

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

THE FRESHFORD PRACTICE


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

Yes	101	89%	
No	9	8%	
Don't know	4	3%	
	<u>114</u>		

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

Very easy	76	66%	
Fairly easy	38	33%	
Not very easy	1	1%	
Not at all easy	0	0%	
Haven't tried	1	1%	
Easy (total)	<u>114</u>	99%	
	116		






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

Very helpful	78	68%	
Fairly helpful	34	30%	
Not very helpful	1	1%	
Not at all helpful	0	0%	
Don't know	1	1%	
Helpful (total)	<u>112</u>	98%	
	114		

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

Very good	74	65%	
Fairly good	35	31%	
Neither good nor poor	3	3%	
Fairly poor	2	2%	
Very poor	0	0%	
Good (total)	<u>109</u>	95%	
	114		

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

Always or almost always	33	58%	
A lot of the time	13	24%	
Some of the time	9	15%	
Never or almost never	2	3%	
Not tried at this GP surgery	0	0%	
	<u>57</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	71	62%	
Good	34	30%	
Neither good nor poor	5	5%	
Poor	3	3%	
Very poor	0	0%	
Doesn't apply	0	0%	
Good (total)	106	93%	
	114		


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	63	55%	
Good	30	26%	
Neither good nor poor	13	11%	
Poor	1	1%	
Very poor	0	0%	
Doesn't apply	9	7%	
Good (total)	93	81%	
	115		

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

I don't normally have appointments at a particular time	3	2%	
Less than 5 minutes	7	6%	
5 to 15 minutes	65	57%	
More than 15 minutes	39	34%	
Can't remember	0	0%	
	113		

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

Yes, definitely	85	74%	
Yes, to some extent	26	22%	
No, not at all	3	2%	
Don't know/can't say	2	2%	
	115		







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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	95	83%	
Yes, would probably recommend	15	13%	
Not sure	2	2%	
No, would probably not recommend	3	2%	
No, would definitely not recommend	0	0%	
Don't know	0	0%	
	<u>114</u>		