

## QRP Practice Survey -25<sup>th</sup> Nov 20-23rd Jan 21

92 Responses received from 25<sup>th</sup> November 2020 to 23<sup>rd</sup> Jan 2021

Survey link sent to all patients who received an appointment in this time

### RESULTS FROM JAN 20 -MARCH 20

Results from the 2020 survey ? [Provide feedback on this website](#)

The Q...  
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SE14 5HL

Results were published on July 9 2020. Data was collected from January to March 2020.

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Practice overview

Patient experience

Compare practice ▶

#### Where patient experience **is best** ?

✓ **86%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  
Local (CCG) average: 81% | National average: 85%

✓ **93%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment  
Local (CCG) average: 92% | National average: 93%

✓ **94%** of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment  
Local (CCG) average: 94% | National average: 95%

#### Where patient experience **could improve** ?

↗ **29%** of respondents find it easy to get through to this GP practice by phone  
Local (CCG) average: 64% | National average: 65%

↗ **37%** of respondents describe their experience of making an appointment as good  
Local (CCG) average: 63% | National average: 65%

↗ **45%** of respondents were satisfied with the type of appointment they were offered  
Local (CCG) average: 68% | National average: 73%

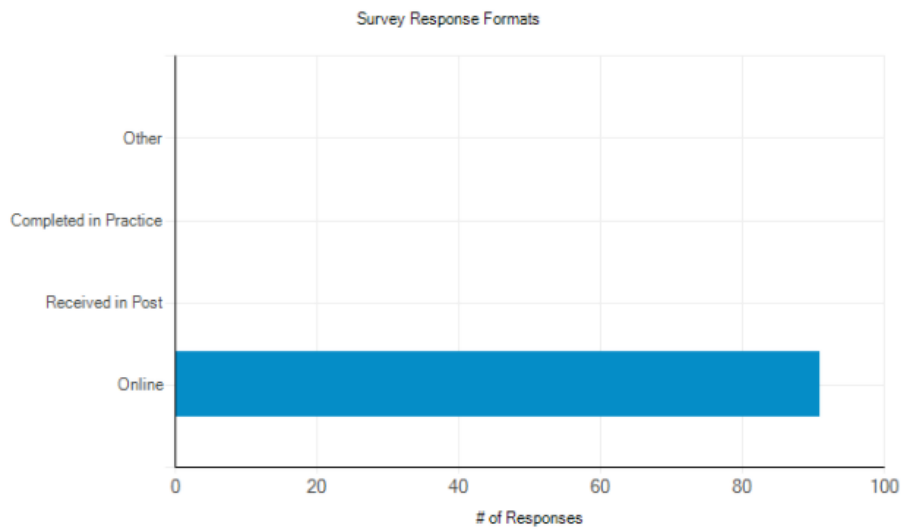
 **433**  
Surveys sent out

 **107**  
Surveys sent back

 **25%**  
Completion rate

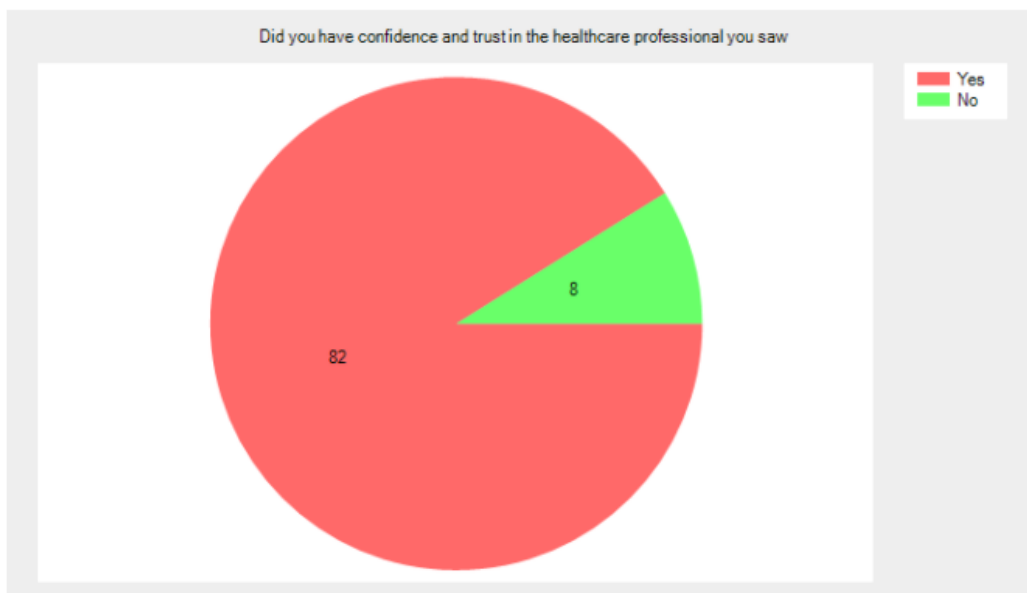
## Recent Survey Data - Nov 20-Jan21

Results Analysis   Response Dates   **Response Formats**   All Responses



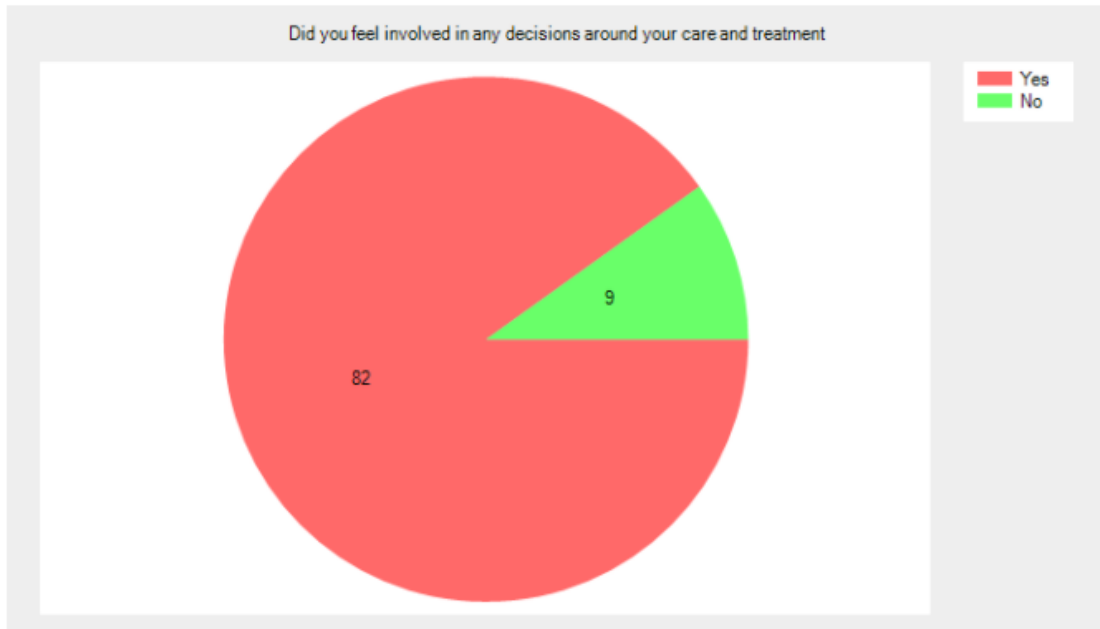
Did you have confidence and trust in the healthcare professional you saw

- Yes - **82** (90.1%).
- No - **8** (8.8%).
- No response - **0** (0.0%).



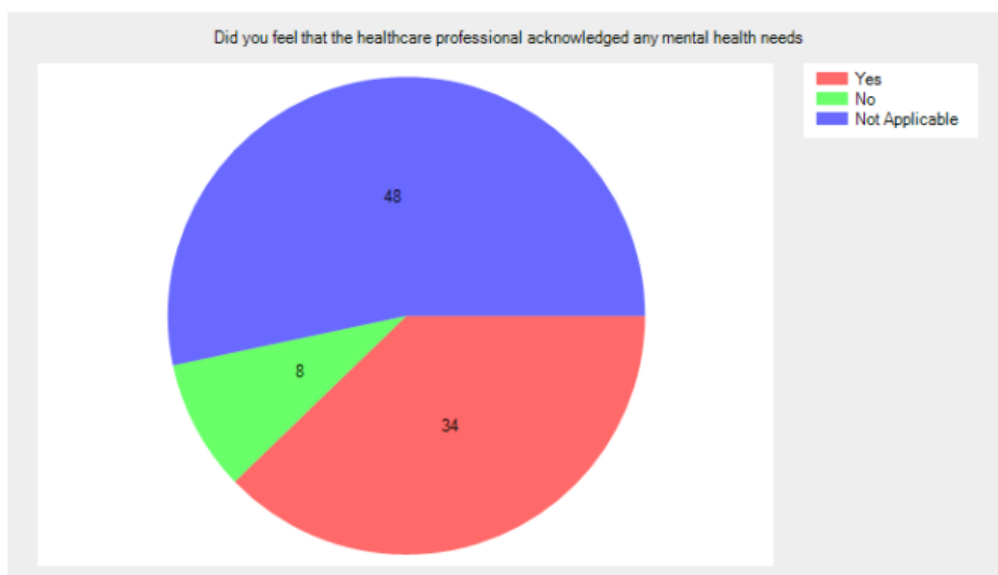
## Did you feel involved in any decisions around your care and treatment

- Yes - **82** (90.1%).
- No - **9** (9.9%).
- No response - **0** (0.0%).



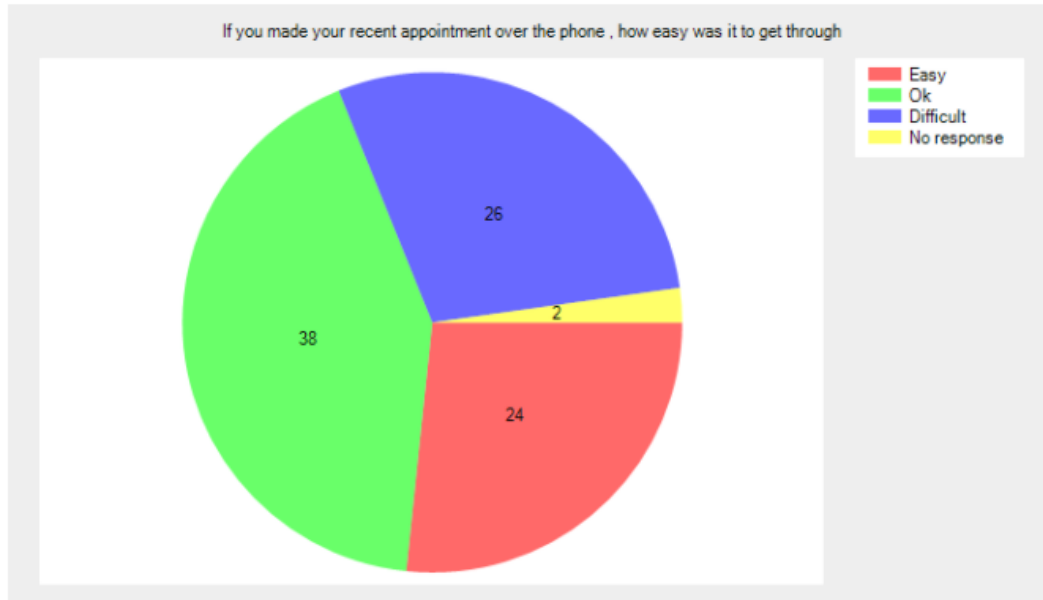
## Did you feel that the healthcare professional acknowledged any mental health needs

- Yes - **34** (37.4%).
- No - **8** (8.8%).
- Not Applicable - **48** (52.7%).
- No response - **0** (0.0%).



## If you made your recent appointment over the phone , how easy was it to get through

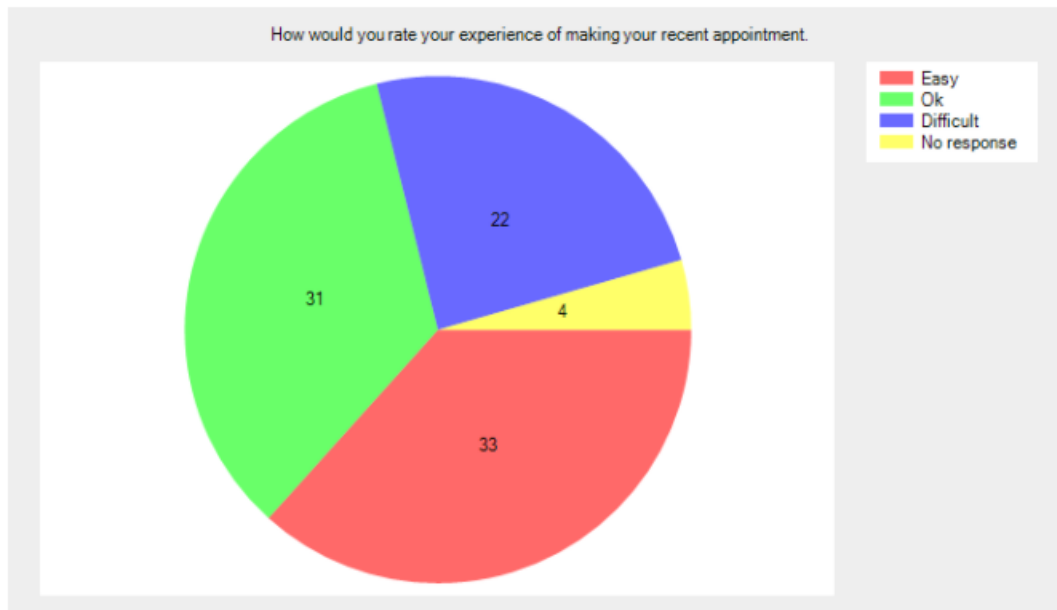
- Easy - **24** (26.4%).
- Ok - **38** (41.8%).
- Difficult - **26** (28.6%).
- No response - **2** (2.2%).



Previous survey result	<b>29%</b>
Most recent survey result	<b>67%</b>
Local CCG average	<b>64%</b>
National average	65%

## How would you rate your experience of making your recent appointment.

- Easy - **33** (36.3%).
- Ok - **31** (34.1%).
- Difficult - **22** (24.2%).
- No response - **4** (4.4%).



Previous survey result 37%

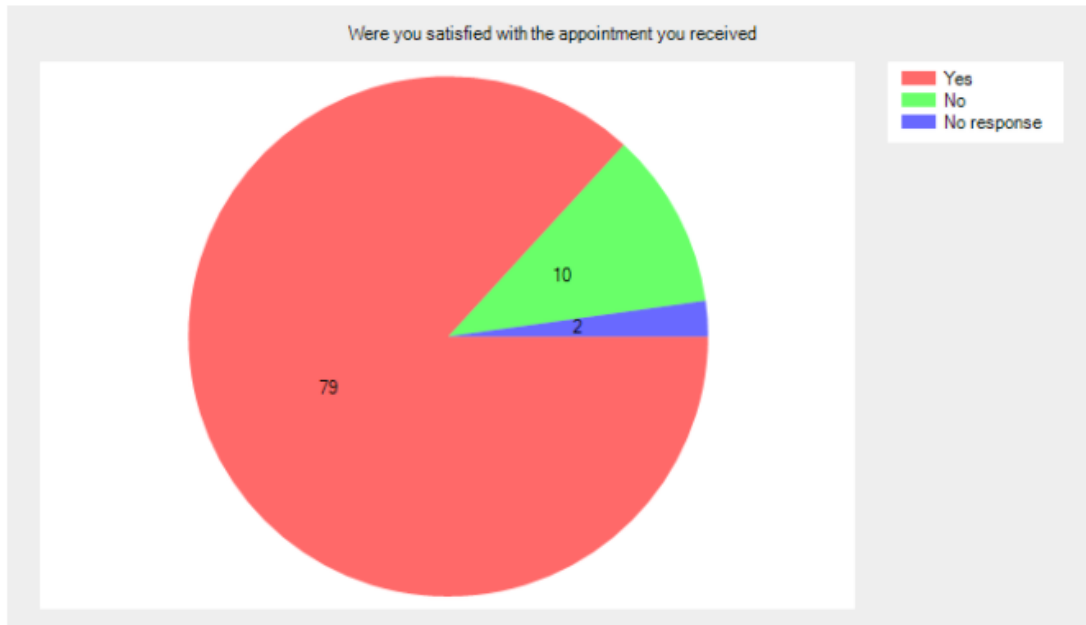
Most recent survey result **70%**

Local CCG average **63%**

National average 65%

## Were you satisfied with the appointment you received

- Yes - **79** (86.8%).
- No - **10** (11.0%).
- No response - **2** (2.2%).



Previous survey result **45%**

Most recent survey result **86%**

Local CCG average **68%**

National average 73%