

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

HORNE STREET SURGERY

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

Yes	35	72%	
No	11	22%	
Don't know	3	6%	
	<u>49</u>		






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

Very easy	9	17%	
Fairly easy	20	37%	
Not very easy	12	23%	
Not at all easy	11	20%	
Haven't tried	1	3%	
Easy (total)	<u>29</u>	55%	
	54		




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

Very helpful	19	35%	
Fairly helpful	25	46%	
Not very helpful	8	15%	
Not at all helpful	1	2%	
Don't know	1	2%	
Helpful (total)	<u>44</u>	81%	
	54		

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

Very good	11	20%	
Fairly good	20	38%	
Neither good nor poor	16	30%	
Fairly poor	2	4%	
Very poor	5	8%	
Good (total)	<u>31</u>	58%	
	54		

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

Always or almost always	7	31%	
A lot of the time	6	25%	
Some of the time	10	43%	
Never or almost never	0	0%	
Not tried at this GP surgery	0	1%	
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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	20	36%	
Good	27	49%	
Neither good nor poor	3	5%	
Poor	4	7%	
Very poor	1	1%	
Doesn't apply	1	2%	
Good (total)	47	85%	
	55		


**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	17	32%	
Good	27	51%	
Neither good nor poor	4	8%	
Poor	2	3%	
Very poor	3	6%	
Doesn't apply	0	1%	
Good (total)	44	82%	
	53		

**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	5	10%	
5 to 15 minutes	28	51%	
More than 15 minutes	18	33%	
Can't remember	3	5%	
	54		

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

Yes, definitely	32	60%	
Yes, to some extent	18	33%	
No, not at all	3	5%	
Don't know/can't say	1	2%	
	54		







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HORNE STREET SURGERY

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

Yes, would definitely recommend	17	31%	
Yes, would probably recommend	21	39%	
Not sure	10	18%	
No, would probably not recommend	3	6%	
No, would definitely not recommend	1	2%	
Don't know	2	4%	
	<hr/>	53	