

NHS England national patient survey results for Litchdon.

Result	Latest report- Report July 2022 (from surveys carried out 01/01/22 – 31/03/22 109/217 surveys returned-41% completion rate)	Latest report- Report July 2021 (from surveys carried out 01/01/21 – 31/03/21 138/275 surveys returned-50% completion rate)	Previous report – Report July 2020 (from surveys carried out 01/01/20– 31/03/20 138/251 surveys returned -44% completion rate)
% of patients who find it easy to get through to this surgery by phone	78% Local (ICS) Average: 62% National Average: 53%	89% Local (CCG) Average: 74% National Average: 68%	95% Local (CCG) Average: 72% National Average: 65%
% of patients who find the receptionists at this surgery helpful	97% Local (ICS) Average: 88% National Average: 82%	97% Local (CCG) Average: 92% National Average: 89%	99% Local (CCG) Average: 92% National Average: 89%
% of patients who with a preferred GP usually get to see or speak to that GP	61% Local (ICS) Average 48% National Average: 38%	60% Local (CCG) Average 54% National Average: 45%	80% Local (CCG) Average 53% National Average: 45%
% of patients who describe their experience of making an appointment as good	71% Local (ICS) Average: 65% National Average: 56%	87% Local (CCG) Average: 77% National Average: 71%	86% Local (CCG) Average: 72% National Average: 65%
% of patients who usually wait 15 minutes or less after their appointment time to be seen	Not asked	Not asked	72% Local (CCG) Average: 74% National Average: 70%
% of patients who say the last GP they saw or spoke to was good at giving them enough time	Not asked	91% Local (CCG) Average: 91% National Average: 89%	91% Local (CCG) Average: 90% National Average: 86%

% of patients who say the last GP they saw or spoke to was good at listening to them	Not asked	95% Local (CCG) Average: 93% National Average: 89%	91% Local (CCG) Average: 92% National Average: 88%
% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	Not asked	94% Local (CCG) Average: 94% National Average: 93%	95% Local (CCG) Average: 95% National Average: 93%
% of patients who say the last GP they saw or spoke to was good at treating them with care and concern during their last appointment	Not asked	93% Local (CCG) Average: 92% National Average: 88%	91% Local (CCG) Average: 91% National Average: 87%
% of patients who had confidence and trust in the last GP they saw or spoke to	Not asked	99% Local (CCG) Average: 97% National Average: 96%	99% Local (CCG) Average: 97% National Average: 95%
% of patients who describe their overall experience of this surgery as good	86% Local (ICS) Average: 80% National Average: 72%	94% Local (CCG) Average: 88% National Average: 83%	97% Local (CCG) Average: 86% National Average: 82%

New questions from 2018

% of patients satisfied with the general practice appointment times available	Not asked	81% Local (CCG) Average: 68% National Average: 63%	64% Local (CCG) Average: 71% National Average: 65%
% of patients were offered a choice of appointment when they last tried to make a general practice appointment	67% Local (ICS) Average: 67% National Average: 59%	86% Local (CCG) Average: 66% National Average: 60%	66% Local (CCG) Average: 67% National Average: 62%
% of patient were satisfied with the type of appointment they were	Not asked	90% Local (CCG) Average: 79%	77% Local (CCG) Average: 81%

offered		National Average: 73%	National Average: 74%
% of patients who took the appointment they were offered	96% Local (ICS) Average: 97% National Average: 96%	98% Local (CCG) Average: 95% National Average: 93%	93% Local (CCG) Average: 95% National Average: 94%
% of patients say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	91% Local (ICS) Average: 89% National Average: 83%	91% Local (CCG) Average: 90% National Average: 86%	89% Local (CCG) Average: 90% National Average: 87%
% of patients say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	90% Local (ICS) Average: 89% National Average: 85%	91% Local (CCG) Average: 92% National Average: 88%	92% Local (CCG) Average: 92% National Average: 89%
% of patients say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	93% Local (ICS) Average: 89% National Average: 83%	91% Local (CCG) Average: 91% National Average: 87%	90% Local (CCG) Average: 90% National Average: 87%
% of patients were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	96% Local (ICS) Average: 93% National Average: 90%	95% Local (CCG) Average: 95% National Average: 93%	96% Local (CCG) Average: 95% National Average: 93%
% of patients had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	98% Local (ICS) Average: 95% National Average: 93%	99% Local (CCG) Average: 97% National Average: 95%	97% Local (CCG) Average: 97% National Average: 95%
% of patients felt the healthcare professional recognised or understood any mental health needs during their last general practice	93% Local (ICS) Average: 86% National Average: 81%	95% Local (CCG) Average: 89% National Average: 85%	84% Local (CCG) Average: 90% National Average: 86%

appointment			
% of patients felt their needs were met during their last general practice appointment	93% Local (ICS) Average: 94% National Average: 91%	100% Local (CCG) Average: 96% National Average: 94%	94% Local (CCG) Average: 95% National Average: 94%
% of patients say they have had enough support in the last 12 months to help manage their long-term condition(s)	84% Local (ICS) Average: 71% National Average: 65%	94% Local (CCG) Average: 82% National Average: 77%	84% Local (CCG) Average: 82% National Average: 78%

New questions from 2022

% of patients were satisfied with the appointment they were offered	78% Local (ICS) Average: 80% National Average: 72%	Not asked	Not asked
% of patients satisfied with general practice appointment times	58% Local (ICS) Average: 63% National Average: 55%	Not asked	Not asked
% of patients say they were given a time for their last general practice appointment	97% Local (ICS) Average: 90% National Average: 90%	Not asked	Not asked

What Litchdon does best (Litchdon top 3 scores compared with local CCG average)

97% of respondents find the receptionists at this GP practice helpful
Local (ICS) Average: 88 % National Average: 82%

98% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment.

Local (ICS) Average 95% National Average 93%

96% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.

Local (CCG) Average 93% National Average 90%

What this practice could improve:-

Patients who say they usually get to see or speak to their preferred GP when they would like to.

Patients who say they are satisfied with the appointment they were offered.

Patients who say they are satisfied with the general practice appointment times.

Access to the full website is here and you can search and compare as you wish.

<https://www.gp-patient.co.uk/>