

northgate

PRACTICE

GP Patient Survey 2017 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.

The latest survey consisted of around 2.15 million postal questionnaires sent out to adults registered with GP practices in England from January 2017 to March 2017.

Northgate Practice Results:



223
Surveys sent out



119
Surveys sent back



53%
Completion Rate

What the practice does best:



93% of respondents find it easy to get through to this surgery by phone.
Local (CCG) average: 71% | National average: 71%



91% of respondents would recommend this surgery to someone new to the area.
Local (CCG) average: 72% | National average: 77%



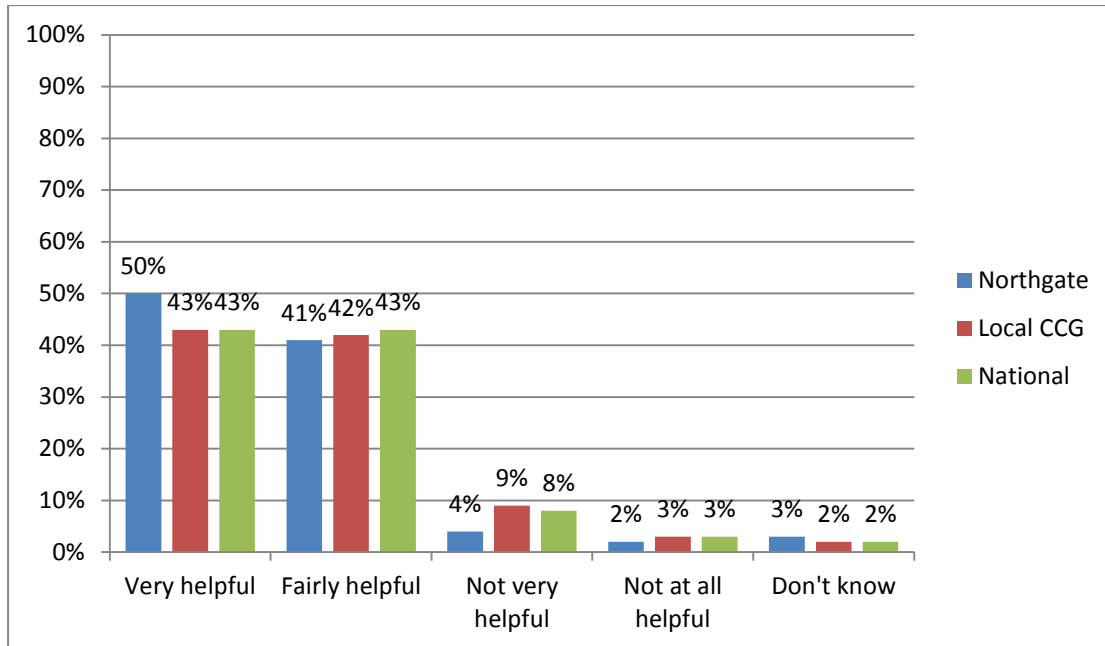
71% of respondents usually get to see or speak to their preferred GP.
Local (CCG) average: 52% | National average: 56%

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



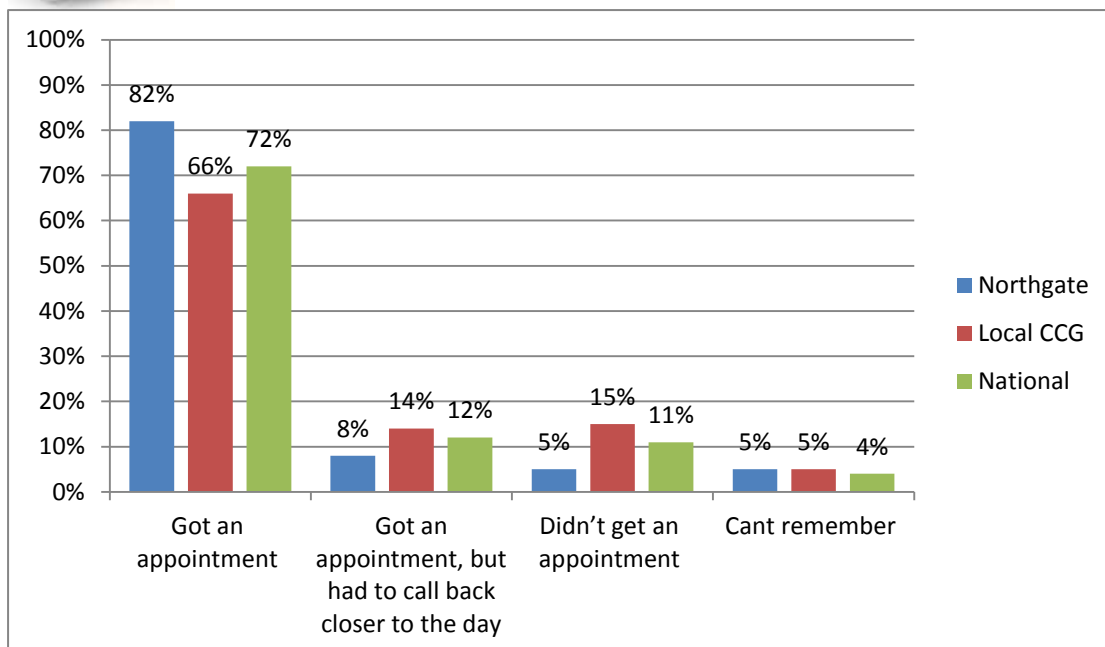
92% find the receptionists at this surgery helpful.

Local (CCG) average: 94% | National average: 95%



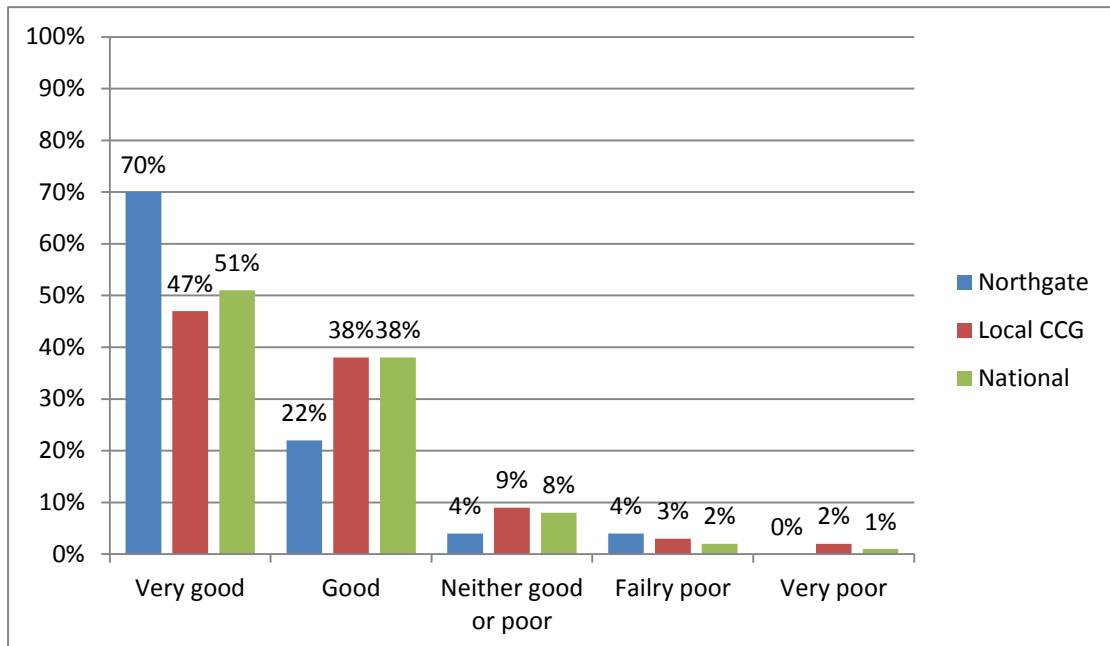
90% were able to get an appointment to see or speak to someone the last they tried.

Local (CCG) average: 80% | National average: 84%

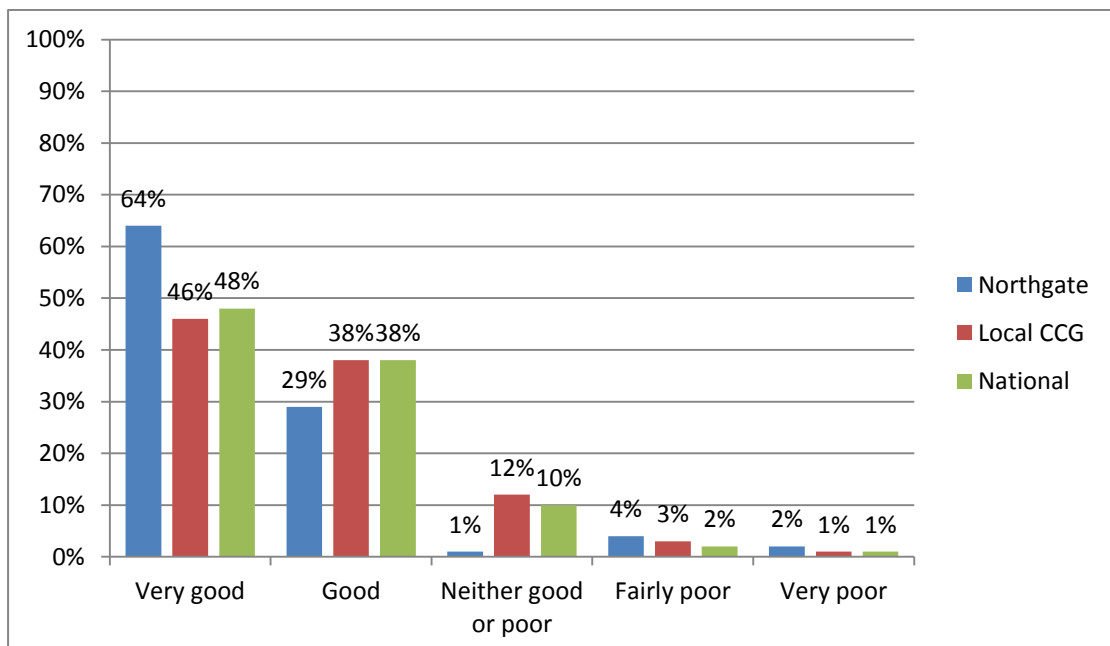




92% say the last GP they saw or spoke to was good at listening to them.
Local (CCG) average: 80% | National average: 84%



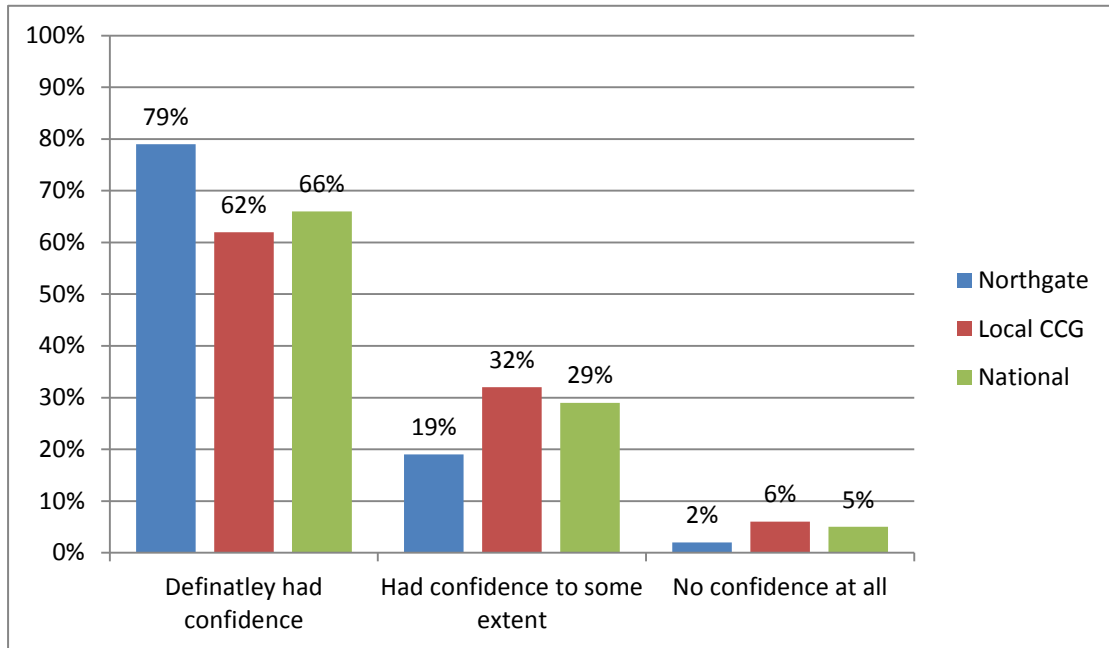
93% say the last GP they saw or spoke to was good at explaining tests and treatments.
Local (CCG) average: 84% | National average: 86%





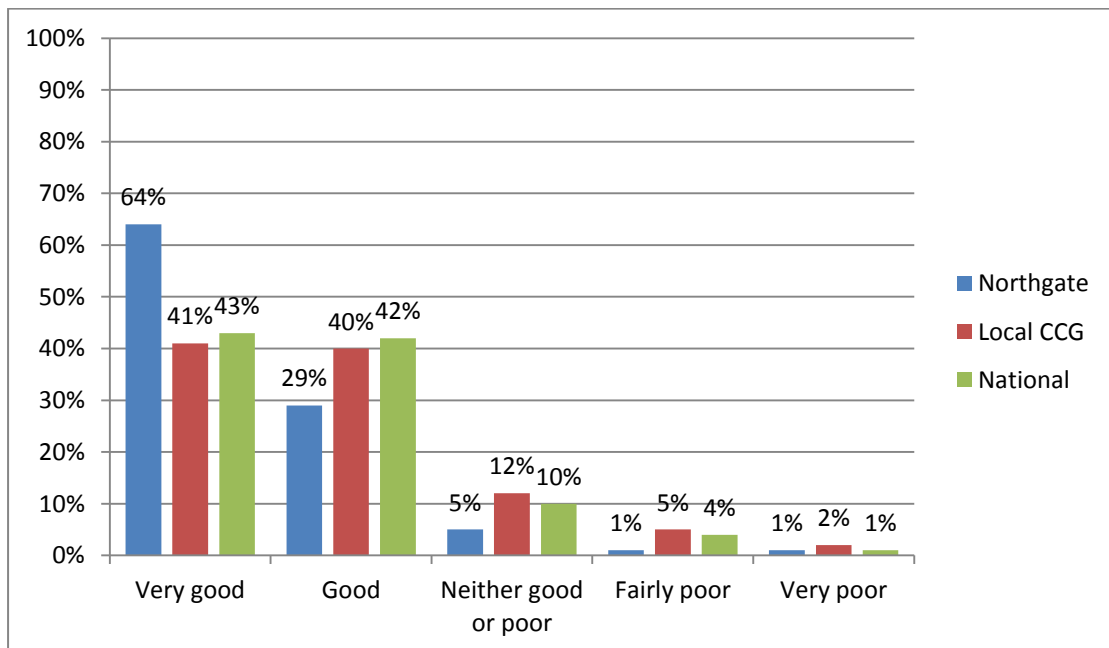
98% had confidence and trust in the last GP they saw or spoke to.

Local (CCG) average: 94% | National average: 95%



93% describe their overall experience of this surgery as good.

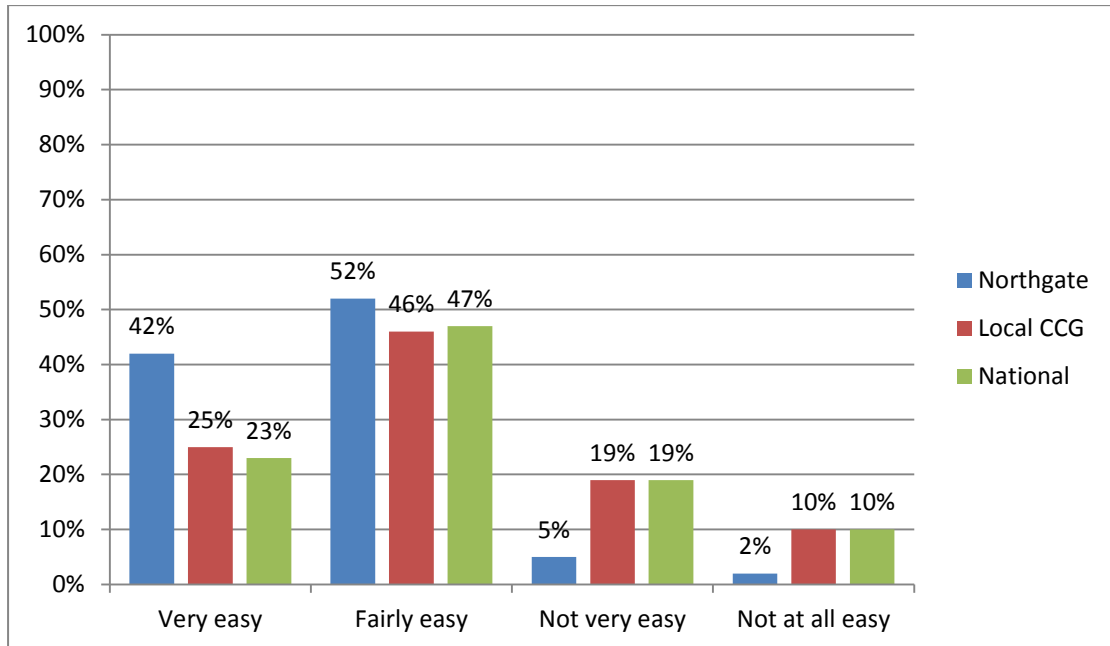
Local (CCG) average: 81% | National average: 85%





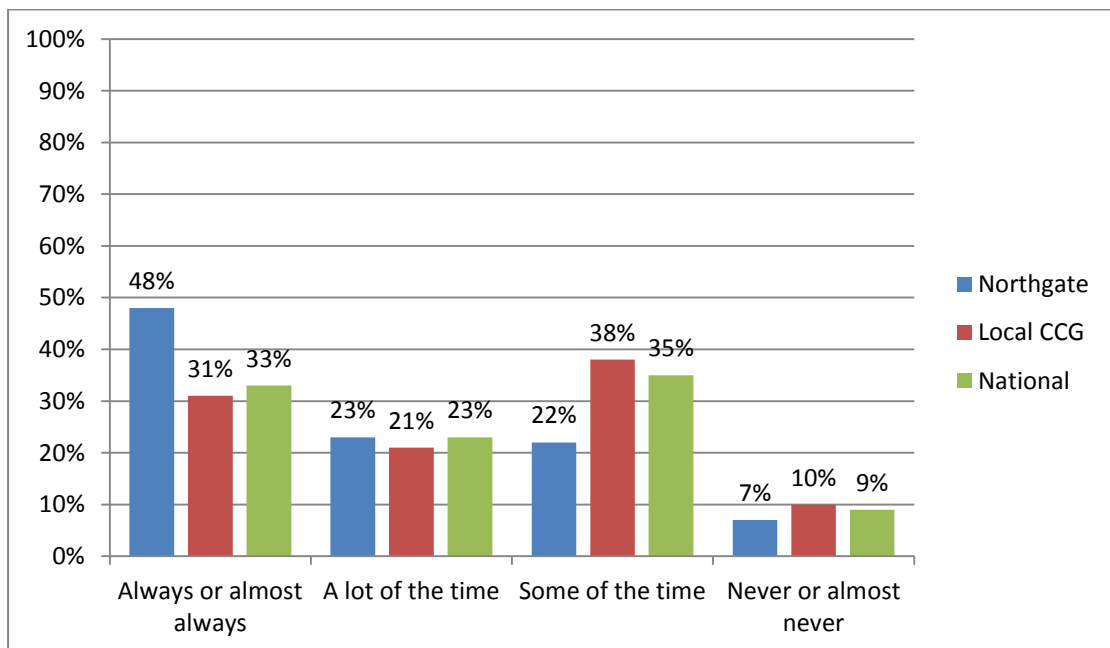
93% find it easy to get through to this surgery by phone.

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



71% usually get to see or speak to their preferred GP.

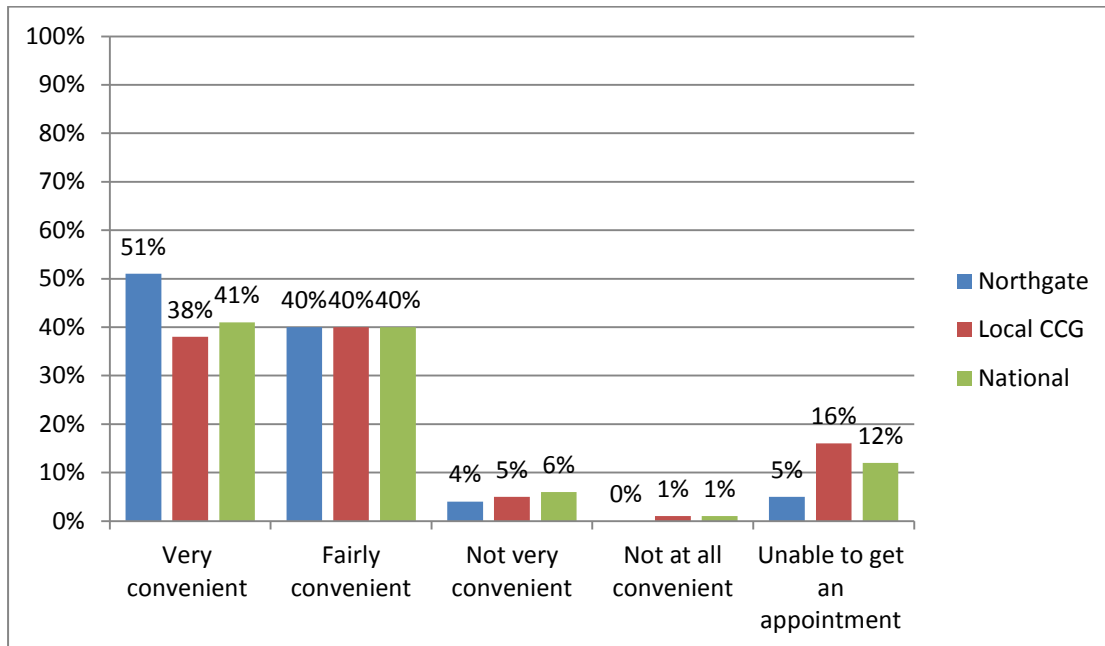
Local (CCG) average: 52% | National average: 56 %





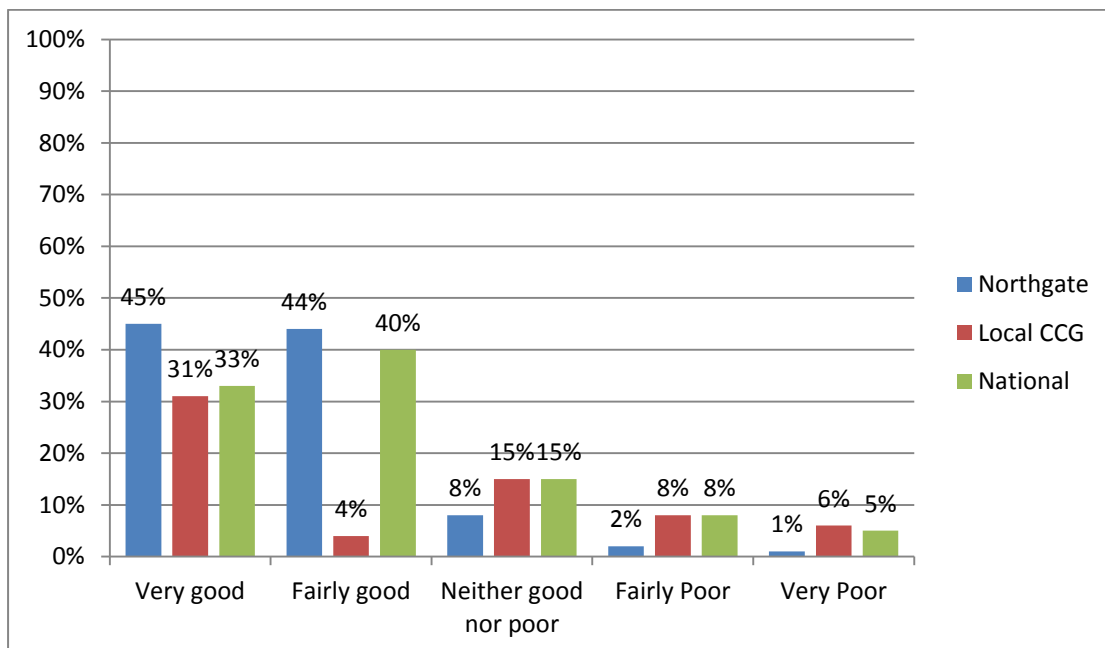
91% say the last appointment they got was convenient

Local (CCG) average: 78% | National average: 81 %



89% of patients who describe their experience of making an appointment as good.

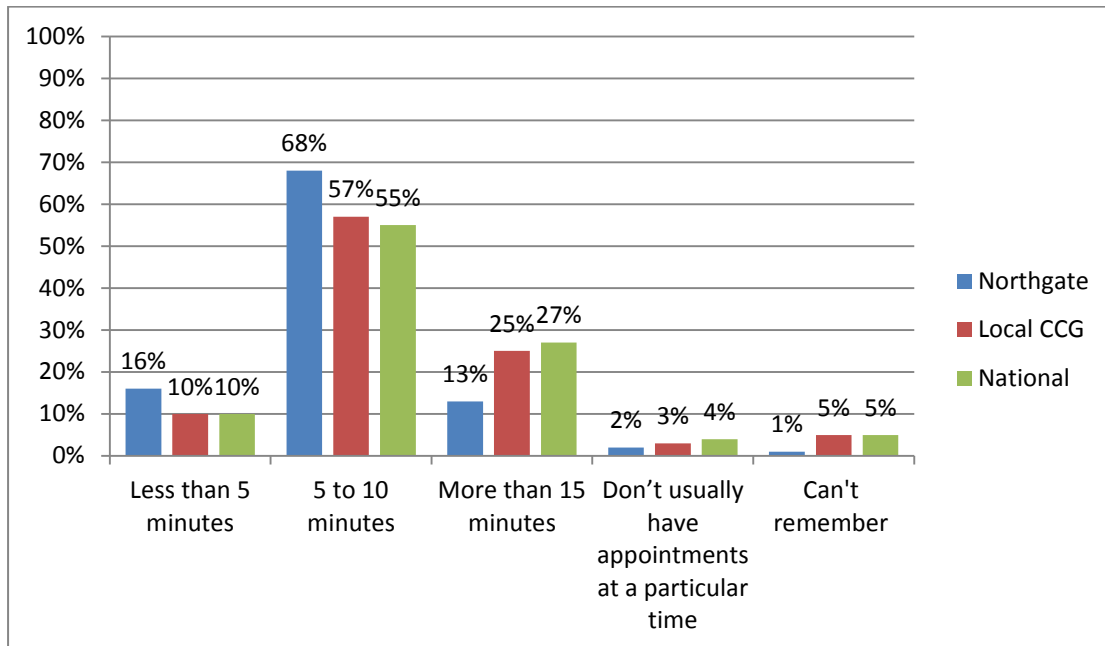
Local (CCG) average: 71% | National average: 71%





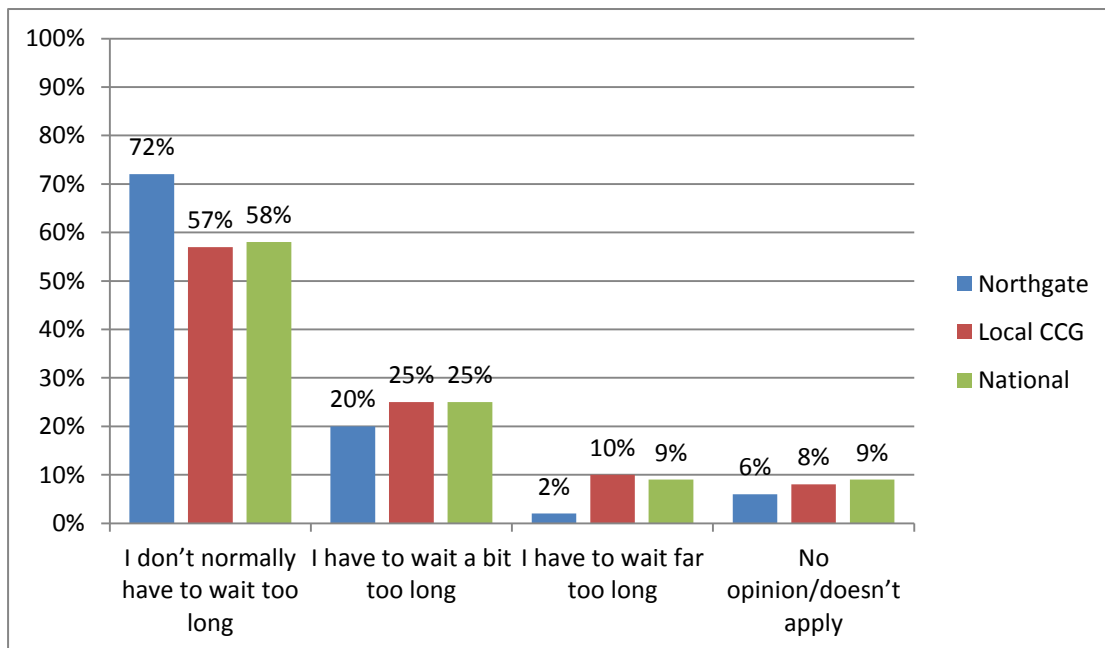
84% usually wait 15 minutes or less after their appointment time to be seen.

Local (CCG) average: 67% | National average: 64%



56% feel they don't normally have to wait too long to be seen

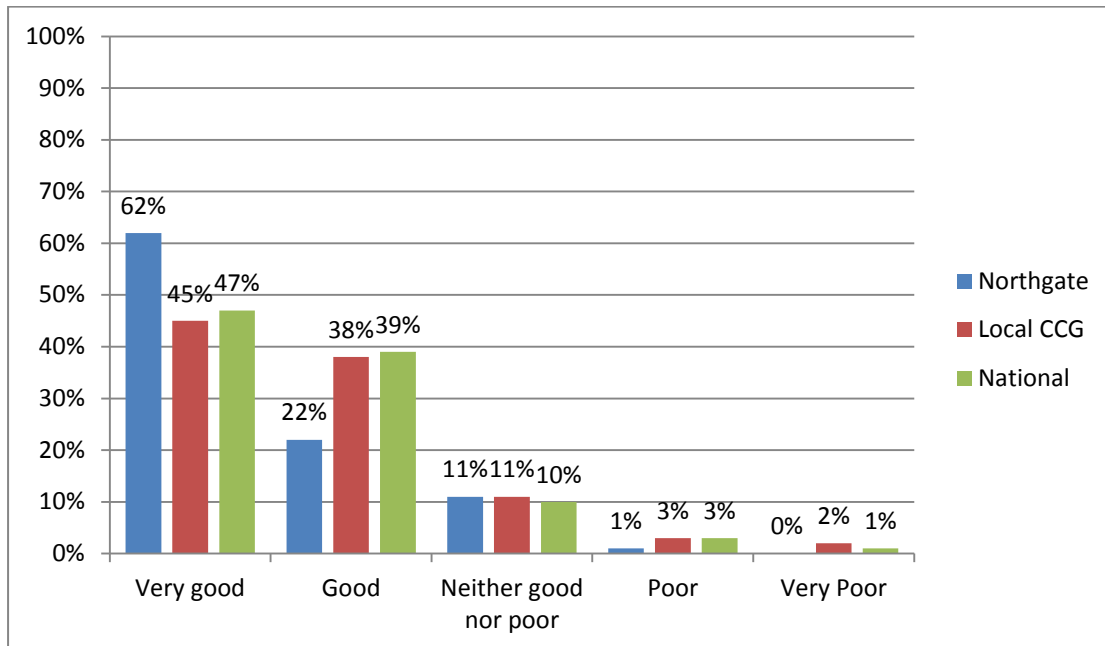
Local (CCG) average: 57% | National average: 58 %





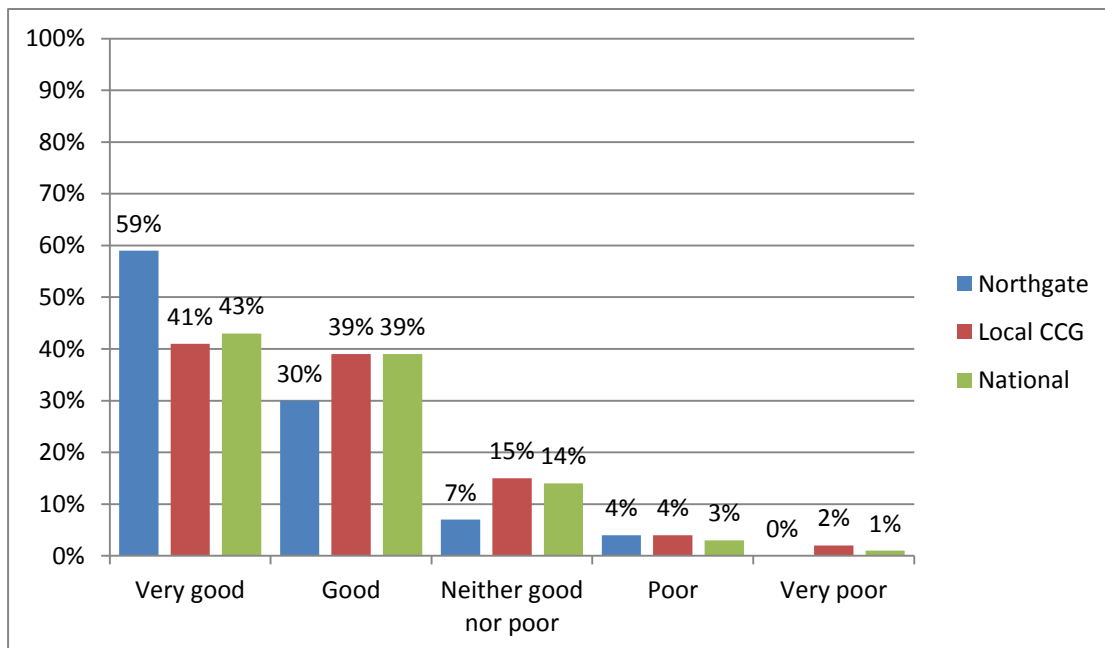
88% of patients who say the last GP they saw or spoke to were good at giving them enough time.

Local (CCG) average: 83 % | National average: 86 %



89% say the last GP they saw or spoke to was good at involving them in decisions about their care.

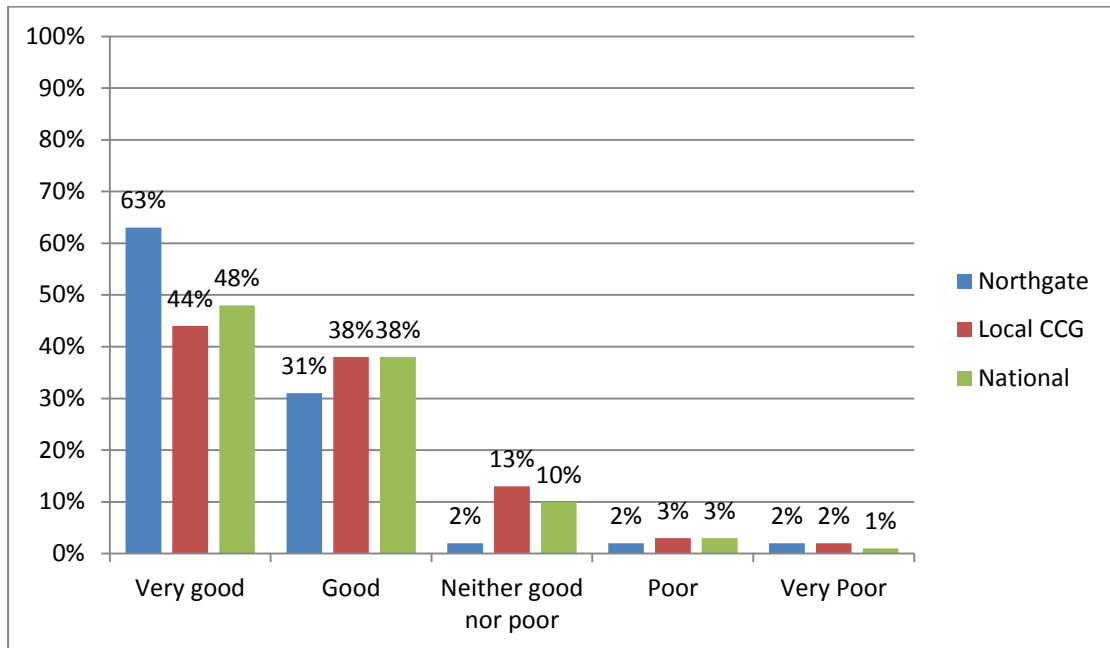
Local (CCG) average: 79% | National average: 82%





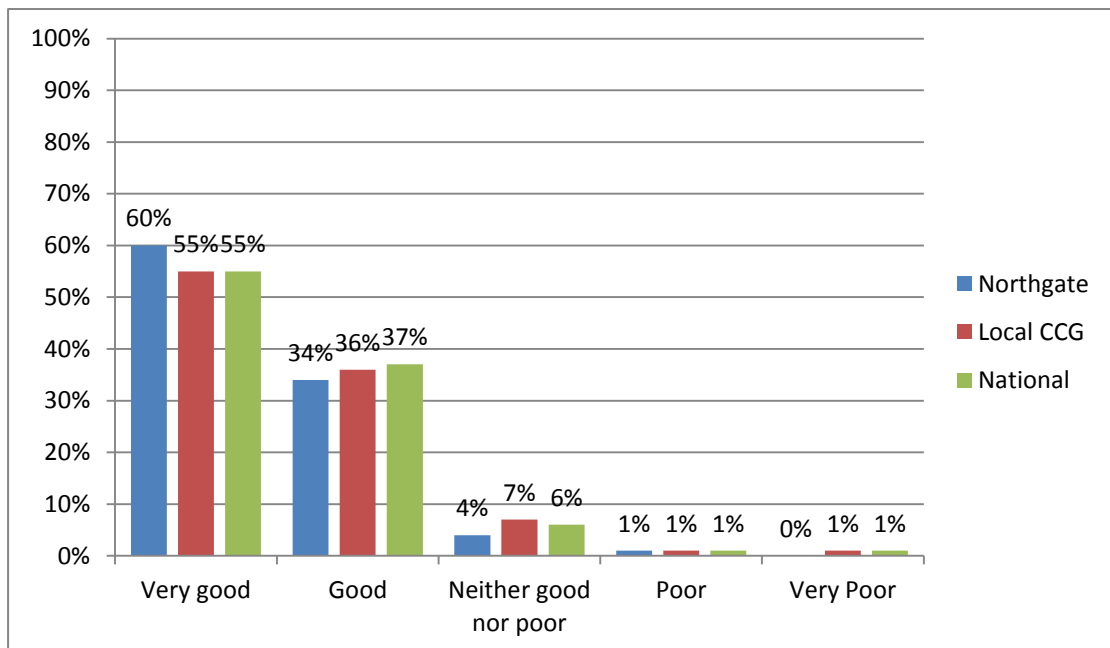
94% say the last GP they saw or spoke to was good at treating them with care and concern.

Local (CCG) average: 82% | National average: 86%



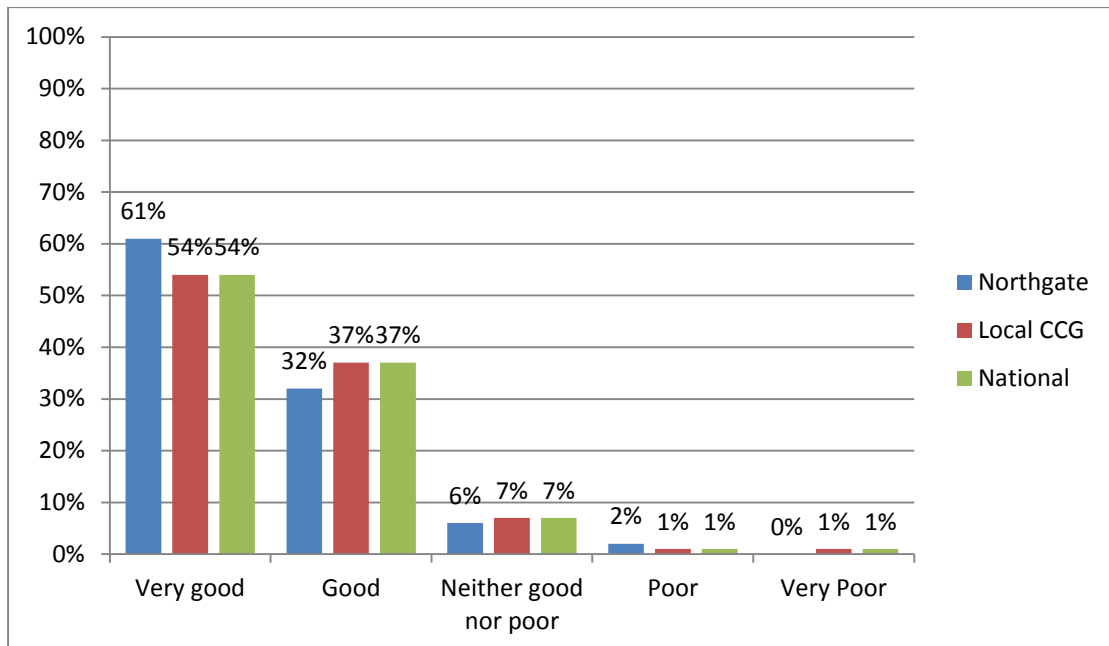
94% say the last nurse they saw or spoke to was good at giving them enough time.

Local (CCG) average: 91% | National average: 92%

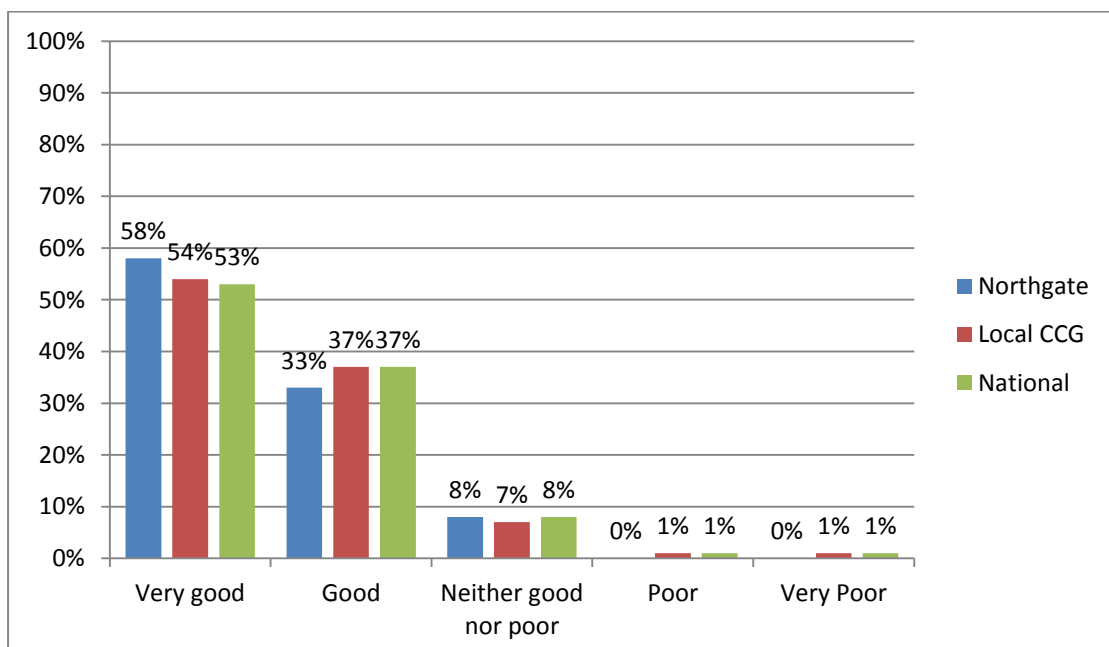




93% say the last nurse they saw or spoke to was good at listening to them.
Local (CCG) average: 91% | National average: 91%



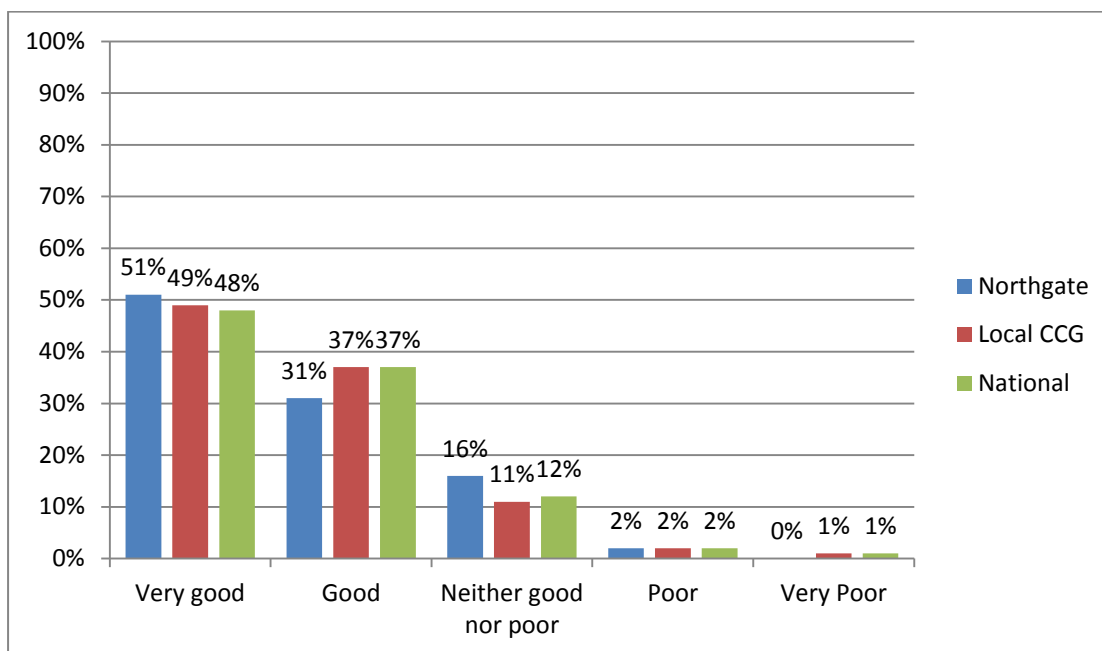
92% say the last nurse they saw or spoke to was good at explaining tests and treatments.
Local (CCG) average: 91% | National average: 91%





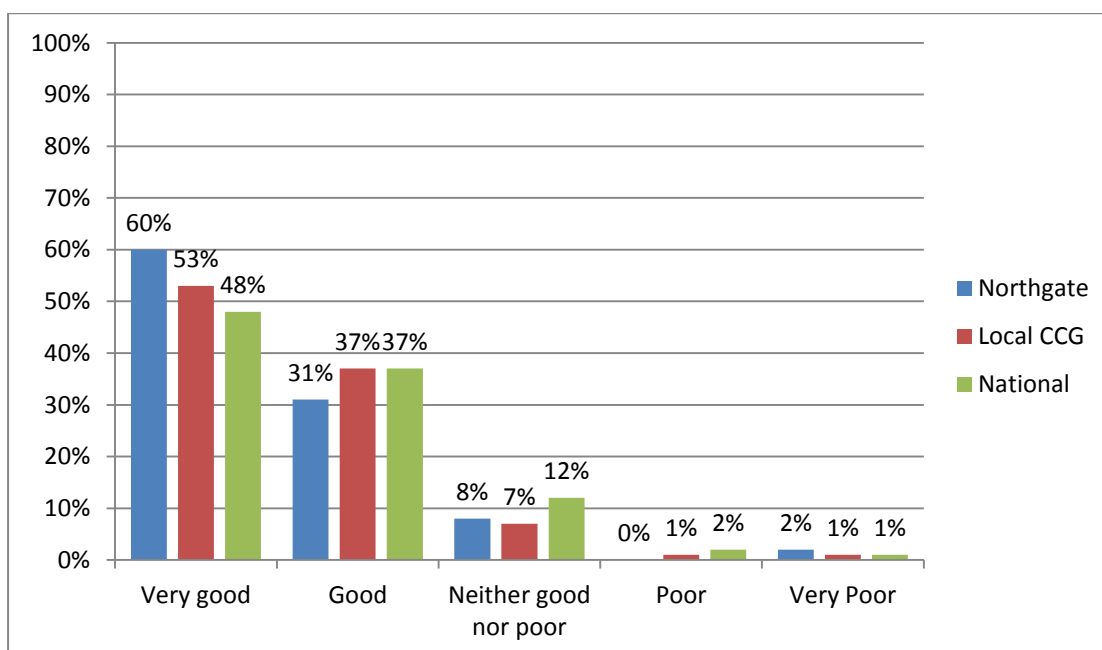
82% say the last nurse they saw or spoke to was good at involving them in decisions about their care.

Local (CCG) average: 91% | National average: 91%



91% say the last nurse they saw or spoke to was good at treating them with care and concern.

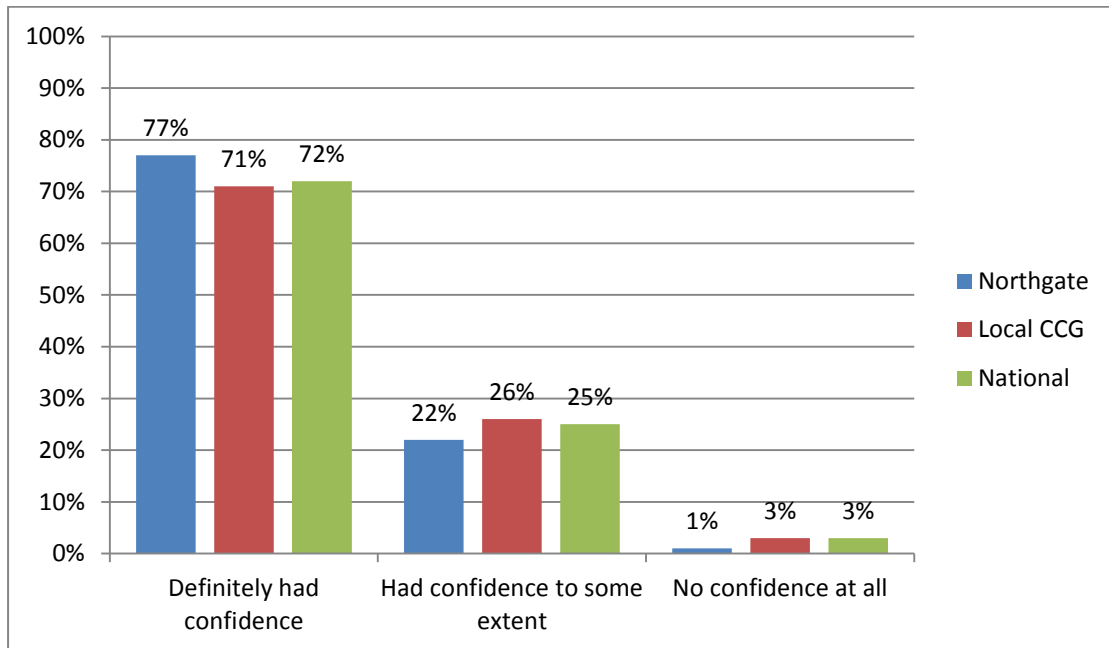
Local (CCG) average: 91% | National average: 91%





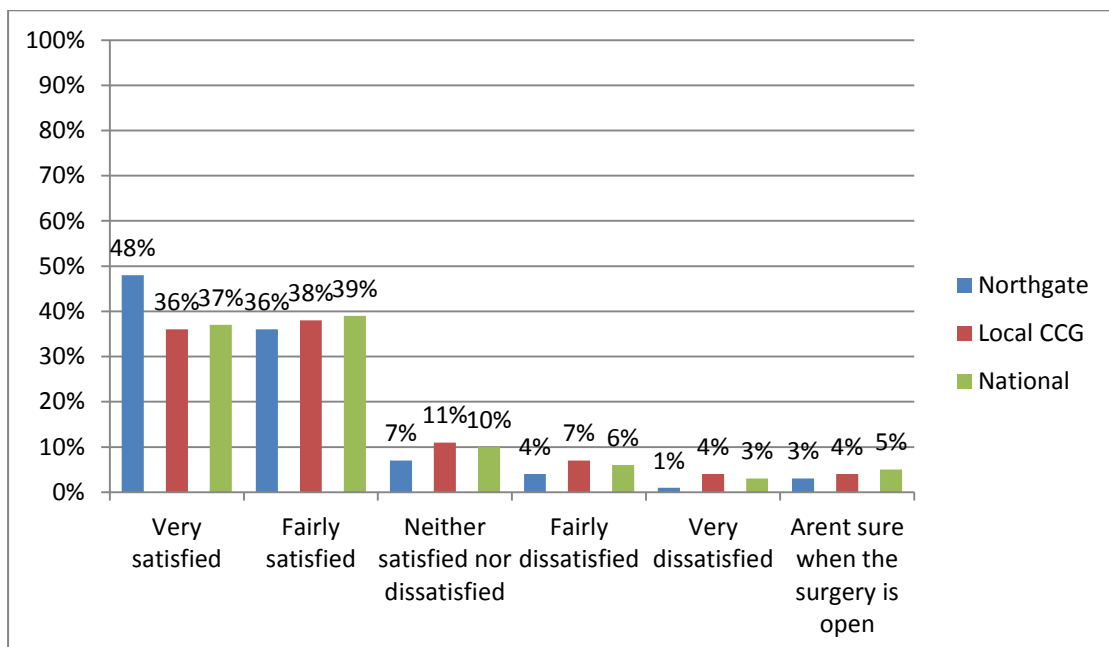
99% had confidence and trust in the last nurse they saw or spoke to.

Local (CCG) average: 91% | National average: 91%



81% are satisfied with the surgery's opening hours.

Local (CCG) average: 74% | National average: 76%





91% would recommend this surgery to someone new to the area.

Local (CCG) average: 72% | National average: 77 %

