

**GP Patient Survey Practice Report Published in December 2013 using aggregated data collected
Jan – March 2013 and July to September 2013**

Questions Asked	Rosewood Practice	NHS CITY & Hackney CCG	National
How convenient was the appointment you were able to get? Convenient (Total)	96%	90%	92%
Overall, how would you describe your experience of making an appointment? Good (Total)	91%	73%	75%
Generally, how easy is it to get through to someone at your GP surgery on the phone? Easy (Total)	96%	73%	74%
How helpful do you find the receptionists at your GP surgery? Helpful (Total)	86%	87%	88%
How do you feel about how long you normally have to wait to be seen I don't normally have to wait too long?	88%	52%	59%
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 Good (Total)	89%	83%	86%
Last time you saw or spoke to a GP, from your GP surgery, how good was that GP at the following? Listening to you Good (Total)	86%	85%	88%
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Explaining tests treatments Good (total)	81%	81%	82%
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? Good (Total)	80%	75%	75%
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Treating you with care and concern? Good (Total)	88%	81%	83%

Did you have confidence and trust in the GP you saw or spoke to? Yes definitely Yes to some extent	71% 20%	59% 31%	64% 28%
Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following? Giving you enough time Good (Total)	60%	75%	81%
Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following? Listening to you Good (Total)	63%	75%	80%
Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following? Explaining test and treatment Good (Total)	58%	73%	78%
Last time you saw or spoke to a nurse from your GP surgery, how good was the nurse at the following? Involving you in decisions about your care Good (Total)	53%	66%	67%
Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following? Treating you with care and concern Good (Total)	60%	73%	79%
Did you have confidence and trust in the nurse you saw or spoke to? Yes definitely Yes to some extent	51% 12%	53% 27%	64% 23%
How satisfied are you with the hours that your GP surgery is open? Satisfied (Total)	90%	77%	79%
Is your GP surgery currently open at times that are convenient to you? Yes (Total)	81%	73%	76%
Overall, how would you describe your experience of your GP surgery? Good (Total)	94%	83%	86%
Would you recommend your GP surgery to someone who has just moved to your local area? Yes would definitely recommend (Total) Yes would probably recommend (Total)	65% 24%	49% 28%	48% 31%