

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.

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Core Questions

	WEST END SURGERY	NHS WEST HAMPSHIRE CCG	NATIONAL
<b>Q26 Is your GP surgery currently open at times that are convenient for you?</b>			
Yes	82 64%	6870 76%	691048 76%
No	33 26%	1604 18%	159499 18%
Don't know	12 10%	563 6%	59688 7%
	<u>128</u>	<u>9037</u>	<u>910234</u>
<b>Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?</b>			
Very easy	17 13%	2846 30%	255814 27%
Fairly easy	70 53%	5068 54%	437743 47%
Not very easy	28 21%	876 9%	144671 15%
Not at all easy	13 10%	320 3%	67749 7%
Haven't tried	4 3%	223 2%	32760 3%
Easy (total)	88 66%	7914 85%	693557 74%
	<u>133</u>	<u>9333</u>	<u>938737</u>
<b>Q4 How helpful do you find the receptionists at your GP surgery?</b>			
Very helpful	58 43%	4314 46%	424753 45%
Fairly helpful	64 48%	4039 43%	397055 42%
Not very helpful	7 5%	637 7%	72096 8%
Not at all helpful	0 0%	193 2%	25473 3%
Don't know	4 3%	138 1%	18834 2%
Helpful (total)	122 92%	8353 90%	821808 88%
	<u>133</u>	<u>9321</u>	<u>938210</u>
<b>Q18 Overall, how would you describe your experience of making an appointment?</b>			
Very good	41 33%	3366 38%	311791 35%
Fairly good	52 42%	3806 43%	369314 41%
Neither good nor poor	20 16%	1074 12%	122722 14%
Fairly poor	6 5%	499 6%	63755 7%
Very poor	5 4%	196 2%	35065 4%
Good (total)	94 75%	7172 80%	681104 75%
	<u>125</u>	<u>8942</u>	<u>902646</u>
<b>Q9 How often do you see or speak to the GP you prefer?</b>			
Always or almost always	32 40%	2289 42%	190899 38%
A lot of the time	24 30%	1346 25%	115240 23%
Some of the time	20 25%	1411 26%	150108 30%
Never or almost never	4 5%	347 6%	36707 7%
Not tried at this GP surgery	0 0%	30 1%	3007 1%
	<u>80</u>	<u>5424</u>	<u>495961</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	52	41%		4626	51%		443131	48%	
Good	57	45%		3353	37%		342561	37%	
Neither good nor poor	11	9%		749	8%		82610	9%	
Poor	6	4%		179	2%		22468	2%	
Very poor	0	0%		82	1%		10063	1%	
Doesn't apply	1	1%		102	1%		14532	2%	
Good (total)	109	86%		7979	88%		785691	86%	
	127			9090			915365		

**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	45	36%		3929	43%		362692	40%	
Good	48	38%		3015	33%		321765	35%	
Neither good nor poor	13	11%		1033	11%		114534	13%	
Poor	7	5%		210	2%		25777	3%	
Very poor	0	0%		72	1%		12265	1%	
Doesn't apply	13	10%		776	9%		73382	8%	
Good (total)	93	74%		6944	77%		684458	75%	
	126			9035			910416		

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

I don't normally have appointments at a particular time	10	8%		285	3%		29769	3%	
Less than 5 minutes	1	1%		749	8%		85576	9%	
5 to 15 minutes	54	44%		5342	59%		512798	57%	
More than 15 minutes	57	46%		2312	26%		237362	26%	
Can't remember	1	1%		313	3%		37144	4%	
	123			9000			902648		

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

Yes, definitely	84	67%		6270	69%		586377	64%	
Yes, to some extent	35	28%		2333	26%		258699	28%	
No, not at all	6	5%		300	3%		40393	4%	
Don't know/can't say	1	1%		178	2%		27446	3%	
	127			9082			912915		

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<b>Q29 Would you recommend your GP surgery to someone who has just moved to your local area?</b>			
Yes, would definitely recommend	52 40%	4836 53%	445742 48%
Yes, would probably recommend	50 38%	2843 31%	286412 31%
Not sure	20 16%	846 9%	102036 11%
No, would probably not recommend	6 4%	360 4%	48663 5%
No, would definitely not recommend	1 1%	145 2%	25834 3%
Don't know	1 1%	118 1%	15045 2%
	<u>130</u>	<u>9148</u>	<u>923732</u>