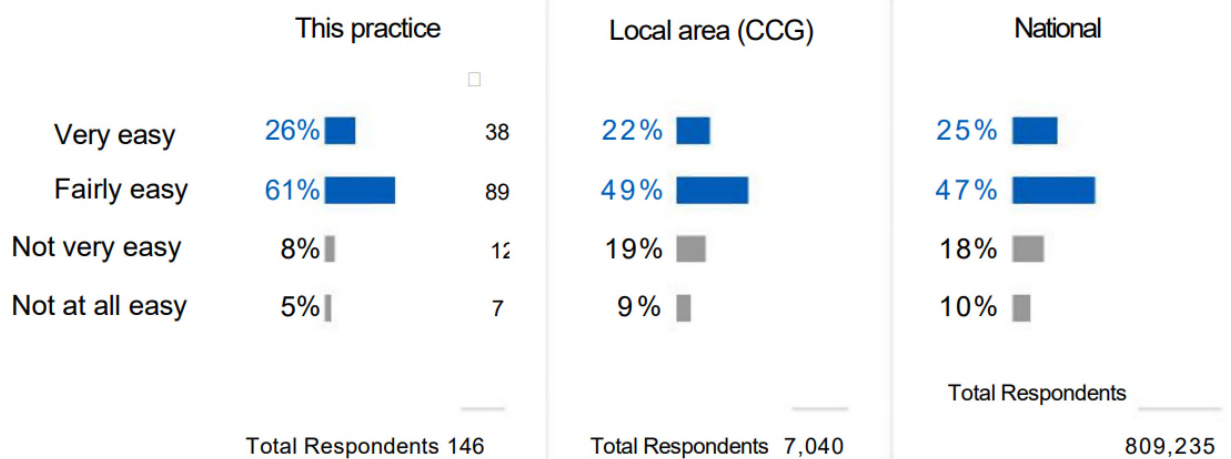


87% find it easy to get through to this GP practice by phone

Hide breakdown

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

Generally, how easy is it to get through to someone at your GP practice on the phone? Excluding 'Haven't tried'



Practice Response/ Action Plan:

The practice is above the local and national averages. We will continue to have 2 members of staff on reception for our busiest times and request patients with queries call after 2pm. The introduction of a new phone system with call queueing facilities will hopefully improve things further.

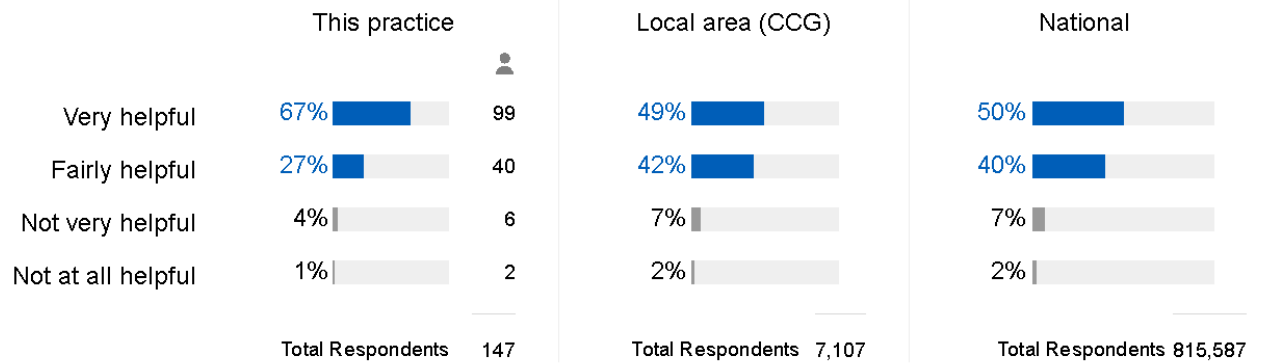


95% find the receptionists at this GP practice helpful

Hide breakdown

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

How helpful do you find the receptionists at your GP practice? Excluding 'Don't know'



Practice Response/ Action Plan:

The practice is broadly in line with the local and national averages. This finding is in line with our desire to offer a helpful reception service to our patients. The practice has invested in training on customer satisfaction and managing conflict for our reception team.

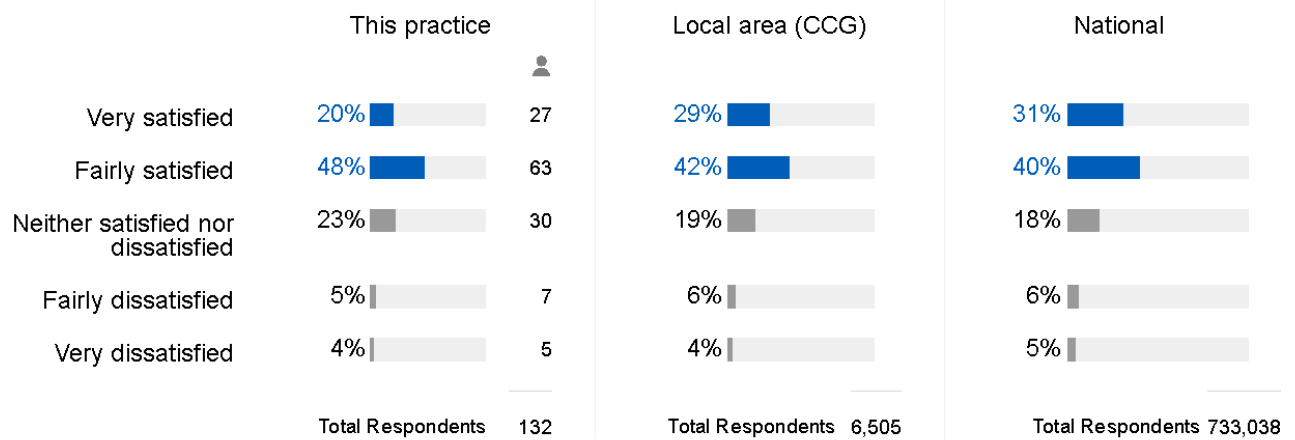


68% are satisfied with the general practice appointment times available

Hide breakdown

Local (CCG) average: 72% | National average: 71%

How satisfied are you with the general practice appointment times that are available to you? Excluding 'I'm not sure when I can get an appointment'



Practice Response/ Action Plan:

The practice is just under the local and national averages. All our appointments are triaged over the phone with a face-to-face appointment being offered the same day. We also offer extended hours and extended access.

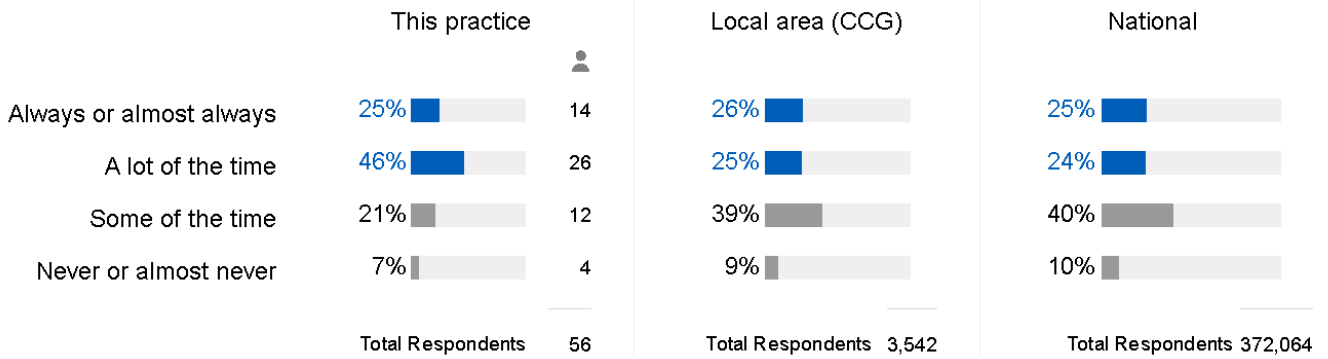


71% usually get to see or speak to their preferred GP when they would like to

Hide breakdown

Local (CCG) average: 51% | National average: 50%

How often do you see or speak to your preferred GP when you would like to? Excluding 'I have not tried'



Practice Response/ Action Plan:

The practice is well above the local and national averages. Where possible we will offer an appointment with the patient's choice of GP if they are available. We are keen to provide continuity of care as far as possible.

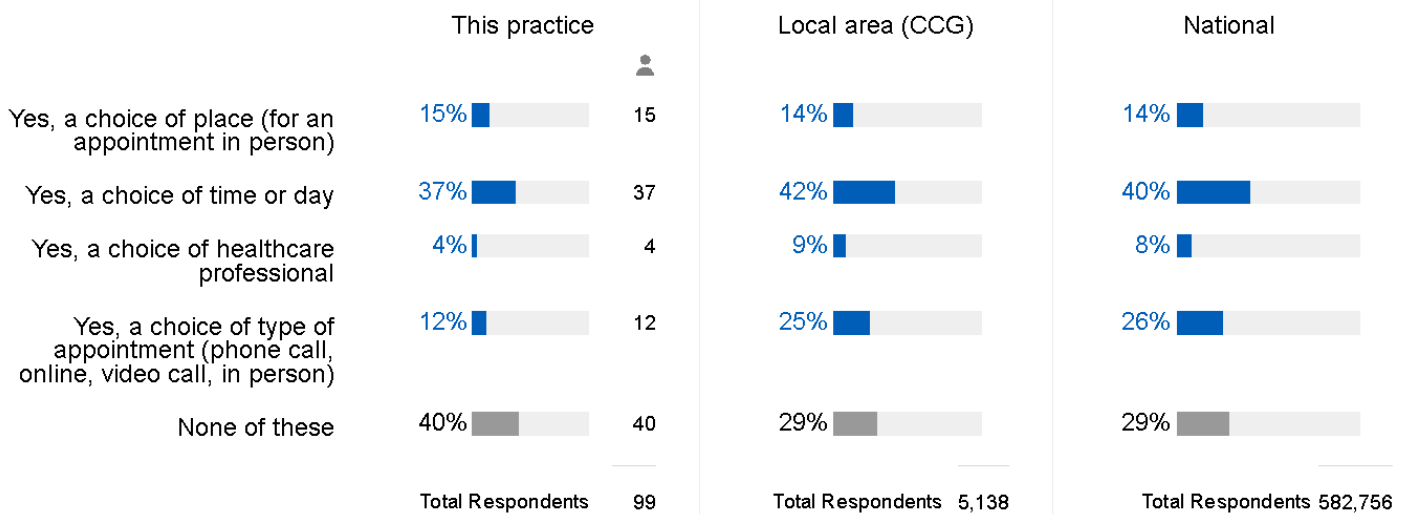


60% were offered a choice of appointment when they last tried to make a general practice appointment

Hide breakdown

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

On this occasion, were you offered any of the following choices of appointment? Excluding 'Can't remember' and 'I did not need a choice'



The practice is below the local and national averages. This may not properly reflect the choice of appointments offered. We run a telephone triage model for the GP and then a video or face-to-face appointment can be offered.

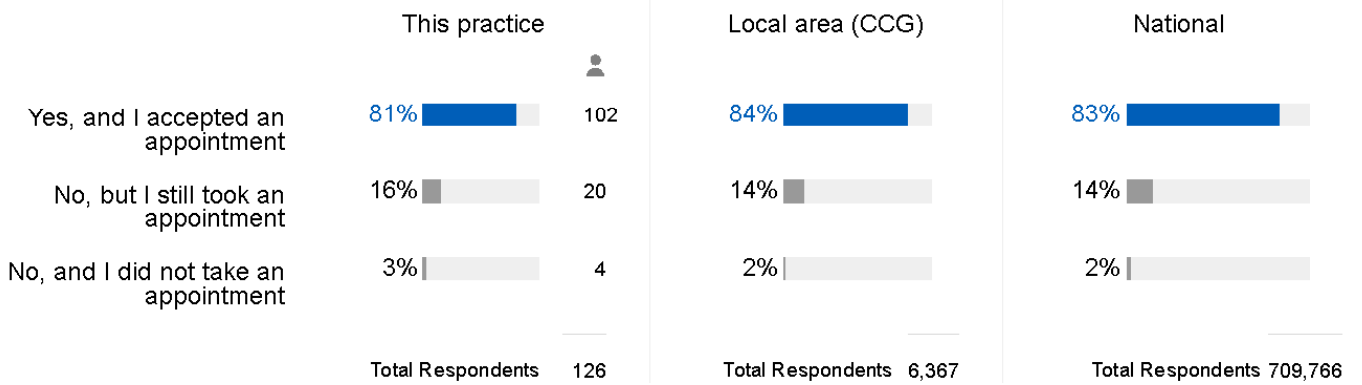


81% were satisfied with the appointment they were offered

Hide breakdown

Local (CCG) average: 84% | National average: 83%

Were you satisfied with the appointment (or appointments) you were offered? Excluding 'I was not offered an appointment'



Showing unweighted results

Please note: due to rounding, some figures may not add up to 100%

Practice Response/ Action Plan:

The practice is in line with the local and national averages. The practice offers same day appointments either on the phone, video or face-to-face. We also offer extended access and extended hours appointments run at other locations and times locally.

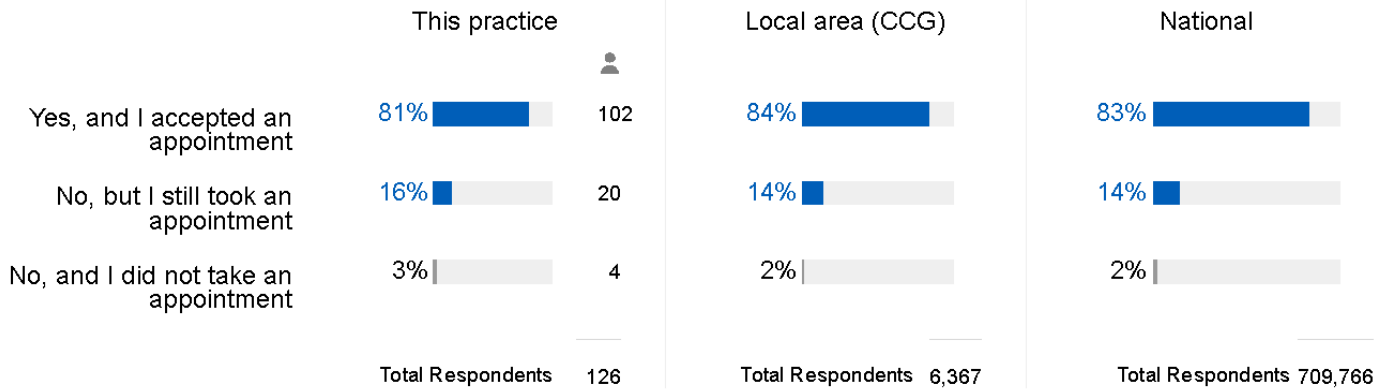


97% took the appointment they were offered

Hide breakdown

Local (CCG) average: 98% | National average: 98%

Were you satisfied with the appointment (or appointments) you were offered? Excluding 'I was not offered an appointment'



Practice Response / Action Plan:

The practice is in line with the local and national averages. The majority of patients took an appointment they were offered.

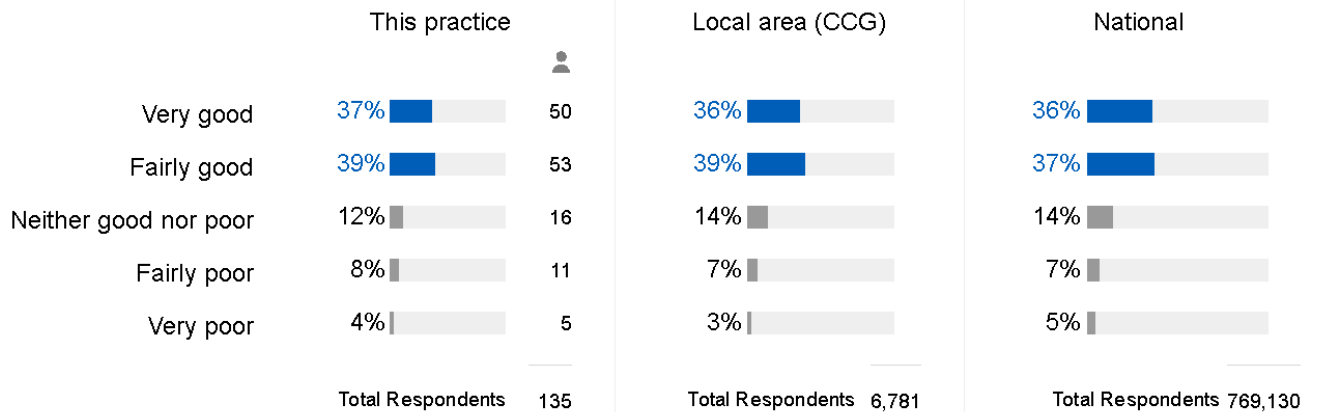


76% describe their experience of making an appointment as good

Hide breakdown

Local (CCG) average: 75% | National average: 74%

Overall, how would you describe your experience of making an appointment?



Practice Response/ Action Plan:

The practice is above the local and national averages. We will continue to offer the best possible service to our patients to ensure they have a straightforward experience when making an appointment.

Your last appointment

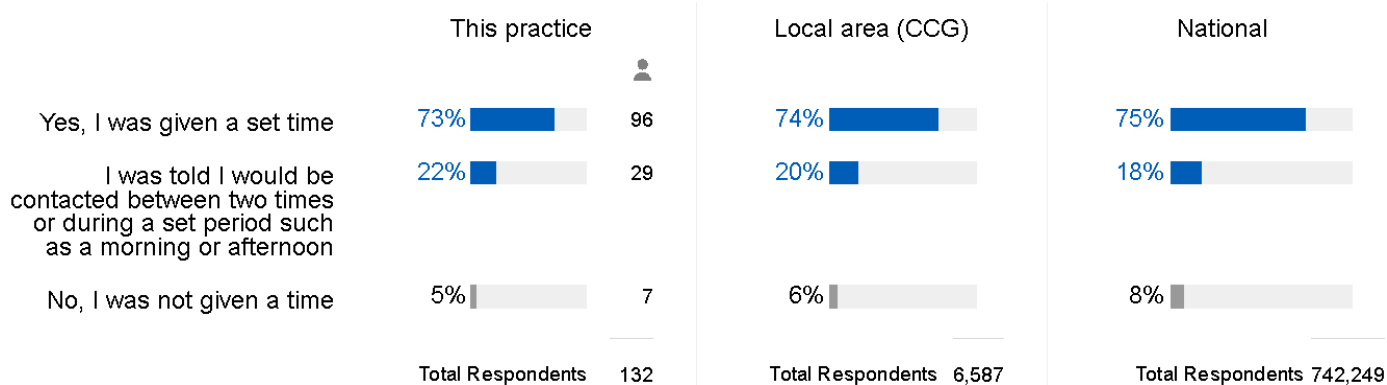


95% were given a time for their last general practice appointment

Hide breakdown

Local (CCG) average: 94% | National average: 92%

Last time you had a general practice appointment, were you given a time for the appointment? Excluding 'Can't remember/Don't know'



Practice Response/ Action Plan:

The practice is broadly in line with the local and national averages. The practice offers either a morning or afternoon appointments along with same day face - to - face and video appointments. Nurse, clinical pharmacist and first contact physio are all booked in advance.

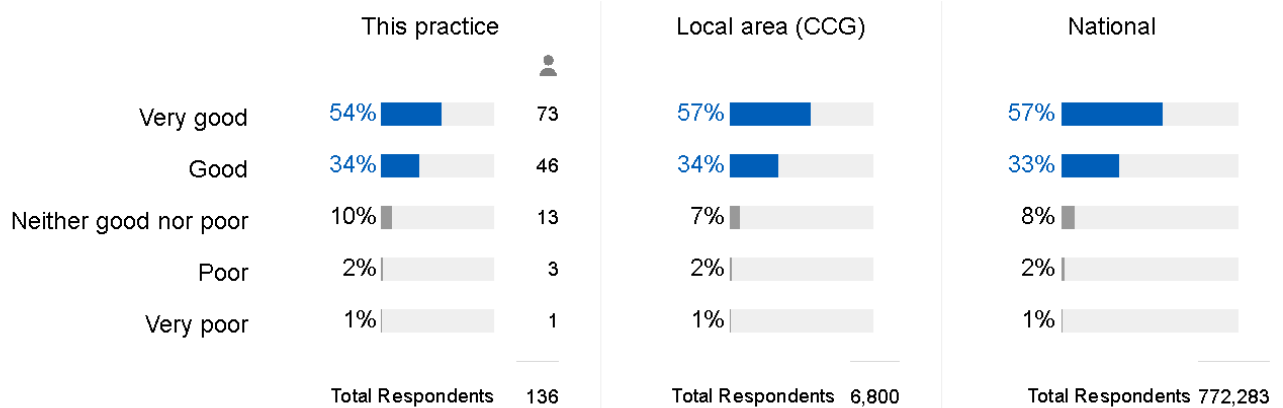


88% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Hide breakdown

Local (CCG) average: 91% | National average: 90%

Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time? Excluding 'Doesn't apply'



Practice Response/ Action Plan:

The practice is generally in line with the local and national averages. The practice operates a system of one appointment for one problem. If patients have multiple problems, they need to let reception know at the time of booking so more than 1 slot can be allocated.

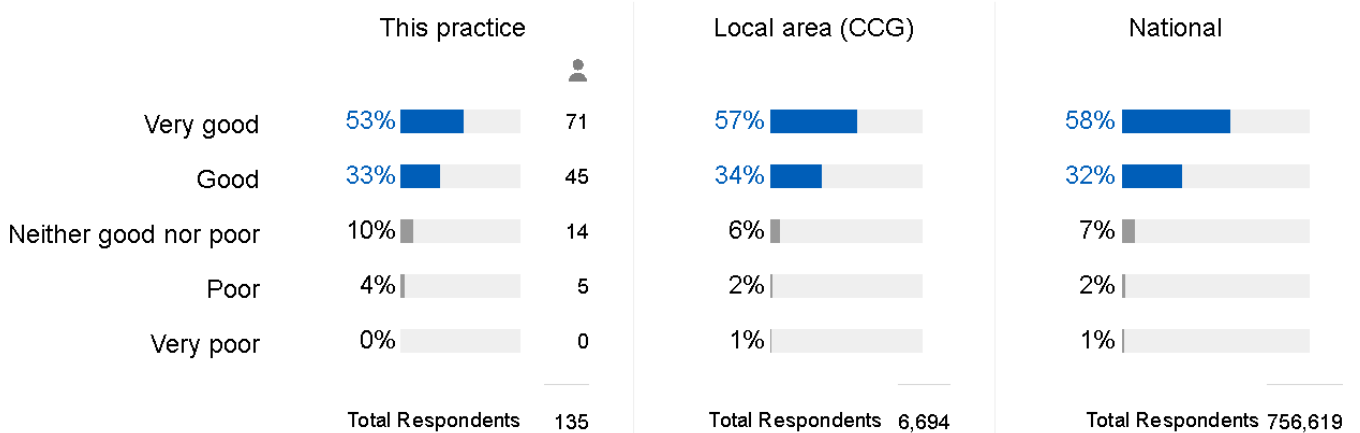


86% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Hide breakdown

Local (CCG) average: 91% | National average: 90%

Last time you had a general practice appointment, how good was the healthcare professional at listening to you? Excluding 'Doesn't apply'



Practice Response/ Action Plan:

The practice is broadly in line with the local and national averages. We have had a change of GP partners and some new sessional GP's, as well as new Allied Health Professionals.

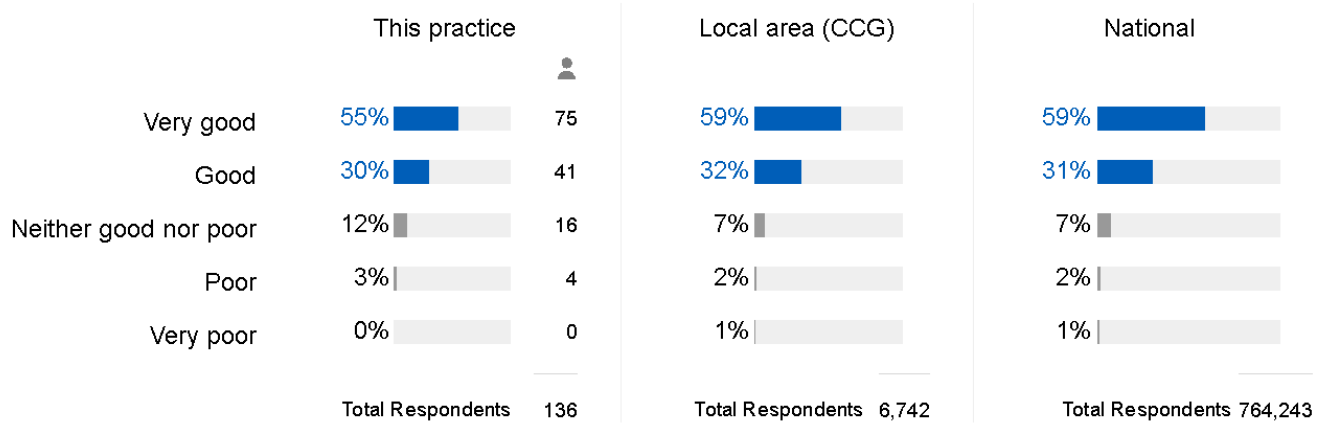


85% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Hide breakdown

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

Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? Excluding 'Doesn't apply'



Practice Response/ Action Plan:

The practice is broadly in line with local and national averages. The figures reflect that the vast majority of patients feel that healthcare professionals at the practice treat them with care and concern.

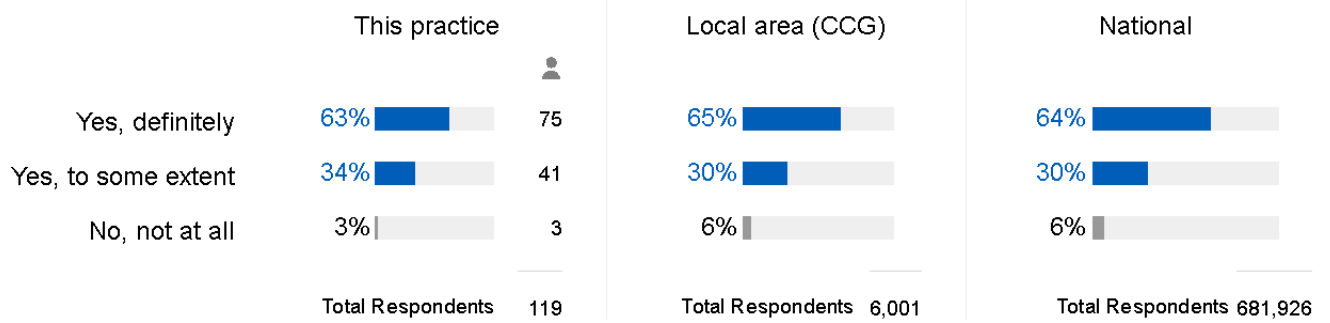


97% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Hide breakdown

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

During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Excluding 'Don't know/Doesn't apply'



Practice Response/ Action Plan:

The practice is above the local and national averages. The practice is outperforming with the not at all percentage.

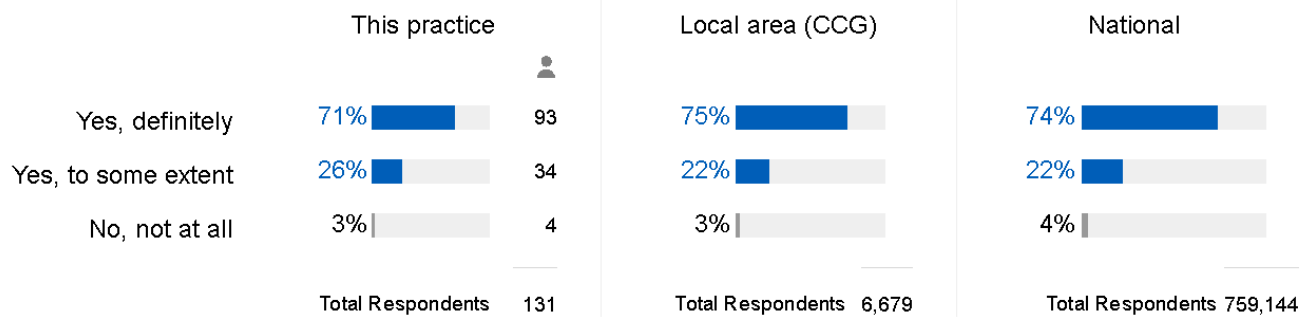


97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Hide breakdown

Local (CCG) average: 97% | National average: 96%

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? Excluding 'Don't know/Can't say'



Practice Response/ Action Plan:

The practice is in line with the local and above the national averages. The above suggests that the vast majority of our patients have confidence and trust in the healthcare professional that they speak to.

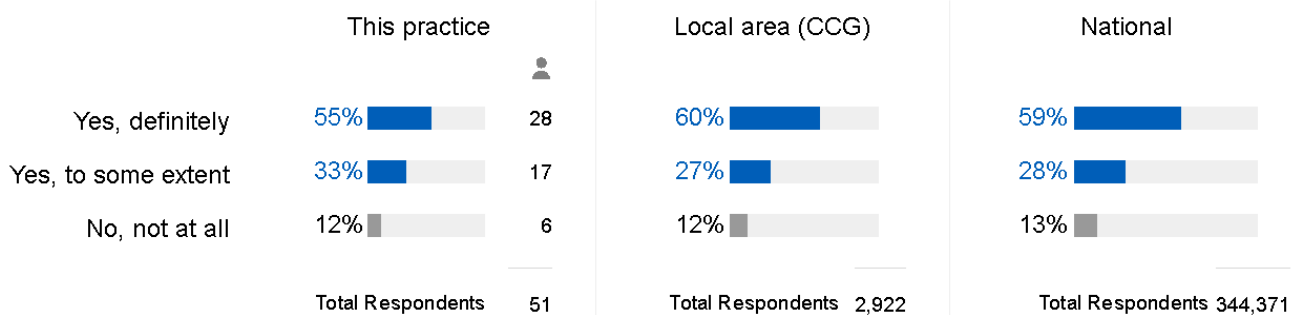


88% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Hide breakdown

Local (CCG) average: 88% | National average: 87%

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had? Excluding 'I did not have any mental health needs' and 'Did not apply to my last appointment'



Practice Response/ Action Plan:

The practice is broadly in line with the local and national averages. The practice continues to look after 2 homes with patients with mental health problems, as well as many patients in their own homes.

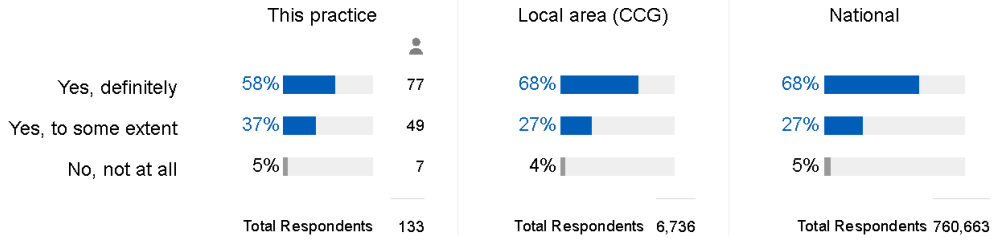


95% felt their needs were met during their last general practice appointment

Hide breakdown

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

Thinking about the reason for your last general practice appointment, were your needs met? Excluding 'Don't know/Can't say'



Practice Response/ Action Plan:

The practice is broadly in line with local and national averages. The figures reflect that the vast majority of our patients feel that healthcare professionals at the practice meet their needs.

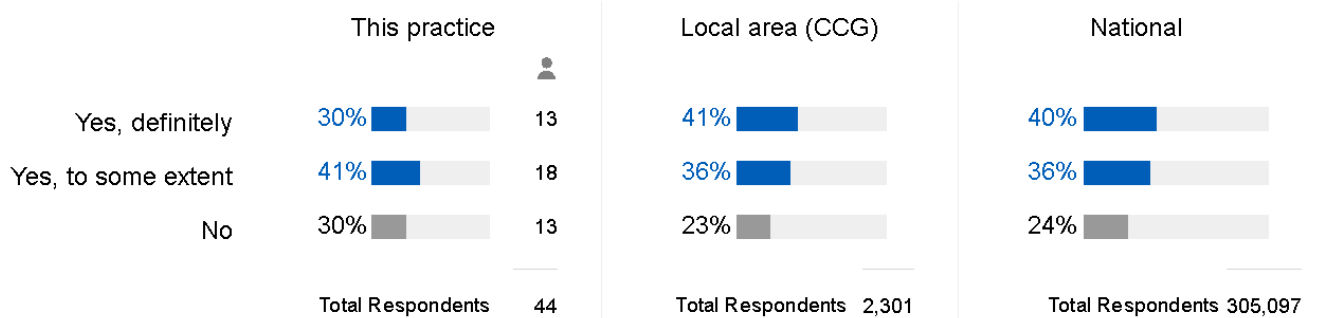


70% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Hide breakdown

Local (CCG) average: 77% | National average: 76%

In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? Excluding 'I haven't needed support' and 'Don't know/Can't say'



Practice Response/ Action Plan:

The practice is slightly below the local and national averages. Our receptionists live locally and form part of the local community and are so aware of local resources to signpost to patients. We are actively seeking a social prescriber to join our PCN team who will also be able to signpost patients to alternative services.

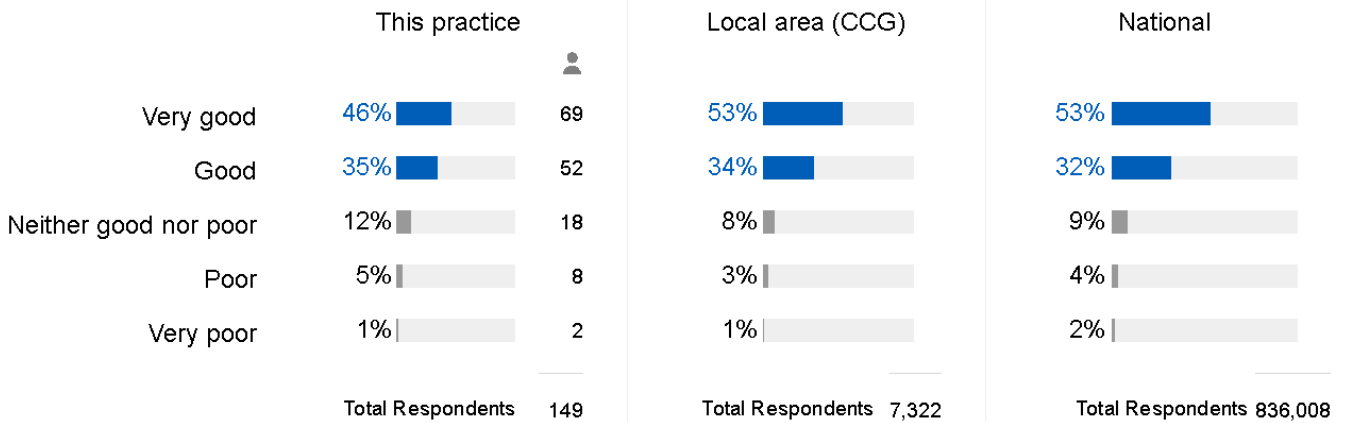


81% describe their overall experience of this GP practice as good

Hide breakdown

Local (CCG) average: 87% | National average: 86%

Overall, how would you describe your experience of your GP practice?



Practice Response/ Action Plan:

The practice is broadly in line with the local and national averages. The practice will continue to listen to patient feedback to continue to improve our service.