

What this practice **does best** ?

-  **82%** of respondents with a preferred GP usually get to see or speak to that GP
Local (CCG) average: 69% | National average: 59%
-  **86%** of respondents describe their experience of making an appointment as good
Local (CCG) average: 77% | National average: 73%
-  **88%** of respondents would recommend this surgery to someone new to the area
Local (CCG) average: 82% | National average: 78%

What this practice **could improve** ?

-  **88%** of respondents say the last nurse they saw or spoke to was good at giving them enough time
Local (CCG) average: 93% | National average: 92%
-  **60%** of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 66% | National average: 65%
-  **92%** of respondents had confidence and trust in the last nurse they saw or spoke to
Local (CCG) average: 97% | National average: 97%

 70% find it easy to get through to this surgery by phone Local (CCG) average: 74% National average: 73%	 80% say the last GP they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 84% National average: 82%
 89% find the receptionists at this surgery helpful Local (CCG) average: 88% National average: 87%	 91% say the last GP they saw or spoke to was good at treating them with care and concern Local (CCG) average: 87% National average: 85%
 82% usually get to see or speak to their preferred GP Local (CCG) average: 69% National average: 59%	 99% had confidence and trust in the last GP they saw or spoke to Local (CCG) average: 96% National average: 95%
 88% were able to get an appointment to see or speak to someone the last time they tried Local (CCG) average: 87% National average: 85%	 88% say the last nurse they saw or spoke to was good at giving them enough time Local (CCG) average: 93% National average: 92%
 94% say the last appointment they got was convenient Local (CCG) average: 93% National average: 92%	 87% say the last nurse they saw or spoke to was good at listening to them Local (CCG) average: 91% National average: 91%
 86% describe their experience of making an appointment as good Local (CCG) average: 77% National average: 73%	 92% say the last nurse they saw or spoke to was good at explaining tests and treatments Local (CCG) average: 91% National average: 90%
 60% usually wait 15 minutes or less after their appointment time to be seen Local (CCG) average: 66% National average: 65%	 84% say the last nurse they saw or spoke to was good at involving them in decisions about their care Local (CCG) average: 86% National average: 85%
 54% feel they don't normally have to wait too long to be seen Local (CCG) average: 58% National average: 58%	 90% say the last nurse they saw or spoke to was good at treating them with care and concern Local (CCG) average: 91% National average: 91%
 88% say the last GP they saw or spoke to was good at giving them enough time Local (CCG) average: 89% National average: 87%	 92% had confidence and trust in the last nurse they saw or spoke to Local (CCG) average: 97% National average: 97%
 94% say the last GP they saw or spoke to was good at listening to them Local (CCG) average: 91% National average: 89%	 80% are satisfied with the surgery's opening hours Local (CCG) average: 78% National average: 76%
 89% say the last GP they saw or spoke to was good at explaining tests and treatments Local (CCG) average: 89% National average: 86%	 89% describe their overall experience of this surgery as good Local (CCG) average: 89% National average: 85%



88% would recommend this surgery to someone new to the area

Local (CCG) average: 82% | National average: 78%