

This tool allows you to view the practice results for the GP Patient Survey. This NHS England 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

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

	STALBRIDGE SURGERY	NHS DORSET CCG	NATIONAL
Yes	71 83%	10820 81%	719566 77%
No	10 12%	1809 13%	156085 17%
Don't know	4 5%	794 6%	61595 7%
	<u>85</u>	<u>13423</u>	<u>937247</u>

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

Very easy	34 39%	5201 38%	273346 28%
Fairly easy	31 36%	6421 46%	451675 47%
Not very easy	8 9%	1300 9%	143112 15%
Not at all easy	6 7%	444 3%	64986 7%
Haven't tried	7 9%	446 3%	33606 3%
Easy (total)	<u>65 75%</u>	<u>11622 84%</u>	<u>725021 75%</u>
	<u>86</u>	<u>13813</u>	<u>966726</u>

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

Very helpful	50 58%	7165 52%	444927 46%
Fairly helpful	30 35%	5288 38%	404720 42%
Not very helpful	4 4%	820 6%	71998 7%
Not at all helpful	1 1%	264 2%	24951 3%
Don't know	2 2%	255 2%	19510 2%
Helpful (total)	<u>79 92%</u>	<u>12453 90%</u>	<u>849647 88%</u>
	<u>86</u>	<u>13792</u>	<u>966105</u>

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

Very good	51 62%	6009 45%	329792 35%
Fairly good	25 30%	5160 39%	383126 41%
Neither good nor poor	4 5%	1353 10%	124492 13%
Fairly poor	0 1%	553 4%	62586 7%
Very poor	2 3%	267 2%	33853 4%
Good (total)	<u>76 91%</u>	<u>11169 84%</u>	<u>712917 76%</u>
	<u>83</u>	<u>13343</u>	<u>933849</u>

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

Always or almost always	35 60%	4007 49%	203672 40%
A lot of the time	14 25%	1981 24%	119975 23%
Some of the time	6 10%	1806 22%	152703 30%
Never or almost never	2 4%	354 4%	36048 7%
Not tried at this GP surgery	0 1%	34 0%	3153 1%
	<u>58</u>	<u>8182</u>	<u>515551</u>

This tool allows you to view the practice results for the GP Patient Survey. This NHS England 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

**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**

STALBRIDGE SURGERY

NATIONAL

Very good	55	65%	7397	55%	461278	49%
Good	20	24%	4633	34%	353272	37%
Neither good nor poor	5	6%	1000	7%	84320	9%
Poor	1	2%	212	2%	22826	2%
Very poor	3	3%	87	1%	10218	1%
Doesn't apply	0	0%	215	2%	15071	2%
Good (total)	75	90%	12030	89%	814550	86%
	84		13544		946985	

**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	51	60%	6186	46%	376592	40%
Good	20	24%	4385	32%	332985	35%
Neither good nor poor	7	8%	1410	10%	118479	13%
Poor	1	1%	214	2%	26496	3%
Very poor	3	3%	113	1%	12563	1%
Doesn't apply	4	5%	1187	9%	74584	8%
Good (total)	71	83%	10571	78%	709577	75%
	85		13494		941698	

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

I don't normally have appointments at a particular time	1	1%	453	3%	30973	3%
Less than 5 minutes	15	18%	1287	10%	89665	10%
5 to 15 minutes	54	64%	7957	60%	533105	57%
More than 15 minutes	12	14%	3116	23%	242249	26%
Can't remember	2	2%	549	4%	38148	4%
	85		13364		934140	

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

Yes, definitely	68	80%	9468	70%	608865	64%
Yes, to some extent	12	14%	3345	25%	265485	28%
No, not at all	4	5%	416	3%	41619	4%
Don't know/can't say	1	1%	288	2%	28207	3%
	85		13516		944176	

This tool allows you to view the practice results for the GP Patient Survey. This NHS England 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

	STALBRIDGE SURGERY		NATIONAL	
<b>Q29 Would you recommend your GP surgery to someone who has just moved to your local area?</b>				
Yes, would definitely recommend	64 75%		7694 57%	
Yes, would probably recommend	14 16%		3996 29%	
Not sure	4 5%		1051 8%	
No, would probably not recommend	1 1%		494 4%	
No, would definitely not recommend	1 2%		177 1%	
Don't know	1 2%		187 1%	
	<hr/> 85		<hr/> 13599	<hr/> 950343