

National Patient survey results

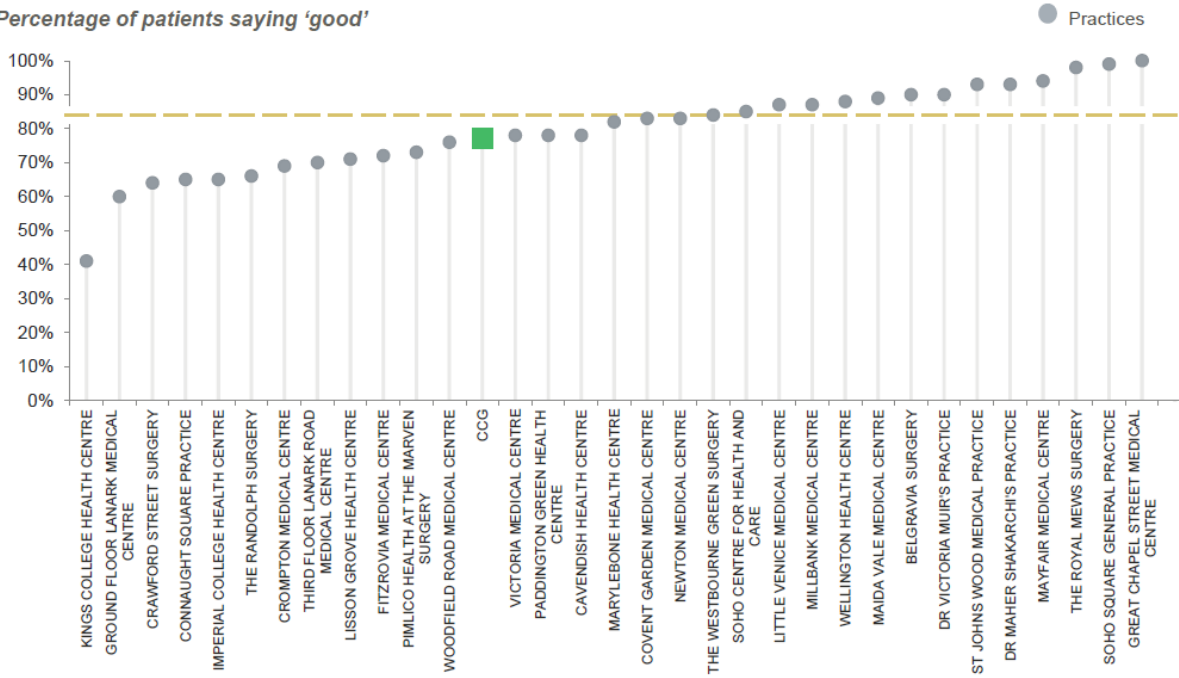
- **All data is taken from the latest / August 2018 publication** (fieldwork January to March 2018).

- **All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.**

Overall experience: how the CCG's practices compare

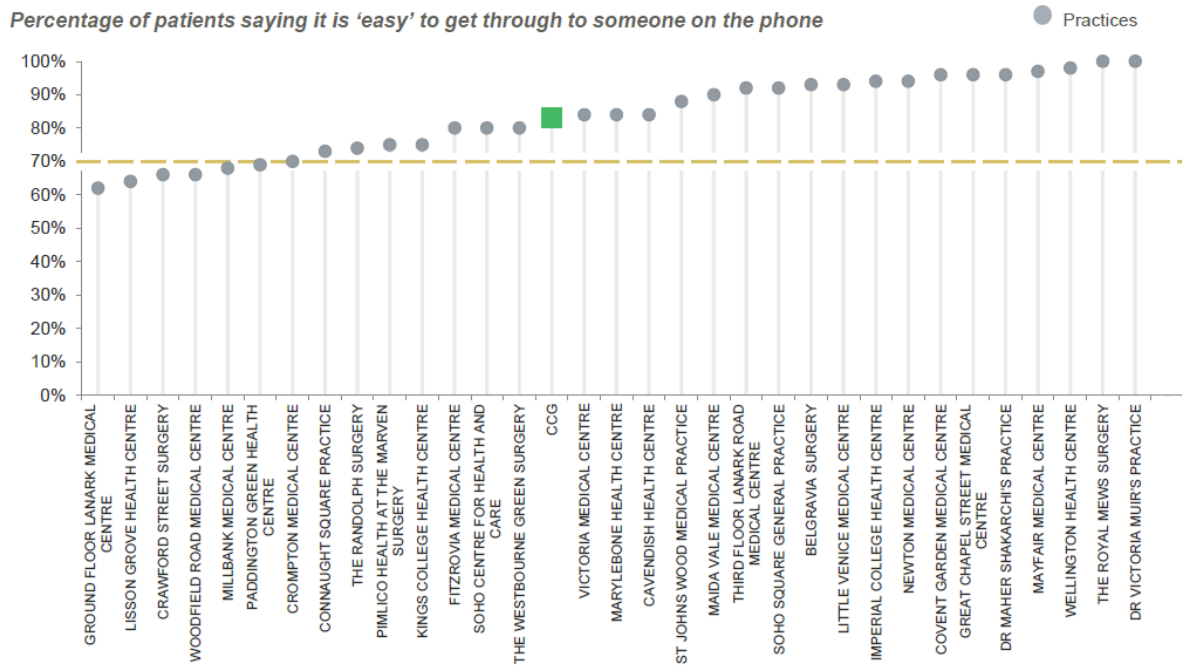
Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'



Ease of getting through to GP practice on the phone how the CCG's practices compare

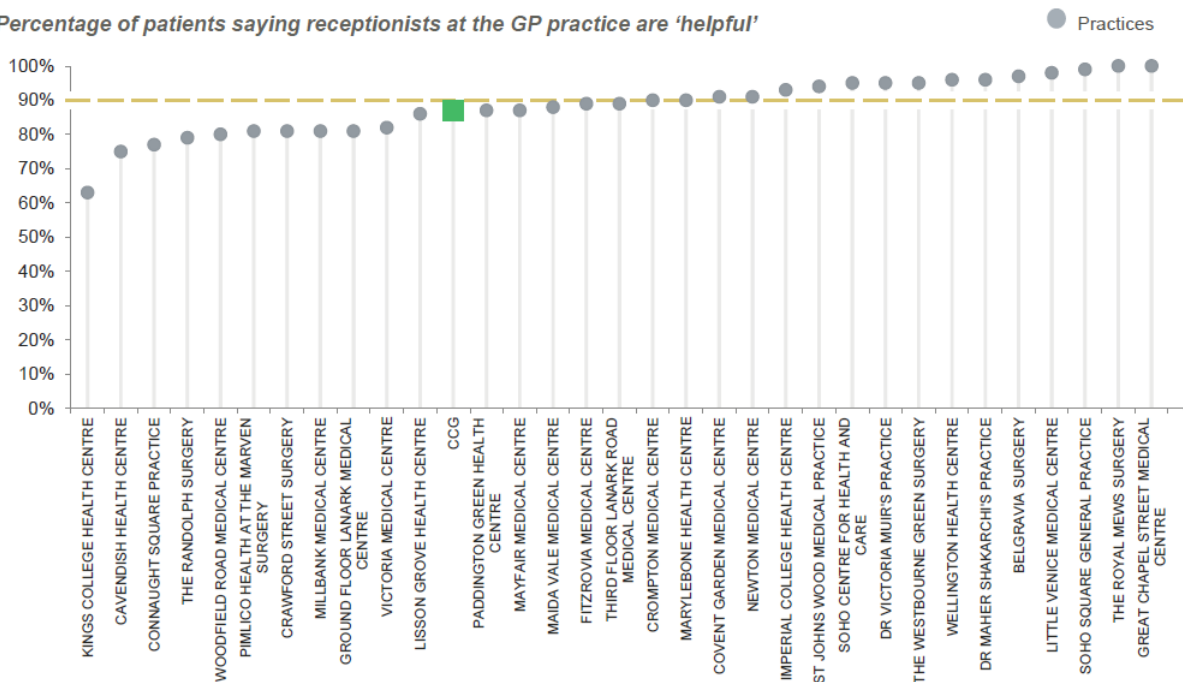
Q1. Generally, how easy is it to get through to someone at your GP practice



Helpfulness of receptionists at GP practice: how the CCG's practices compare

Q2. How helpful do you find the receptionists at your GP practice?

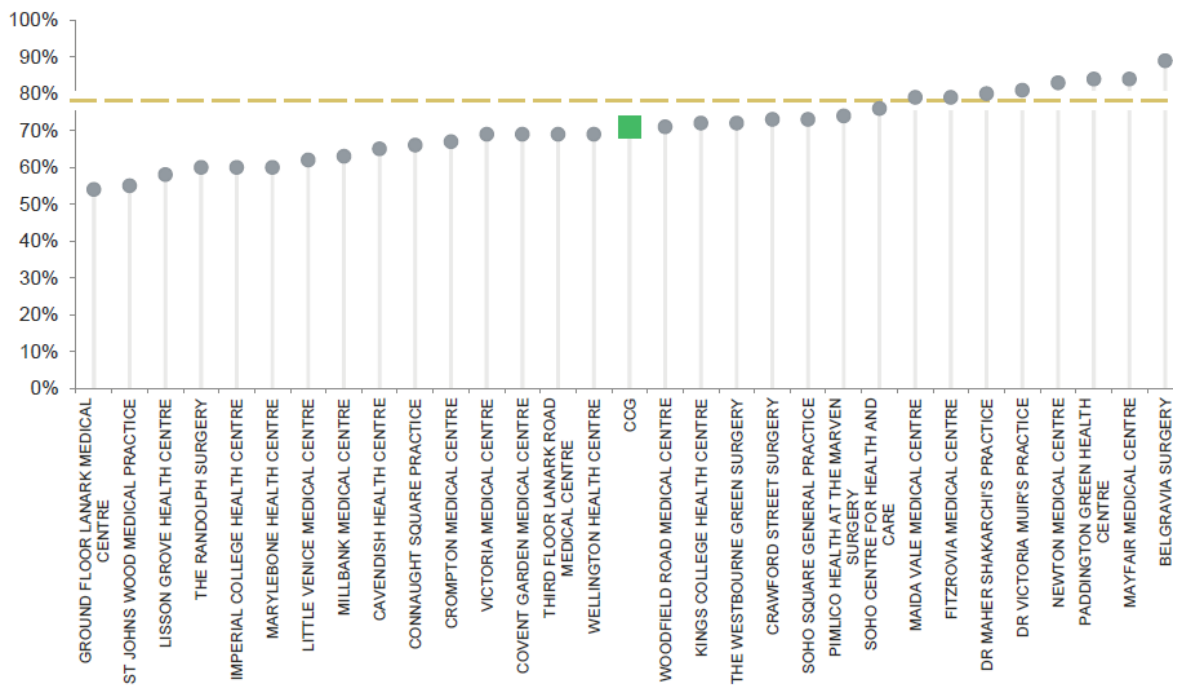
Percentage of patients saying receptionists at the GP practice are 'helpful'



Ease of use of online services

Q6. How easy is it to use your GP practice's website to look for information

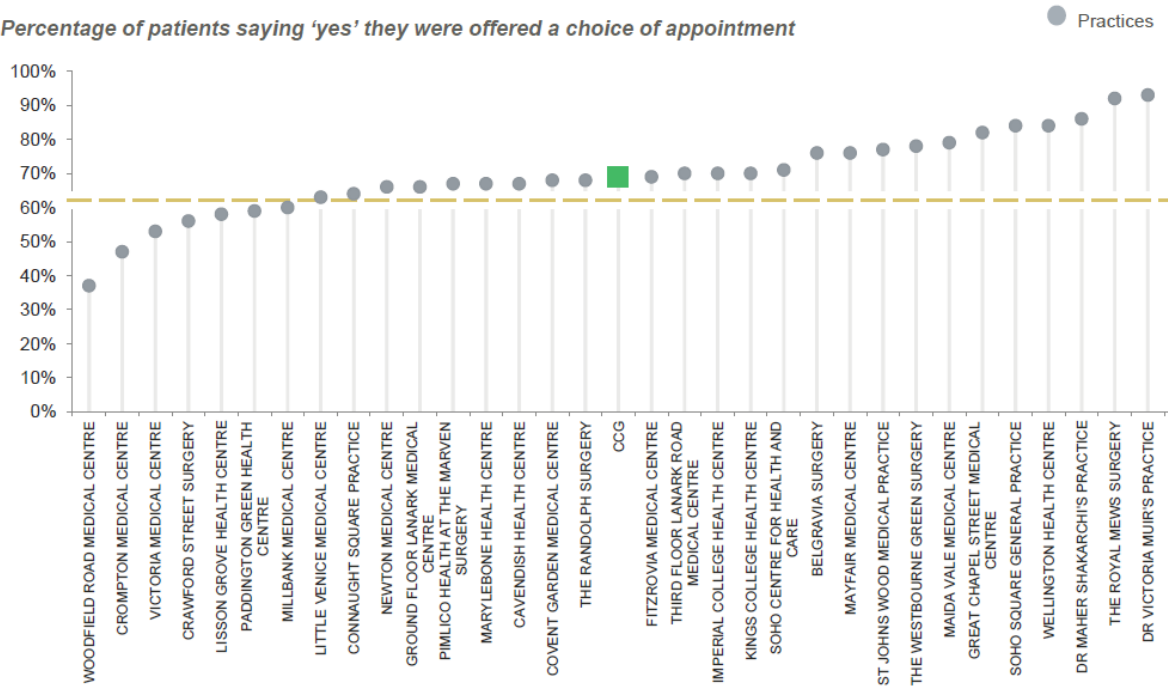
Percentage of patients saying it is 'easy' to use their GP practice's website



Choice of appointment

Q16. On this occasion (when you last tried to make a general practice appointment) offered a choice of appointment?

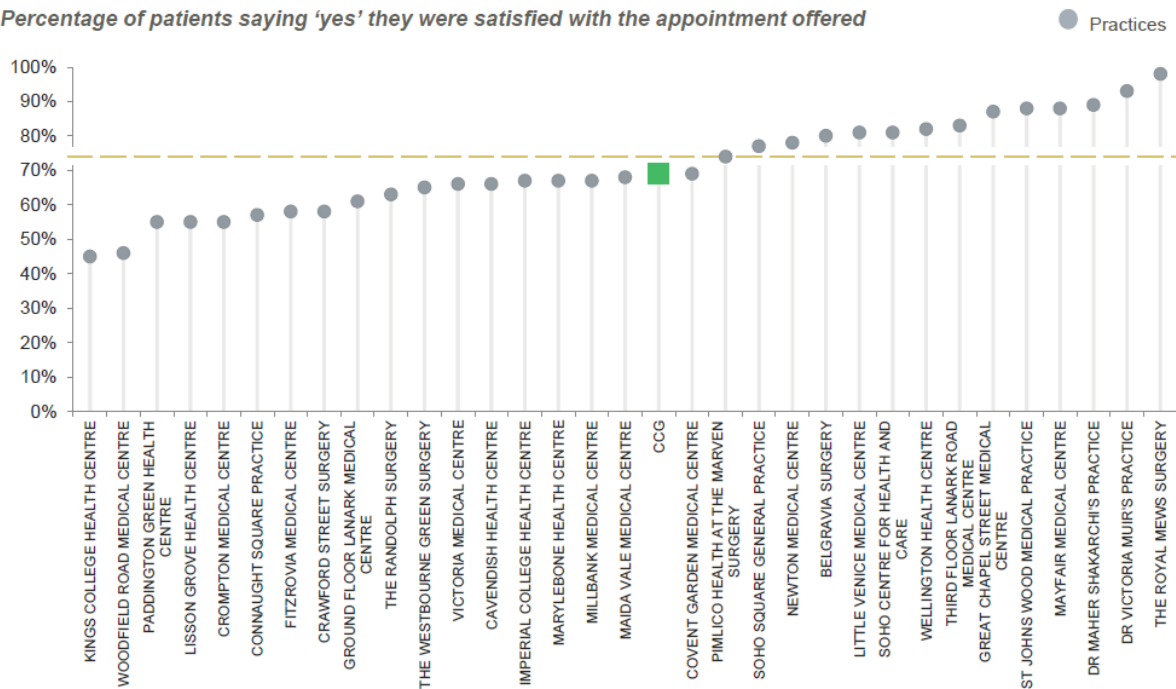
Percentage of patients saying 'yes' they were offered a choice of appointment



Satisfaction with appointment offered

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

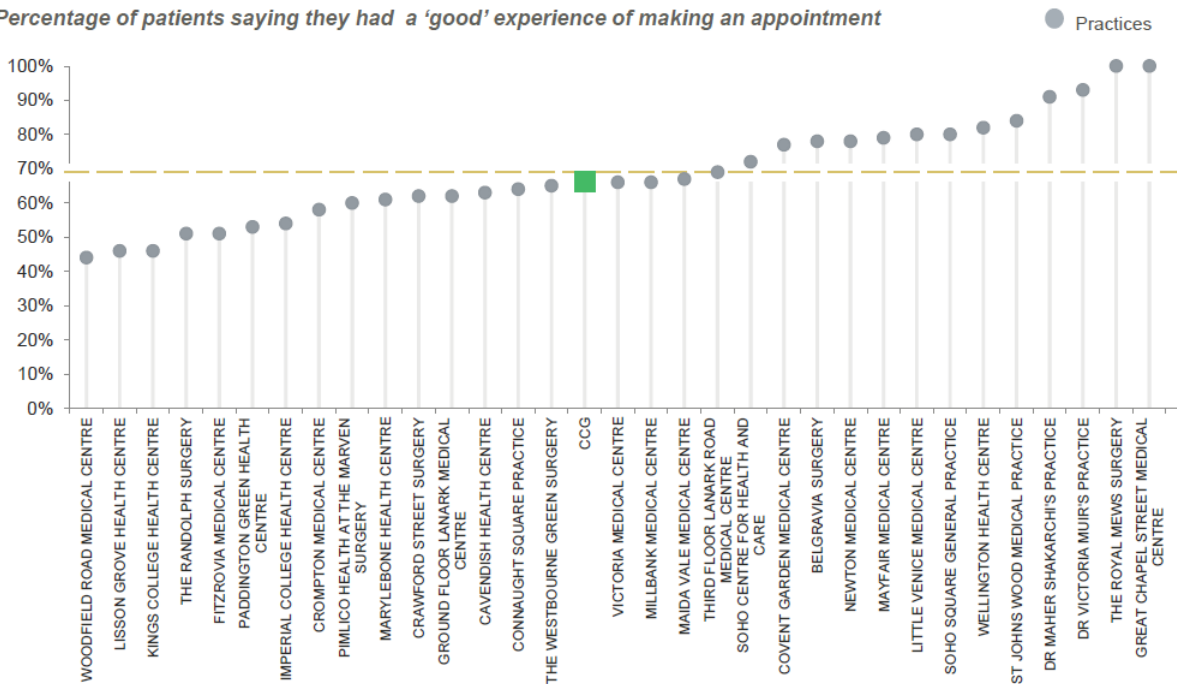
Percentage of patients saying 'yes' they were satisfied with the appointment offered



Overall experience of making an appointment: how the CCG's practices compare

Q22. Overall, how would you describe your experience of making an appointment

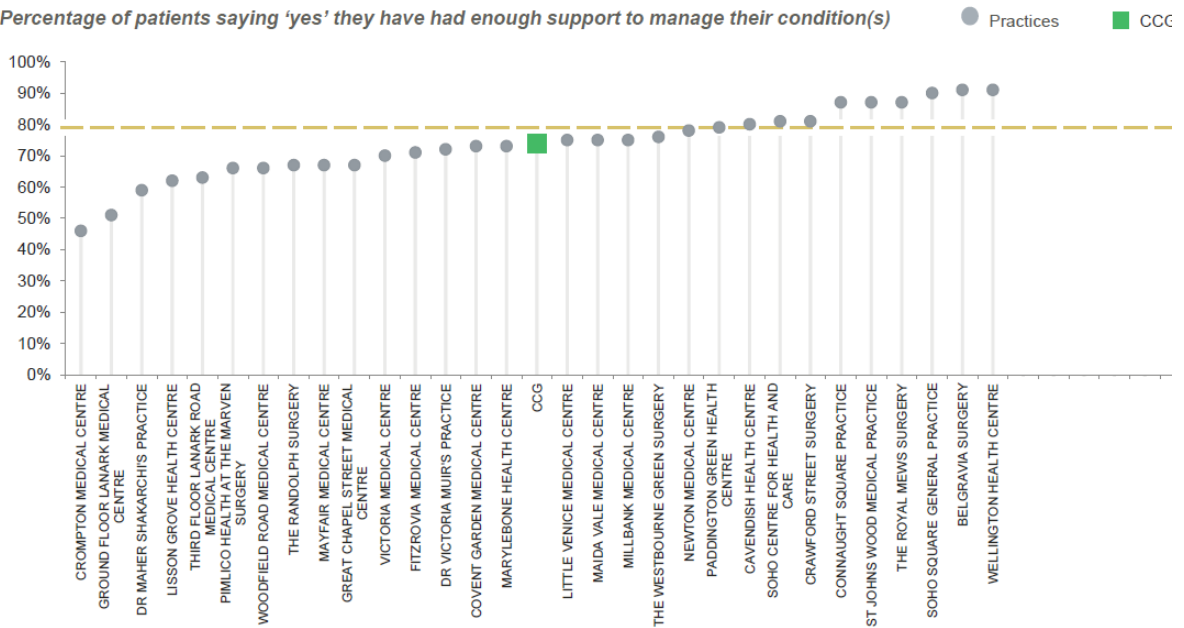
Percentage of patients saying they had a 'good' experience of making an appointment



Support with managing long-term health conditions

Q38. In the last 12 months, have you had enough support from local services or help you to manage your condition (or conditions)?

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)



Satisfaction with appointment times: how the CCG's practices compare

Q8. How satisfied are you with the general practice appointment times that

Percentage of patients saying they are 'satisfied' with the appointment times available

