


This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

WOLSELEY MEDICAL CENTRE

**Q26 Is your GP surgery currently open at times that are convenient for you?**

Yes	116	91%	
No	6	5%	
Don't know	6	4%	
	<u>128</u>		

**Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?**

Very easy	44	34%	
Fairly easy	50	38%	
Not very easy	23	17%	
Not at all easy	11	9%	
Haven't tried	3	3%	
Easy (total)	<u>94</u>	72%	
	131		






**Q4 How helpful do you find the receptionists at your GP surgery?**

Very helpful	65	50%	
Fairly helpful	59	45%	
Not very helpful	3	2%	
Not at all helpful	3	2%	
Don't know	1	0%	
Helpful (total)	<u>124</u>	95%	
	131		

**Q18 Overall, how would you describe your experience of making an appointment?**

Very good	53	42%	
Fairly good	45	35%	
Neither good nor poor	15	12%	
Fairly poor	13	10%	
Very poor	0	0%	
Good (total)	<u>98</u>	77%	
	127		

**Q9 How often do you see or speak to the GP you prefer?**

Always or almost always	29	39%	
A lot of the time	13	17%	
Some of the time	28	36%	
Never or almost never	6	8%	
Not tried at this GP surgery	0	0%	
	<u>76</u>		

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**Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time**

Very good	67	52%	
Good	51	39%	
Neither good nor poor	12	9%	
Poor	0	0%	
Very poor	0	0%	
Doesn't apply	0	0%	
<b>Good (total)</b>	<b>118</b>	<b>91%</b>	
	<b>130</b>		

**Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care**

Very good	59	46%	
Good	55	42%	
Neither good nor poor	8	6%	
Poor	2	2%	
Very poor	0	0%	
Doesn't apply	5	4%	
<b>Good (total)</b>	<b>114</b>	<b>88%</b>	
	<b>129</b>		

**Q19 How long after your appointment time do you normally wait to be seen?**

I don't normally have appointments at a particular time	2	2%	
Less than 5 minutes	22	17%	
5 to 15 minutes	83	65%	
More than 15 minutes	17	14%	
Can't remember	4	3%	
	<b>128</b>		

**Q22 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely	96	74%	
Yes, to some extent	28	21%	
No, not at all	2	2%	
Don't know/can't say	4	3%	
	<b>130</b>		







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**Q29** Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	73	57%	
Yes, would probably recommend	39	31%	
Not sure	6	5%	
No, would probably not recommend	5	4%	
No, would definitely not recommend	0	0%	
Don't know	4	3%	
	<u>127</u>		