

Rosewood Practice

Results of GP patient survey data from July 2014 publication, collected during July –September 2013 and January and March 2014

91% of our patients found it easy to get through to this surgery by phone.

84% of our patients found the receptionists at this surgery helpful.

62% of our patients are satisfied with the level of privacy when speaking to receptionists at the surgery.

69% of our patients get to see or speak to their preferred GP.

83% of our patients were able to get an appointment or see or speak to someone the last time they tried.

96% of our patients say the last appointment they got was convenient.

88% of our patients describe their experience of making an appointment as good

84% of our patients usually wait 15 minutes or less after their appointment time to be seen.

78% of our patients feel they don't normally have to wait too long to be seen

85% of our patients say the last GP they saw or spoke to was good at giving them enough time.

86% of our patients say the last GP they saw or spoke to was at listening to them.

84% of our patients say the last GP they saw or spoke to was good at explaining tests and treatments.

76% of our patients say the last GP they saw or spoke to was good at involving them in decisions about their care.

79% of our patients say the last GP they saw or spoke to was good at treating them with care and concern.

88% of our patients had confidence and trust in the last GP they saw or spoke to.

57% of our patients say the last nurse they saw or spoke to was good at giving them enough time.

61% of our patients say the last nurse they saw or spoke to was good at listening to them

61% of our patients say the last nurse they saw or spoke to was good at explaining tests and treatments.

53% of our patients say the last nurse they saw or spoke to was good at involving them in decisions about their care

58% of our patients say the last nurse they saw or spoke to was good at treating them with care and concern

65% of our patients had confidence and trust in the last nurse they saw or spoke to.

87% of our patients are satisfied with the surgery's opening hours.

87% of our patients describe their overall experience of this surgery as good.

85% 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.