

SURVEY COMPONENT  Response Rate	THIS PRACTICE - 2017 - MORI	THIS PRACTICE - 2017  100 patients selected at random	LOCAL AREA - 2017- MORI	NATIONAL - 2017 - MORI
<b>Find it easy to get through to the surgery on the phone</b>				
Very Easy	18%	49%	13%	23%
Fairly Easy	41%	42%	37%	47%
Not very easy	34%	8%	31%	19%
Not at all easy	7%	1%	19%	10%
<b>Find the receptionist at this surgery helpful</b>				
Very helpful	31%	62%	33%	43%
Fairly helpful	49%	32%	48%	43%
Not very helpful	14%	6%	13%	8%
Not at all helpful	5%	0%	5%	3%
Don't know	0%	0%	1%	2%
<b>Usually get to see or speak to their preferred GP</b>				
Always or almost always	18%	34%	23%	33%
A lot of the time	25%	35%	25%	23%
Some of the time	43%	28%	39%	35%
Never or almost never	15%	3%	13%	9%
<b>Were able to get an appointment to see or speak to someone the last time called</b>				
Got an appointment	53%	58%	62%	72%
Got an appointment but had to call closer to the day	24%	36%	14%	12%
Didn't get an appointment	18%	2%	17%	11%

Can't remember	4%	4%	7%	4%
<b>Say the last appointment they got was convenient</b>				
Very convenient	23%	32%	30%	47%
Fairly convenient	45%	44%	53%	45%
Not very convenient	11%	9%	14%	7%
Not at all convenient	2%	8%	3%	1%
Unable to get an appointment	19%	7%	18%	12%

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<b>Response Rate</b>		<b>100 patients selected at random</b>		
<b>Describe their experience of making an appointment</b>				
Very good	19%	47%	29%	41%
Fairly good	27%	45%	41%	40%
Neither good nor poor	40%	8%	10%	6%
Fairly poor	8%	0%	1%	1%
Very poor	6%	0%	18%	12%
<b>Usually wait 15 minutes or after their appointment time to be seen</b>				
Less than 5 minutes	5%	18%	19%	33%
5 to 15 minutes	28%	34%	41%	40%
Don't usually have appointments at a particular time	56%	17%	21%	15%
More than 15 minutes	3%	25%	11%	8%
Can't remember	8%	6%	8%	5%
<b>Feel they have to wait too long to be seen</b>				

I don't normally have to wait too long	29%	24%	44%	58%
I have to wait a bit too long	38%	45%	33%	25%
I have to wait far too long	31%	29%	14%	9%
No option / doesn't apply	2%	2%	10%	9%

**Say that the last GP they saw or spoke to was good at giving them enough time**

Very good	44%	43%	38%	51%
Good	34%	53%	46%	38%
Neither good nor poor	16%	3%	10%	8%
Poor	1%	1%	3%	2%
Very poor	6%	0%	2%	1%

**Say that the last GP they saw or spoke to was good at listening to them**

Very good	39%	58%	36%	51%
Good	41%	38%	46%	37%
Neither good nor poor	13%	3%	12%	8%
Poor	3%	1%	3%	3%
Very poor	4%	0%	3%	1%

**Say that the last GP they saw or spoke to was good at explaining tests and treatments**

Very good	40%	56%	36%	48%
Good	37%	39%	44%	38%
Neither good nor poor	17%	3%	15%	10%
Poor	3%	1%	4%	2%
Very poor	3%	1%	2%	1%

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<b>Say that the last GP they saw or spoke to was good at involving them in decisions about their care</b>				
Very good	28%	54%	32%	43%
Good	42%	40%	40%	39%
Neither good nor poor	20%	4%	22%	14%
Poor	3%	2%	3%	3%
Very poor	8%	0%	3%	1%
<b>Say that the last GP they saw or spoke to was good at treating them with care and concern</b>				
Very good	39%	45%	34%	48%
Good	35%	40%	45%	38%
Neither good nor poor	17%	10%	14%	10%
Poor	5%	2%	4%	3%
Very poor	4%	3%	3%	1%
<b>Had confidence and trust in the last GP they saw or spoke to</b>				
Definitely had confidence	63%	72%	54%	66%
Had confidence to some extent	29%	26%	39%	29%
No confidence at all	8%	2%	7%	5%
<b>Say that the last nurse they saw or spoke to was good at giving them enough time</b>				
Very good	41%	44%	40%	55%
Good	34%	51%	47%	37%

Neither good nor poor	10%	3%	10%	6%
Poor	9%	2%	2%	1%
Very poor	7%	0%	1%	1%
<b>Say that the last nurse they saw or spoke to was good at listening to them</b>				
Very good	35%	45%	41%	54%
Good	37%	50%	45%	37%
Neither good nor poor	14%	0%	10%	7%
Poor	4%	3%	2%	1%
Very poor	10%	2%	1%	1%

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<b>Response Rate</b>				
<b>Say that the last nurse they saw or spoke to was good at explaining tests and treatments</b>				
Very good	36%	44%	37%	53%
Good	37%	52%	48%	37%
Neither good nor poor	13%	0%	12%	8%
Poor	3%	4%	2%	1%
Very poor	11%	0%	1%	1%
<b>Say that the last nurse they saw or spoke to was good at involving them in decision about their care</b>				
Very good	27%	47%	34%	48%

Good	42%	48%	46%	37%
Neither good nor poor	17%	3%	16%	12%
Poor	6%	2%	2%	2%
Very poor	9%	0%	1%	1%
<b>Say that the last nurse they saw or spoke to was good at treating them with care and concern</b>				
Very good	34%	39%	38%	54%
Good	40%	53%	47%	37%
Neither good nor poor	10%	2%	11%	7%
Poor	7%	0%	2%	1%
Very poor	10%	4%	1%	1%
<b>Had confidence and trust in the last nurse they saw or spoke to</b>				
Definitely had confidence	56%	59%	59%	72%
Had confidence to some extent	26%	35%	36%	25%
No confidence at all	18%	6%	5%	3%
<b>How satisfied are you with the hours that your GP surgery is open</b>				
Very satisfied	15%	37%	32%	37%
Fairly satisfied	46%	42%	43%	39%
Neither satisfied or dissatisfied	24%	16%	13%	10%
Fairly dissatisfied	12%	5%	6%	6%
Very dissatisfied	2%	0%	3%	3%
Aren't sure when the surgery is open	0%	0%	4%	5%

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Response Rate		100 patients selected at random		
<b>Overall, how would you describe your experience with the GP surgery</b>				
Very good	26%	36%	27%	43%
Good	47%	54%	50%	42%
Neither good nor poor	18%	7%	15%	10%
Poor	4%	3%	5%	4%
Very poor	5%	0%	3%	1%
<b>Would you recommend this GP surgery to someone who have just moved to your local area</b>				
Definitely would	22%	50%	32%	47%
Probably would	35%	39%	34%	30%
Aren't sure	18%	5%	17%	12%
Probably wouldn't	7%	2%	9%	6%
Definitely wouldn't	6%	1%	5%	3%
Don't know	11%	3%	2%	2%
<b>How easy was it to contact the out-of-hours GP services by telephone</b>				
Very Easy		32%		
Fairly Easy		38%		
Not very easy		5%		
Not at all easy		2%		
Don't know or didn't make contact		23%		
<b>Feel they have received the out-of-hours service quickly</b>				
It was about right		56%		
It took too long		16%		
Don't know or doesn't apply		28%		





**What age group do you belong to**

17-24  
25-30  
35-44  
45-54  
55-64  
65-74  
75

