

## **Cropreddy Surgery National Patients' Survey Results –January to March 2018**

The GPPS questionnaire was redeveloped ahead of the 2018 survey to reflect changes in the delivery of general practice services. These changes are extensive. The questionnaire redevelopment process is fully documented in a report available on the GPPS website

Because these changes impacted not just individual questions but the questions around them ('context effects'), and due to the inclusion of 16-17 year olds, trends are not presented this year, even where question wording remains similar.

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What this practice does best	What this practice could improve
<p>✓ <b>85%</b> of respondents usually get to see or speak to their preferred GP when they would like to</p> <p>Local (CCG) average: 59% National average: 50%</p>	<p>↗ 96% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment</p> <p>Local (CCG) average: 97% National average: 96%</p>
<p>✓ <b>95%</b> of respondents describe their experience of making an appointment as good</p> <p>Local (CCG) average: 76% National average: 69%</p>	<p>↗</p>
<p>✓ <b>88%</b> of respondents are satisfied with the general practice appointment times available</p> <p>Local (CCG) average: 70% National average: 66%</p>	<p>↗</p>

<p><b>Cropredy:</b> 📄 215 surveys sent out</p>	<p>📄 133 surveys sent back</p>	<p>○ 59% completion rate</p>
<p><b>Nationally:</b> 📄 2,221,068 surveys sent out</p>	<p>📄 758,165 surveys sent back</p>	<p>○ 34.1% completion rate</p>

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Question	01/03/18	
	<b>Cropredy</b>	<b>OCCG</b>
describe their overall experience of this surgery as good	93	87
are satisfied with the general practice appointment times available	88	70
say the healthcare professional they saw or spoke to was good at giving them enough time during their last GP appointment	97	89
say the last healthcare professional they saw or spoke to was good at treating them with care and concern	96	90
were involved as much as they wanted to be in decisions about their care and treatment during their last GP appointment	97	96
had confidence and trust in the last healthcare professional they saw or spoke to during their last GP appointment	96	97
say the last healthcare professional they saw or spoke to was good at listening to them	95	91
felt the healthcare professional recognised or understood any mental health needs during their last GP appointment	94	89
felt their needs were met during their last GP appointment	99	95
say that they have had enough support in the last 12 months to help manage their long-term condition (s)	88	85
took the appointment they were offered	99	96
waited 15 minutes or less after their appointment time to be seen at their last appointment	94	70
describe their experience of making an appointment as good	95	76
were satisfied with the type of appointment they were offered	93	80
were offered a choice of appointment when they last tried to make a general practice appointment	85	71
usually get to see or speak to their preferred GP when they would like to	85	59
find the receptionists at this surgery helpful	97	92
find it easy to get through to this surgery by phone	99	82

