

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

QUANTOCK MEDICAL CENTRE




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

Yes	49	85%	
No	7	12%	
Don't know	2	3%	
	<u>58</u>		

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

Very easy	40	67%	
Fairly easy	18	31%	
Not very easy	1	2%	
Not at all easy	0	0%	
Haven't tried	0	0%	
Easy (total)	<u>58</u>	98%	
	59		





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

Very helpful	42	72%	
Fairly helpful	15	25%	
Not very helpful	1	1%	
Not at all helpful	1	2%	
Don't know	0	0%	
Helpful (total)	<u>57</u>	97%	
	59		

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

Very good	42	74%	
Fairly good	13	22%	
Neither good nor poor	2	3%	
Fairly poor	0	1%	
Very poor	0	0%	
Good (total)	<u>55</u>	96%	
	57		

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

Always or almost always	27	68%	
A lot of the time	8	20%	
Some of the time	4	11%	
Never or almost never	0	0%	
Not tried at this GP surgery	0	1%	
	<u>39</u>		

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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	38	66%	
Good	15	26%	
Neither good nor poor	3	5%	
Poor	1	2%	
Very poor	0	0%	
Doesn't apply	1	2%	
Good (total)	<u>53</u>	92%	
	58		


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	34	59%	
Good	14	24%	
Neither good nor poor	5	9%	
Poor	0	1%	
Very poor	0	1%	
Doesn't apply	4	6%	
Good (total)	<u>48</u>	83%	
	58		

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

I don't normally have appointments at a particular time	1	1%	
Less than 5 minutes	11	19%	
5 to 15 minutes	41	71%	
More than 15 minutes	5	8%	
Can't remember	0	0%	
	<u>58</u>		

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

Yes, definitely	45	78%	
Yes, to some extent	10	17%	
No, not at all	1	2%	
Don't know/can't say	<u>1</u>	2%	
	58		







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	39	66%	
Yes, would probably recommend	12	20%	
Not sure	6	10%	
No, would probably not recommend	1	2%	
No, would definitely not recommend	1	1%	
Don't know	0	1%	
	<u>59</u>		