

Results from the 2017 survey ③

Dunchurch Surgery

Dunsmore Heath, Dunchurch, CV22 6AP

What this practice does best ?



91% of respondents would recommend this surgery to someone new to the area

Local (CCG) average: 74% National average: 77%



87% of respondents find it easy to get through to this surgery by phone Local (CCG) average: 71% | National average: 71%



91% of respondents say the last appointment they got was convenient

Local (CCG) average: 79% National average: 81%

What this practice could improve





87% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% National average: 91%



89% of respondents say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 90% National average: 91%



97% of respondents had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Comparisons to the local (CCG) or national average may not be statistically significant.



223Surveys sent out



135 Surveys sent back



61% Completion



Dunchurch Surgery

Dunsmore Heath, Dunchurch, CV22 6AP

Showing responses about all questions

from

all patients

Showing weighted results ▼



87% find it easy to get through to this surgery by phone

Show breakdown (+)



Local (CCG) average: 71% National average: 71%



86% find the receptionists at this surgery helpful

Show breakdown (+)



Local (CCG) average: 85% National average: 87%



56% usually get to see or speak to their preferred GP

Show breakdown (+)



Local (CCG) average: 53% National average: 56%



95% were able to get an appointment to see or speak to someone the last time they tried

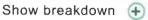
Show breakdown (+)



Local (CCG) average: 83% National average: 84%



91% say the last appointment they got was convenient



Local (CCG) average: 79% National average: 81%



80% describe their experience of making an appointment as good

Show breakdown (4)



Local (CCG) average: 71% | National average: 73%



63% usually wait 15 minutes or less after their appointment time to be seen

Show breakdown



Local (CCG) average: 61% National average: 64%



59% feel they don't normally have to wait too long to be seen

Show breakdown (+)



Local (CCG) average: 54% National average: 58%



91% say the last GP they saw or spoke to was good at giving them enough time

Show breakdown



Local (CCG) average: 85% National average: 86%



94% say the last GP they saw or spoke to was good at listening to them

Show breakdown (+)



Local (CCG) average: 87% National average: 89%



93% say the last GP they saw or spoke to was good at explaining tests and treatments

Show breakdown (4)



Local (CCG) average: 85% National average: 86%



88% say the last GP they saw or spoke to was good at involving them in decisions about their care

Show breakdown



Local (CCG) average: 80% National average: 82%



94% say the last GP they saw or spoke to was good at treating them with care and concern

Show breakdown



Local (CCG) average: 84% National average: 86%



99% had confidence and trust in the last GP they saw or spoke to

Show breakdown



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



94% say the last nurse they saw or spoke to was good at giving them enough time

Show breakdown (+)



Local (CCG) average: 90% National average: 92%



89% say the last nurse they saw or spoke to was good at listening to them

Show breakdown (+)



Local (CCG) average: 90% | National average: 91%



92% say the last nurse they saw or spoke to was good at explaining tests and treatments

Show breakdown



Local (CCG) average: 89% National average: 90%



86% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Show breakdown



Local (CCG) average: 85% National average: 85%



87% say the last nurse they saw or spoke to was good at treating them with care and concern

Show breakdown



Local (CCG) average: 90% National average: 91%



97% had confidence and trust in the last nurse they saw or spoke to

Show breakdown



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



77% are satisfied with the surgery's opening hours

Show breakdown



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



93% describe their overall experience of this surgery as good

Show breakdown (+)



Local (CCG) average: 83% National average: 85%



91% would recommend this surgery to someone new to the area

Show breakdown



Local (CCG) average: 74% | National average: 77%

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey © 2017 GP Patient Survey

