

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.

Out of hours

THE KNOLL







Q36 Do you know how to contact an out-of-hours GP service when the surgery is closed?

Yes	89	51%	
No	84	49%	
	<u>173</u>		

Q37 In the past 6 months, have you tried to call an out-of-hours GP service when the surgery was closed?

Yes, for myself	6	3%	
Yes, for someone else	8	5%	
No	162	92%	
	<u>176</u>		






Q38 How easy was it to contact the out-of-hours GP service by telephone?

Very easy	2	15%	
Fairly easy	10	77%	
Not very easy	1	8%	
Not at all easy	0	0%	
Don't know/didn't make contact	0	0%	
Easy (total)	12	92%	
	<u>13</u>		

Q39 How do you feel about how quickly you received care from the out-of-hours GP service?

It was about right	10	77%	
It took too long	3	23%	
Don't know/doesn't apply	0	0%	
	<u>13</u>		

Q40 Did you have confidence and trust in the out-of-hours clinician you saw or spoke to?

Yes, definitely	7	50%	
Yes, to some extent	7	50%	
No, not at all	0	0%	
Don't know/can't say	0	0%	
Yes (total)	14	100%	
	<u>14</u>		

Q41 Overall, how would you describe your experience of out-of-hours GP services?

Very good	5	36%	
Fairly good	8	57%	
Neither good nor poor	1	7%	
Fairly poor	0	0%	
Very poor	0	0%	
Good (total)	13	93%	
	<u>14</u>		