

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

LOCKSTOWN PRACTICE

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	67	88%	
No	6	8%	
Don't know	4	5%	
	<u>76</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	23	28%	
Fairly easy	48	59%	
Not very easy	7	8%	
Not at all easy	0	0%	
Haven't tried	4	5%	
Easy (total)	<u>71</u>	87%	
	82		





Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	42	51%	
Fairly helpful	35	43%	
Not very helpful	2	2%	
Not at all helpful	1	1%	
Don't know	2	3%	
Helpful (total)	<u>77</u>	94%	
	82		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	26	34%	
Fairly good	39	51%	
Neither good nor poor	9	12%	
Fairly poor	2	3%	
Very poor	0	0%	
Good (total)	<u>65</u>	85%	
	76		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	17	43%	
A lot of the time	11	27%	
Some of the time	9	24%	
Never or almost never	2	6%	
Not tried at this GP surgery	0	0%	
	<u>39</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	44	57%	
Good	26	33%	
Neither good nor poor	5	6%	
Poor	1	1%	
Very poor	2	3%	
Doesn't apply	0	0%	
Good (total)	70	90%	
	78		



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	29	38%	
Good	32	42%	
Neither good nor poor	4	5%	
Poor	0	1%	
Very poor	2	3%	
Doesn't apply	9	12%	
Good (total)	61	79%	
	77		

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

I don't normally have appointments at a particular time	5	6%	
Less than 5 minutes	5	6%	
5 to 15 minutes	46	59%	
More than 15 minutes	19	24%	
Can't remember	4	5%	
	78		

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

Yes, definitely	55	70%	
Yes, to some extent	19	25%	
No, not at all	3	4%	
Don't know/can't say	1	1%	
	78		







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	36	46%	
Yes, would probably recommend	31	40%	
Not sure	7	9%	
No, would probably not recommend	2	3%	
No, would definitely not recommend	2	3%	
Don't know	0	0%	
	<u>79</u>		