

Neston Medical Centre

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