

GP PATIENT SURVEY RESULTS FOR MANOR VIEW PRACTICE

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GP PATIENT SURVEY ABOUT THE SURVEY FOR GP STAFF RECEIVED A SURVEY?

Manor View Practice
Bushey Health Centre, London Road, Bushey, WD23 2NN

Practice overview Patient experiences









What this practice does best















- 88% of respondents are satisfied with the surgery's opening hours
Local (CCG) average: 75%
- 93% of respondents would recommend this surgery to someone new to the area
Local (CCG) average: 82%
- 72% of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 65%















What this practice could improve

- 76% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care
Local (CCG) average: 81%
- 87% of respondents say the last nurse they saw or spoke to was good at listening to them
Local (CCG) average: 91%
- 87% of respondents say the last GP they saw or spoke to was good at listening to them
Local (CCG) average: 90%

276 Surveys sent out 104 Surveys sent back 38% Completion rate

	81% find it easy to get through to this surgery by phone	More info
	94% find the receptionists at this surgery helpful	More info
	68% with a preferred GP usually get to see or speak to that GP	More info
	94% were able to get an appointment to see or speak to someone the last time they tried	More info
	95% say the last appointment they got was convenient	More info
	78% describe their experience of making an appointment as good	More info
	72% usually wait 15 minutes or less after their appointment time to be seen	More info
	69% feel they don't normally have to wait too long to be seen	More info

	90% say the last GP they saw or spoke to was good at giving them enough time	More info 
	87% say the last GP they saw or spoke to was good at listening to them	More info 
	86% say the last GP they saw or spoke to was good at explaining tests and treatments	More info 
	76% say the last GP they saw or spoke to was good at involving them in decisions about their care	More info 
	87% say the last GP they saw or spoke to was good at treating them with care and concern	More info 
	100% had confidence and trust in the last GP they saw or spoke to	More info 
	92% say the last nurse they saw or spoke to was good at giving them enough time	More info 

	87% say the last nurse they saw or spoke to was good at listening to them	More info 
	87% say the last nurse they saw or spoke to was good at explaining tests and treatments	More info 
	86% say the last nurse they saw or spoke to was good at involving them in decisions about their care	More info 
	90% say the last nurse they saw or spoke to was good at treating them with care and concern	More info 
	98% had confidence and trust in the last nurse they saw or spoke to	More info 
	88% are satisfied with the surgery's opening hours	More info 
	93% describe their overall experience of this surgery as good	More info 

	88% are satisfied with the surgery's opening hours	More info 
	93% describe their overall experience of this surgery as good	More info 
	93% would recommend this surgery to someone new to the area	More info 
	73% say it's easy to telephone the out-of-hours service	More info 
	68% feel they received out-of-hours care quickly	More info 
	81% had confidence and trust in the out-of-hours clinician they saw or spoke to	More info 
	73% describe their out-of-hours experience as good	More info 

