**Summary of responses from National GP Survey July 2016**

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| **Question** | **Ranking out of 24 NS Practices** | **% score** |
| Ease of getting through on the phone | 20th | 57% |
| Helpfulness of receptionists | 13th | 89% |
| Have a preferred GP to see or speak to | 12th | 48% |
| % See their preferred GP always, almost always or a lot of the time (total) | 11th | 56% |
| Able to get an appointment to see or speak to someone | 11th | 89% |
| Convenience of appointment | 5th | 97% |
| Good overall experience of making an appointment N.B. 28% book in person, 69% by phone and 35% online | 12th | 79% |
| Don’t normally have to wait too long for an appointment | 8th | 63% |
| Have to wait far too long for an appointment | 19th  (low is good in this case) | 6% |
| GP gave you enough time | 3rd | 94% |
| GP listened to you | 3rd | 95% |
| Confidence and trust in GP | 1st | 100% |
| Nurse gave you enough time | 2nd | 92% |
| Nurse listened to you | 2nd | 90% |
| Confidence and trust in Nurse | 3rd | 93% |
| Satisfied with opening hours | 4th | 84% |
| Is GP surgery currently open at times that are convenient?  N.B. 28% would like before 8am, 13% at lunchtime, 78% after 6.30, 67% on Saturday and 38% on Sunday. | 7th | 80% |
| Overall experience of surgery | 6th | 93% |
| Would recommend surgery to someone who has recently moved into the area | 10th | 87% |

Ranking: the practice ranked 1st will have the largest % score