**Rosewood Practice**

**Patient Survey Results –July 2015**

**Survey carried out from January to March 2015**

**83% say the last GP they saw or spoke to was good at treating them with care and concern.**

**71% 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**

**81% say the last GP they saw or spoke to was good at listening to them**

**81% say the last GP they saw or spoke to was good at giving them enough time**

**75% feel they don’t normally have to wait too long to be seen**

**Improvements since the last patient survey**

**77% find it easy to get through to this surgery by phone.**

**68% describe their experience of making an appointment as good**

**From 88% to 91% usually wait 15 minutes or less after their appointment time to be seen**

**From 78% to 83% say the last GP they saw or spoke to was good at treating them with care and concern**

**From 84% to 85% say the last nurse they saw or spoke to was good at giving them enough time**

**From 97% to 100% has confidence and trust in the last nurse they saw or spoke to**

**From 78% to 79% are satisfied with the surgery’s opening hours**

**From 80% to 81% describe their overall experience of this surgery as good**

**We are still working on**

**78% Appointments being more convenient**

**75% usually get to see or speak to their preferred GP**

**85% say the last nurse they saw or spoke to was good at**

**Treating them with care and concern**

**72% would recommend this surgery to someone new to the area**

**79% of our patients are satisfied with the surgery’s opening hours.**

**81% of our patients describe their overall experience of this surgery as good.**

**72% of our patients would recommend this surgery to someone new to the area.**

**The Practice will work on the areas that need to be improved.**