**NATIONAL PATIENT SURVEY RESULTS 2019**

**HAVERHILL FAMILY PRACTICE**

302 Surveys sent out

120 Surveys sent back

40% Completion rate

**Your local GP services**

* 37% find it easy to get through to this GP practice by phone

Local (CCG) average: **76%** National average: **68%**

* 81% find the receptionists at this GP practice helpful

Local (CCG) average: **93%** National average: **89%**

* 41% are satisfied with the general practice appointment times available

Local (CCG) average: **68%** National average: **65%**

* 32% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: **52%**National average: **48%**

**Making an appointment**

* 50% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **64%** National average: **62%**

* 73% were satisfied with the type of appointment they were offered

Local (CCG) average: **79%** National average: **74%**

* 91% took the appointment they were offered

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

* 54% describe their experience of making an appointment as good

Local (CCG) average: **73%**National average: **67%**

**Your last appointment**

* 73% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: **72%** National average: **69%**

* 77% 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: **89%** National average: **87%**

* 78% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: **91%** National average: **89%**

* 76% 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: **90%** National average: **87%**

* 94% 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: **95%** National average: **93%**

* 98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: **97%** National average: **95%**

* 77% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: **89%** National average: **86%**

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

Local (CCG) average: **97%**National average: **94%**

**Your health**

* 75% 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: **84%**National average: **78**

**Overall experience**

* 73% describe their overall experience of this GP practice as good

Local (CCG) average: **86%** National average: **83%**

**Where patient experience is best**

* 98% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: **97%** National average: **95%**

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

Local (CCG) average: **97%** National average: **94%**

* 94% of respondents 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: **95%** National average: **93%**

**Where patient experience could improve**

* 37% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: **76%** National average: **68%**

* 41% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: **68%** National average: **65%**

* 32% of respondents usually get to see or speak to their preferred GP when they would like

Local (CCG) average: **52%** National average: **48%**

**rlm/Nov 19**