

2019 GP Patient Survey Results

11 July 2019

THE GP PATIENT SURVEY



470

surveys
sent out

98

surveys
sent back

21%

completion
rate

Latest data are from the July 2019 publication, collected during January-March 2019.

THE GP PATIENT SURVEY



2019

470

surveys sent out

98

surveys sent back

21%

completion rate

2018

424

surveys sent out

101

surveys sent back

24%

completion rate

2017

391

surveys sent out

108

surveys sent back

28%

completion rate





2019

- Where patient experience **is best:**
 - ✓ **82%** of respondents say they find it easy to get through the Practice by phone
CLCCG average: 82% National average: 73%
 - ✓ **92%** of respondents felt their needs were met during their last general practice appointment
CLCCG average: 92% National average: 96%
 - ✓ **88%** of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
CLCCG average: 87% National average: 90%
 - ✓ **83%** of respondents say they felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
CLCCG average: 83% National average: 88%
 - ✓ **78%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
CLCCG average: 77% National average: 81%

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

• Where patient experience **could improve:**

2019

-  **64%** of respondents describe their experience of making an appointment as good
CLCCG average: 69% National average: 72%
-  **66%** of respondents were satisfied with the type of appointment they were offered
CLCCG average: 69% National average: 77%
-  **51%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment
CLCCG average: 67% National average: 64%
-  **58%** of respondents were satisfied with the general practice appointment times available
CLCCG average: 67% National average: 70%
-  **84%** of respondents find the receptionists at the surgery helpful
CLCCG average: 89% National average: 92%

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

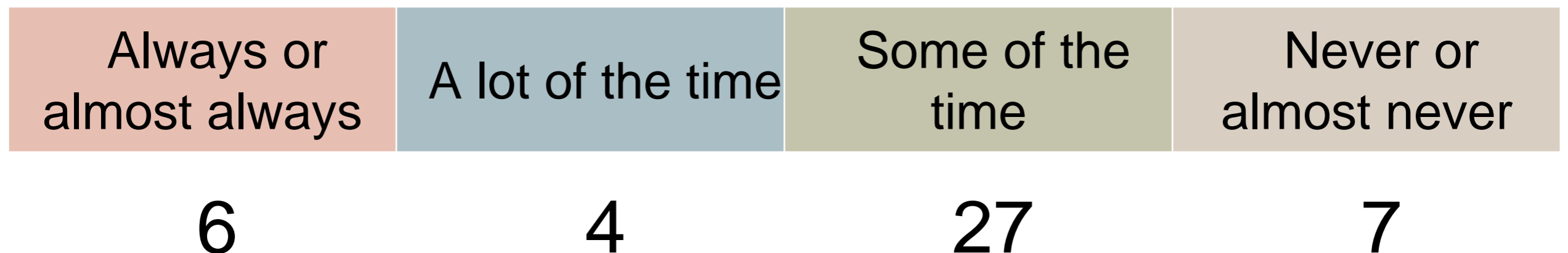
23%

2017

usually get to see or speak
to their preferred GP

CLCCG average: 57% National average: 62%

44 respondents



28%

2018

usually get to see or speak
to their preferred GP when they would like to

CLCCG average: 55% National average: 56%

47 respondents



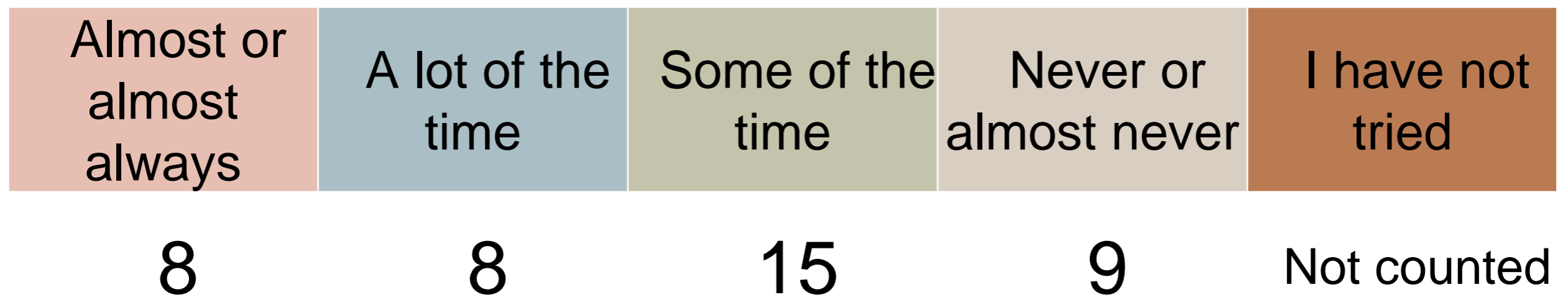
40%

2019

usually get to see or speak
to their preferred GP when they would like to

CLCCG average: 53% National average: 54%

40 respondents



73%

2017

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

CLCCG average: 82% National average: 88%

103 respondents



74%

2018

say the last healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

CLCCG average: 84% National average: 89%

94 respondents



80%

2019

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

CLCCG average: 84% National average: 88%

91 respondents



74%

2017

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

CLCCG average: 86% National average: 90%

103 respondents



78%

2018

say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

CLCCG average: 86% National average: 90%

94 respondents



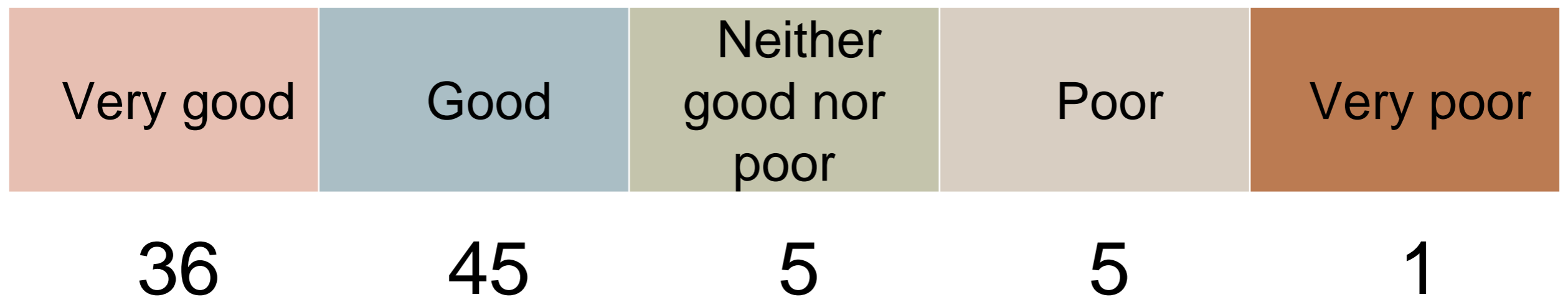
88%

2019

say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

CLCCG average: 87% National average: 90%

92 respondents



70%

2017

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

CLCCG average: 79% National average: 84%

88 respondents



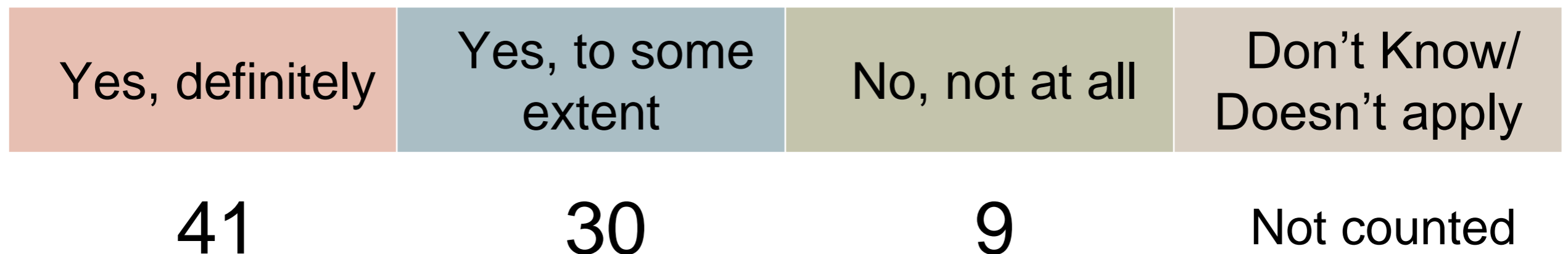
89%

2018

were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

CLCCG average: 92% National average: 94%

80 respondents



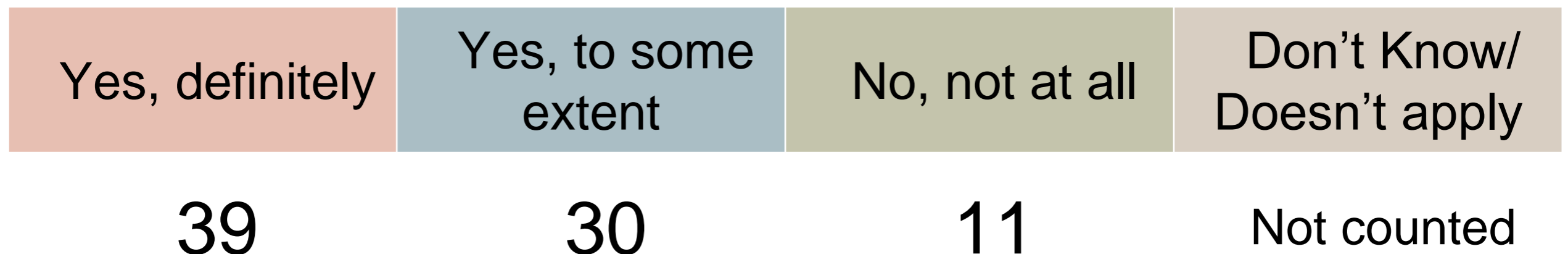
86%

2019

were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

CLCCG average: 91% National average: 94%

80 respondents



71%

2017

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

CLCCG average: 82% National average: 87%

100 respondents



73%

2018

say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

CLCCG average: 85% National average: 89%

94 respondents



82%

2019

say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

CLCCG average: 84% National average: 89%

91 respondents



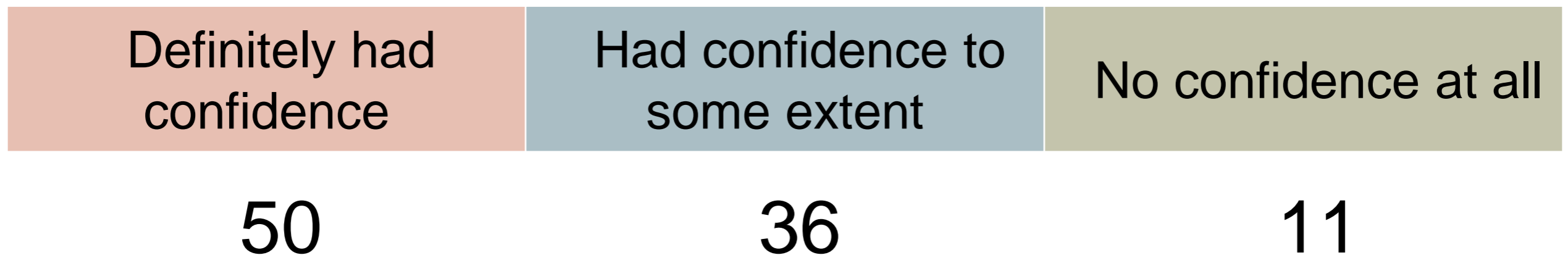
89%

2017

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

CLCCG average: 94% National average: 96%

97 respondents



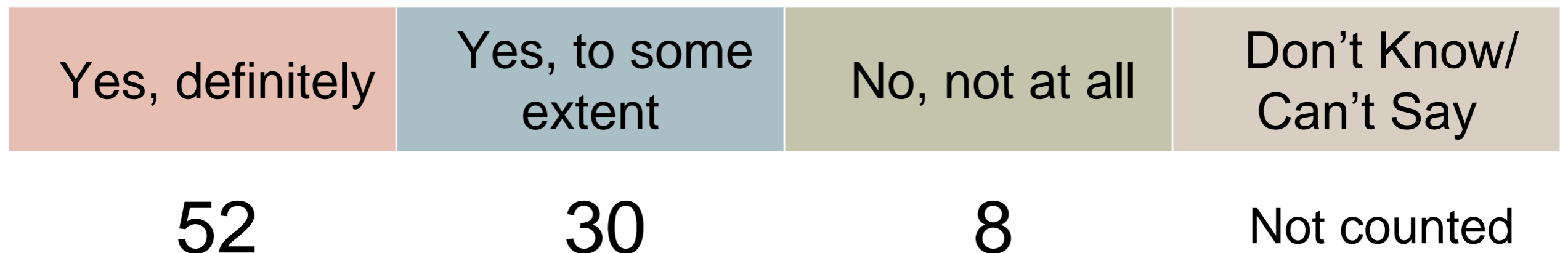
91%

2018

had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

CLCCG average: 95% National average: 96%

90 respondents



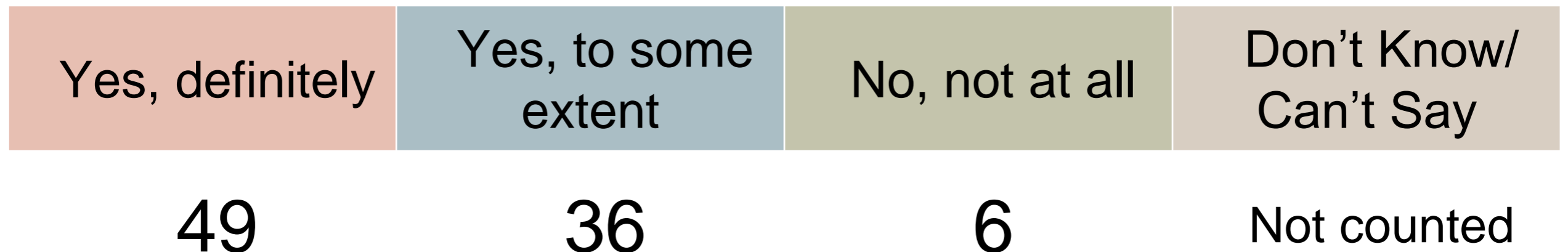
93%

2019

had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

CLCCG average: 94% National average: 96%

91 respondents



69%

2017

describe their overall experience of the surgery
as good

CLCCG average: 83% National average: 87%

104 respondents



75%

2018

describe their overall experience of the surgery
as good

CLCCG average: 83% National average: 87%

99 respondents



82%

2019

describe their overall experience of the surgery
as good

CLCCG average: 83% National average: 86%

95 respondents



81%

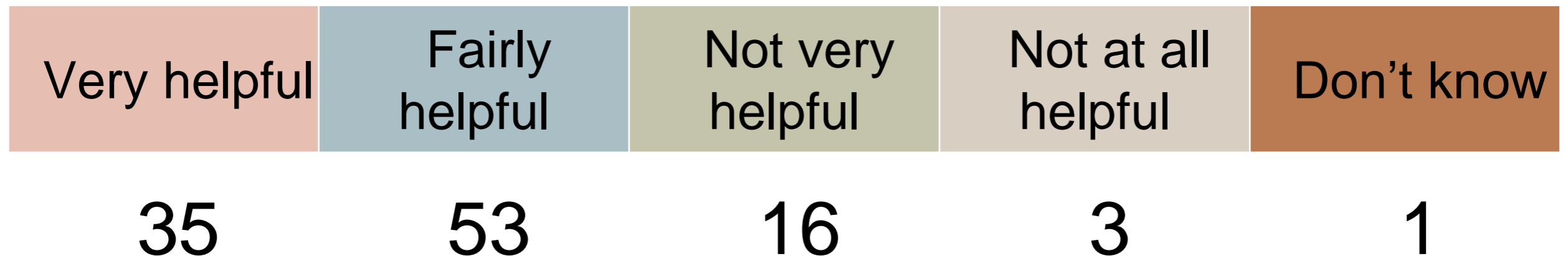
2017

find the receptionists at the surgery helpful

CLCCG average: 87%

National average: 90%

108 respondents



79%

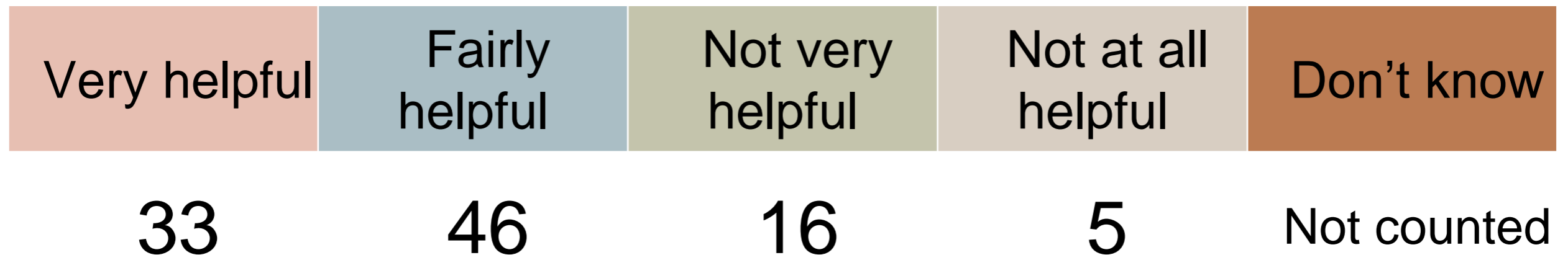
2018

find the receptionists at the surgery helpful

CLCCG average: 90%

National average: 98%

100 respondents



84%

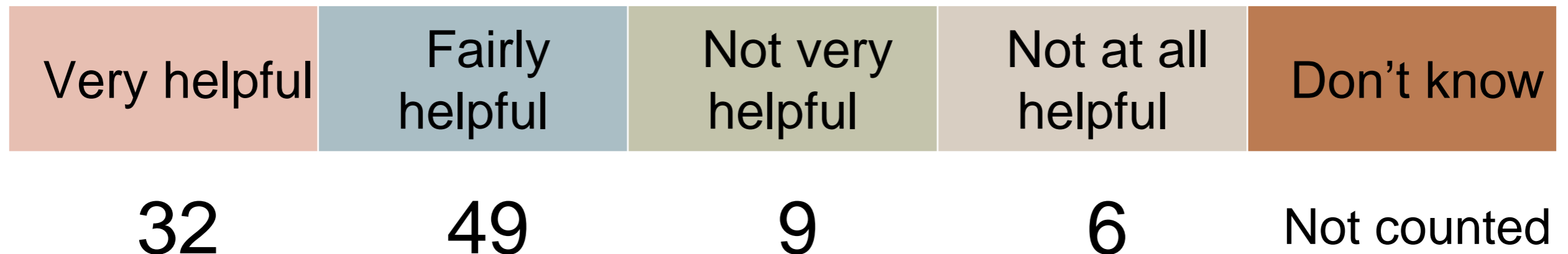
2019

find the receptionists at the surgery helpful

CLCCG average: 89%

National average: 92%

96 respondents



New questions in 2018 survey

71%

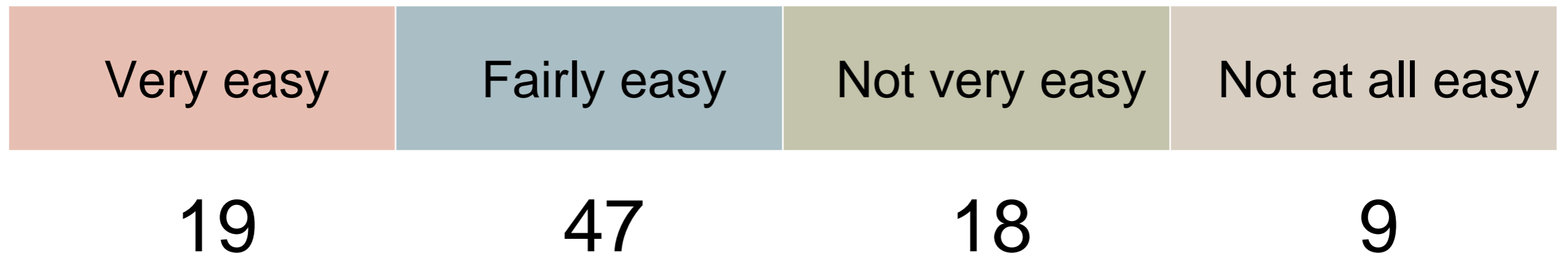
2018

find it easy to get through to this GP Practice
by phone

CLCCG average: 84%

National average: 75%

93 respondents



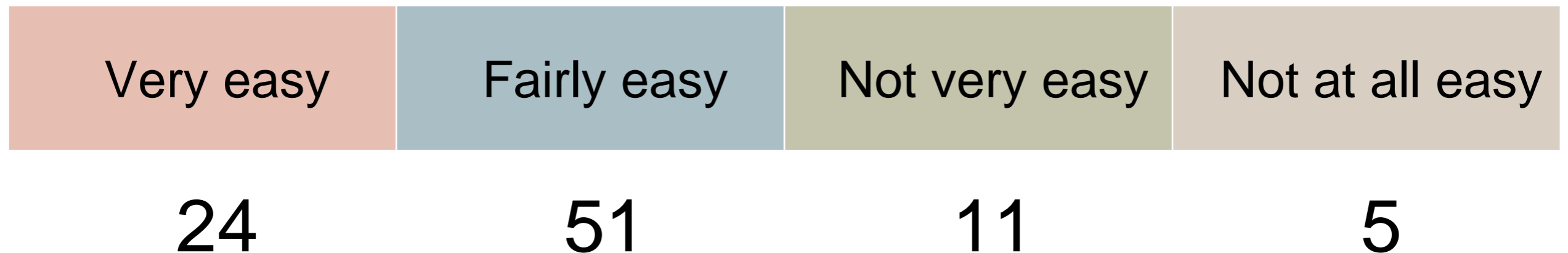
82%

2019

find it easy to get through to this GP Practice
by phone

CLCCG average: 82% National average: 73%

91 respondents



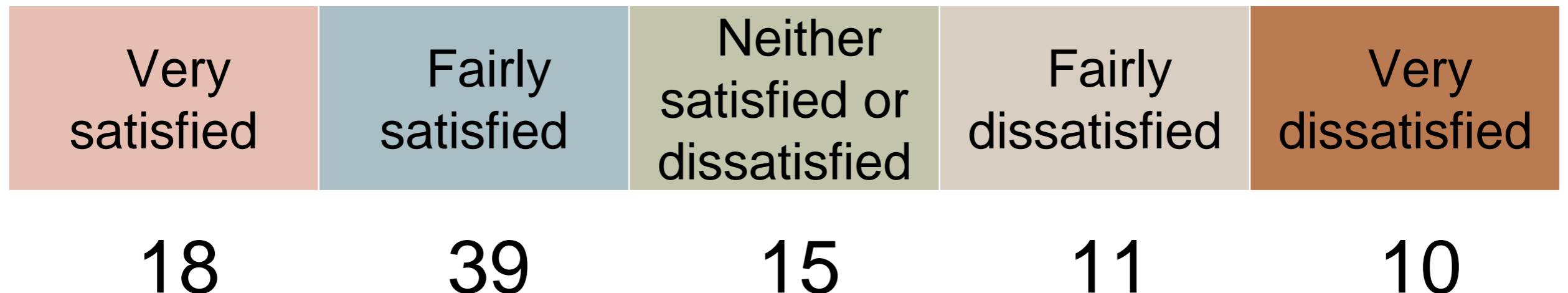
61%

2018

are satisfied with the general practice appointment times available

CLCCG average: 69% National average: 71%

93 respondents



58%

2019

are satisfied with the general practice appointment times available

CLCCG average: 67% National average: 70%

89 respondents



64%

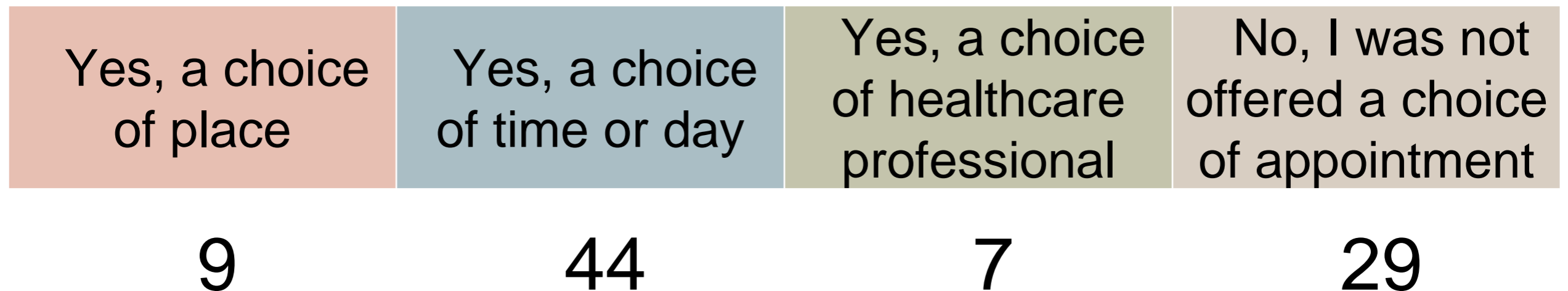
2018

were offered a choice of appointment when they last tried to make a general practice appointment

CLCCG average: 70%

National average: 65%

81 respondents



51%

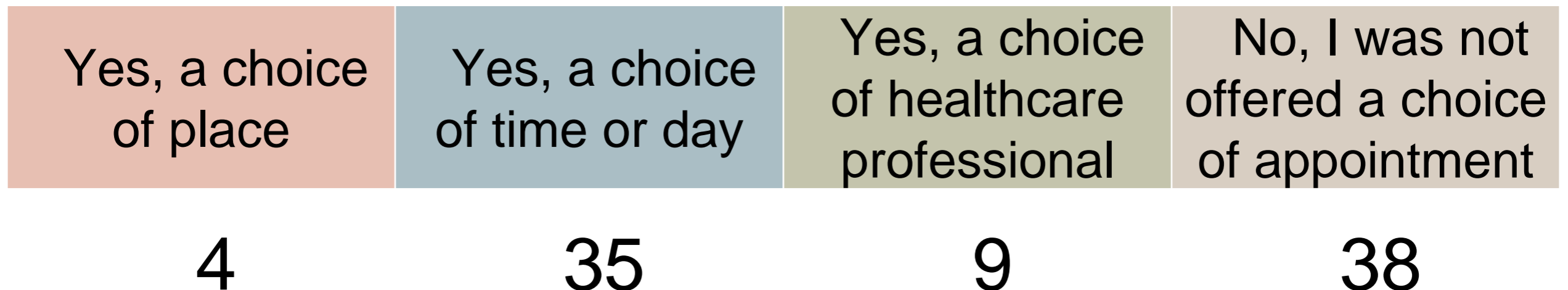
2019

were offered a choice of appointment when they last tried to make a general practice appointment

CLCCG average: 67%

National average: 64%

78 respondents



59%

2018

were satisfied with the type of appointment they were offered

CLCCG average: 73% National average: 78%

95 respondents

Yes, and I accepted an appointment

56

Yes, but I still took an appointment

33

No, and I did not taken an appointment

6

66%

2019

were satisfied with the type of appointment they were offered

CLCCG average: 69% National average: 77%

90 respondents

Yes, and I accepted an appointment

59

Yes, but I still took an appointment

26

No, and I did not taken an appointment

5

94%

2018

took the appointment they were offered

CLCCG average: 94% National average: 95%

95 respondents

Yes, and I accepted
an appointment

56

No, but I still took an
appointment

33

No, and I did not
taken an appointment

6

94%

2019

took the appointment they were offered

CLCCG average: 94% National average: 95%

90 respondents

Yes, and I accepted
an appointment

59

No, but I still took an
appointment

26

No, and I did not
taken an appointment

5

66%

2018

describe their experience of making an appointment as good

CLCCG average: 70% National average: 73%

94 respondents



64%

2019

describe their experience of making an appointment as good

CLCCG average: 69% National average: 72%

88 respondents



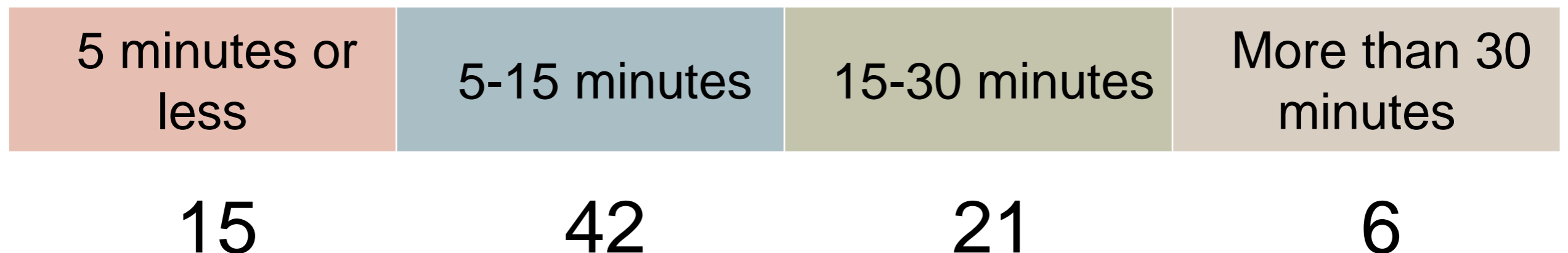
68%

2018

waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

CLCCG average: 65% National average: 71%

84 respondents



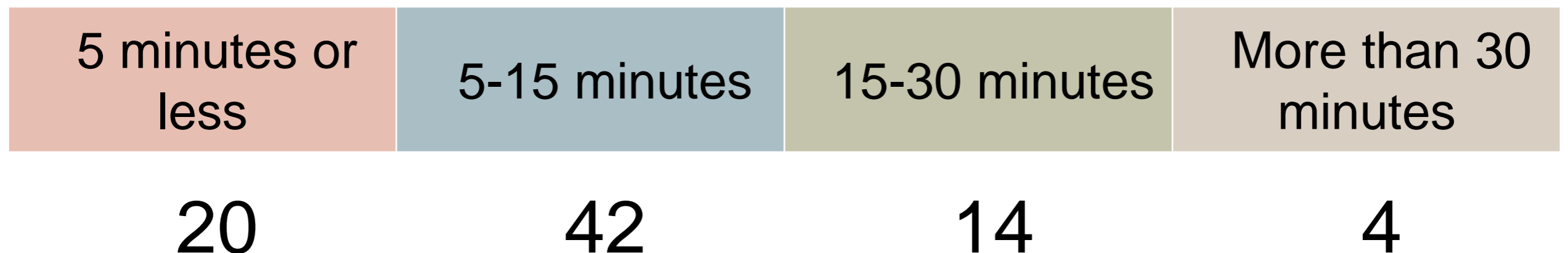
78%

2019

waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

CLCCG average: 67% National average: 71%

80 respondents



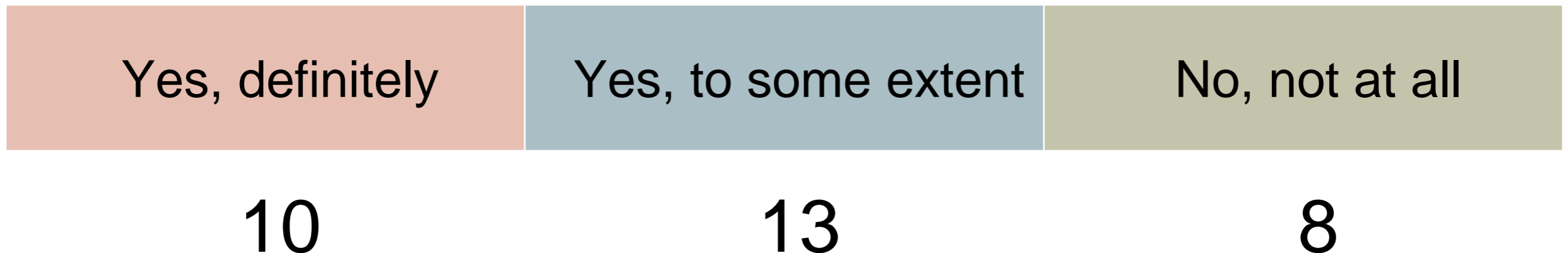
74%

2018

felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

CLCCG average: 86% National average: 88%

31 respondents



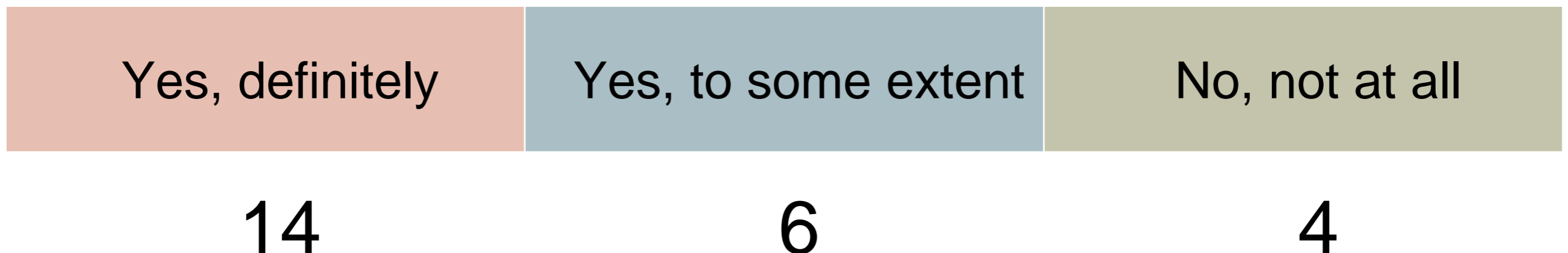
83%

2019

felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

CLCCG average: 83% National average: 88%

24 respondents



84%

2018

say they have had enough support in the last 12 months to help manage their long-term condition(s)

CLCCG average: 75% National average: 81%

43 respondents



78%

2019

say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

CLCCG average: 77% National average: 81%

27 respondents



New questions in 2019 survey

92%

2019

felt their needs were met during their last general practice appointment

CLCCG average: 92% National average: 96%

90 respondents

