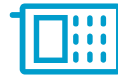


## Botting (Glebe)

Glebe Road Surgery, 1 Glebe Road, Barnes, SW13 0DR

### Showing responses about all questions from all patients

Showing weighted results ▼



**94%** find it easy to get through to this surgery by phone

Local (CCG) average: 78% | National average: 73%

Show breakdown 



**92%** find the receptionists at this surgery helpful

Local (CCG) average: 87% | National average: 87%

Show breakdown 



**53%** usually get to see or speak to their preferred GP

Local (CCG) average: 59% | National average: 59%

Show breakdown



**89%** were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 88% | National average: 85%

Show breakdown



**97%** say the last appointment they got was convenient

Local (CCG) average: 91% | National average: 92%

Show breakdown



**88%** describe their experience of making an appointment as good

Local (CCG) average: 74% | National average: 73%

Show breakdown



**47%** usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 69% | National average: 65%

Show breakdown 



**49%** feel they don't normally have to wait too long to be seen

Local (CCG) average: 61% | National average: 58%

Show breakdown 



**88%** say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 86% | National average: 87%

Show breakdown 



**91%** say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 89% | National average: 89%

Show breakdown 



**92%** say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 87% | National average: 86%

Show breakdown 



**91%** say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%

Show breakdown 



**91%** say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 86% | National average: 85%

Show breakdown 



**98%** had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 95% | National average: 95%

Show breakdown 



**94%** say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 91% | National average: 92%

Show breakdown 



**94%** say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 89% | National average: 91%

Show breakdown 



**92%** say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 88% | National average: 90%

Show breakdown 



**94%** say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 81% | National average: 85%

Show breakdown 



**97%** say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% | National average: 91%

Show breakdown 



**100%** had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Show breakdown 



**83%** are satisfied with the surgery's opening hours

Local (CCG) average: 71% | National average: 75%

Show breakdown 



**94%** describe their overall experience of this surgery as good

Local (CCG) average: 85% | National average: 85%

Show breakdown 



**92%** would recommend this surgery to  
someone new to the area

Local (CCG) average: 81% | National average: 78%



Show breakdown

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