

Glebe Road Surgery
NHS GP Patient Survey Results in table published July 2016

Question	Glebe Road %	Local avg. %	National avg. %	Glebe Road/ national avg.
Easy to get through by phone	97	79	73	+24
Receptionists helpful	94	87	87	+7
Get to see or speak to preferred GP	58	59	59	-1
Able to get an appointment last time tried	90	87	85	+5
Last appointment convenient	93	92	92	+1
Experience of making an appointment good	85	76	73	+12
15 minutes or less after appointment time to be seen	50	69	65	-15
Don't normally have to wait too long to be seen	56	61	58	-2
GP good at giving enough time	85	87	87	-2
GP good at listening	89	89	89	0
GP good at explaining tests and treatments	91	87	86	+5
GP good at involving patient in decisions about care	88	82	82	+6
GP good at treating patient with care and concern	87	86	85	+2
Confidence and trust in GP	98	96	95	+3
Nurse good at giving enough time	91	90	91	0
Nurse good at listening	94	90	91	+3
Nurse good at explaining tests and treatments	91	89	90	+1
Nurse good at involving patient in decisions about care	89	82	85	+4
Nurse good at treating patient with care and concern	93	90	91	+2
Confidence and trust in nurse	99	98	97	+2
Satisfied with surgery's opening hours	84	74	76	+8
Overall experience of surgery good	93	86	85	+8
Would recommend surgery to someone new to the area	90	81	78	+12