

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

NORDEN HOUSE SURGERY NHS AYLESBURY VALE CCG NATIONAL

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	116	76%		2370	73%		691048	76%	
No	25	16%		663	21%		159499	18%	
Don't know	11	7%		198	6%		59688	7%	
	<u>152</u>			<u>3231</u>			<u>910234</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	31	19%		818	24%		255814	27%	
Fairly easy	80	49%		1600	48%		437743	47%	
Not very easy	38	24%		590	18%		144671	15%	
Not at all easy	12	7%		240	7%		67749	7%	
Haven't tried	1	1%		92	3%		32760	3%	
Easy (total)	<u>110</u>	<u>68%</u>		<u>2418</u>	<u>72%</u>		<u>693557</u>	<u>74%</u>	
	161			3340			938737		

Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	50	31%		1436	43%		424753	45%	
Fairly helpful	85	53%		1471	44%		397055	42%	
Not very helpful	23	14%		295	9%		72096	8%	
Not at all helpful	2	2%		80	2%		25473	3%	
Don't know	0	0%		50	2%		18834	2%	
Helpful (total)	<u>135</u>	<u>84%</u>		<u>2907</u>	<u>87%</u>		<u>821808</u>	<u>88%</u>	
	161			3333			938210		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	41	26%		1012	31%		311791	35%	
Fairly good	66	42%		1338	42%		369314	41%	
Neither good nor poor	31	20%		499	16%		122722	14%	
Fairly poor	13	8%		280	9%		63755	7%	
Very poor	5	3%		92	3%		35065	4%	
Good (total)	<u>106</u>	<u>69%</u>		<u>2350</u>	<u>73%</u>		<u>681104</u>	<u>75%</u>	
	155			3221			902646		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	43	39%		699	38%		190899	38%	
A lot of the time	17	15%		440	24%		115240	23%	
Some of the time	38	34%		562	30%		150108	30%	
Never or almost never	12	11%		152	8%		36707	7%	
Not tried at this GP surgery	0	0%		6	0%		3007	1%	
	<u>110</u>			<u>1859</u>			<u>495961</u>		

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Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	81	51%		1572	48%		443131	48%	
Good	65	41%		1272	39%		342561	37%	
Neither good nor poor	7	4%		267	8%		82610	9%	
Poor	4	3%		72	2%		22468	2%	
Very poor	0	0%		22	1%		10063	1%	
Doesn't apply	1	1%		68	2%		14532	2%	
Good (total)	145	93%		2844	87%		785691	86%	
	157			3274			915365		

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	69	44%		1298	40%		362692	40%	
Good	54	34%		1168	36%		321765	35%	
Neither good nor poor	18	12%		409	13%		114534	13%	
Poor	5	3%		64	2%		25777	3%	
Very poor	1	1%		32	1%		12265	1%	
Doesn't apply	10	6%		289	9%		73382	8%	
Good (total)	123	78%		2467	76%		684458	75%	
	157			3261			910416		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	9	6%		96	3%		29769	3%	
Less than 5 minutes	2	1%		271	8%		85576	9%	
5 to 15 minutes	64	42%		1831	57%		512798	57%	
More than 15 minutes	66	43%		893	28%		237362	26%	
Can't remember	12	8%		143	4%		37144	4%	
	154			3234			902648		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	111	70%		2181	67%		586377	64%	
Yes, to some extent	38	24%		864	26%		258699	28%	
No, not at all	8	5%		129	4%		40393	4%	
Don't know/can't say	1	1%		92	3%		27446	3%	
	158			3267			912915		

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Core Questions

	NORDEN HOUSE SURGERY	NHS AYLESBURY VALE CCG	NATIONAL
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?			
Yes, would definitely recommend	61 39%	1509 46%	445742 48%
Yes, would probably recommend	62 40%	1123 34%	286412 31%
Not sure	23 15%	359 11%	102036 11%
No, would probably not recommend	8 5%	146 4%	48663 5%
No, would definitely not recommend	1 1%	78 2%	25834 3%
Don't know	1 1%	63 2%	15045 2%
	<u>156</u>	<u>3279</u>	<u>923732</u>