

Showing responses about **all questions** from **Add filter**

Showing weighted results ▼

Your local GP services

Porter Brook Medical Centre

Sharrow Lane Medical Centre

Hollies Medical Centre

% of patients who find it easy to get through to this GP practice by phone	89%	64%	90%
	Local (CCG) average: 67% National average: 70%	Local (CCG) average: 67% National average: 70%	Local (CCG) average: 67% National average: 70%
Show breakdown			

% of patients who find the receptionists at this GP practice helpful	97%	75%	94%
	Local (CCG) average: 89% National average: 90%	Local (CCG) average: 89% National average: 90%	Local (CCG) average: 89% National average: 90%
Show breakdown			

% of patients who are satisfied with the general practice	83%	64%	86%
	Local (CCG) average: 62%	Local (CCG) average: 62%	Local (CCG) average: 62%

appointment times available	National average: 66%	National average: 66%	National average: 66%
Show breakdown ⊕			


% of patients who usually get to see or speak to their preferred GP when they would like to	69% Local (CCG) average: 47% National average: 50%	62% Local (CCG) average: 47% National average: 50%	55% Local (CCG) average: 47% National average: 50%
Show breakdown ⊕			


Making an appointment

% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	81% Local (CCG) average: 62% National average: 62%	57% Local (CCG) average: 62% National average: 62%	73% Local (CCG) average: 62% National average: 62%
Show breakdown ⊕			

% of patients who were satisfied with the type of appointment they were offered	82% Local (CCG) average: 74% National average: 74%	68% Local (CCG) average: 74% National average: 74%	92% Local (CCG) average: 74% National average: 74%
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Show breakdown 			
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% of patients who took the appointment they were offered	93% Local (CCG) average: 94% National average: 94%	99% Local (CCG) average: 94% National average: 94%	99% Local (CCG) average: 94% National average: 94%
Show breakdown 			

% of patients who describe their experience of making an appointment as good	91% Local (CCG) average: 66% National average: 69%	59% Local (CCG) average: 66% National average: 69%	84% Local (CCG) average: 66% National average: 69%
Show breakdown 			

Your last appointment

% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	94% Local (CCG) average: 69% National average: 69%	57% Local (CCG) average: 69% National average: 69%	85% Local (CCG) average: 69% National average: 69%
Show breakdown 			

<p>% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment</p>	<p>89%</p> <p>Local (CCG) average: 87%</p> <p>National average: 87%</p>	<p>77%</p> <p>Local (CCG) average: 87%</p> <p>National average: 87%</p>	<p>96%</p> <p>Local (CCG) average: 87%</p> <p>National average: 87%</p>
<p>Show breakdown </p>			

<p>% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p>	<p>86%</p> <p>Local (CCG) average: 89%</p> <p>National average: 89%</p>	<p>85%</p> <p>Local (CCG) average: 89%</p> <p>National average: 89%</p>	<p>97%</p> <p>Local (CCG) average: 89%</p> <p>National average: 89%</p>
<p>Show breakdown </p>			

<p>% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment</p>	<p>86%</p> <p>Local (CCG) average: 88%</p> <p>National average: 87%</p>	<p>83%</p> <p>Local (CCG) average: 88%</p> <p>National average: 87%</p>	<p>93%</p> <p>Local (CCG) average: 88%</p> <p>National average: 87%</p>
<p>Show breakdown</p>			



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

98%

Local (CCG) average: 93%
National average: 93%

80%

Local (CCG) average: 93%
National average: 93%

100%

Local (CCG) average: 93%
National average: 93%

Show breakdown



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

100%

Local (CCG) average: 96%
National average: 96%

83%

Local (CCG) average: 96%
National average: 96%

97%

Local (CCG) average: 96%
National average: 96%

Show breakdown



% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general

91%

Local (CCG) average: 88%
National average: 87%

89%

Local (CCG) average: 88%
National average: 87%

98%

Local (CCG) average: 88%
National average: 87%


<p>practice appointment</p>			
<p>Show breakdown ⊕</p>			
<p>% of patients who felt their needs were met during their last general practice appointment</p>	<p>97% Local (CCG) average: 94% National average: 95%</p>	<p>80% Local (CCG) average: 94% National average: 95%</p>	<p>97% Local (CCG) average: 94% National average: 95%</p>
<p>Show breakdown ⊕</p>			

Your health

<p>% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)</p>	<p>90% Local (CCG) average: 80% National average: 79%</p>	<p>77% Local (CCG) average: 80% National average: 79%</p>	<p>97% Local (CCG) average: 80% National average: 79%</p>
<p>Show breakdown ⊕</p>			

Overall experience

<p>% of patients who describe their</p>			
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overall experience of this GP practice as good	96% Local (CCG) average: 83% National average: 84%	72% Local (CCG) average: 83% National average: 84%	94% Local (CCG) average: 83% National average: 84%
Show breakdown 			

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