

# GP PATIENT SURVEY

## Results for Grange Farm Medical Centre

**86%** find it easy to get through to this surgery by phone

**72%** are satisfied with the level of privacy when speaking to receptionists at the surgery

**98%** say the last appointment they got was convenient

**75%** usually wait 15 minutes or less after their appointment time to be seen

**91%** say the last GP they saw or spoke to was good at giving them enough time

**94%** say the last GP they saw or spoke to was good at explaining tests and treatments

**93%** say the last GP they saw or spoke to was good at treating them with care and concern

**94%** say the last nurse they saw or spoke to was good at giving them enough time

**89%** say the last nurse they saw or spoke to was good at explaining tests and treatments

**92%** say the last nurse they saw or spoke to was good at treating them with care and concern

**86%** are satisfied with the surgery's opening hours

**87%** would recommend this surgery to someone new to the area

**95%** find the receptionists at this surgery helpful

**86%** were able to get an appointment to see or speak to someone the last time they tried

**90%** describe their experience of making an appointment as good

**79%** feel they don't normally have to wait too long to be seen

**95%** say the last GP they saw or spoke to was good at listening to them

**93%** say the last GP they saw or spoke to was good at involving them in decisions about their care

**95%** had confidence and trust in the last GP they saw or spoke to

**93%** say the last nurse they saw or spoke to was good at listening to them

**86%** say the last nurse they saw or spoke to was good at involving them in decisions about their care

**96%** had confidence and trust in the last nurse they saw or spoke to

**94%** describe their overall experience of this surgery as good

Ipsos MORI, the survey provider for the GP Patient Survey