

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.

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Core Questions

	HOUNSFIELD SURGERY		NHS NEWARK & SHERWOOD CCG		NATIONAL	
Q26 Is your GP surgery currently open at times that are convenient for you?						
Yes	48	77%	1642	77%	691048	76%
No	12	20%	345	16%	159499	18%
Don't know	2	4%	157	7%	59688	7%
	<u>62</u>		<u>2144</u>		<u>910234</u>	
Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?						
Very easy	56	88%	518	24%	255814	27%
Fairly easy	8	12%	965	44%	437743	47%
Not very easy	0	0%	433	20%	144671	15%
Not at all easy	0	0%	215	10%	67749	7%
Haven't tried	0	0%	68	3%	32760	3%
Easy (total)	<u>64</u>	<u>100%</u>	<u>1483</u>	<u>67%</u>	<u>693557</u>	<u>74%</u>
	64		2198		938737	
Q4 How helpful do you find the receptionists at your GP surgery?						
Very helpful	47	75%	916	41%	424753	45%
Fairly helpful	15	24%	996	45%	397055	42%
Not very helpful	0	1%	220	10%	72096	8%
Not at all helpful	0	1%	50	2%	25473	3%
Don't know	0	0%	26	1%	18834	2%
Helpful (total)	<u>62</u>	<u>99%</u>	<u>1912</u>	<u>87%</u>	<u>821808</u>	<u>88%</u>
	63		2208		938210	
Q18 Overall, how would you describe your experience of making an appointment?						
Very good	48	78%	609	29%	311791	35%
Fairly good	12	20%	872	41%	369314	41%
Neither good nor poor	1	2%	331	16%	122722	14%
Fairly poor	0	0%	209	10%	63755	7%
Very poor	0	0%	98	5%	35065	4%
Good (total)	<u>60</u>	<u>98%</u>	<u>1481</u>	<u>70%</u>	<u>681104</u>	<u>75%</u>
	62		2118		902646	
Q9 How often do you see or speak to the GP you prefer?						
Always or almost always	23	67%	390	34%	190899	38%
A lot of the time	7	21%	259	23%	115240	23%
Some of the time	3	9%	399	35%	150108	30%
Never or almost never	1	2%	95	8%	36707	7%
Not tried at this GP surgery	0	0%	7	1%	3007	1%
	<u>34</u>		<u>1151</u>		<u>495961</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	47	76%	1018	47%	443131	48%
Good	14	22%	806	37%	342561	37%
Neither good nor poor	0	0%	240	11%	82610	9%
Poor	0	0%	45	2%	22468	2%
Very poor	1	2%	26	1%	10063	1%
Doesn't apply	0	0%	23	1%	14532	2%
Good (total)	<u>62</u>	<u>98%</u>	<u>1824</u>	<u>85%</u>	<u>785691</u>	<u>86%</u>
	63		2158		915365	
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	37	59%	818	38%	362692	40%
Good	18	29%	787	37%	321765	35%
Neither good nor poor	2	4%	307	14%	114534	13%
Poor	0	0%	52	2%	25777	3%
Very poor	0	0%	11	1%	12265	1%
Doesn't apply	5	8%	169	8%	73382	8%
Good (total)	<u>55</u>	<u>88%</u>	<u>1605</u>	<u>75%</u>	<u>684458</u>	<u>75%</u>
	62		2144		910416	
Q19 How long after your appointment time do you normally wait to be seen?						
I don't normally have appointments at a particular time	0	1%	36	2%	29769	3%
Less than 5 minutes	14	23%	153	7%	85576	9%
5 to 15 minutes	43	69%	1270	60%	512798	57%
More than 15 minutes	4	6%	567	27%	237362	26%
Can't remember	1	1%	95	4%	37144	4%
	<u>62</u>		<u>2123</u>		<u>902648</u>	
Q22 Did you have confidence and trust in the GP you saw or spoke to?						
Yes, definitely	47	75%	1372	64%	586377	64%
Yes, to some extent	14	22%	642	30%	258699	28%
No, not at all	1	2%	92	4%	40393	4%
Don't know/can't say	0	0%	50	2%	27446	3%
	<u>63</u>		<u>2155</u>		<u>912915</u>	

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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	52 82%	985 45%	445742 48%
Yes, would probably recommend	10 15%	686 32%	286412 31%
Not sure	1 2%	271 12%	102036 11%
No, would probably not recommend	0 0%	147 7%	48663 5%
No, would definitely not recommend	0 0%	56 3%	25834 3%
Don't know	1 1%	32 1%	15045 2%
	<u>64</u>	<u>2176</u>	<u>923732</u>