

NHS England national patient survey results for Litchdon.

Result	Latest report- Report July 2020 (from surveys carried out 01/01/21 – 31/03/21 275/138 surveys returned- 50% completion rate)	Previous report – Report July 2019 (from surveys carried out 01/01/20– 31/03/20 251/138 surveys returned - 44% completion rate)	Previous report – Report July 2019 (from surveys carried out 01/01/19– 31/03/19 256/127 surveys returned - 50% completion rate)
% of patients who find it easy to get through to this surgery by phone	89% Local (CCG) Average: 74% National Average: 68%	95% Local (CCG) Average: 72% National Average: 65%	97% Local (CCG) Average: 77% National Average: 68%
% of patients who find the receptionists at this surgery helpful	97% Local (CCG) Average: 92% National Average: 89%	99% Local (CCG) Average: 92% National Average: 89%	94% Local (CCG) Average: 92% National Average: 89%
% of patients who with a preferred GP usually get to see or speak to that GP	60% Local (CCG) Average 54% National Average: 45%	80% Local (CCG) Average 53% National Average: 45%	58% Local (CCG) Average 57% National Average: 48%
% of patients who describe their experience of making an appointment as good	87% Local (CCG) Average: 77% National Average: 71%	86% Local (CCG) Average: 72% National Average: 65%	76% Local (CCG) Average: 74% National Average: 67%
% of patients who usually wait 15 minutes or less after their appointment time to be seen	Not asked	72% Local (CCG) Average: 74% National Average: 70%	63% Local (CCG) Average: 74% National Average: 69%

% of patients who say the last GP they saw or spoke to was good at giving them enough time	<p>91%</p> <p>Local (CCG) Average: 91%</p> <p>National Average: 89%</p>	<p>91%</p> <p>Local (CCG) Average: 90%</p> <p>National Average: 86%</p>	<p>89%</p> <p>Local (CCG) Average: 90%</p> <p>National Average: 87%</p>
% of patients who say the last GP they saw or spoke to was good at listening to them	<p>95%</p> <p>Local (CCG) Average: 93%</p> <p>National Average: 89%</p>	<p>91%</p> <p>Local (CCG) Average: 92%</p> <p>National Average: 88%</p>	<p>92%</p> <p>Local (CCG) Average: 92%</p> <p>National Average: 89%</p>
% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	<p>94%</p> <p>Local (CCG) Average: 94%</p> <p>National Average: 93%</p>	<p>95%</p> <p>Local (CCG) Average: 95%</p> <p>National Average: 93%</p>	<p>96%</p> <p>Local (CCG) Average: 95%</p> <p>National Average: 93%</p>
% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	<p>93%</p> <p>Local (CCG) Average: 92%</p> <p>National Average: 88%</p>	<p>91%</p> <p>Local (CCG) Average: 91%</p> <p>National Average: 87%</p>	<p>90%</p> <p>Local (CCG) Average: 90%</p> <p>National Average: 87%</p>
% of patients who had confidence and trust in the last GP they saw or spoke to	<p>99%</p> <p>Local (CCG) Average: 97%</p> <p>National Average: 96%</p>	<p>99%</p> <p>Local (CCG) Average: 97%</p> <p>National Average: 95%</p>	<p>97%</p> <p>Local (CCG) Average: 97%</p> <p>National Average: 95%</p>
% of patients who describe their overall experience of this surgery as good	<p>94%</p> <p>Local (CCG) Average: 88%</p> <p>National Average: 83%</p>	<p>97%</p> <p>Local (CCG) Average: 86%</p> <p>National Average: 82%</p>	<p>86%</p> <p>Local (CCG) Average: 88%</p> <p>National Average: 83%</p>

New questions from 2018

% of patients satisfied with the general practice appointment times available	78% Local (CCG) Average: 72% National Average: 67%	81% Local (CCG) Average: 68% National Average: 63%	64% Local (CCG) Average: 71% National Average: 65%
% of patients were offered a choice of appointment when they last tried to make a general practice appointment	76% Local (CCG) Average: 75% National Average: 69%	86% Local (CCG) Average: 66% National Average: 60%	66% Local (CCG) Average: 67% National Average: 62%
% of patient were satisfied with the type of appointment they were offered	91% Local (CCG) Average: 87% National Average: 82%	90% Local (CCG) Average: 79% National Average: 73%	77% Local (CCG) Average: 81% National Average: 74%
% of patients who took the appointment they were offered	99% Local (CCG) Average: 98% National Average: 98%	98% Local (CCG) Average: 95% National Average: 93%	93% Local (CCG) Average: 95% National Average: 94%
% of patients say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	91% Local (CCG) Average: 91% National Average: 89%	91% Local (CCG) Average: 90% National Average: 86%	89% Local (CCG) Average: 90% National Average: 87%
% of patients say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	95% Local (CCG) Average: 93% National Average: 89%	91% Local (CCG) Average: 92% National Average: 88%	92% Local (CCG) Average: 92% 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	93% Local (CCG) Average: 92% National Average: 88%	91% Local (CCG) Average: 91% National Average: 87%	90% Local (CCG) Average: 90% 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	94% Local (CCG) Average: 94% National Average: 93%	95% Local (CCG) Average: 95% National Average: 93%	96% Local (CCG) Average: 95% National Average: 93%
% of patients had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	99% Local (CCG) Average: 97% National Average: 96%	99% Local (CCG) Average: 97% National Average: 95%	97% Local (CCG) Average: 97% National Average: 95%
% of patients felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	90% Local (CCG) Average: 90% National Average: 86%	95% Local (CCG) Average: 89% National Average: 85%	84% Local (CCG) Average: 90% National Average: 86%
% of patients felt their needs were met during their last general practice appointment	98% Local (CCG) Average: 96% National Average: 94%	100% Local (CCG) Average: 96% National Average: 94%	94% Local (CCG) Average: 95% National Average: 94%
% of patients say they have had enough support in the last 12 months to help manage their long-term condition(s)	81% Local (CCG) Average: 77% National Average: 74%	94% Local (CCG) Average: 82% National Average: 77%	84% Local (CCG) Average: 82% National Average: 78%

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

99% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last appointment.
Local (CCG) Average: 97 % National Average: 96%

98% of respondents felt their needs were met during their last general practice appointment.

Local (CCG) Average 96% National Average 94%

94% of respondents describe their overall experience of this GP practice as good.

Local (CCG) Average 88% National Average 83%

What this practice could improve:-

Patients who say they usually get to see or speak to their preferred GP when they would like to.

Patients who say they are satisfied with the general practice appointment times available.

Patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s).