

GP Practice National Survey July 2023

Period of Jan to Apr 2023

	Birchwood 2023	Average ICB	Average National
Easy to get through to this GP practice by phone	61%	50%	50%
Helpfulness of receptionist at this GP practice	89%	84%	82%
Satisfied with the general practice appointment times available	67%	55%	53%
Offered a choice of appointment when last tried to make a general practice appointment	56%	60%	59%
Satisfied with the appointment offered	84%	76%	72%
Good overall experience of making an appointment	71%	57%	54%
The healthcare professional was good at giving the patient enough time	83%	84%	84%
The healthcare professional was good at listening to the patient	83%	84%	85%
The healthcare professional was good at treating the patient with care and concern	84%	84%	84%
The patient was involved as much as they wanted to be in decisions about their care and treatment	88%	90%	90%
The patient had confidence and trust in the healthcare professional they saw or spoke to	89%	93%	93%
The patient's needs were met	91%	92%	91%