

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

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

WHITLEY ROAD MEDICAL CENTRE

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

Yes	84	78%	
No	17	16%	
Don't know	7	6%	
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**Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?**

Very easy	63	55%	
Fairly easy	32	28%	
Not very easy	9	8%	
Not at all easy	0	0%	
Haven't tried	11	9%	
Easy (total)	<u>95</u>	83%	
	115		





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

Very helpful	70	61%	
Fairly helpful	38	33%	
Not very helpful	5	4%	
Not at all helpful	1	1%	
Don't know	0	0%	
Helpful (total)	<u>109</u>	94%	
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**Q18 Overall, how would you describe your experience of making an appointment?**

Very good	58	52%	
Fairly good	40	36%	
Neither good nor poor	9	8%	
Fairly poor	1	1%	
Very poor	2	2%	
Good (total)	<u>97</u>	88%	
	110		

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

Always or almost always	28	43%	
A lot of the time	23	35%	
Some of the time	13	20%	
Never or almost never	1	2%	
Not tried at this GP surgery	0	0%	
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**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**

Very good	57	50%	
Good	35	31%	
Neither good nor poor	17	15%	
Poor	3	2%	
Very poor	0	0%	
Doesn't apply	2	1%	
Good (total)	92	81%	
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**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	46	40%	
Good	41	36%	
Neither good nor poor	14	13%	
Poor	3	3%	
Very poor	3	3%	
Doesn't apply	6	5%	
Good (total)	87	77%	
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**Q19 How long after your appointment time do you normally wait to be seen?**

I don't normally have appointments at a particular time	24	21%	
Less than 5 minutes	11	10%	
5 to 15 minutes	39	34%	
More than 15 minutes	31	28%	
Can't remember	8	7%	
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**Q22 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely	69	61%	
Yes, to some extent	35	31%	
No, not at all	4	4%	
Don't know/can't say	5	4%	
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WHITLEY ROAD MEDICAL CENTRE

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

Yes, would definitely recommend	56	50%	
Yes, would probably recommend	26	23%	
Not sure	17	15%	
No, would probably not recommend	8	7%	
No, would definitely not recommend	2	2%	
Don't know	3	2%	
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