NIS England

Results from the 2019 survey

②

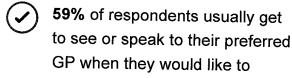
Provide feedback on this website

Dr Degun & Dr Macaulay

93 The Knares, Lee Chapel South, Basildon, SS16 5SB

Where patient experience is best





Local (CCG) average: 47% National average: 48%

91% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 84% National average: 86%

95% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Where patient experience could improve



50% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 58% National

average: 65%

76% of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their

appointment
Local (CCG) average: 83% National

average: 87%

last general practice

79% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 85% National average: 89%

Local (CCG) average: 92% National average: 93%

Comparisons to the local (CCG) or national average may not be statistically significant.







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Showing responses about all questions from all patients

Showing weighted results ▼

Your local GP services



59% find it easy to get through to this GP practice by phone

Show breakdown (+)



Local (CCG) average: 62% National average: 68%



85% find the receptionists at this GP practice helpful

Show breakdown (+)



Local (CCG) average: 87% National average: 89%



50% are satisfied with the general practice appointment times available

Show breakdown (+)

Local (CCG) average: 58% National average: 65%



59% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 47% National average: 48%

Show breakdown

Making an appointment



59% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 56% National average: 62%

Show breakdown (+)



65% were satisfied with the type of appointment they were offered

Local (CCG) average: 69% National average: 74%

Show breakdown (+)



95% took the appointment they were offered

Show breakdown (+)





64% describe their experience of making an appointment as good

Show breakdown (+)

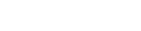
Local (CCG) average: 62% National average: 67%

Your last appointment



61% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 69% National average: 69%



Show breakdown (+)



76% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 83% National average: 87%

Show breakdown



Patient Experience Page 4 of 6



79% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Show breakdown (+)



Local (CCG) average: 85% National average: 89%

82% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Show breakdown (+)



Local (CCG) average: 84% National average: 87%



95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 92% National average: 93%

Show breakdown (+)



Patient Experience Page 5 of 6



93% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Show breakdown (+)



Local (CCG) average: 94% National average: 95%



91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Show breakdown (+)



Local (CCG) average: 84% National average: 86%



95% felt their needs were met during their last general practice appointment

Local (CCG) average: 93% National average: 94%

Show breakdown (+)



Your health

74% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term

Local (CCG) average: 75% National average: 78%

Show breakdown (+)

Overall experience

condition(s)



80% describe their overall experience of this GP practice as good

Show breakdown (+)



Local (CCG) average: 80% National average: 83%

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Showing responses about all questions from all patients

Showing weighted results ▼

Your local GP services

Dr Degun & 😠 Dr Macaulay

Add Practice

Add Practice

% of patients who find it easy to get through to this GP practice by phone

59%

Local (CCG) average: 62% National average:

Show

breakdown (+)

68%

% of patients who find the receptionists at this GP practice helpful

85%

Local (CCG) average: 87% National average: 89%

Show

breakdown (+)

% of patients who are satisfied with the general practice appointment times available

50%

Local (CCG) average: 58% National average: 65%

Show breakdown ①

% of patients who usually get to see or speak to their preferred GP when they would like to

59%

Local (CCG) average: 47% National average: 48%

Show breakdown •

Making an appointment

% of patients
who were
offered a choice
of appointment
when they last
tried to make a
general practice
appointment

59%

Local (CCG) average: 56% National average: 62%

Show breakdown 🕣

% of patients
who were
satisfied with the
type of
appointment
they were
offered

65%

Local (CCG) average: 69% National average: 74%

Show breakdown 🕣

% of patients who took the appointment they were offered

95%

Local (CCG) average: 93% National average: 94%

Show breakdown 🕩

9

% of patients who describe their experience of making an appointment as good

64%

Local (CCG) average: 62% National average: 67%

Show breakdown •

Your last appointment

% of patients
who waited 15
minutes or less
after their
appointment
time to be seen
at their last
general practice
appointment

61%

Local (CCG) average: 69% National average: 69%

Show breakdown •

% of patients
who say the
healthcare
professional they
saw or spoke to
was good at
giving them
enough time
during their last
general practice
appointment

76%

Local (CCG) average: 83% National average: 87%

Show breakdown •

% of patients
who say the
healthcare
professional they
saw or spoke to
was good at
listening to them
during their last
general practice
appointment

79%

Local (CCG) average: 85% National average: 89%

Show breakdown •

% of patients
who say the
healthcare
professional they
saw or spoke to
was good at
treating them
with care and
concern during
their last general
practice
appointment

82%

Local (CCG) average: 84% National average: 87%

Show breakdown •

% of patients
who were
involved as
much as they
wanted to be in
decisions about
their care and
treatment during
their last general
practice
appointment

95%

Local (CCG) average: 92% National average: 93%

Show breakdown •

% of patients
who had
confidence and
trust in the
healthcare
professional they
saw or spoke to
during their last
general practice
appointment

93%

Local (CCG) average: 94% National average: 95%

Show breakdown •

% of patients
who felt the
healthcare
professional
recognised or
understood any
mental health
needs during
their last general
practice
appointment

91%

Local (CCG) average: 84% National average: 86%

Show breakdown •

% of patients who felt their needs were met during their last general practice appointment

95%

Local (CCG) average: 93% National average: 94%

Show breakdown ①

Your health

% of patients who say they have had enough support from local

services or organisations in

the last 12 months to help manage their

long-term condition(s)

74%

Local (CCG) average: 75% National average: 78%

Show breakdown (+)

Overall experience

% of patients who describe their overall experience of this GP practice as good

80%

Local (CCG) average: 80% National average: 83%

Show breakdown 🕣

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