

# **GP Patient Survey – Patient Experience**

## **Manor Road Surgery – G82696 Dr Marianne Ford**

**97% find it easy to get through to this GP practice by phone**  
Local (CCG) average: 59% National average: 68%

**99% find the receptionists at this GP practice helpful**  
Local (CCG) average: 88% National average: 89%

**89% are satisfied with the general practice appointment times available**  
Local (CCG) average: 63% National average: 67%

**89% were offered a choice of appointment when they last tried to make a general practice appointment**  
Local (CCG) average: 64% National average: 69%

**98% were satisfied with the appointment they were offered**  
Local (CCG) average: 80% National average: 82%

**100% took the appointment they were offered**  
Local (CCG) average: 97% National average: 98%

**94% describe their experience of making an appointment as good**  
Local (CCG) average: 66% National average: 71%

**99% were given a time for their last general practice appointment**  
Local (CCG) average: 90% National average: 91%

**100% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment**  
Local (CCG) average: 87% National average: 89%

**98% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment**

Local (CCG) average: 88% National average: 89%

**100% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment**

Local (CCG) average: 87% National average: 88%

**99% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment**

Local (CCG) average: 93% National average: 93%

**99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment**

Local (CCG) average: 95% National average: 96%

**98% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment**

Local (CCG) average: 86% National average: 86%

**98% felt their needs were met during their last general practice appointment**

Local (CCG) average: 94% National average: 94%

**92% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)**

Local (CCG) average: 72% National average: 74%

**95% describe their overall experience of this GP practice as good**

Local (CCG) average: 80% National average: 83%