
















	NHS England Score	Practice Score 2017	Practice Score 2018	Comparison with NHSE
Ease of Getting Through to the Surgery	70%	65%	57%	
Helpful Receptionists	90%	88%	93%	
Satisfied with Appointment Times	66%	New Question	60%	
Convenient Appointment	94%	99%	96%	
Able to speak to preferred GP	50%	New Question	48%	
Offered a choice of appointments	62%	New Question	59%	
Satisfied with type of appointment	74%	New Question	77%	
Patients accepting the appointment offered	94%	New Question	96%	
Good Overall Experience of Making Appointment	69%	71%	66%	
Patients waiting 15 minutes or less to be called in	69%	New Question	55%	
Given enough time at appointment	87%	New Question	91%	
Felt Listened to	89%	New Question	94%	
Care and Dignity Respected	87%	New Question	90%	
Trust and Confidence in healthcare Professional	96%	New Question	99%	
Understood Mental health Needs	87%	New Question	97%	

Needs Met	95%	New Question	98%	↑
Help Managing Long Term Conditions	79%	New Question	89%	↑
Good Overall Experience at Practice	84%	92%	88%	↑

What the Practice Does Best

<i>98% felt their needs were met during their last general practice appointment.</i>
<i>97% felt that the healthcare professional recognised or understood any mental health needs during their last appointment.</i>
<i>89% say they have had enough support in the last 12 months to manage their long term conditions.</i>

What the Practice Could Improve

Issue	Action Plan	By Who	By When
<i>57% find it easy to get through to the practice</i>	<i>Look at volume of calls received</i>	<i>Business Manager</i>	<i>31/10/2018</i>
<i>59% were offered a choice of appointment when they last tried to make an appointment.</i>	<i>Introduce 8 – 8 opening</i>	<i>Business Manager</i>	<i>24/9/2018</i>
<i>60% are satisfied with the general appointment times available</i>	<i>Introduce 8- 8 opening</i>	<i>Business Manager</i>	<i>24/9/2018</i>