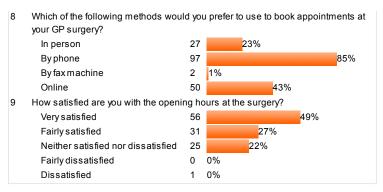
## **Patient Survery Analysis** The results so far are shown below. Total responses: 114 **Clinical Care** Waiting time, how long after your appointment time do you normally wait to be seen? Less than 5 minutes 18 16% 5 to 15 minutes 57 More than 15 minutes 37 33% Last time you saw or spoke to a GP at the surgery, how good was that GP at each of the following? 2 a) Giving you enough time? Very Good 60 53% 29 25% Neither Good nor Poor 20 17% Poor 2 1% 1% Very Poor 2 0% 2 b) Listening to you? Very Good 65 Good 28 24% Neither Good nor Poor 13 Poor 5 4% Very Poor 2 1% 0% 2 c) Explaining tests and treatments Very Good 55 50% Good 28 25% Neither Good nor Poor 23 20% Poor 3 2% Very Poor 0% 0% 2 d) Involving you in decisions about your care? 46% Very Good 51 Good 28 25% Neither Good nor Poor 26 23% Poor 4 3% Very Poor 1 0% 2 e) Treating you with care and concern Very Good 58 51% Good 35 30% Neither Good nor Poor 17 15% Poor 1 0% Very Poor 2 1% 0% Did you feel satisfied with the time spent with the GP? Yes, definitely 76 67% 30% Yes, to some extent 35 No, not at all 2 1% 0% Did you have confidence and trust in the GP you saw or spoke to? Yes, definitely 69% 76 Yes, to some extent 32 29% No, not at all 2 1% 0% Getting an Appointment How easy is it to get through to someone at your surgery on the phone? 38 33% Very easy Fairly easy 63 11 9% Not very easy How would you describe your experience of making an appointment? Very good 42 37% 40 35% Fairly good Neither good nor poor 27 23% Fairly Poor 3 2% 1 0% Last time you wanted to see or speak to a GP or nurse from your GP surgery, what did you want to do? See a GP at the surgery 73% 18 See a Nurse at the surgery 16% Speak to a GP on the phone 9 8% Speak to a Nurse on the phone 2 1%

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## Resources **FULL LIST OF SERVICES GP Registrar Training** Patient AccessPolicies Find out more ▶ Antenatal Care Coronary Heart Disease. Minor Surgery Test Results Asthma Diabetes Phlebotomy Clinic Travel Clinic Cervical Smears Flu Vaccination Planning Your Pregnancy Weight Management Non NHS Work Childhood Immunisations **Heart Monitoring** Postnatal Care Sexual Health Contraception Hypertension COPD Shingles Vaccination Stop Smoking