

# northgate

## PRACTICE

### GP Patient Survey 2018 Results

NHS England together with Ipsos MORI, have published the latest Official Statistics from the GP Patient Survey. The survey provides information on patients overall experience of primary care services and their overall experience of accessing these services.

Data is weighed by age and gender so that results resemble the eligible registered list population of each practice and CCG.

#### Northgate Practice Results:



232  
Surveys sent  
out



116  
Surveys sent  
back



50%  
Completion Rate

What the practice does best:



**96%** of respondents find it easy to get through to this GP practice by phone  
Local (CCG) average: 71% | National average: 70%



**64%** of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 46% | National average: 50%



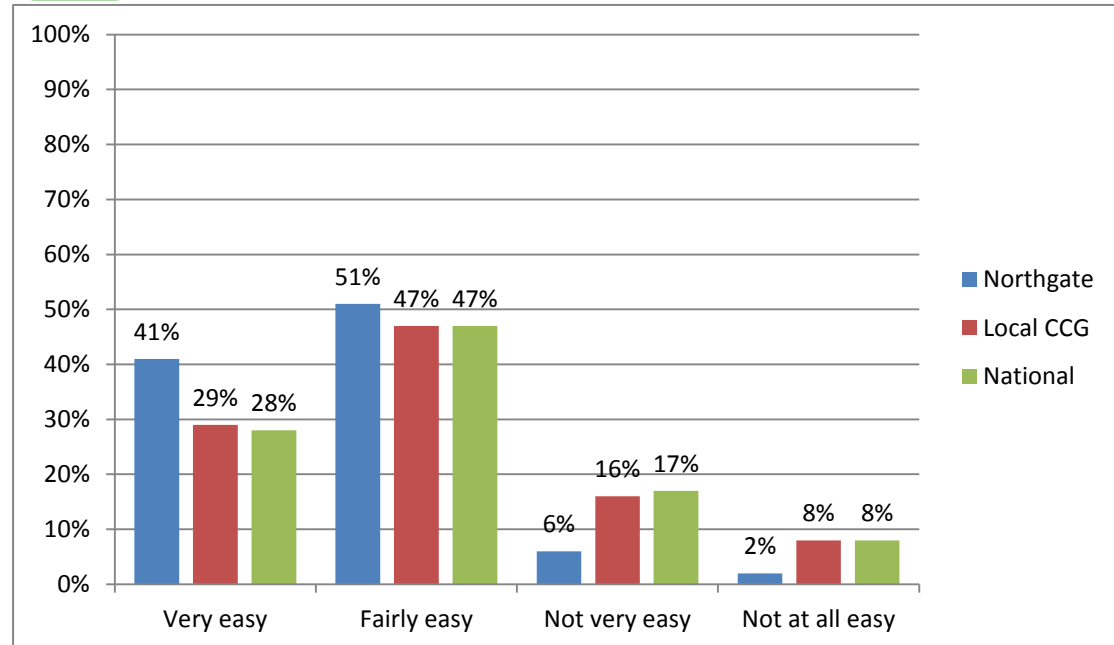
**99%** of respondents describe their overall experience of this GP practice as good  
Local (CCG) average: 81% | National average: 84%

Over the next few pages there are more results from the practice against the local CCG and national figures.

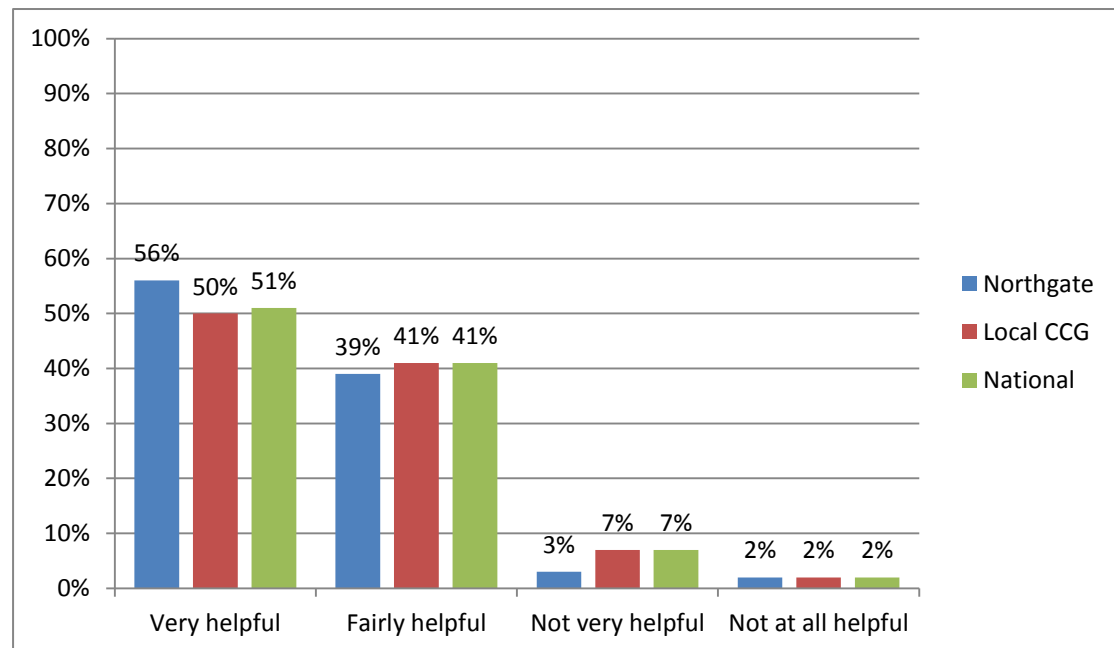
## Your local GP services



**92% find it easy to get through to this GP practice by phone.**  
Local (CCG) average: 76% | National average: 75%



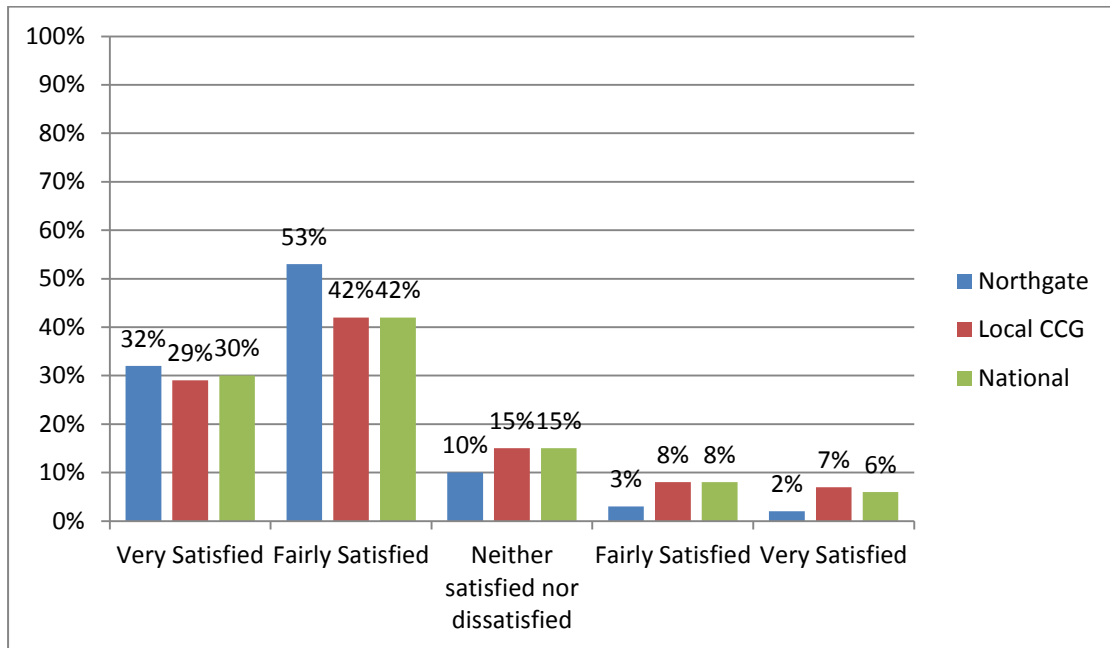
**95% find the receptionists at the GP practice helpful.**  
Local (CCG) average: 91% | National average: 92%





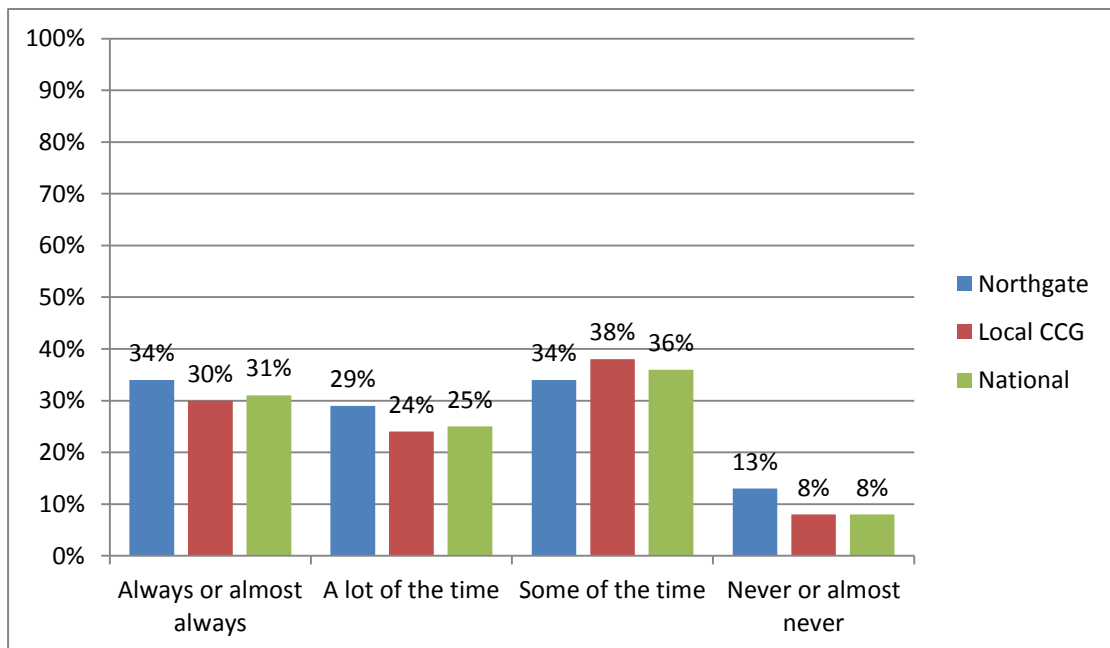
**85% are satisfied with the general practice appointment times available.**

Local (CCG) average: 71% | National average: 71%



**63% usually get to see or speak to their preferred GP when they would like to**

Local (CCG) average: 54% | National average: 56%

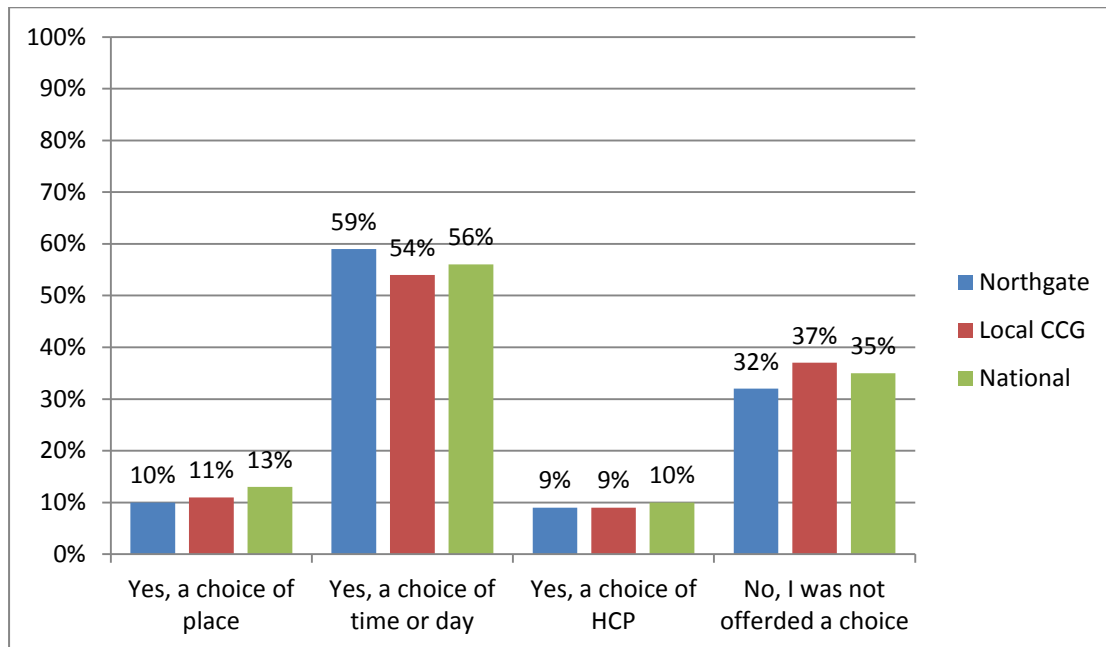


## Making an appointment



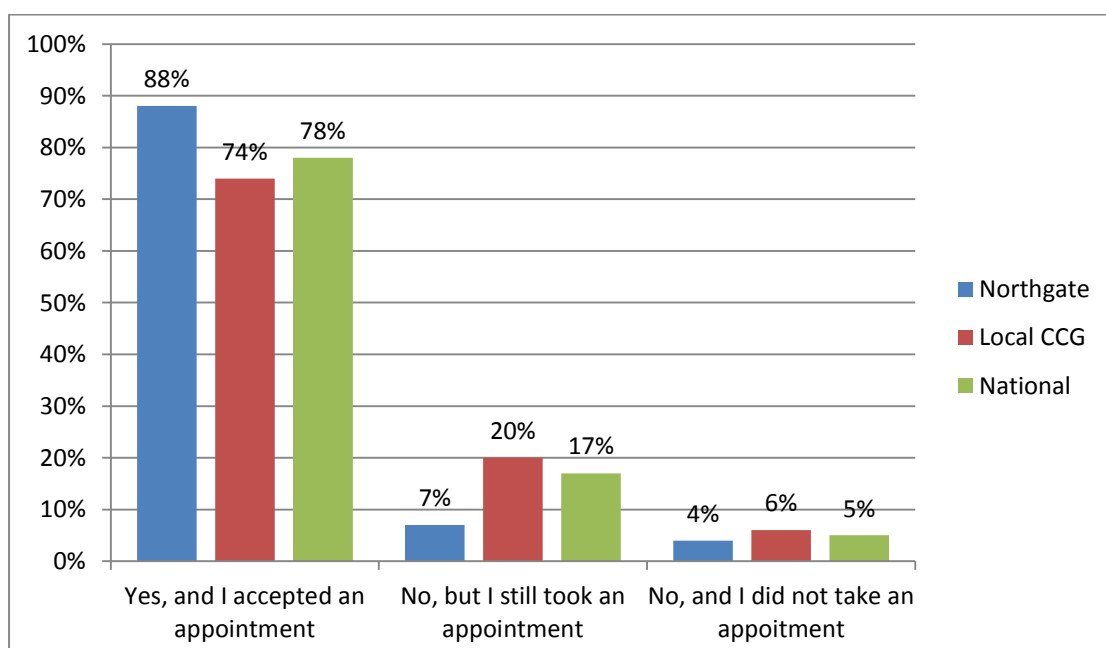
**68% were offered a choice of appointments when they last tried to make a general practice appointment.**

Local (CCG) average: 63 % | National average: 65%



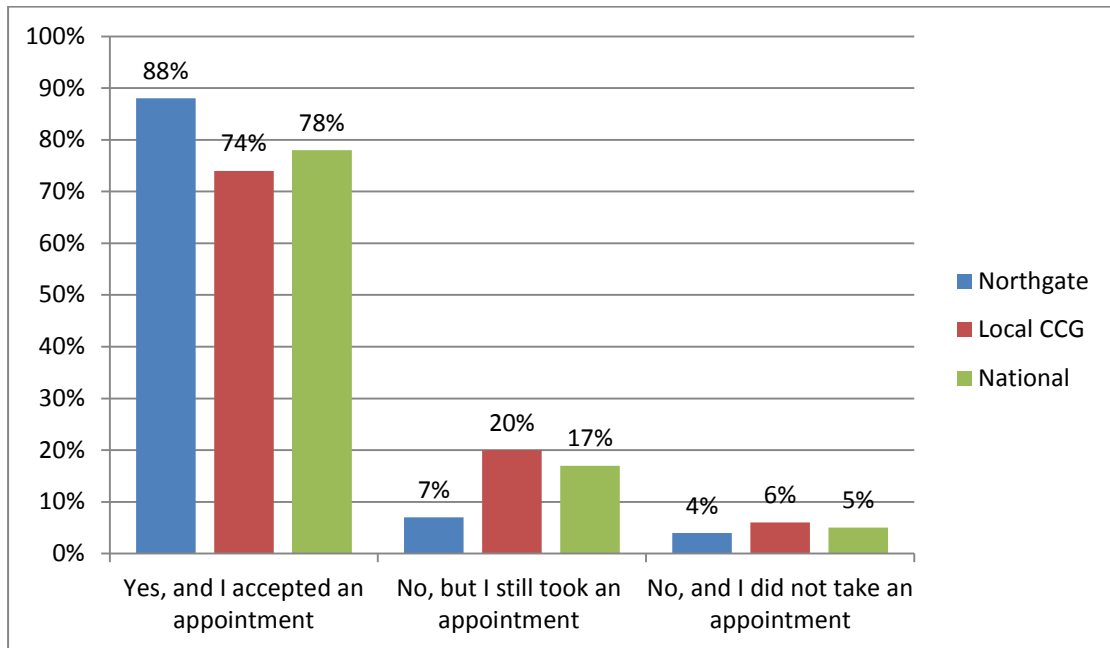
**88% were satisfied with the type of appointment they were offered**

Local (CCG) average: 74% | National average: 78%

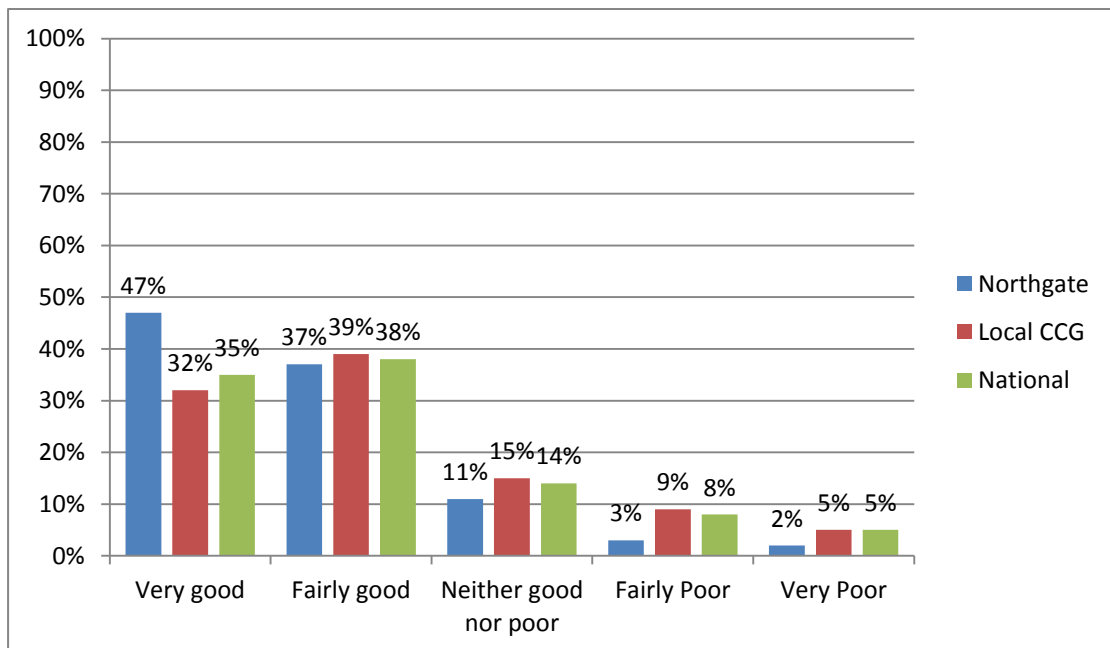




**96% took the appointment they were offered.**  
Local (CCG) average: 94% | National average: 95%



**84% describe their experience of making an appointment as good.**  
Local (CCG) average: 71% | National average: 73%

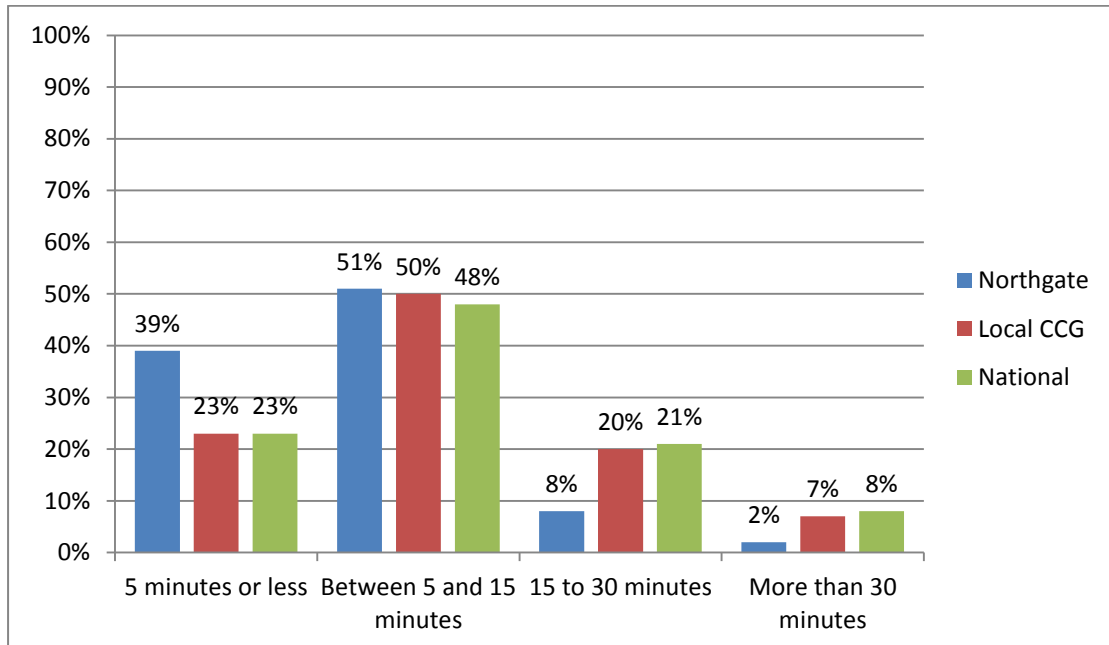


## Your last appointment



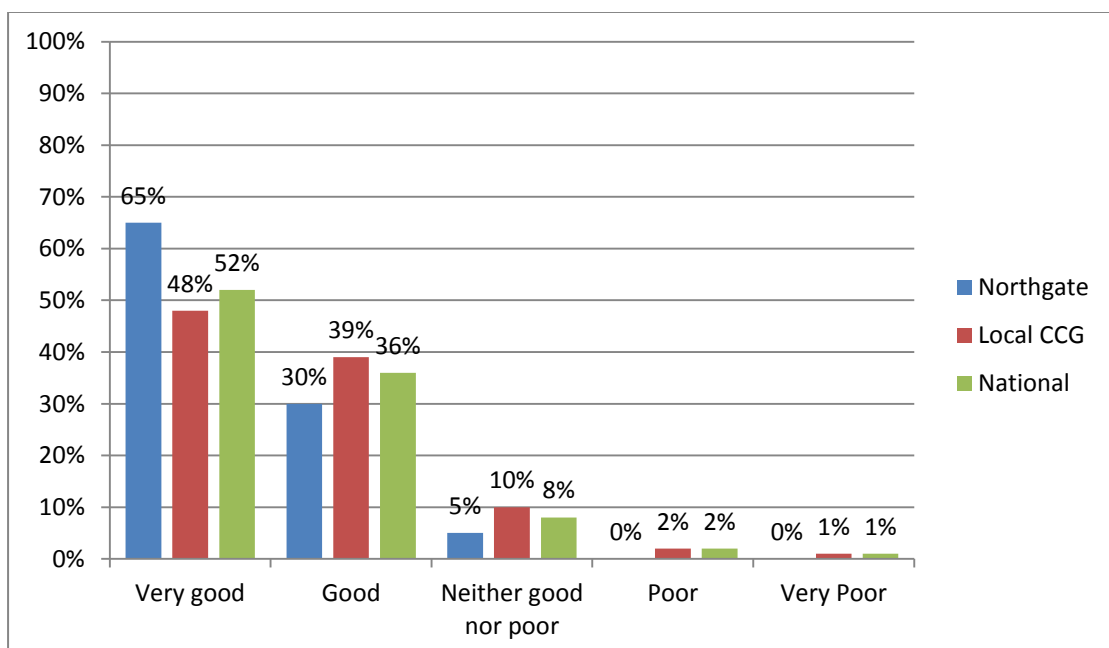
**90%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment.

Local (CCG) average: 73% | National average: 71%



**95%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general appointment.

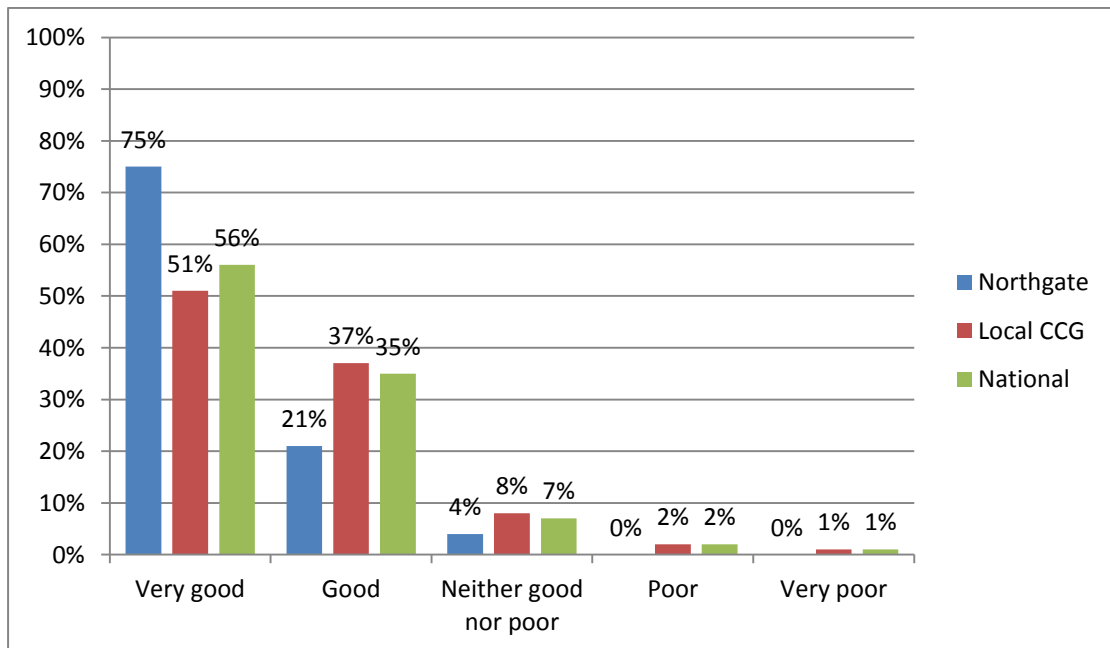
Local (CCG) average: 87% | National average: 89%





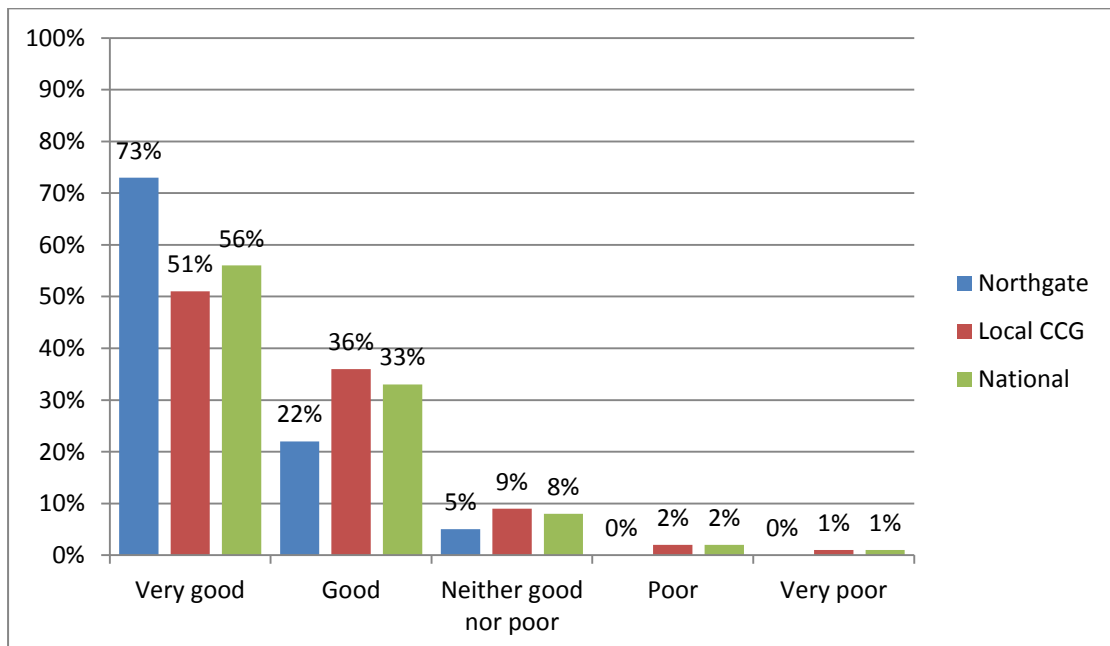
**96%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.

Local (CCG) average: 88% | National average: 90%



**95%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.

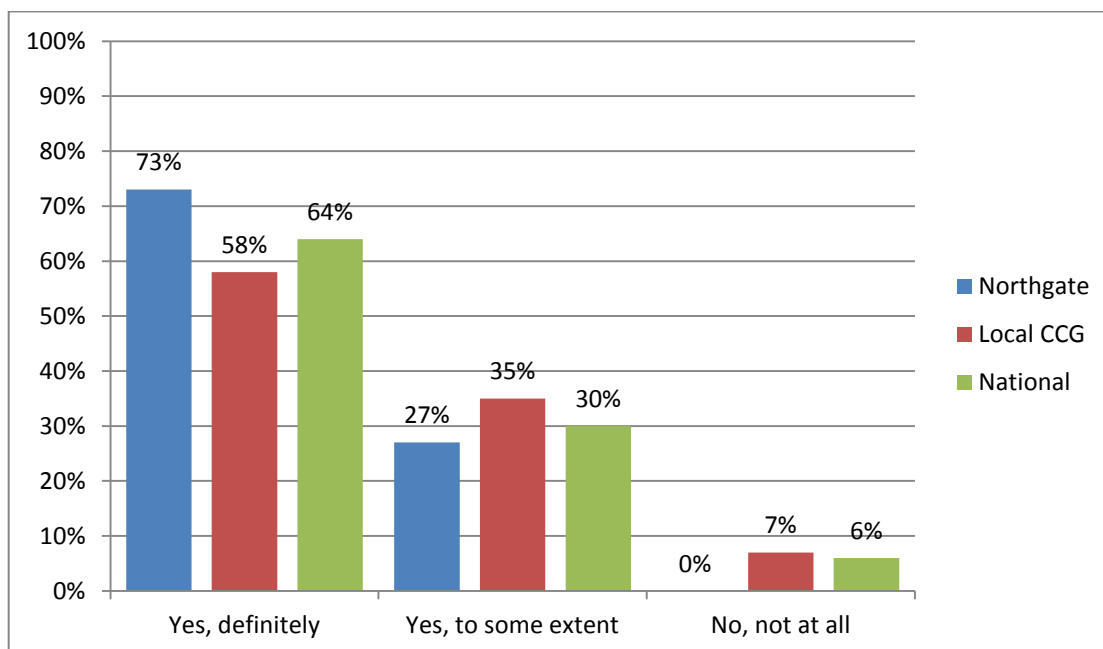
Local (CCG) average: 87% | National average: 89%





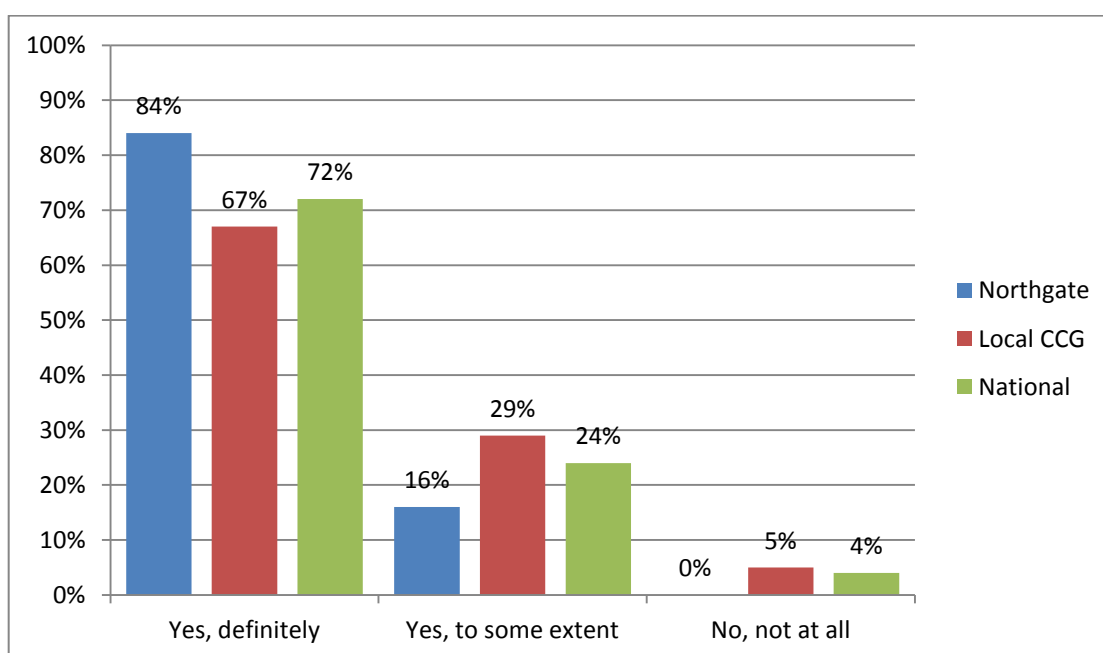
**100%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 93% | National average: 94%



**100%** had confidence and trust in the healthcare professional they saw or spoke to during their last general appointment

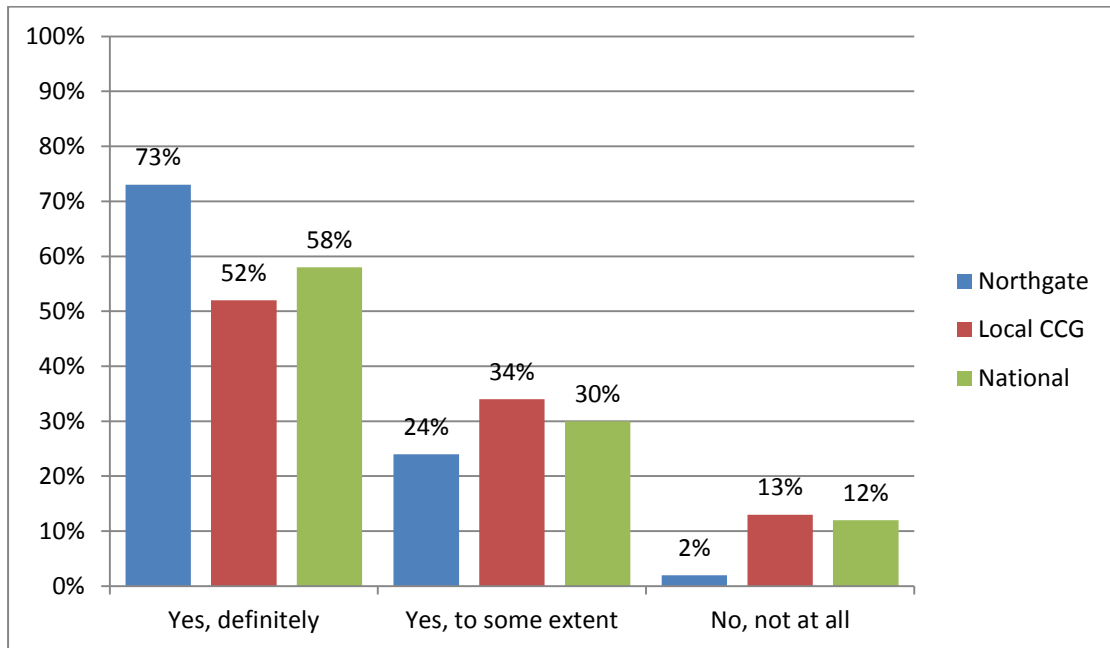
Local (CCG) average: 95% | National average: 96%



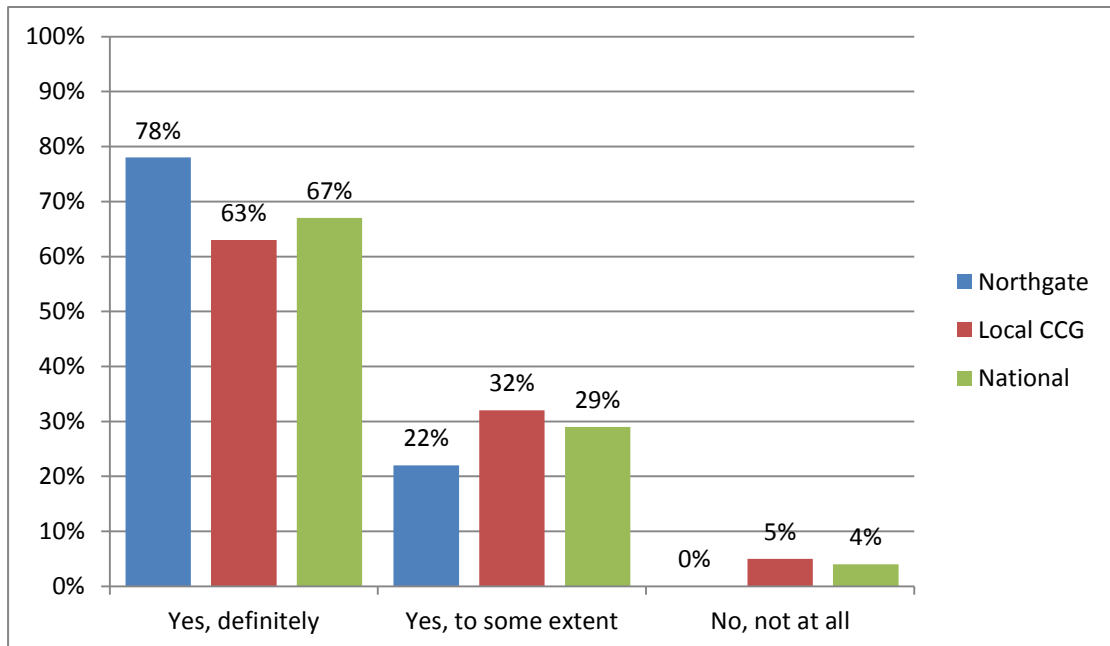




**98%** felt the healthcare professional recognised or understood any mental health needs during their last general appointment.  
Local (CCG) average: 87% | National average: 88%



**100%** felt their needs were met during their last general practice appointment.  
Local (CCG) average: 95% | National average: 96%

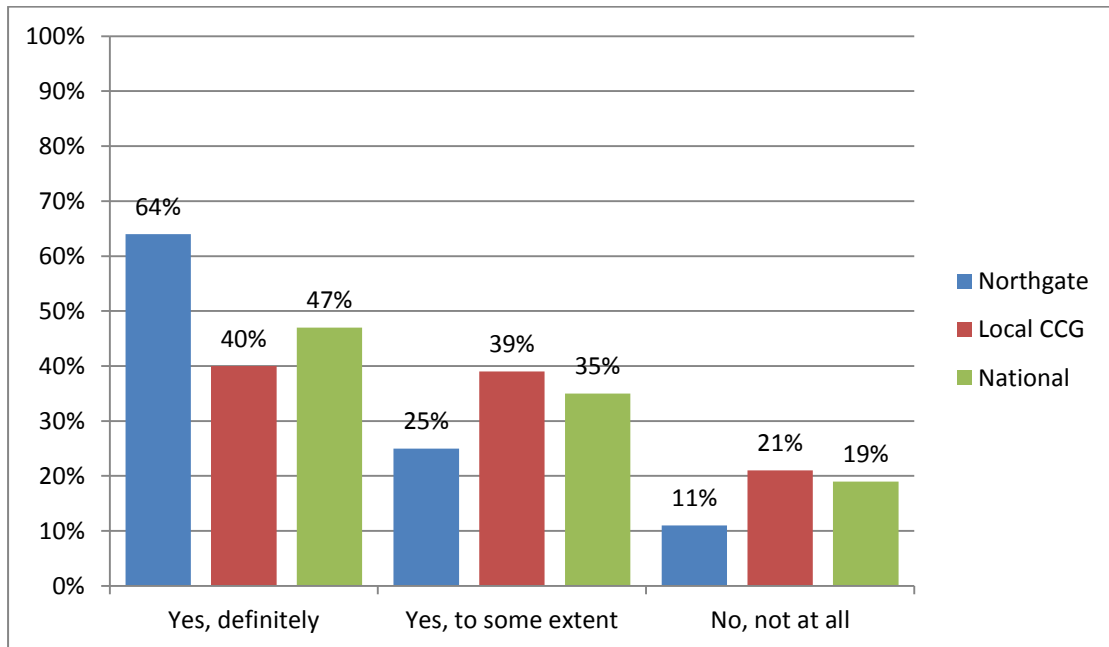


## Your health



**89%** say they have had enough support in the last 12 months to help manage their long-term condition(s).

Local (CCG) average: 79% | National average: 81%



## Overall experience



**98%** describe their overall experience of this GP practice as good

Local (CCG) average: 84% | National average: 87%

