

NHS England national patient survey results for Litchdon.

	Latest report – Report July 2019 (from surveys carried out 01/01/19– 31/03/19 127/256 surveys returned 50% completion rate)	Prev report – Report Aug 2018 (from surveys carried out 01/01/18– 31/03/18 108/234 surveys returned - 46% completion rate)	Prev report – Report July 2017 (from surveys carried out 01/01/17 – 31/03/17 118/223 surveys returned - 53% completion rate)
% of patients who find it easy to get through to this surgery by phone	97% Local (CCG) Average: 77% National Average: 68%	91% Local (CCG) Average: 81% National Average: 70%	92% Local (CCG) Average: 82% National Average: 71
% of patients who find the receptionists at this surgery helpful	94% Local (CCG) Average: 92% National Average: 89%	95% Local (CCG) Average: 94% National Average: 90%	90% Local (CCG) Average: 90% National Average: 87%
% of patients who with a preferred GP usually get to see or speak to that GP	58% Local (CCG) Average 57% National Average: 48%	77% Local (CCG) Average: 63% National Average: 50%	67% Local (CCG) Average: 67% National Average: 56%
% of patients who describe their experience of making an appointment as good	76% Local (CCG) Average: 74% National Average: 67%	87% Local (CCG) Average: 78% National Average: 69%	86% Local (CCG) Average: 82% National Average: 73%
% of patients who usually wait 15 minutes or less after their appointment time to be seen	63% Local (CCG) Average: 74% National Average: 69%	71% Local (CCG) Average: 73% National Average: 69%	67% Local (CCG) Average: 70% National Average: 64%
% of patients who say the last GP they saw or spoke to was good at giving them enough time	89% Local (CCG) Average: 90% National Average: 87%	Not asked	89% Local (CCG) Average: 91% National Average: 86%
% of patients who say the last GP they saw or spoke to was good at listening to them	92% Local (CCG) Average: 92% National Average: 89%	Not asked	88% Local (CCG) Average: 92% National Average: 89%

% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	96% Local (CCG) Average: 95% National Average: 93%	Not asked	86% Local (CCG) Average: 88% National Average: 82%
% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	90% Local (CCG) Average: 90% National Average: 87%	Not asked	90% Local (CCG) Average: 90% National Average: 86%
% of patients who had confidence and trust in the last GP they saw or spoke to	97% Local (CCG) Average: 97% National Average: 95%	Not asked	95% Local (CCG) Average: 97% National Average: 95%
% of patients who describe their overall experience of this surgery as good	86% Local (CCG) Average: 88% National Average: 83%	92% Local (CCG) Average: 89% National Average: 84%	96% Local (CCG) Average: 91% National Average: 85%

New questions for 2018 onwards

% of patients satisfied with the general practice appointment times available	64% Local (CCG) Average: 71% National Average: 65%	83% Local (CCG) Average: 73% National Average: 66%	
% of patients were offered a choice of appointment when they last tried to make a general practice appointment	66% Local (CCG) Average: 67% National Average: 62%	83% Local (CCG) Average: 71% National Average: 62%	
% of patient were satisfied with the type of appointment they were offered	77% Local (CCG) Average: 81% National Average: 74%	87% Local (CCG) Average: 83% National Average: 74%	
% of patients who took the appointment they were offered	93% Local (CCG) Average: 95% National Average: 94%	100% Local (CCG) Average: 97% National Average: 94%	
% of patients say the healthcare professional they saw or spoke to was good at giving them enough time during their	89% Local (CCG) Average: 90% National Average: 87%	93% Local (CCG) Average: 91% National Average: 87%	

last general practice appointment			
% of patients say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	92% Local (CCG) Average: 92% National Average: 89%	94% Local (CCG) Average: 93% National Average: 89%	
% of patients say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	90% Local (CCG) Average: 90% National Average: 87%	93% Local (CCG) Average: 92% National Average: 87%	
% of patients were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	96% Local (CCG) Average: 95% National Average: 93%	99% Local (CCG) Average: 96% National Average: 93%	
% of patients had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	97% Local (CCG) Average: 97% National Average: 95%	99% Local (CCG) Average: 97% National Average: 96%	
% of patients felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	84% Local (CCG) Average: 90% National Average: 86%	96% Local (CCG) Average: 91% National Average: 87%	
% of patients felt their needs were met during their last general practice appointment	94% Local (CCG) Average: 95% National Average: 94%	97% Local (CCG) Average: 96% National Average: 95%	
% of patients say they have had enough support in the last 12 months to help manage their long-term condition(s)	84% Local (CCG) Average: 82% National Average: 78%	87% Local (CCG) Average: 982% National Average: 79%	

What Litchdon does best (Litchdon top 3 scores compared with local CCG average)

<p>97% of respondents who find it easy to get through to this surgery by phone. Local (CCG) Average: 77 % National Average: 628%</p>
<p>94% of respondents who find the receptionists at this surgery helpful. Local (CCG) Average 92% National Average 89%</p>
<p>84% of respondents say they have had enough support in the last 12 months to help manage their long-term condition(s). Local (CCG) Average 82% National Average 78%</p>

What this practice could improve on as in the lower % range:-

Patients who usually wait 15 minutes or less after their appointment time to be seen.

Patients who say the last GP they saw or spoke to was good at giving them enough time.

Patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment.

Patients who felt the healthcare professional recognised or understood any mental health need during their last general practice appointment.