

GP Patient Survey (2017)

| | Liquorpond | CCG | National |
|--|------------|-----|----------|
| % of patients who find it easy to get through to the surgery on the phone | 65 | 58 | 71 |
| % of patients who find the receptionists helpful | 94 | 84 | 87 |
| % of patients who usually get to see or speak to their preferred GP | 58 | 46 | 56 |
| % of patients who were able to get an appointment to see or speak to someone the last time they tried | 82 | 80 | 84 |
| % of patients who say the last appointment they got was convenient | 87 | 78 | 81 |
| % of patients who describe their experience of making an appointment as good | 78 | 66 | 73 |
| % of patients who usually wait 15 minutes or less after their appointment time to be seen | 47 | 62 | 64 |
| % of patients who feel they don't normally have to wait too long to be seen | 47 | 58 | 58 |
| % of patients who say that the last GP they saw or spoke to was good at giving them enough time | 92 | 85 | 86 |
| % of patients who say the last GP they saw or spoke to was good at listening to them | 89 | 86 | 89 |
| % of patients who say the last GP they saw or spoke to was good at explaining tests and treatments | 89 | 84 | 86 |
| % of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care | 82 | 79 | 82 |
| % of patients who say the last GP they saw or spoke to was good at treating them with care and concern | 90 | 84 | 86 |
| % of patients who had confidence and trust in the last GP they saw or spoke to | 94 | 94 | 95 |
| % of patients who say that the last nurse they saw or spoke to was good at giving them enough time | 96 | 92 | 92 |
| % of patients who say the last nurse they saw or spoke to was good at listening to them | 97 | 92 | 91 |
| % of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments | 95 | 90 | 90 |
| % of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care | 92 | 86 | 85 |
| % of patients who say the last nurse they saw or spoke to was good at treating them with care and concern | 96 | 91 | 91 |
| % of patients who had confidence and trust in the last nurse they saw or spoke to | 99 | 97 | 97 |
| % of patients who are satisfied with the surgery's opening hours | 82 | 73 | 76 |
| % of patients who describe their overall experience of the surgery as good | 83 | 80 | 85 |
| % of patients who would recommend this surgery to someone new to the area | 74 | 72 | 77 |