

Patient Satisfaction Survey Results
Ridgacre House Surgery

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	73%	72%	60%	70%
Fairly easy	20				
Not very easy	11				
Not at all easy	2				
Haven't tried	2				
Total	50				
2. As far as you know, which of the following online services does your GP practice offer?					
Booking appointments online	30	n/a	n/a	n/a	n/a
Ordering repeat prescriptions online	21				
Accessing my medical records online	8				
None of these	0				
Don't know	19				
Total	78				
3. How easy is it to use your GP practice's website to look for information or access services?					
Very Easy	10	91%	n/a	n/a	n/a
Fairly Easy	10				
Not very easy	1				
Not at all easy	1				
Haven't tried	28				
Total	50				
4. How satisfied are you with the general practice appointment times that are available to you?					
Very satisfied	27	82%	70%	63%	66%
Fairly satisfied	14				
Neither satisfied nor dissatisfied	6				
Fairly dissatisfied	2				
Very dissatisfied	1				
Im not sure when I can get an appointment	0				
Total	50				
5. How often do you see or speak to your preferred GP when you would like to?					
Always or almost always	6	47%	18%	46%	50%
A lot of time	11				
Some of the time	15				
Never or almost never	4				
I have not tried	14				
Total	50				
6. When you last booked an appointment, were you offered a choice of appointment?					
Yes, a choice of place	13	81%	63%	58%	62%
Yes, a choice of time or day	22				
Yes, a choice of healthcare professional	9				
No, I was not offered a choice of appointment	10				
Can't remember	3				
Doesn't apply	3				
Total	60				
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	35	96%	90%	86%	87%
Good	13				
Neither good nor poor	2				
Poor	0				
Very Poor	0				
Doesn't apply	0				
Total	50				
Listening to you					
Very good	36	96%	88%	88%	89%
Good	12				
Neither good nor poor	2				
Poor	0				
Very Poor	0				
Doesn't apply	0				
Total	50				
Treating you with care and concern					
Very good	38	98%	86%	86%	87%
Good	10				
Neither good nor poor	1				
Poor	0				
Very Poor	0				
Doesn't apply	1				
Total	50				
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	23	97%	85%	86%	87%
Yes, to some extent	6				
No, not at all	1				
I did not have any mental health needs	11				
Did not apply to my last appointment	9				
Total	50				
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	40	100%	94%	93%	93%
Yes, to some extent	7				
No, not at all	0				
Don't know / doesn't apply	3				
Total	50				