

Interim 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?		National	ICS	GP Survey	PPG Survey
	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?		National	ICS	GP Survey	PPG Survey
	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%

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In your appointment today, how good was the healthcare professional you saw at each of the following?						
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%