

Neston Medical Centre

| Patient Survey Comparison | 2006/7 | 2007/8 | 2008/9 | 2011/12 | 2012/13 |
|---------------------------------------------------------------------------------------|---------------|---------------|---------------|----------------|----------------|
| How helpful do you find the receptionists at your GP practice? | 84 | 82 | 83 | 96 | 95 |
| How easy is it to get through to someone at your practice on phone? | 49 | 52 | 53 | 61 | 66 |
| How easy is it to speak to a doctor or nurse on the phone at your GP practice? | 66 | 67 | 69 | 72 | 70 |
| How easy is it to book ahead in your practice? | | | | 60 | 62 |
| How do you rate how quickly you are seen by a particular doctor? | 65 | 68 | 69 | 74 | 69 |
| How do you rate how quickly you are seen by any doctor? | | | | 82 | 81 |
| How do you rate the length of time you waited for your consultation to start? | 63 | 66 | 67 | 74 | 75 |
| How good was the last GP you saw about giving you enough time? | 75 | 81 | 83 | 90 | 92 |
| How good was the last GP you saw at listening to you? | 80 | 83 | 87 | 89 | 92 |
| How good was the last GP you saw at explaining tests and treatments? | 78 | 83 | 85 | 89 | 91 |
| How good was the last GP you saw at involving you in decisions about your care? | 76 | 82 | 86 | 88 | 91 |
| How good was the last GP you saw at treating you with care and concern? | 78 | 84 | 87 | 89 | 92 |
| Did you have confidence and trust in the GP you saw or spoke to? | | | | 91 | 94 |
| How good was the last nurse you saw at giving you enough time? | | | | 95 | 96 |
| How good was the last nurse you saw at listening to you? | | | | 95 | 95 |
| How good was the last nurse you saw at explaining tests & treatments? | | | | 94 | 95 |
| How good was the last nurse you saw at involving you in decisions about your care? | | | | 94 | 93 |
| How good was the last nurse you saw at treating you with care & concern? | | | | 95 | 94 |
| Did you have confidence & trust in the nurse you saw or spoke to? | | | | 96 | 97 |
| How well does the overall practice help you to understand your health problems? | 68 | 65 | 65 | 93 | 95 |
| How well does the overall practice help you to cope with you health problems? | 65 | 66 | 65 | 92 | 93 |
| How well does the overall practice help you to keep yourself healthy? | 58 | 60 | 56 | 90 | 90 |
| Overall, how would you describe your experience of your GP surgery? | | | | 86 | 87 |
| Would you recommend your GP surgery to someone who has just moved to your local area? | | | | 91 | 91 |

No surveys were conducted in 2009/10 and 2010/11.

Where there are blanks in previous years surveys; those questions were not asked and were new for 2011/12.