

# Waterfront PPG Survey 2023 Results

			GP Patient Survey Results 2023			
No.	Question	Answers included	National	ICS	Waterfront Practice	
					GP Survey	PPG Survey
1	Generally, how easy is it to get through to someone at your GP Practice on the phone?	Very easy and Fairly easy	50%	47%	54%	88%
2	How easy is it to use your GP Practice's website to look for information or access services?		65%	57%	74%	83%
3	How helpful do you find the receptionists in the Practice?	Very helpful and Fairly helpful	82%	72%	76%	94%
4	If you need to see a GP urgently can you normally be seen on the same day?	Always or almost always and A lot of the time				59%
5	How often do you see or speak to your preferred GP when you would like to?		35%	31%	16%	50%
6	How did you book this appointment?		<b>National</b>	<b>ICS</b>	<b>GP Survey</b>	<b>PPG Survey</b>
	In person		14%	15%	4%	19%
	By phone		83%	86%	90%	59%
	Online		15%	12%	20%	18%
	Through an app		5%	4%	0%	Not asked
	In another way		2%	2%	1%	5%
7	When did this appointment take place in relation to when you booked it?		<b>National</b>	<b>ICS</b>	<b>GP Survey</b>	<b>PPG Survey</b>
	On the same day		33%	34%	9%	22%
	On the next day		11%	11%	13%	20%
	A few days later		25%	25%	48%	32%
	A week or more later		25%	24%	23%	24%
	Can't remember		6%	7%	6%	2%
8	How satisfied were you with the appointment offered?	Very satisfied and Fairly satisfied	72%	66%	76%	94%

# Waterfront PPG Survey 2023 Results

## GP Patient Survey Results 2023

No.	Question	Answers included	GP Patient Survey Results 2023			
			National	ICS	Waterfront Practice	
In your appointment today, how good was the healthcare professional you saw at each of the following?					GP Survey	PPG Survey
9	Giving you enough time	Very good and Good	84%	78%	74%	92%
10	Listening to you		85%	80%	80%	92%
11	Treating you with care and concern		84%	78%	77%	93%
12	Were you involved as much as you wanted to be in decisions about your care and treatment?	Yes, definitely and Yes, to some extent	90%	86%	88%	99%
13	Did you have confidence and trust in the healthcare professional you saw?		93%	90%	95%	96%
14	Thinking about the reason for your appointment were your needs met?		91%	87%	86%	96%
15	Overall how would you describe your experience of making an appointment	Very good and Fairly good	54%	45%	55%	89%
16	Overall, how would you describe your experience of your GP practice?		71%	63%	70%	88%
17	How likely are you to recommend your GP Practice to friends and family if they need similar care and treatment?	Very likely and Somewhat likely				88%