

Showing responses about all questions

from Add filter

Showing weighted results

Your local GP services

Porter Brook (X) **Medical Centre**

Sharrow Lane (X) Medical Centre

Hollies Medical (X) Centre

% of patients who find it easy to get through to this GP practice by phone

89%

64%

90%

Show breakdown

(+)

Local (CCG) average:

National average: 70%

Local (CCG) average:

National average: 70%

Local (CCG) average:

National average: 70%

% of patients who find the receptionists at this GP practice helpful

Show breakdown

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97%

Local (CCG) average: 89%

National average: 90%

75%

Local (CCG) average: 89%

National average: 90%

94%

Local (CCG) average:

89%

National average: 90%

% of patients who are satisfied with the general practice

83%

Local (CCG) average: 62%

64%

Local (CCG) average: 62%

86%

Local (CCG) average: 62%

Practice Comparison

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

appointment they

the type of

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%

Show breakdown



% of patients who took the appointment they were offered

Show breakdown



93%

Local (CCG) average: 94%
National average: 94%

99%

Local (CCG) average: 94%
National average: 94%

99%

Local (CCG) average: 94%
National average: 94%

% of patients who describe their experience of making an appointment as good

Show breakdown

91%

Local (CCG) average: 66%
National average: 69%

59%

Local (CCG) average: 66%
National average: 69%

84%

Local (CCG) average: 66%

National average: 69%

Your last appointment

% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Show breakdown



94%

Local (CCG) average: 69%
National average: 69%

57%

Local (CCG) average: 69%
National average: 69%

85%

Local (CCG) average: 69%
National average: 69%

% 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

89%

Local (CCG) average: 87% National average: 87% 77%

Local (CCG) average: 87% National average: 87% 96%

Local (CCG) average: 87%

National average: 87%

Show breakdown



% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Show breakdown

86%

Local (CCG) average: 89% National average: 89% 85%

Local (CCG) average: 89% National average: 89% 97%

Local (CCG) average: 89%

National average: 89%

% 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

86%

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

83%

National average: 87%

93%

Local (CCG) average: 88%

National average: 87%

Show breakdown

appointment



% 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

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% of patients who

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

Show breakdown

100%

Local (CCG) average: 96% National average: 96% 83%

Local (CCG) average: 96% National average: 96% 97%

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

% of patients who felt the healthcare

professional recognised or

understood any

needs during their

mental health

last general



91%

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

http://www.gp-patient.co.uk/compare?practices=C88007,C88060,C88052&s=0&w=1&g=0&a=0&e=0&h=0

89%

Local (CCG) average: 88% National average: 87% 98%

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

Show breakdown



% of patients who felt their needs were met during their last general practice appointment

Show breakdown



97%

Local (CCG) average: 94%
National average: 95%

80%

Local (CCG) average: 94%
National average: 95%

97%

Local (CCG) average: 94%
National average: 95%

Your health

% 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)

90%

Local (CCG) average: 80%
National average: 79%

77%

Local (CCG) average: 80%
National average: 79%

97%

Local (CCG) average: 80%

National average: 79%

Show breakdown



Overall experience

% of patients who describe their

Practice Comparison

overall experience of this GP practice as good

96%

72%

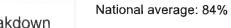
94%

Show breakdown

Local (CCG) average: 83%

Local (CCG) average: 83%

Local (CCG) average: 83%



National average: 84% National average: 84%

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