

QRP Practice Survey -25th Nov 20-23rd Jan 21

92 Responses received from 25th November 2020 to 23rd 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](#)

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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%

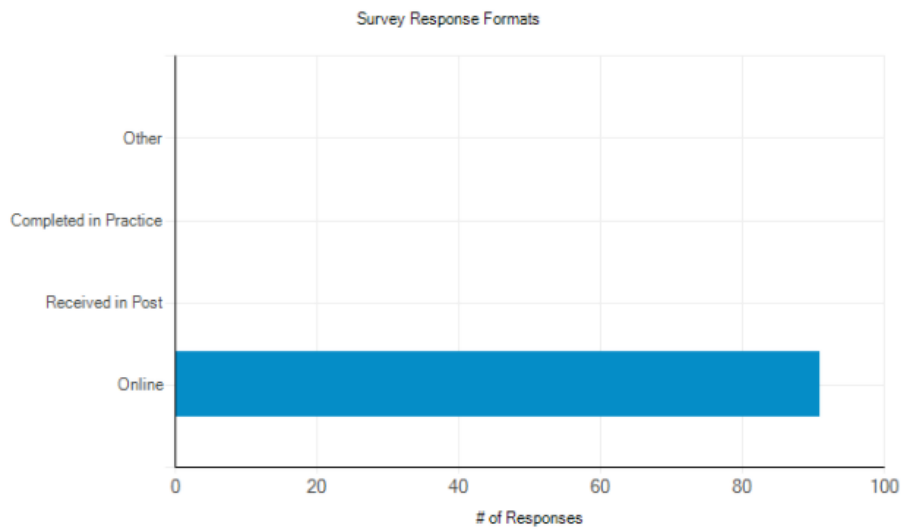
 **433**
Surveys sent out

 **107**
Surveys sent back

 **25%**
Completion rate

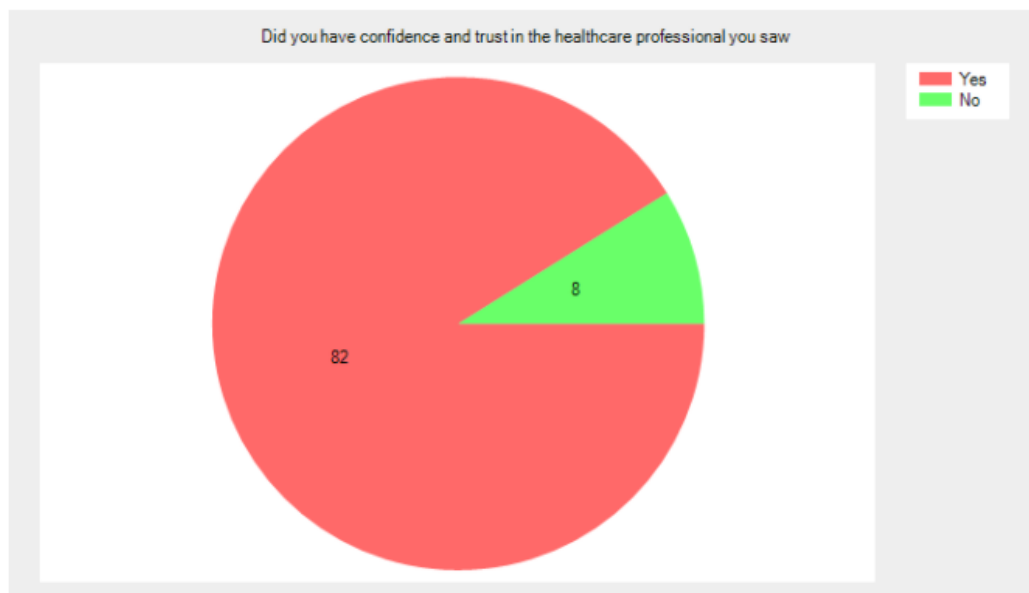
Recent Survey Data - Nov 20-Jan21

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



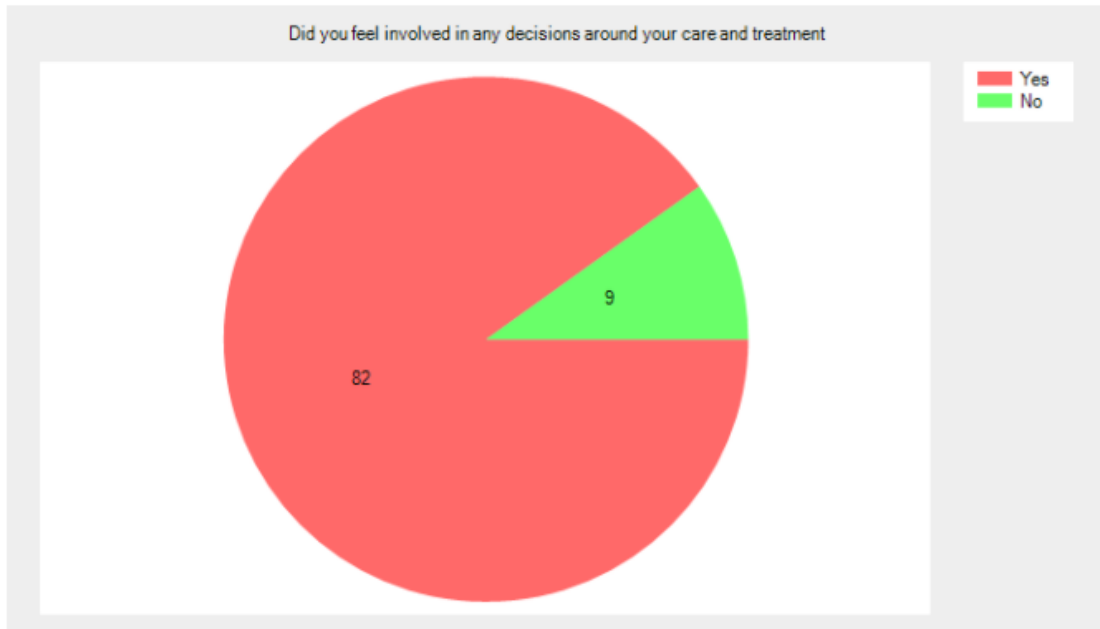
Did you have confidence and trust in the healthcare professional you saw

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



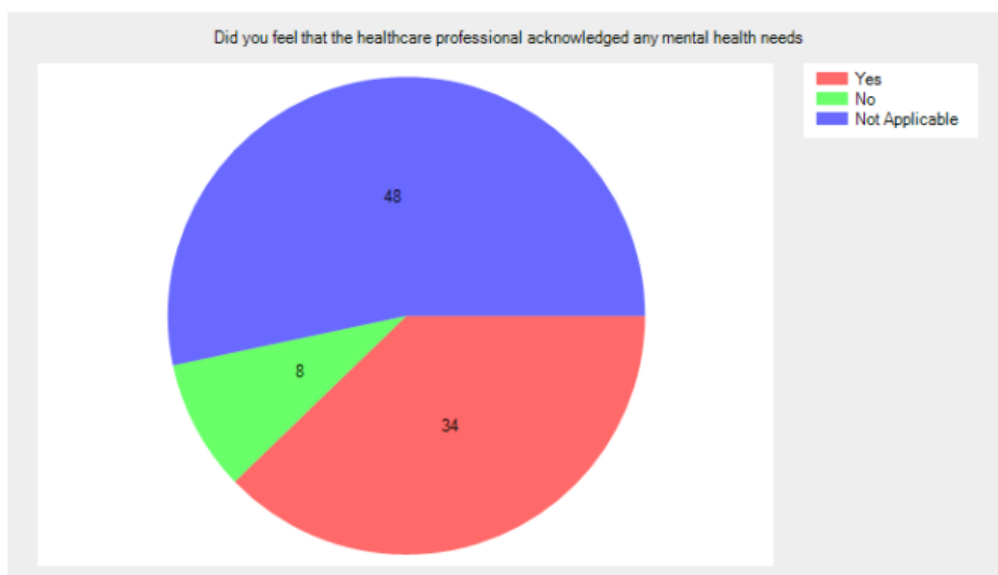
Did you feel involved in any decisions around your care and treatment

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



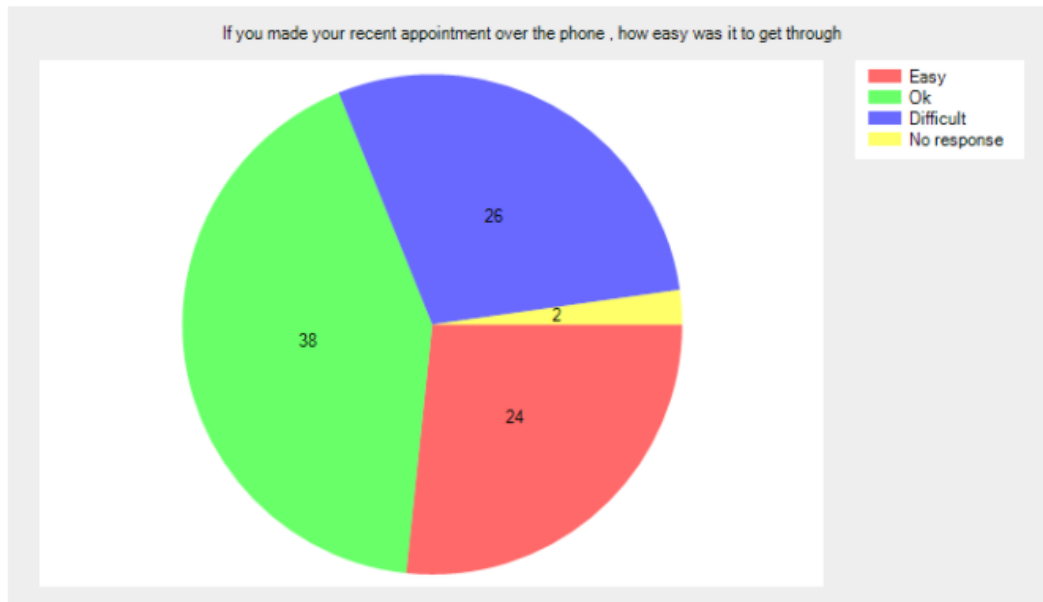
Did you feel that the healthcare professional acknowledged any mental health needs

- 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 **29%**

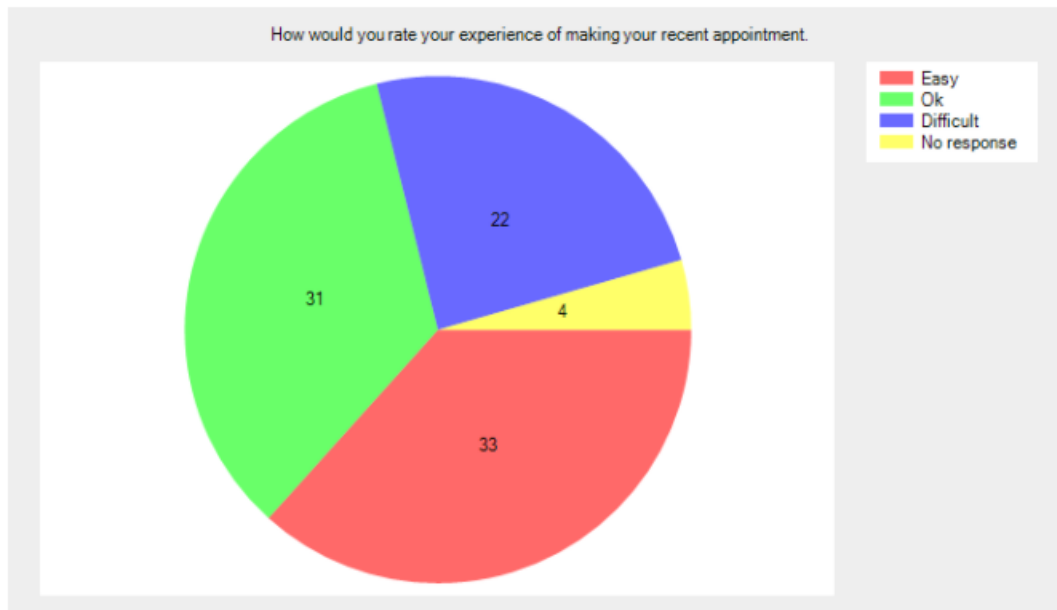
Most recent survey result **67%**

Local CCG average **64%**

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%**

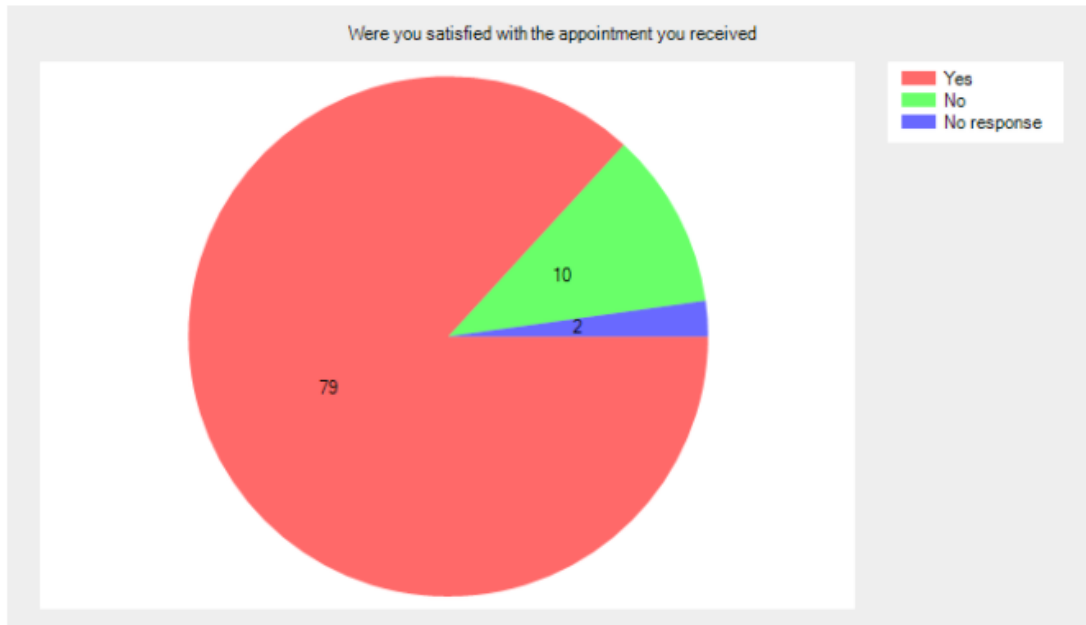
Most recent survey result **70%**

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%