

Patient Satisfaction Survey Results
Nechells Practice

Questions	Total	Local Survey Percentage	2018 National Survey	Local CCG Average	National Average
1. Generally, how easy is it to get through to someone at your GP Practice on the phone?					
Very easy	15	71%	63%	60%	70%
Fairly easy	21				
Not very easy	8				
Not at all easy	7				
Haven't tried	0				
Total	51				
2. As far as you know, which of the following online services does your GP practice offer?					
Booking appointments online	16	n/a	n/a	n/a	n/a
Ordering repeat prescriptions online	11				
Accessing my medical records online	0				
None of these	6				
Don't know	24				
Total	57				
3. How easy is it to use your GP practice's website to look for information or access services?					
Very Easy	6	80%	n/a	n/a	n/a
Fairly Easy	10				
Not very easy	3				
Not at all easy	1				
Haven't tried	31				
Total	51				
4. How satisfied are you with the general practice appointment times that are available to you?					
Very satisfied	16	78%	76%	63%	66%
Fairly satisfied	22				
Neither satisfied nor dissatisfied	4				
Fairly dissatisfied	4				
Very dissatisfied	3				
Im not sure when I can get an appointment	2				
Total	51				
5. How often do you see or speak to your preferred GP when you would like to?					
Always or almost always	8	42%	27%	46%	50%
A lot of time	10				
Some of the time	20				
Never or almost never	5				
I have not tried	8				
Total	51				
6. When you last booked an appointment, were you offered a choice of appointment?					
Yes, a choice of place	10	78%	57%	58%	62%
Yes, a choice of time or day	22				
Yes, a choice of healthcare professional	3				
No, I was not offered a choice of appointment	10				
Can't remember	4				
Doesn't apply	2				
Total	51				
7. Last time you had a general practice appointment, how good was the healthcare professional at each of the following?					
Giving you enough time					
Very good	26	94%	83%	86%	87%
Good	20				
Neither good nor poor	2				
Poor	1				
Very Poor	0				
Doesn't apply	2				
Total	51				
Listening to you					
Very good	23	96%	84%	88%	89%
Good	25				
Neither good nor poor	2				
Poor	0				
Very Poor	0				
Doesn't apply	1				
Total	51				
Treating you with care and concern					
Very good	28	96%	82%	86%	87%
Good	20				
Neither good nor poor	2				
Poor	0				
Very Poor	0				
Doesn't apply	1				
Total	51				
8. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?					
Yes, definitely	18	91%	62%	86%	87%
Yes, to some extent	12				
No, not at all	3				
I did not have any mental health needs	9				
Did not apply to my last appointment	9				
Total	51				
9. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?					
Yes, definitely	26	95%	78%	93%	93%
Yes, to some extent	15				
No, not at all	2				
Don't know / doesn't apply	8				
Total	51				