

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

Q26 Is your GP surgery currently open at times that are convenient for you?

	GREAT WITLEY SURGERY		NATIONAL		WORCESTERSHIRE PCT	
Yes	89	81%	732659	77%	7777	77%
No	14	13%	150922	16%	1586	16%
Don't know	7	6%	61826	7%	672	7%
	<u>109</u>		<u>945407</u>		<u>10036</u>	

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	53	47%	290745	30%	3114	30%
Fairly easy	52	46%	456421	47%	5064	49%
Not very easy	4	4%	136084	14%	1371	13%
Not at all easy	1	1%	57669	6%	514	5%
Haven't tried	3	2%	34540	4%	294	3%
Easy (total)	<u>105</u>	<u>93%</u>	<u>747167</u>	<u>77%</u>	<u>8178</u>	<u>79%</u>
	113		975459		10358	

Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	71	62%	460356	47%	5225	50%
Fairly helpful	38	33%	402439	41%	4139	40%
Not very helpful	3	3%	68798	7%	585	6%
Not at all helpful	0	0%	22977	2%	213	2%
Don't know	2	2%	20085	2%	189	2%
Helpful (total)	<u>108</u>	<u>95%</u>	<u>862796</u>	<u>89%</u>	<u>9364</u>	<u>90%</u>
	113		974656		10351	

Q18 Overall, how would you describe your experience of making an appointment?

Very good	62	56%	345446	37%	3960	40%
Fairly good	44	40%	387599	41%	4078	41%
Neither good nor poor	2	2%	120635	13%	1219	12%
Fairly poor	2	2%	58308	6%	528	5%
Very poor	0	0%	30110	3%	240	2%
Good (total)	<u>106</u>	<u>96%</u>	<u>733044</u>	<u>78%</u>	<u>8039</u>	<u>80%</u>
	110		942097		10025	

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	34	57%	213214	41%	2371	40%
A lot of the time	13	21%	122203	23%	1554	26%
Some of the time	10	18%	150378	29%	1585	27%
Never or almost never	2	4%	34008	7%	351	6%
Not tried at this GP surgery	0	0%	3334	1%	21	0%
	<u>59</u>		<u>523138</u>		<u>5882</u>	

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Core Questions

Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

	GREAT WITLEY SURGERY		NATIONAL		WORCESTERSHIRE PCT	
Very good	75	67%	470833	49%	5485	54%
Good	32	29%	354085	37%	3575	35%
Neither good nor poor	3	3%	83530	9%	743	7%
Poor	2	1%	21652	2%	193	2%
Very poor	1	0%	9839	1%	60	1%
Doesn't apply	0	0%	15087	2%	117	1%
Good (total)	106	96%	824917	86%	9060	89%
	111		955025		10172	

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	73	67%	384423	40%	4469	44%
Good	26	23%	335419	35%	3547	35%
Neither good nor poor	4	4%	117534	12%	1098	11%
Poor	1	1%	26069	3%	206	2%
Very poor	0	0%	12157	1%	60	1%
Doesn't apply	6	5%	74615	8%	742	7%
Good (total)	99	90%	719842	76%	8016	79%
	110		950218		10122	

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	1	1%	31769	3%	324	3%
Less than 5 minutes	17	15%	92851	10%	836	8%
5 to 15 minutes	79	71%	543266	58%	5964	60%
More than 15 minutes	9	8%	235453	25%	2573	26%
Can't remember	5	4%	38831	4%	325	3%
	110		942169		10021	

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	93	83%	619258	65%	7198	71%
Yes, to some extent	16	15%	263631	28%	2439	24%
No, not at all	2	2%	40181	4%	307	3%
Don't know/can't say	1	1%	28600	3%	214	2%
	112		951670		10158	

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Core Questions

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

GREAT WITLEY SURGERY

NATIONAL

WORCESTERSHIRE PCT

	GREAT WITLEY SURGERY	NATIONAL	WORCESTERSHIRE PCT
Yes, would definitely recommend	93 84%	484173 51%	5697 56%
Yes, would probably recommend	13 12%	291864 30%	3002 30%
Not sure	1 1%	98697 10%	814 8%
No, would probably not recommend	2 2%	44019 5%	315 3%
No, would definitely not recommend	0 0%	23283 2%	174 2%
Don't know	1 1%	15824 2%	146 1%
	110	957858	10148