

## Cambrian Medical Practice



In 2014 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

### Survey Results

	National Mean	Our Patients	Positive	Negative
Q1. How good was the GP at putting you at ease?			94.9%	5.1%
Q2. How good was the GP at being polite and considerate?			96.3%	3.7%
Q3. How good was the last GP you saw at listening to you?	93.7	93.2	96.2%	3.8%
Q4. How good was the last GP you saw at giving you enough time?	91.5	92.1	94.9%	5.1%
Q5. How good was the GP at assessing your medical condition?			94.4%	5.6%
Q6. How good was the last GP you saw at explaining your condition and treatment?			94.4%	5.6%
Q7. How good was the last GP you saw at involving you in decisions about your care?	90.5	90.9	95.6%	4.4%
Q8. How good was the last GP you saw at providing or arranging treatment for you?			93.7%	6.3%
Q9. Did you have confidence that the GP you saw is honest and trustworthy?			99.3%	0.7%
Q10. Did you have confidence that the GP will keep your information confidential?			99.7%	0.3%
Q11. Would you be completely happy to see this GP again?			97.3%	2.7%
Q12. How helpful do you find the receptionists at your GP practice?	89.1	89.1	96.3%	3.7%
Q13. How easy is it to get through to someone at your GP practice on the phone?	68.8	75.7	89.2%	10.8%
Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	69.9	73.0	89.8%	10.2%
Q21. How do you rate - how quickly you get to see a particular doctor?	70.7	69.5	78.6%	21.4%
Q25. How do you rate - how long did you wait for your consultation to start?	67.8	70.2	77.5%	22.5%
Q29. How often do you see or speak to the GP you prefer?			64.1%	35.9%
Q30. How good was the nurse you last saw at putting you at ease?			95.9%	4.1%
Q31. How good was the last Nurse you saw at giving you enough time?	89.2	92.6	95.9%	4.1%
Q32. How good was the last Nurse you saw at listening to you?	89.6	93.8	97.1%	2.9%
Q33. How good was the last Nurse you saw at explaining your condition and treatment?			95.0%	5.0%
Q34. How good was the last Nurse you saw at involving you in decisions about your care?			95.1%	4.9%
Q35. How good was the last Nurse you saw at providing or arranging treatment for you?			93.5%	6.5%
Q36. Would you be completely happy to see this nurse again?			98.8%	1.3%
Q40. Overall, how would you describe your experience of your GP surgery?			94.6%	5.4%
Q41. Would you recommend your GP surgery to someone who has just moved to your area?			95.5%	4.5%

Analysis performed by InTime Data Ltd