

# GP Patient Survey Results 2014


## West End Surgery


Moorgreen Road, West End, Southampton, SO30 3PY

Practice  
overview

Patient  
experiences


### What this practice **does best** ?


 **95%** of respondents say the last GP they saw or spoke to was good at explaining tests and treatments  
Local (CCG) average: 88%

 **89%** of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care  
Local (CCG) average: 83%

 **91%** of respondents say the last GP they saw or spoke to was good at treating them with care and concern  
Local (CCG) average: 88%

### What this practice **could improve** ?

 **38%** of respondents usually wait 15 minutes or less after their appointment time to be seen  
Local (CCG) average: 66%

 **58%** of respondents find it easy to get through to this surgery by phone  
Local (CCG) average: 83%

 **59%** of respondents describe their experience of making an appointment as good  
Local (CCG) average: 77%



**254**

Surveys sent out



**125**

Surveys sent back



**49%**

Completion rate

## Patient experiences:



**58%** find it easy to get through to this surgery by phone

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**85%** find the receptionists at this surgery helpful

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**65%** with a preferred GP usually get to see or speak to that GP

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**84%** were able to get an appointment to see or speak to someone the last time they tried

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**89%** say the last appointment they got was convenient

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**59%** describe their experience of making an appointment as good

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**38%** usually wait 15 minutes or less after their appointment time to be seen

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**37%** feel they don't normally have to wait too long to be seen

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**88%** say the last GP they saw or spoke to was good at giving them enough time

[More info](#)



**90%** say the last GP they saw or spoke to was good at listening to them

[More info](#)



**95%** say the last GP they saw or spoke to was good at explaining tests and treatments

[More info](#)



**89%** say the last GP they saw or spoke to was good at involving them in decisions about their care

[More info](#)



**91%** say the last GP they saw or spoke to was good at treating them with care and concern

[More info](#)



**98%** had confidence and trust in the last GP they saw or spoke to

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**90%** say the last nurse they saw or spoke to was good at giving them enough time

[More info](#)



**90%** say the last nurse they saw or spoke to was good at listening to them

[More info](#)



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

[More info](#)



**87%** say the last nurse they saw or spoke to was good at involving them in decisions about their care

[More info](#)



**88%** say the last nurse they saw or spoke to was good at treating them with care and concern

[More info](#)



**97%** had confidence and trust in the last nurse they saw or spoke to

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**65%** are satisfied with the surgery's opening hours

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**82%** describe their overall experience of this surgery as good

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**97%** had confidence and trust in the last nurse they saw or spoke to

[More info](#)



**65%** are satisfied with the surgery's opening hours

[More info](#)



**82%** describe their overall experience of this surgery as good

[More info](#)



**77%** would recommend this surgery to someone new to the area

[More info](#)