

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

THE KNOLL

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	139	79%	
No	28	16%	
Don't know	8	5%	
	<u>175</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	69	39%	
Fairly easy	89	50%	
Not very easy	12	7%	
Not at all easy	3	2%	
Haven't tried	5	3%	
Easy (total)	<u>158</u>	89%	
	178		






Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	103	57%	
Fairly helpful	67	37%	
Not very helpful	8	4%	
Not at all helpful	1	1%	
Don't know	1	1%	
Helpful (total)	<u>170</u>	94%	
	180		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	76	43%	
Fairly good	76	43%	
Neither good nor poor	19	11%	
Fairly poor	4	2%	
Very poor	1	1%	
Good (total)	<u>152</u>	86%	
	176		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	64	49%	
A lot of the time	42	32%	
Some of the time	18	14%	
Never or almost never	5	4%	
Not tried at this GP surgery	2	2%	
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Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	96	54%	
Good	66	37%	
Neither good nor poor	14	8%	
Poor	2	1%	
Very poor	0	0%	
Doesn't apply	0	0%	
Good (total)	162	91%	
	178		

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	67	38%	
Good	75	43%	
Neither good nor poor	21	12%	
Poor	1	1%	
Very poor	1	1%	
Doesn't apply	11	6%	
Good (total)	142	81%	
	176		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	5	3%	
Less than 5 minutes	17	10%	
5 to 15 minutes	114	67%	
More than 15 minutes	27	16%	
Can't remember	8	5%	
	171		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	127	72%	
Yes, to some extent	48	27%	
No, not at all	2	1%	
Don't know/can't say	0	0%	
	177		







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	117	67%	
Yes, would probably recommend	46	26%	
Not sure	8	5%	
No, would probably not recommend	1	1%	
No, would definitely not recommend	1	1%	
Don't know	2	1%	
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	175		