

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	86	85%	
No	13	13%	
Don't know	3	3%	
	<u>102</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	65	59%	
Fairly easy	29	26%	
Not very easy	8	8%	
Not at all easy	0	0%	
Haven't tried	8	7%	
Easy (total)	<u>94</u>	85%	
	111		






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

Very helpful	72	65%	
Fairly helpful	39	35%	
Not very helpful	1	1%	
Not at all helpful	0	0%	
Don't know	0	0%	
Helpful (total)	<u>111</u>	99%	
	112		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	59	55%	
Fairly good	40	38%	
Neither good nor poor	7	7%	
Fairly poor	0	0%	
Very poor	0	0%	
Good (total)	<u>99</u>	93%	
	106		

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

Always or almost always	34	54%	
A lot of the time	20	32%	
Some of the time	8	13%	
Never or almost never	1	2%	
Not tried at this GP surgery	0	0%	
	<u>63</u>		

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






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	60	54%	
Good	39	35%	
Neither good nor poor	9	8%	
Poor	2	1%	
Very poor	1	1%	
Doesn't apply	0	0%	
Good (total)	99	90%	
	110		

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	43%	
Good	44	40%	
Neither good nor poor	11	10%	
Poor	3	3%	
Very poor	1	1%	
Doesn't apply	4	3%	
Good (total)	90	83%	
	109		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	19	18%	
Less than 5 minutes	15	14%	
5 to 15 minutes	39	37%	
More than 15 minutes	30	28%	
Can't remember	4	4%	
	107		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	74	67%	
Yes, to some extent	32	29%	
No, not at all	3	3%	
Don't know/can't say	1	1%	
	110		







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

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

Yes, would definitely recommend	63	59%	
Yes, would probably recommend	26	24%	
Not sure	12	11%	
No, would probably not recommend	5	5%	
No, would definitely not recommend	1	0%	
Don't know	1	1%	
	<hr/>		
	107		