

NHS England national patient survey results for Litchdon.

Result	Latest report- Report July 2020 (from surveys carried out 01/01/20 – 31/03/20 251/110 surveys returned- 44% completion rate)	Previous report – Report July 2019 (from surveys carried out 01/01/19– 31/03/19 256/127 surveys returned - 50% completion rate)	Previous report – Report Aug 2018 (from surveys carried out 01/01/18– 31/03/18 108/234 surveys returned - 46% completion rate)
% of patients who find it easy to get through to this surgery by phone	95% Local (CCG) Average: 72% National Average: 65%	97% Local (CCG) Average: 77% National Average: 68%	91% Local (CCG) Average: 81% National Average: 70%
% of patients who find the receptionists at this surgery helpful	99% Local (CCG) Average: 92% National Average: 89%	94% Local (CCG) Average: 92% National Average: 89%	95% Local (CCG) Average: 94% National Average: 90%
% of patients who with a preferred GP usually get to see or speak to that GP	80% Local (CCG) Average 53% National Average: 45%	58% Local (CCG) Average 57% National Average: 48%	77% Local (CCG) Average: 63% National Average: 50%
% of patients who describe their experience of making an appointment as good	86% Local (CCG) Average: 72% National Average: 65%	76% Local (CCG) Average: 74% National Average: 67%	87% Local (CCG) Average: 78% National Average: 69%
% of patients who usually wait 15 minutes or less after their appointment time to be seen	72% Local (CCG) Average: 74% National Average: 70%	63% Local (CCG) Average: 74% National Average: 69%	71% Local (CCG) Average: 73% National Average: 69%

% of patients who say the last GP they saw or spoke to was good at giving them enough time	91% Local (CCG) Average: 90% National Average: 86%	89% Local (CCG) Average: 90% National Average: 87%	Not asked
% of patients who say the last GP they saw or spoke to was good at listening to them	91% Local (CCG) Average: 92% National Average: 88%	92% Local (CCG) Average: 92% National Average: 89%	Not asked
% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	95% Local (CCG) Average: 95% National Average: 93%	96% Local (CCG) Average: 95% National Average: 93%	Not asked
% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	91% Local (CCG) Average: 91% National Average: 87%	90% Local (CCG) Average: 90% National Average: 87%	Not asked
% of patients who had confidence and trust in the last GP they saw or spoke to	99% Local (CCG) Average: 97% National Average: 95%	97% Local (CCG) Average: 97% National Average: 95%	Not asked
% of patients who describe their overall experience of this surgery as good	97% Local (CCG) Average: 86% National Average: 82%	86% Local (CCG) Average: 88% National Average: 83%	92% Local (CCG) Average: 89% National Average: 84%

New questions from 2018

% of patients satisfied with the general practice appointment times available	81% Local (CCG) Average: 68% National Average: 63%	64% Local (CCG) Average: 71% National Average: 65%	83% Local (CCG) Average: 73% National Average: 66%
% of patients were offered a choice of appointment when they last tried to make a general practice appointment	86% Local (CCG) Average: 66% National Average: 60%	66% Local (CCG) Average: 67% National Average: 62%	83% Local (CCG) Average: 71% National Average: 62%
% of patient were satisfied with the type of appointment they were offered	90% Local (CCG) Average: 79% National Average: 73%	77% Local (CCG) Average: 81% National Average: 74%	87% Local (CCG) Average: 83% National Average: 74%
% of patients who took the appointment they were offered	98% Local (CCG) Average: 95% National Average: 93%	93% Local (CCG) Average: 95% National Average: 94%	100% Local (CCG) Average: 97% 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 (CCG) Average: 90% National Average: 86%	89% Local (CCG) Average: 90% National Average: 87%	93% Local (CCG) Average: 91% 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	91% Local (CCG) Average: 92% National Average: 88%	92% Local (CCG) Average: 92% National Average: 89%	94% Local (CCG) Average: 93% 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	91% Local (CCG) Average: 91% National Average: 87%	90% Local (CCG) Average: 90% National Average: 87%	93% Local (CCG) Average: 92% 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	95% Local (CCG) Average: 95% National Average: 93%	96% Local (CCG) Average: 95% National Average: 93%	99% Local (CCG) Average: 96% National Average: 93%
% of patients had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	99% Local (CCG) Average: 97% National Average: 95%	97% Local (CCG) Average: 97% National Average: 95%	99% Local (CCG) Average: 97% National Average: 96%
% of patients felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	95% Local (CCG) Average: 89% National Average: 85%	84% Local (CCG) Average: 90% National Average: 86%	96% Local (CCG) Average: 91% National Average: 87%
% of patients felt their needs were met during their last general practice appointment	100% Local (CCG) Average: 96% National Average: 94%	94% Local (CCG) Average: 95% National Average: 94%	97% Local (CCG) Average: 96% National Average: 95%
% of patients say they have had enough support in the last 12 months to help manage their long-term condition(s)	94% Local (CCG) Average: 82% National Average: 77%	84% Local (CCG) Average: 82% National Average: 78%	87% Local (CCG) Average: 982% National Average: 79%

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

<p>95% of respondents find it easy to get through to this GP practice by phone.</p> <p>Local (CCG) Average: 72 % National Average: 65%</p>
<p>90% of respondents were satisfied with the type of appointment they were offered.</p> <p>Local (CCG) Average 79% National Average 73%</p>
<p>94% of respondents say they have had enough support in the last 12 months to help manage their long-term condition(s).</p> <p>Local (CCG) Average 82% National Average 77%</p>