

Newland Surgery

Newland Lane, Normanton, WF6 1QD

Showing responses about **all questions** from **all patients**

Showing weighted results ▼

Your local GP services



95% find it easy to get through to this GP practice by phone

Local (CCG) average: 66% | National average: 70%

Show breakdown



95% find the receptionists at this GP practice helpful

Local (CCG) average: 89% | National average: 90%

Show breakdown



79% are satisfied with the general practice appointment times available

Local (CCG) average: 64% | National average: 66%

Show breakdown



72% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 44% | National average: 50%

Show breakdown

Making an appointment



70% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 57% | National average: 62%

Show breakdown



86% were satisfied with the type of appointment they were offered

Local (CCG) average: 73% | National average: 74%

Show breakdown



99% took the appointment they were offered

Local (CCG) average: 94% | National average: 94%

Show breakdown



81% describe their experience of making an appointment as good

Local (CCG) average: 65% | National average: 69%

Show breakdown

Your last appointment



96% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 74% | National average: 69%

Show breakdown 



87% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 86% | National average: 87%

Show breakdown 



86% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 88% | National average: 89%

Show breakdown 



81% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 87% | National average: 87%

Show breakdown 



91% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 93% | National average: 93%

Show breakdown 



91% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 96% | National average: 96%

Show breakdown 



73% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 89% | National average: 87%

Show breakdown 



96% felt their needs were met during their last general practice appointment

Local (CCG) average: 95% | National average: 95%

Show breakdown 

Your health



77% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 80% | National average: 79%

Show breakdown 

Overall experience



92% describe their overall experience of this GP practice as good

Local (CCG) average: 83% | National average: 84%

Show breakdown 

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