

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

WOODGRANGE MEDICAL PRACTICE

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

Yes	140	82%	
No	27	16%	
Don't know	4	3%	
	<u>171</u>		

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

Very easy	31	17%	
Fairly easy	95	54%	
Not very easy	23	13%	
Not at all easy	16	9%	
Haven't tried	13	7%	
Easy (total)	<u>126</u>	71%	
	178		






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

Very helpful	75	41%	
Fairly helpful	75	41%	
Not very helpful	19	10%	
Not at all helpful	5	3%	
Don't know	9	5%	
Helpful (total)	<u>150</u>	82%	
	183		

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

Very good	50	30%	
Fairly good	78	46%	
Neither good nor poor	20	12%	
Fairly poor	14	9%	
Very poor	6	4%	
Good (total)	<u>128</u>	76%	
	169		

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

Always or almost always	9	14%	
A lot of the time	6	9%	
Some of the time	46	71%	
Never or almost never	4	6%	
Not tried at this GP surgery	0	0%	
	<u>65</u>		

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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	55	31%	
Good	95	53%	
Neither good nor poor	18	10%	
Poor	2	1%	
Very poor	2	1%	
Doesn't apply	8	5%	
Good (total)	150	83%	
	180		

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	53	30%	
Good	87	50%	
Neither good nor poor	15	9%	
Poor	2	1%	
Very poor	0	0%	
Doesn't apply	18	10%	
Good (total)	140	80%	
	175		

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

I don't normally have appointments at a particular time	3	2%	
Less than 5 minutes	14	8%	
5 to 15 minutes	87	51%	
More than 15 minutes	53	31%	
Can't remember	13	8%	
	170		

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

Yes, definitely	102	56%	
Yes, to some extent	51	28%	
No, not at all	5	3%	
Don't know/can't say	23	13%	
	180		







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Core Questions

WOODGRANGE MEDICAL PRACTICE

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

Yes, would definitely recommend	91	50%	
Yes, would probably recommend	51	28%	
Not sure	16	9%	
No, would probably not recommend	4	2%	
No, would definitely not recommend	3	2%	
Don't know	16	9%	
	<u>181</u>		