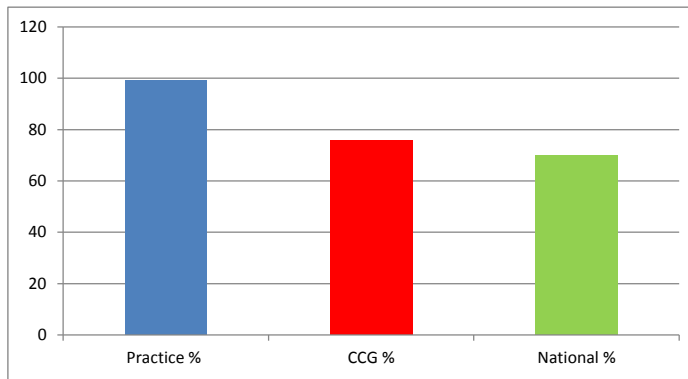


GP Survey 2018

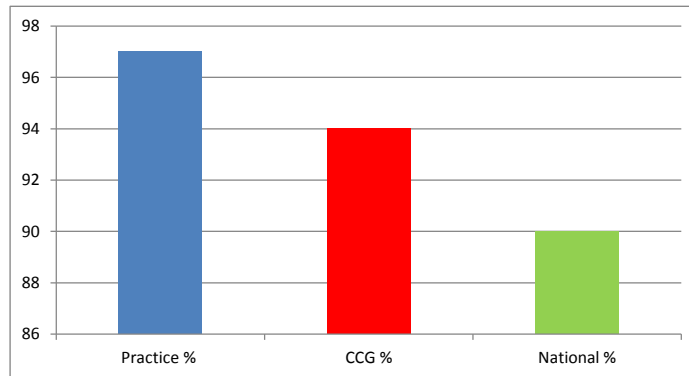
<https://www.gp-patient.co.uk/PatientExperiences?practicecode=D82028>

Surveys issued	229
Surveys returned	129
Completion rate	56%

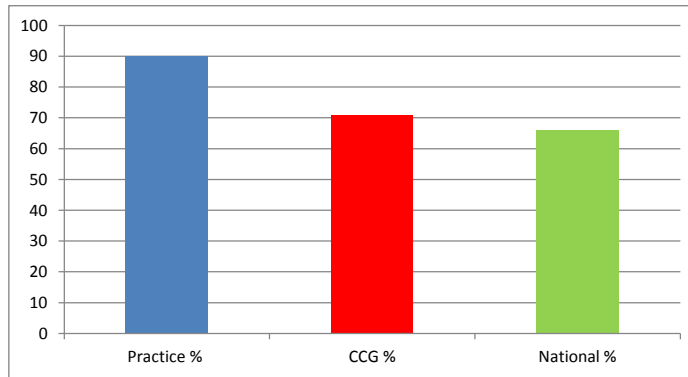
1 find it easy to get through to this GP practice by phone



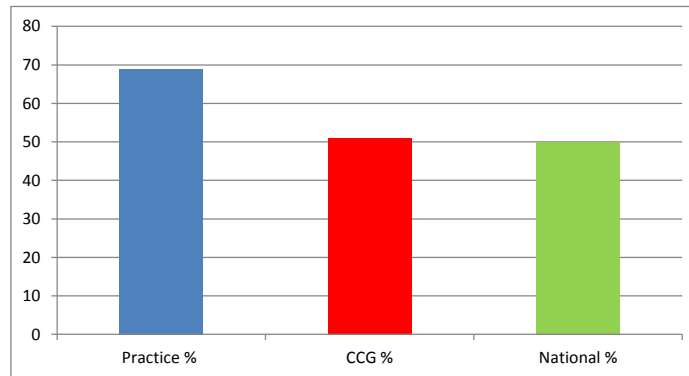
2 find the receptionists at this GP practice helpful



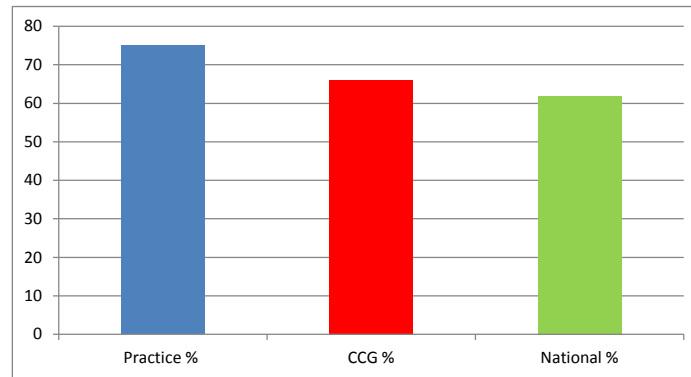
3 are satisfied with the general practice appointment times available



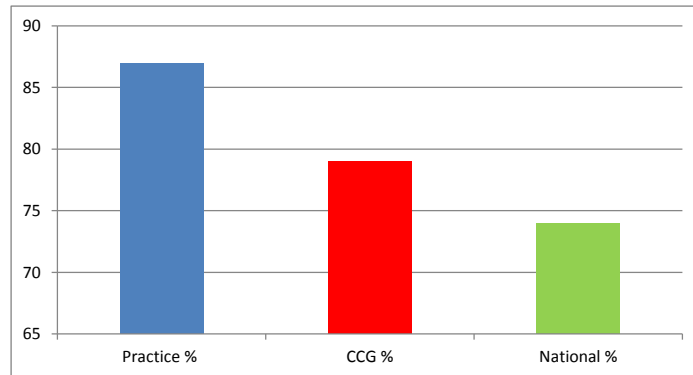
4 usually get to see or speak to their preferred GP when they would like to



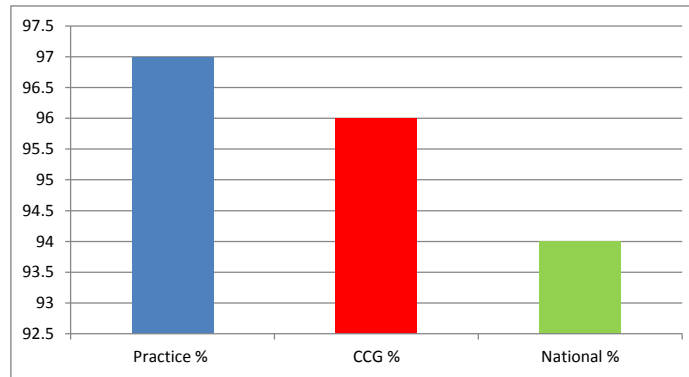
5 were offered a choice of appointment when they last tried to make a general practice appointment



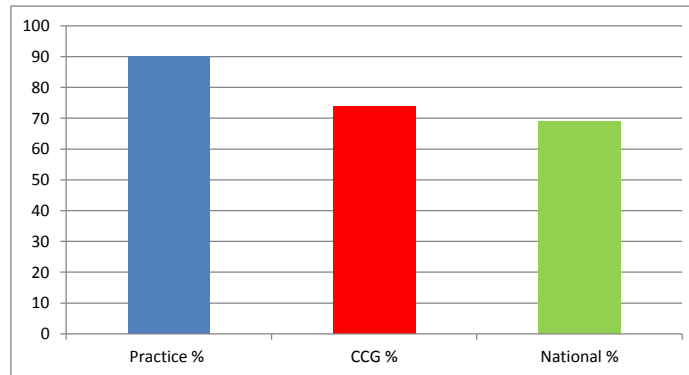
6 were satisfied with the type of appointment they were offered



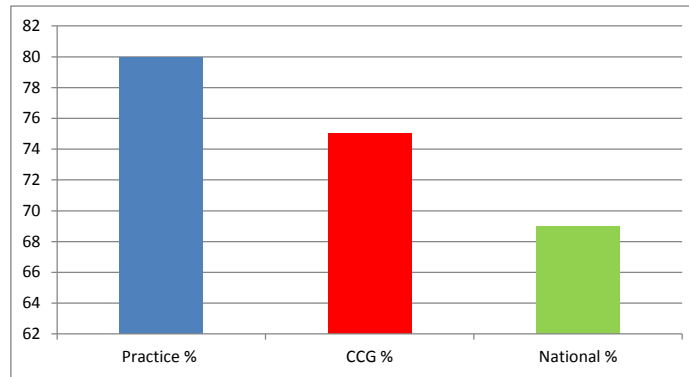
7 took the appointment they were offered



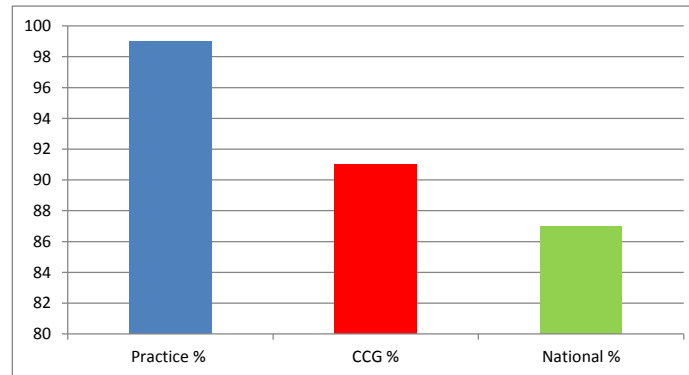
8 describe their experience of making an appointment as good



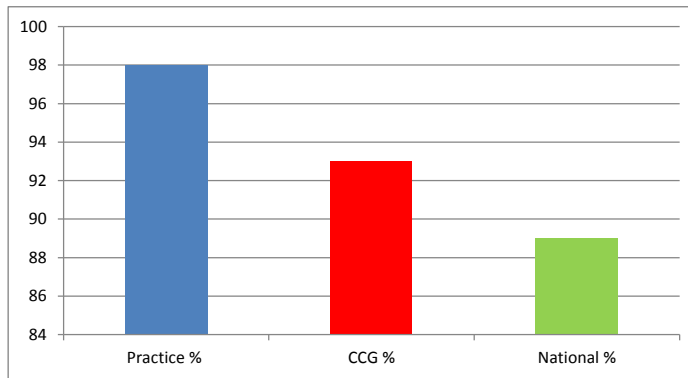
9 waited 15 minutes or less after their appointment time to be seen at their last general practice appointment



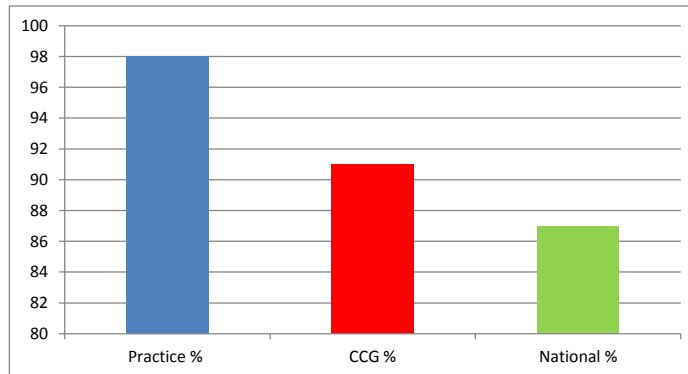
10 say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment



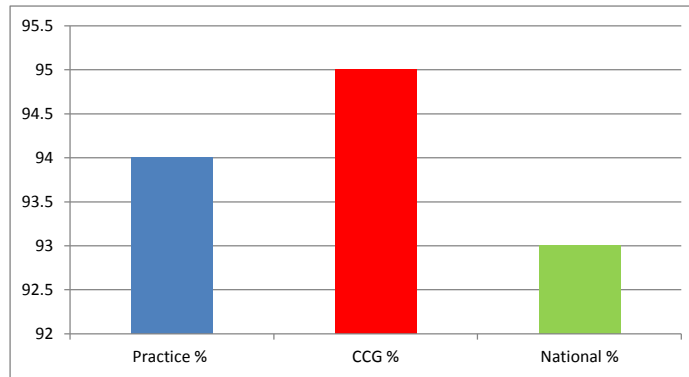
11 say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment



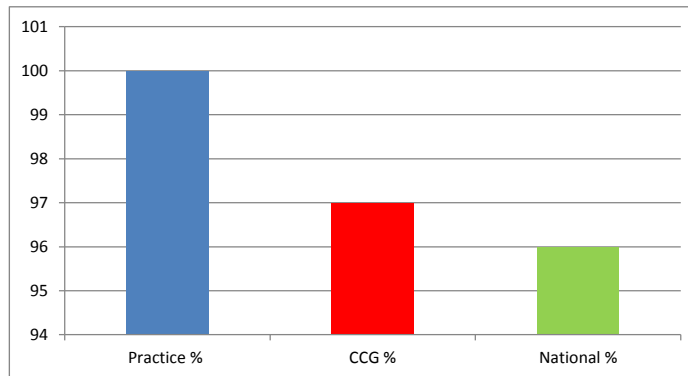
12 say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment



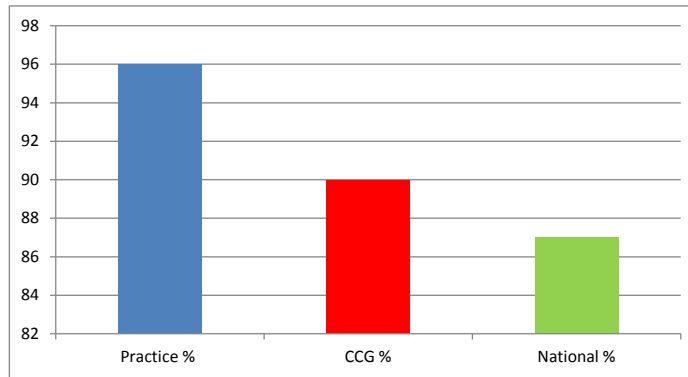
13 were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment



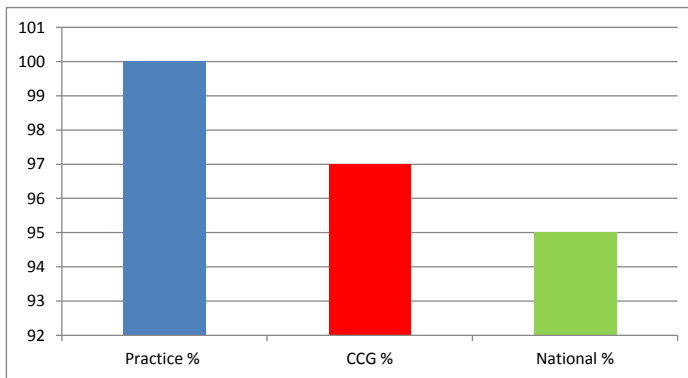
14 had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment



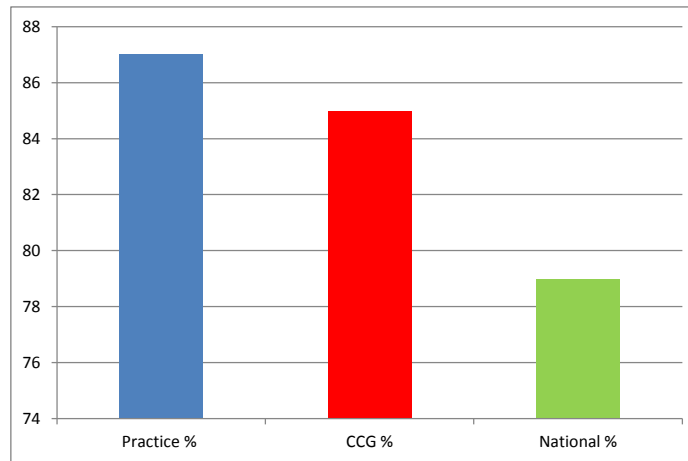
15 felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment



16 felt their needs were met during their last general practice appointment



17 say they have had enough support in the last 12 months to help manage their long-term condition(s)



18 describe their overall experience of this GP practice as good

