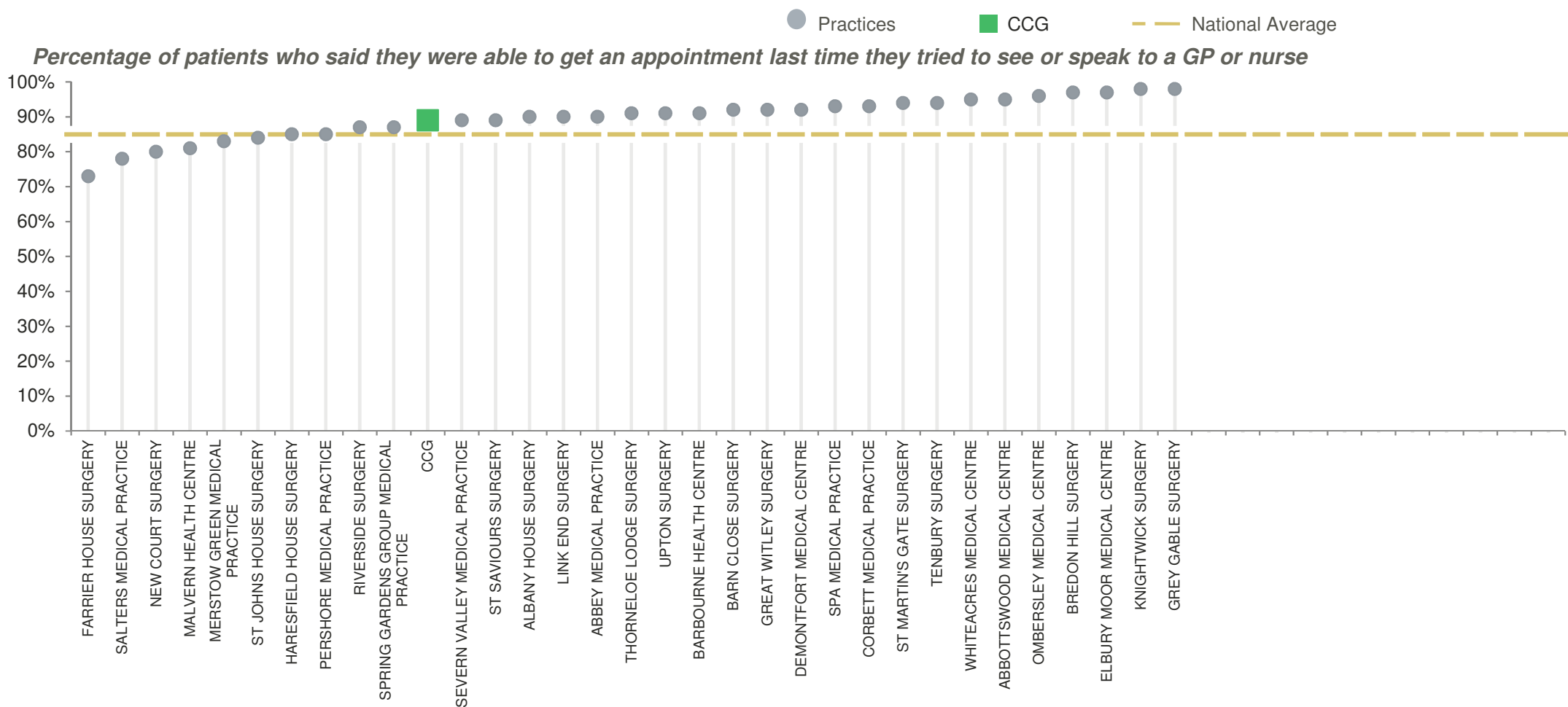
%Helpful = %Very helpful + %Fairly helpful

# Making an appointment

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# Success in getting an appointment: how the CCG's practices compare

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?



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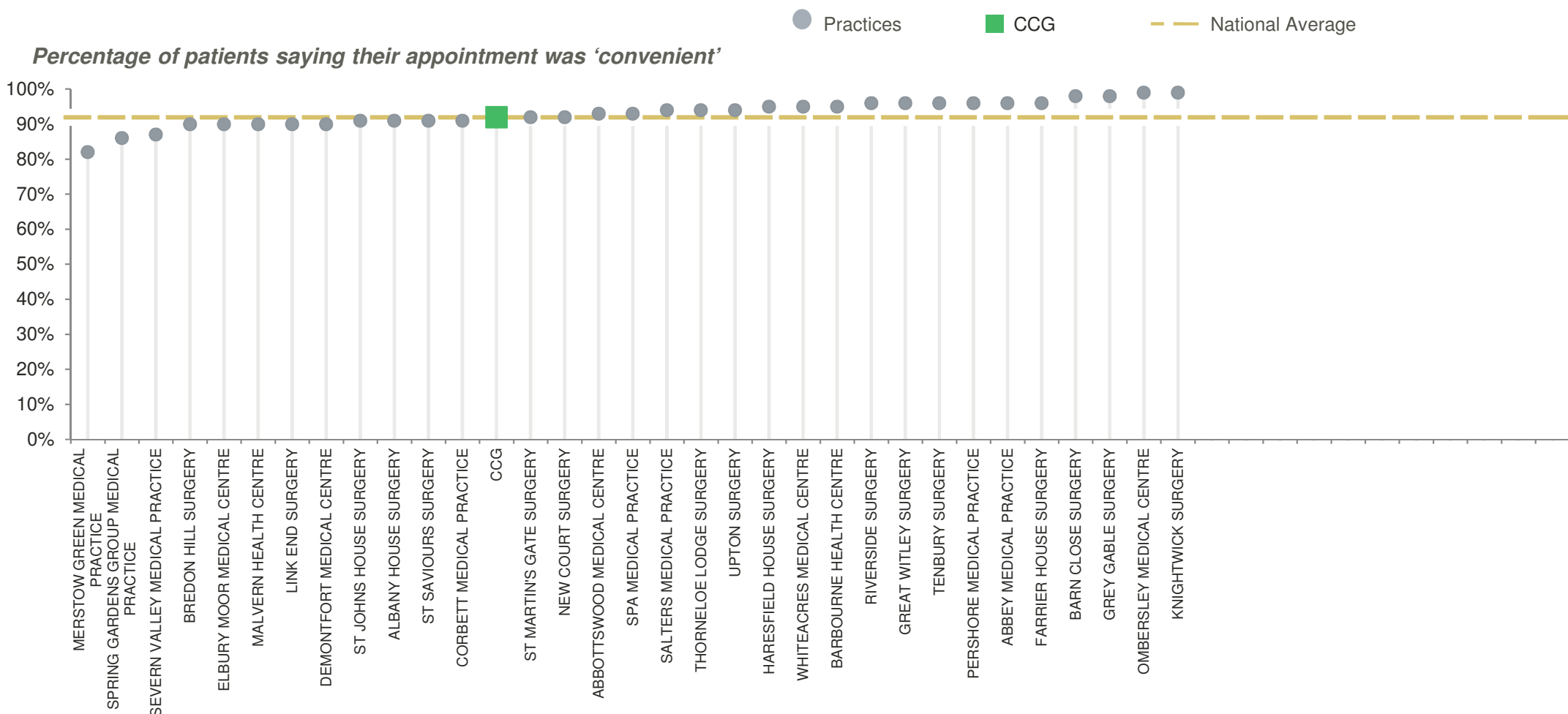
Base: All those completing a questionnaire: National (815,057); CCG (3,707); Practice bases range from 35 to 141

%Yes = %Yes + %Yes, but I had to call back closer to or on the day



# Convenience of appointment: how the CCG's practices compare

## How convenient was the appointment you were able to get?



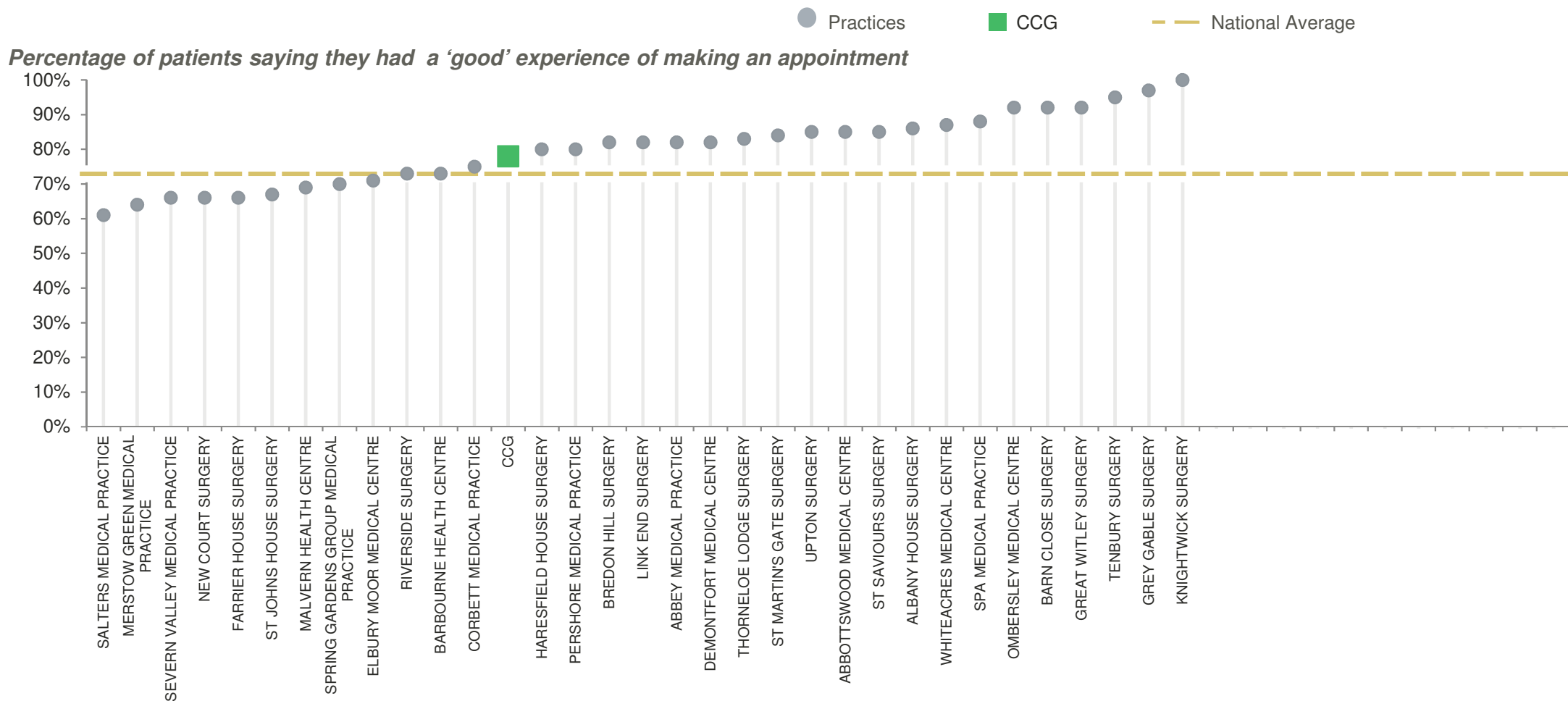
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those able to get an appointment: National (703,182); CCG (3,374); Practice bases range from 28 to 132

%Convenient = %Very convenient + %Fairly convenient

# Overall experience of making an appointment: how the CCG's practices compare

Overall, how would you describe your experience of making an appointment?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (811,562); CCG (3,689); Practice bases range from 36 to 139

%Good = %Very good + %Fairly good

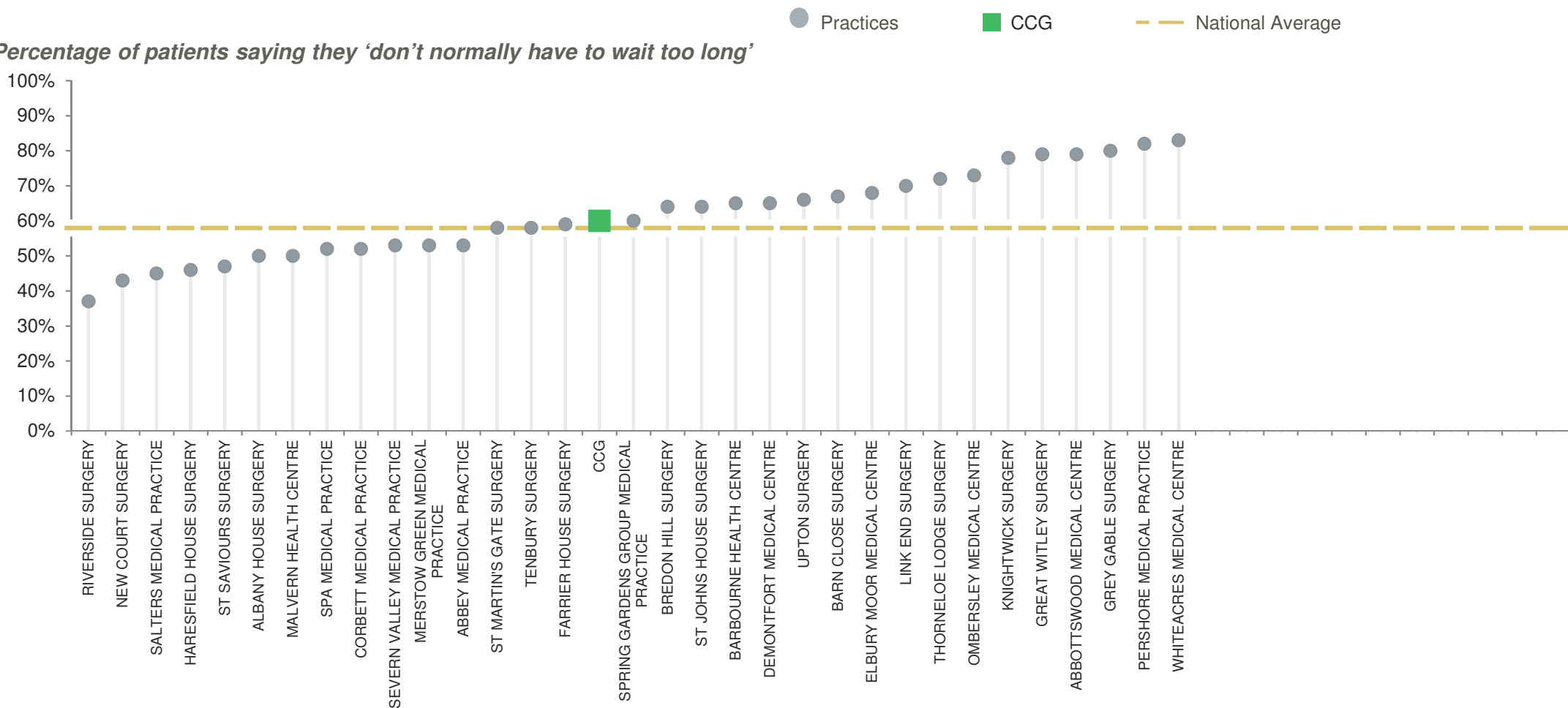
# Waiting times at the GP surgery

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# Waiting times at the GP surgery: how the CCG's practices compare

## How do you feel about how long you normally have to wait to be seen?

Percentage of patients saying they 'don't normally have to wait too long'



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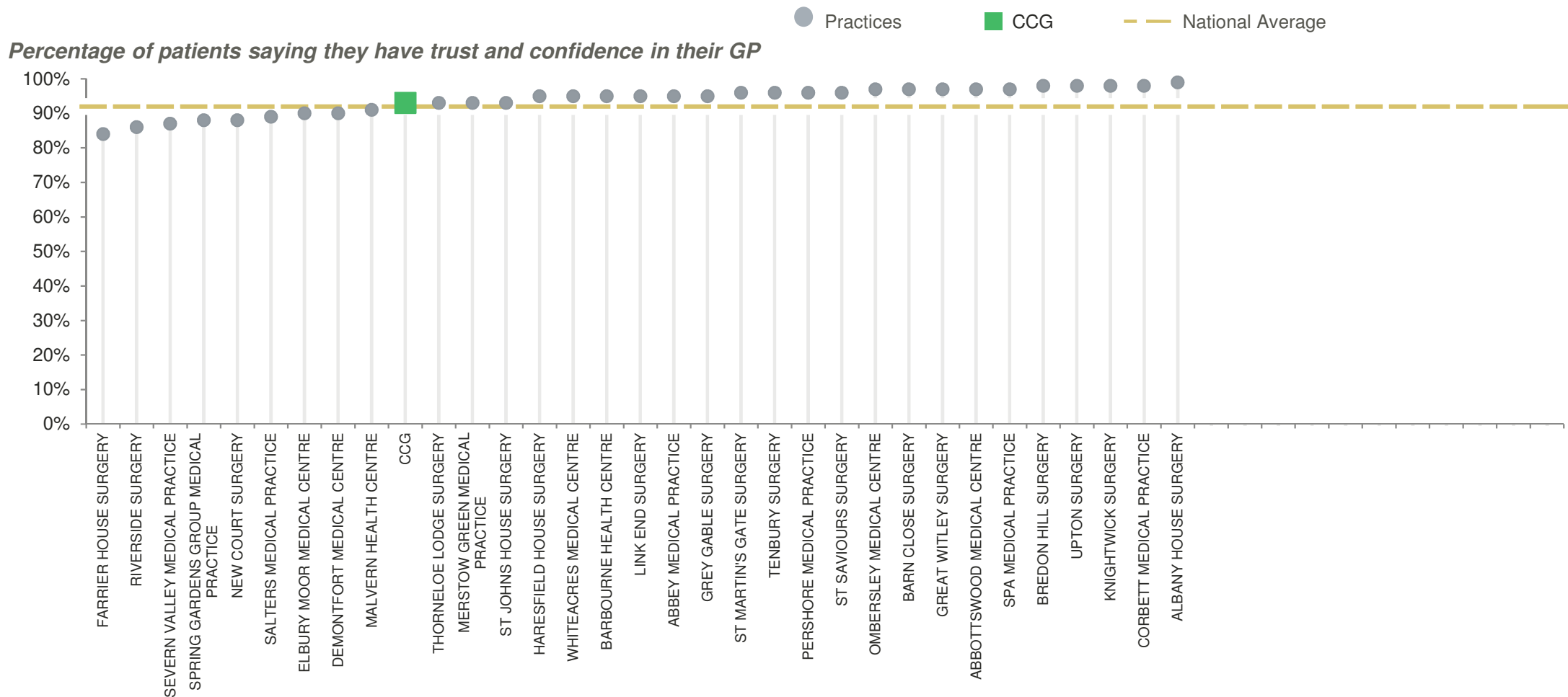
Base: All those completing a questionnaire: National (815,634); CCG (3,692); Practice bases range from 36 to 138

# Perceptions of care at patients' last GP appointment

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# Confidence and trust in the GP: how the CCG's practices compare

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



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (821,488); CCG (3,726); Practice bases range from 36 to 140

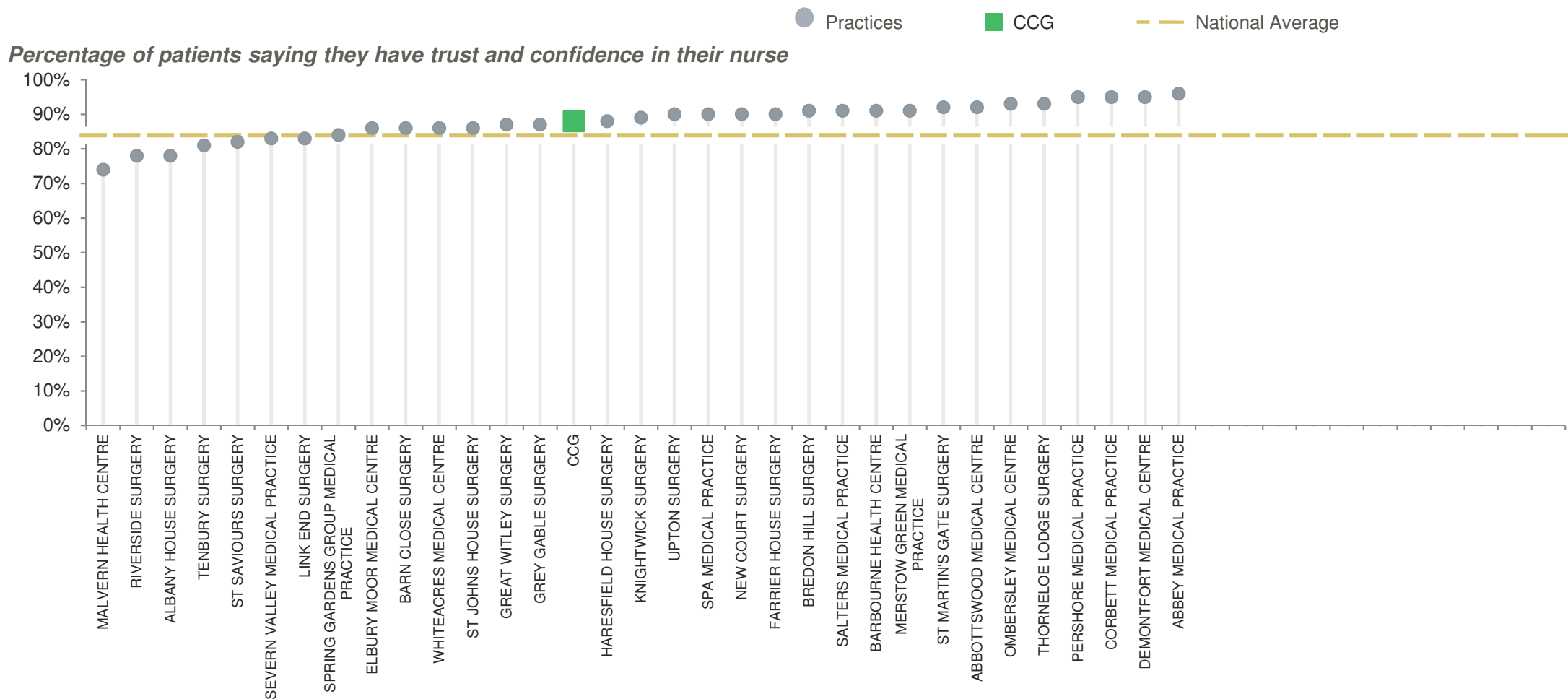
%Yes = %Yes, definitely + %Yes, to some extent

# Perceptions of care at patients' last nurse appointment

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# Confidence and trust in the nurse: how the CCG's practices compare

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



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (796,042); CCG (3,638); Practice bases range from 36 to 138

%Yes = %Yes, definitely + % Yes, to some extent

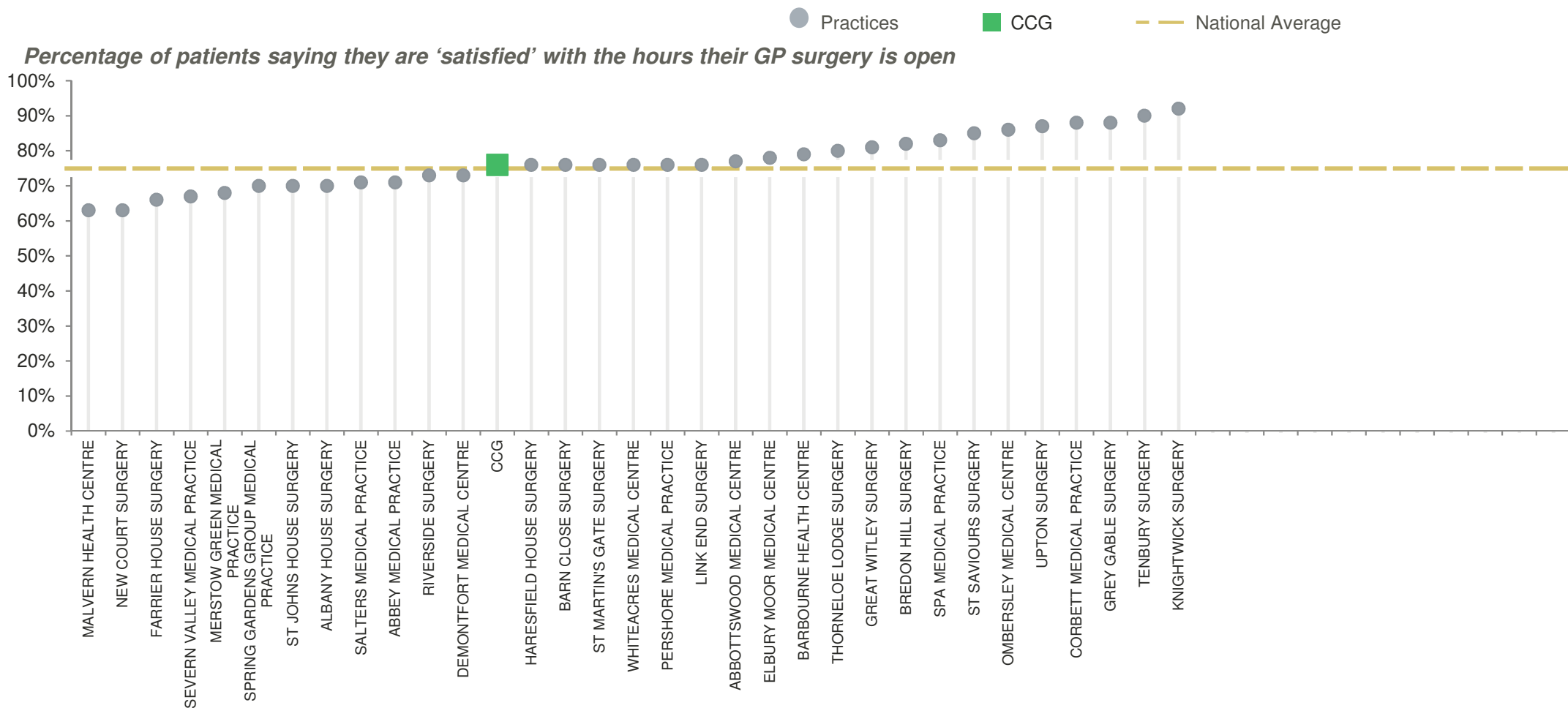


# Satisfaction with the practice's opening hours

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# Satisfaction with opening hours: how the CCG's practices compare

## How satisfied are you with the hours that your GP surgery is open?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (837,583); CCG (3,789); Practice bases range from 40 to 143

%Satisfied = %Very satisfied + %Fairly satisfied