

The Firs Medical Centre



In 2012 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

Survey Results

	In- House Survey			Postal Survey	
	Our Patients	National Mean		Our Patients	National Mean
Q1. How helpful do you find the receptionists at your GP practice?	85.9	77.2	Helpful	94.1%	93%
Q2. How easy is it to get through to someone at your GP practice on the phone?	60.0	59.4	Easy	65.4%	78%
Q3. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	69.7	60.6	Easy		
Q10. How do you rate - how quickly you get to see a particular doctor?	74.7	68.8	Good		
Q14. How do you rate - how long did you wait for your consultation to start?	73.2	56.9	Good		
Q18. How often do you see or speak to the GP you prefer?			Often	67.3%	65%
Q19. How good was the last GP you saw at giving you enough time?	89.4	80.0	Good	94.3%	86%
Q20. How good was the last GP you saw at listening to you?	90.6	83.5	Good	94.3%	88%
Q21. How good was the last GP you saw at explaining tests and treatments?	88.9	83.1	Good	92.0%	83%
Q22. How good was the last GP you saw at Involving you in decisions about your care?	87.1	81.4	Good	91.9%	76%
Q23. How good was the last GP you saw at treating you with care and concern?	90.7	83.7	Good	96.4%	83%
Q24. Did you have confidence and trust in the GP you saw or spoke to?			Yes	100.0%	93%
Q25. How good was the last Nurse you saw at giving you enough time?	88.6	78.0	Good	93.8%	81%
Q26. How good was the last Nurse you saw at listening to you?	87.5	81.0	Good	90.0%	80%
Q27. How good was the last Nurse you saw at explaining tests and treatments?	88.1	59.4	Good	89.7%	78%
Q28. How good was the last Nurse you saw at Involving you in decisions about your care?	86.6	59.4	Good	88.7%	68%
Q29. How good was the last Nurse you saw at treating you with care and concern?	87.6	82.0	Good	90.7%	81%
Q30. Did you have confidence and trust in the nurse you saw or spoke to?			Yes	100.0%	88%
Q31. How well does the practice help you to understand your health problems?	90.8	69.1	Yes		
Q32. How well does the practice help you cope with your health problems?	90.6	65.5	Yes		
Q33. How well does the practice help you keep yourself healthy?	89.9	61.7	Yes		
Q34. Overall, how would you describe your experience of your GP surgery?			Good	90.8%	88%
Q35. Would you recommend your GP surgery to someone who has just moved to your area?			Yes	94.0%	82%

Analysis performed by InTime Data Ltd