

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.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

NEWLAND SURGERY

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

Yes	42	66%	
No	14	22%	
Don't know	7	11%	
	<u>64</u>		

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

Very easy	29	43%	
Fairly easy	32	48%	
Not very easy	5	8%	
Not at all easy	0	0%	
Haven't tried	0	0%	
Easy (total)	<u>61</u>	91%	
	66		

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

Very helpful	32	49%	
Fairly helpful	30	45%	
Not very helpful	4	6%	
Not at all helpful	0	0%	
Don't know	0	0%	
Helpful (total)	<u>62</u>	94%	
	66		

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

Very good	26	41%	
Fairly good	29	46%	
Neither good nor poor	6	10%	
Fairly poor	2	3%	
Very poor	0	0%	
Good (total)	<u>55</u>	87%	
	64		

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

Always or almost always	23	59%	
A lot of the time	11	28%	
Some of the time	4	10%	
Never or almost never	0	0%	
Not tried at this GP surgery	1	3%	
	<u>40</u>		

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Core Questions

NEWLAND SURGERY

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	36	57%	
Good	16	25%	
Neither good nor poor	8	13%	
Poor	3	5%	
Very poor	0	0%	
Doesn't apply	0	1%	
Good (total)	52	82%	
	64		

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	26	41%	
Good	22	35%	
Neither good nor poor	8	13%	
Poor	4	6%	
Very poor	1	1%	
Doesn't apply	3	4%	
Good (total)	48	76%	
	63		

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

I don't normally have appointments at a particular time	2	4%	
Less than 5 minutes	18	29%	
5 to 15 minutes	40	64%	
More than 15 minutes	0	0%	
Can't remember	2	3%	
	62		

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

Yes, definitely	42	66%	
Yes, to some extent	17	27%	
No, not at all	4	6%	
Don't know/can't say	0	0%	
	63		

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Core Questions

NEWLAND SURGERY

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	30	46%	
Yes, would probably recommend	22	33%	
Not sure	9	14%	
No, would probably not recommend	1	1%	
No, would definitely not recommend	4	6%	
Don't know	0	1%	
	<u>66</u>		