

83% of patients
find it easy to get
through to this
surgery by phone



85% were able to
get an appointment
to see or speak to
someone the last
time they tried

86% describe their
overall experience
of this surgery as
good



91% find the
receptionists at
this surgery
helpful

60% usually get
to see or speak
to their
preferred GP



72% usually wait 15
minutes or less after
their appointment
time to be seen

93% say the last GP
they saw or spoke to
was good at listening
to them



OPEN

72% are satisfied
with the surgery's
opening hours

84% would
recommend this
surgery to someone
new to the area

NEW



86% say the last
appointment
they got was
convenient

64% feel they
don't normally
have to wait too
long to be seen



**CONFIDENCE
LEVEL**



99% had confidence
and trust in the last
GP they saw or
spoke to

93% had confidence
and trust in the last
nurse they saw or
spoke to



88% say the last
nurse they saw or
spoke to was good at
explaining tests and
treatments

92% say the last GP
they saw or spoke to
was good at giving
them enough time



78% describe their
experience of
making an
appointment as good