

The Firs Medical Practice



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?	86.8	77.2	Helpful	97.5%	93%
Q2. How easy is it to get through to someone at your GP practice on the phone?	69.1	59.4	Easy	84.9%	69%
Q3. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	64.4	60.6	Easy		
Q10. How do you rate - how quickly you get to see a particular doctor?	75.2	68.8	Good		
Q14. How do you rate - how long did you wait for your consultation to start?	68.6	56.9	Good		
Q18. How often do you see or speak to the GP you prefer?			Often	70.7%	95%
Q19. How good was the last GP you saw at giving you enough time?	84.0	80.0	Good	85.1%	88%
Q20. How good was the last GP you saw at listening to you?	84.6	83.5	Good	86.8%	88%
Q21. How good was the last GP you saw at explaining tests and treatments?	85.2	83.1	Good	91.2%	78%
Q22. How good was the last GP you saw at Involving you in decisions about your care?	84.1	81.4	Good	89.1%	72%
Q23. How good was the last GP you saw at treating you with care and concern?	86.1	83.7	Good	92.0%	84%
Q24. Did you have confidence and trust in the GP you saw or spoke to?			Yes	99.1%	94%
Q25. How good was the last Nurse you saw at giving you enough time?	83.7	78.0	Good	87.5%	94%
Q26. How good was the last Nurse you saw at listening to you?	84.9	81.0	Good	92.3%	77%
Q27. How good was the last Nurse you saw at explaining tests and treatments?	83.7	59.4	Good	94.1%	72%
Q28. How good was the last Nurse you saw at Involving you in decisions about your care?	83.7	59.4	Good	94.9%	62%
Q29. How good was the last Nurse you saw at treating you with care and concern?	85.5	82.0	Good	94.0%	72%
Q30. Did you have confidence and trust in the nurse you saw or spoke to?			Yes	98.0%	94%
Q31. How well does the practice help you to understand your health problems?	92.1	69.1	Yes	85.2%	62%
Q32. How well does the practice help you cope with your health problems?	89.8	65.5	Yes	81.5%	62%
Q33. How well does the practice help you keep yourself healthy?	88.0	61.7	Yes	76.9%	62%
Q34. Overall, how would you describe your experience of your GP surgery?			Good	91.0%	62%
Q35. Would you recommend your GP surgery to someone who has just moved to your area?			Yes	97.2%	83%

Analysis performed by InTime Data Ltd