



# Connaught Square Practice

2017 National GP Patient Survey results

# THE GP PATIENT SURVEY



**391**

surveys  
sent out

**108**

surveys  
sent back

**28%**

completion  
rate

# Practice Overview

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- What the practice **does best:**
  - ✓ **97%** of respondents had confidence and trust in the last nurse they saw or spoke to  
CLCCG average: **96%**                      National average: **97%**
  - ✓ **56%** of respondents usually wait 15 minutes or less after their appointment time to be seen  
CLCCG average: **60%**                      National average: **64%**
  - ✓ **82%** of respondents say the last nurse they saw or spoke to was good at treating them with care and concern  
CLCCG average: **85%**                      National average: **91%**

# Practice Overview

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- What the practice **could improve:**
  - ↗ **18%** of respondents usually get to see or speak to their preferred GP  
CLCCG average: **51%**    National average: **56%**
  - ↗ **61%** of respondents say the last GP they saw or spoke to was good at treating them with care and concern  
CLCCG average: **80%**    National average: **86%**
  - ↗ **60%** of respondents describe their overall experience of this surgery as good  
CLCCG average: **79%**    National average: **85%**

Comparisons to the CLCCG or national average may not be statistically significant.

# Patient experiences

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**18%**

usually get to see or  
speak to their preferred GP

CLCCG average: 51%

National average: 56%

# Patient experiences

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64%

say the last GP they saw or spoke to was good at giving them enough time

CLCCG average: 80%

National average: 86%

# Patient experiences

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66%

say the last GP they saw or spoke to was  
good at listening to them

CLCCG average: 85%

National average: 89%

# Patient experiences

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**70%**

say the last GP they saw or spoke to was good at explaining tests and treatments

CLCCG average: 83%

National average: 86%



# Patient experiences

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63%

say the last GP they saw or spoke to was good at involving them in decisions about their care

CLCCG average: 78%    National average: 82%

# Patient experiences

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**61%**

say the last GP they saw or spoke to was good at treating them with care and concern

CLCCG average: 80%

National average: 86%

# Patient experiences

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**81%**

had confidence and trust in the last GP  
they saw or spoke to

CLCCG average: 93%    National average: 95%

# Patient experiences

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60%

describe their overall experience of this surgery as good

CLCCG average: 79%

National average: 85%

# Patient experiences

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**57%**

would recommend this surgery to  
someone new to the area

CLCCG average: 74%

National average: 77%