

## Dr C M Wilson & Partners



In 2013 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

### Survey Results

	National Mean	Our Patients	Positive	Negative
Q1. How good was the GP at putting you at ease?			95.5%	4.5%
Q2. How good was the GP at being polite and considerate?			98.1%	1.9%
Q3. How good was the last GP you saw at listening to you?	83.5	94.8	97.8%	2.2%
Q4. How good was the last GP you saw at giving you enough time?	80.0	92.8	95.5%	4.5%
Q5. How good was the GP at assessing your medical condition?			94.5%	5.5%
Q6. How good was the last GP you saw at explaining your condition and treatment?			94.4%	5.6%
Q7. How good was the last GP you saw at Involving you in decisions about your care?	81.4	91.5	94.6%	5.4%
Q8. How good was the last GP you saw at providing or arranging treatment for you?			97.6%	2.4%
Q9. Did you have confidence that the GP you saw is honest and trustworthy?			100.0%	0.0%
Q10. Did you have confidence that the GP will keep your information confidential?			100.0%	0.0%
Q11. Would you be completely happy to see this GP again?			99.3%	0.7%
Q12. How helpful do you find the receptionists at your GP practice?	77.2	89.0	97.4%	2.6%
Q13. How easy is it to get through to someone at your GP practice on the phone?	59.4	77.0	90.5%	9.5%
Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	60.6	62.4	70.6%	29.4%
Q21. How do you rate - how quickly you get to see a particular doctor?	68.8	69.0	74.7%	25.3%
Q25. How do you rate - how long did you wait for your consultation to start?	56.9	75.3	84.9%	15.1%
Q29. How often do you see or speak to the GP you prefer?			62.1%	37.9%
Q30. How good was the nurse you last saw at putting you at ease?			96.6%	3.4%
Q31. How good was the last Nurse you saw at giving you enough time?	78.0	92.5	97.1%	2.9%
Q32. How good was the last Nurse you saw at listening to you?	81.0	93.1	97.1%	2.9%
Q33. How good was the last Nurse you saw at explaining your condition and treatment?			95.3%	4.7%
Q34. How good was the last Nurse you saw at Involving you in decisions about your care?			94.7%	5.3%
Q35. How good was the last Nurse you saw at providing or arranging treatment for you?			94.3%	5.7%
Q36. Would you be completely happy to see this nurse again?			99.4%	0.6%
Q40. Overall, how would you describe your experience of your GP surgery?			94.4%	5.6%
Q41. Would you recommend your GP surgery to someone who has just moved to your area?			96.0%	4.0%

Analysis performed by InTime Data Ltd