

**Gp Patient Survey Practice Report Published in December 2013 using aggregated data collect
Jan – March 2013 & July to September 2013**

Question Asked:	Gadhvi Practice	NHS CITY & HACKNEY CCG	National
Is your Gp Surgery currently open at times that are convenient for you?	62%	73%	76%
Generally, how easy is it to get through to someone at your Gp surgery on the phone?	51%	73%	74%
How helpful do you find the receptionist at the surgery?	80%	87%	88%
Overall, how would you describe your experience of making an appointment?	49%	73%	75%
How often do you see or speak to the Gp you prefer?	39%	34%	38%
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	83%	83%	86%
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decision about care	73%	75%	75%
How long after your appointment time do you normally wait to be seen?	49%	50%	57%
1			