

GP Practice National Survey July 2019
 Birchwood

290 surveys sent out
 107 sent back 37%

	2019	2018	2017	Average CCG	Average National
% of patients who usually get to see or speak to their preferred GP when they would like to	50%	44%	57%	50%	48%
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	52%	46%		60%	62%
% of patients who describe their experience of making an appointment as good	65%	56%	72%	69%	67%
% of patients that find it easy to get through to this practice by telephone	69%	61%	72%	71%	68%
% of patients who are satisfied with the general practice appointment times available	75%	57%	77%	66%	65%
% of patients who say they have had enough support from local services and organisations in the last 12 months to help manage their long term condition (s)	75%	69%		80%	78%
% of patients who were satisfied with the type of appointment they were offered	79%	68%		74%	74%
% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	81%	84%	80%	73%	69%
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	91%	87%		86%	86%
% of patients who describe their Overall Experience of this GP practice as good	92%	80%	92%	85%	83%
% of patients who say their healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	95%	93%	93%	89%	87%
% of patients who took the appointment they were offered	95%	87%		93%	94%
% of patients who felt their needs were met during their last general practice appointment	96%	95%		95%	94%

% of patients who say their healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	96%	89%	91%	90%	89%
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	96%	88%	92%	88%	87%
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	98%	94%	97%	95%	95%
% of patients who find the receptionists at this practice helpful	98%	90%	98%	91%	89%
% of patients who felt they were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.	98%			94%	93%