




Rosewood Practice

1 A Fountayne Road, London, N16 7EA


Practice
overviewPatient
experiencesWhat this practice **does best** ?


 **88%** of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 61%


 **77%** of respondents with a preferred GP usually get to see or speak to that GP
Local (CCG) average: 55%

 **88%** of respondents find it easy to get through to this surgery by phone
Local (CCG) average: 74%

What this practice **could improve** ?

 **73%** of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care
Local (CCG) average: 80%

 **88%** of respondents had confidence and trust in the last GP they saw or spoke to
Local (CCG) average: 94%

 **78%** of respondents say the last GP they saw or spoke to was good at treating them with care and concern
Local (CCG) average: 83%

Comparisons to the local (CCG) average may not be statistically significant.

**432**

Surveys sent out

**77**

Surveys sent back

**18%**

Completion rate

Patient Survey Results – January 2015

- 88% find it easy to get through to the surgery by phone
- 84% describe their experience of making an appointment as good
- 78% say the last GP they saw or spoke to was good at treating them with care and concern
- 73% say the last GP they saw or spoke to was good at involving them in decisions about their care
- 83% say the last GP they saw or spoke to was good at explaining tests and treatments
- 82% say the last GP they saw or spoke to was good at listening to them
- 83% say the last GP they saw or spoke to was good at giving them enough time
- 79% feel they don't normally have to wait too long to be seen

Improvements since the last patient survey

- From 83% to 92% were able to get an appointment to see or speak to someone the last time they tried
- From 84% to 88% usually wait 15 minutes or less after their appointment time to be seen
- From 65% to 97% had confidence and trust in the last nurse they saw or spoke to
- From 57% to 84% say the last nurse they saw or spoke to was good at giving them enough time
- From 69% to 77% with a preferred GP usually get to see or speak to that GP
- From 61% to 85% say the last nurse they saw or spoke to was good at listening to them
- From 61% to 83% say the last nurse they saw or spoke to was good at explaining tests and treatments
- From 53% to 82% say the last nurse they saw or spoke to was good at involving them in decisions about their care
- From 58% to 86% say the last nurse they saw or spoke to was good at treating them with care and concern

We are still working on

- 89% Appointments being more convenient
- 78% are satisfied with the surgery's opening hours
- 80% describe their overall experience of this surgery as good
- 77% would recommend this surgery to someone new to the area