

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

Q26 Is your GP surgery currently open at times that are convenient for you?

RAINBOW SURGERY RAMSEY HEALTH CENTRE MOAT HOUSE SURGERY

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Yes	58 88%	94 70%	103 90%
No	6 9%	34 25%	10 8%
Don't know	3 4%	7 5%	2 1%
	<u>67</u>	<u>135</u>	<u>115</u>

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Very easy	49 72%	27 20%	66 56%
Fairly easy	16 23%	66 49%	37 32%
Not very easy	1 2%	27 20%	9 8%
Not at all easy	0 0%	9 7%	1 1%
Haven't tried	2 3%	6 4%	4 4%
Easy (total)	<u>65 95%</u>	<u>93 69%</u>	<u>103 88%</u>
	<u>68</u>	<u>135</u>	<u>118</u>

Q4 How helpful do you find the receptionists at your GP surgery?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Very helpful	53 78%	40 29%	90 76%
Fairly helpful	15 22%	76 56%	25 21%
Not very helpful	0 0%	13 10%	2 2%
Not at all helpful	0 0%	4 3%	0 0%
Don't know	0 0%	2 2%	2 1%
Helpful (total)	<u>68 100%</u>	<u>116 85%</u>	<u>114 97%</u>
	<u>68</u>	<u>135</u>	<u>118</u>

Q18 Overall, how would you describe your experience of making an appointment?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Very good	50 76%	24 18%	80 70%
Fairly good	12 18%	59 46%	30 26%
Neither good nor poor	4 6%	25 20%	3 3%
Fairly poor	0 0%	14 11%	2 1%
Very poor	0 0%	6 5%	0 0%
Good (total)	<u>62 94%</u>	<u>82 65%</u>	<u>110 96%</u>
	<u>65</u>	<u>127</u>	<u>115</u>

Q9 How often do you see or speak to the GP you prefer?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Always or almost always	21 71%	12 16%	37 59%
A lot of the time	6 20%	12 16%	13 21%
Some of the time	2 6%	33 45%	10 15%
Never or almost never	0 0%	17 23%	1 2%
Not tried at this GP surgery	1 3%	0 0%	2 2%
	<u>30</u>	<u>74</u>	<u>63</u>

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Core Questions

RAINBOW SURGERY RAMSEY HEALTH CENTRE MOAT HOUSE SURGERY

Q21a 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

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Very good	36 55%	51 40%	69 61%
Good	21 32%	61 48%	36 32%
Neither good nor poor	7 10%	14 11%	5 5%
Poor	1 1%	1 1%	2 2%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	1 2%	0 0%	1 1%
Good (total)	57 87%	112 88%	105 93%
	65	127	114

Q21d 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

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Very good	36 55%	40 31%	66 60%
Good	18 27%	58 46%	35 32%
Neither good nor poor	8 12%	16 13%	4 3%
Poor	1 1%	5 4%	0 0%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	3 4%	8 6%	5 4%
Good (total)	53 82%	98 78%	102 92%
	65	127	110

Q19 How long after your appointment time do you normally wait to be seen?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
I don't normally have appointments at a particular time	0 0%	3 2%	6 5%
Less than 5 minutes	6 8%	5 4%	29 25%
5 to 15 minutes	48 74%	55 43%	71 62%
More than 15 minutes	9 14%	61 48%	6 5%
Can't remember	2 3%	2 2%	3 3%
	65	126	114

Q22 Did you have confidence and trust in the GP you saw or spoke to?

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Yes, definitely	48 74%	80 63%	96 86%
Yes, to some extent	13 20%	40 31%	11 10%
No, not at all	1 2%	5 4%	0 0%
Don't know/can't say	3 4%	3 2%	4 3%
	65	127	111

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Core Questions

	RAINBOW SURGERY	RAMSEY HEALTH CENTRE	MOAT HOUSE SURGERY
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?			
Yes, would definitely recommend	53 79%	38 28%	98 84%
Yes, would probably recommend	10 15%	51 38%	18 16%
Not sure	3 5%	21 15%	0 0%
No, would probably not recommend	1 1%	14 11%	0 0%
No, would definitely not recommend	0 0%	9 7%	0 0%
Don't know	0 0%	2 2%	0 0%
	68	135	116