

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.

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Core Questions

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

ST.AGNES SURGERY

NHS KERNOW CCG

NATIONAL

Response	ST.AGNES SURGERY	NHS KERNOW CCG	NATIONAL
Yes	122 85%	8009 82%	719566 77%
No	16 11%	1169 12%	156085 17%
Don't know	5 3%	601 6%	61595 7%
Total	143	9779	937247

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

Response	ST.AGNES SURGERY	NHS KERNOW CCG	NATIONAL
Very easy	68 47%	3386 34%	273346 28%
Fairly easy	67 46%	4700 47%	451675 47%
Not very easy	5 3%	1149 11%	143112 15%
Not at all easy	2 1%	475 5%	64986 7%
Haven't tried	4 3%	301 3%	33606 3%
Easy (total)	135 92%	8086 81%	725021 75%
Total	146	10011	966726

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

Response	ST.AGNES SURGERY	NHS KERNOW CCG	NATIONAL
Very helpful	96 66%	5325 53%	444927 46%
Fairly helpful	45 31%	3774 38%	404720 42%
Not very helpful	3 2%	531 5%	71998 7%
Not at all helpful	0 0%	176 2%	24951 3%
Don't know	2 1%	201 2%	19510 2%
Helpful (total)	141 97%	9098 91%	849647 88%
Total	146	10007	966105

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

Response	ST.AGNES SURGERY	NHS KERNOW CCG	NATIONAL
Very good	78 56%	4289 45%	329792 35%
Fairly good	51 36%	3717 39%	383126 41%
Neither good nor poor	7 5%	956 10%	124492 13%
Fairly poor	3 2%	462 5%	62586 7%
Very poor	1 1%	209 2%	33853 4%
Good (total)	129 93%	8006 83%	712917 76%
Total	139	9632	933849

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

Response	ST.AGNES SURGERY	NHS KERNOW CCG	NATIONAL
Always or almost always	39 43%	2581 45%	203672 40%
A lot of the time	25 28%	1376 24%	119975 23%
Some of the time	24 27%	1394 24%	152703 30%
Never or almost never	2 2%	325 6%	36048 7%
Not tried at this GP surgery	0 0%	28 0%	3153 1%
Total	90	5705	515551

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Core Questions

ST.AGNES SURGERY

NATIONAL

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	97	69%	5480	56%	461278	49%
Good	36	25%	3296	34%	353272	37%
Neither good nor poor	8	6%	641	7%	84320	9%
Poor	0	0%	187	2%	22826	2%
Very poor	0	0%	44	0%	10218	1%
Doesn't apply	0	0%	124	1%	15071	2%
Good (total)	133	94%	8776	90%	814550	86%
	141		9773		946985	

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	85	60%	4614	47%	376592	40%
Good	40	28%	3120	32%	332985	35%
Neither good nor poor	8	6%	942	10%	118479	13%
Poor	0	0%	184	2%	26496	3%
Very poor	0	0%	66	1%	12563	1%
Doesn't apply	8	6%	788	8%	74584	8%
Good (total)	125	89%	7735	80%	709577	75%
	141		9714		941698	

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

I don't normally have appointments at a particular time	6	4%	379	4%	30973	3%
Less than 5 minutes	17	12%	881	9%	89665	10%
5 to 15 minutes	94	66%	5796	60%	533105	57%
More than 15 minutes	20	14%	2175	23%	242249	26%
Can't remember	4	3%	415	4%	38148	4%
	141		9647		934140	

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

Yes, definitely	115	81%	6915	71%	608865	64%
Yes, to some extent	23	16%	2290	24%	265485	28%
No, not at all	2	1%	316	3%	41619	4%
Don't know/can't say	1	1%	219	2%	28207	3%
	142		9741		944176	

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Core Questions

	ST.AGNES SURGERY		NATIONAL	
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?				
Yes, would definitely recommend	113 79%	5681 57%	467373 49%	
Yes, would probably recommend	25 17%	2797 28%	292247 31%	
Not sure	2 1%	801 8%	102151 11%	
No, would probably not recommend	2 2%	343 3%	47433 5%	
No, would definitely not recommend	0 0%	141 1%	25511 3%	
Don't know	2 1%	125 1%	15628 2%	
	<u>143</u>	<u>9887</u>	<u>950343</u>	