

Latymer Road Surgery



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? | | | 91.0% | 9.0% |
| Q2. How good was the GP at being polite and considerate? | | | 93.4% | 6.6% |
| Q3. How good was the last GP you saw at listening to you? | 93.7 | 88.8 | 90.2% | 9.8% |
| Q4. How good was the last GP you saw at giving you enough time? | 91.5 | 84.3 | 85.1% | 14.9% |
| Q5. How good was the GP at assessing your medical condition? | | | 87.7% | 12.3% |
| Q6. How good was the last GP you saw at explaining your condition and treatment? | | | 84.3% | 15.7% |
| Q7. How good was the last GP you saw at Involving you in decisions about your care? | 90.5 | 86.3 | 85.8% | 14.2% |
| Q8. How good was the last GP you saw at providing or arranging treatment for you? | | | 89.7% | 10.3% |
| Q9. Did you have confidence that the GP you saw is honest and trustworthy? | | | 98.3% | 1.7% |
| Q10. Did you have confidence that the GP will keep your information confidential? | | | 98.2% | 1.8% |
| Q11. Would you be completely happy to see this GP again? | | | 99.1% | 0.9% |
| Q12. How helpful do you find the receptionists at your GP practice? | 89.1 | 91.3 | 98.3% | 1.7% |
| Q13. How easy is it to get through to someone at your GP practice on the phone? | 68.8 | 71.8 | 80.2% | 19.8% |
| Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice? | 69.9 | 77.3 | 89.7% | 10.3% |
| Q21. How do you rate - how quickly you get to see a particular doctor? | 70.7 | 77.7 | 88.7% | 11.3% |
| Q25. How do you rate - how long did you wait for your consultation to start? | 67.8 | 73.1 | 83.6% | 16.4% |
| Q29. How often do you see or speak to the GP you prefer? | | | 85.1% | 14.9% |
| Q30. How good was the nurse you last saw at putting you at ease? | | | 87.6% | 12.4% |
| Q31. How good was the last Nurse you saw at giving you enough time? | 89.2 | 87.0 | 87.8% | 12.2% |
| Q32. How good was the last Nurse you saw at listening to you? | 89.6 | 87.5 | 89.8% | 10.2% |
| Q33. How good was the last Nurse you saw at explaining your condition and treatment? | | | 88.5% | 11.5% |
| Q34. How good was the last Nurse you saw at Involving you in decisions about your care? | | | 87.0% | 13.0% |
| Q35. How good was the last Nurse you saw at providing or arranging treatment for you? | | | 88.2% | 11.8% |
| Q36. Would you be completely happy to see this nurse again? | | | 96.9% | 3.1% |
| Q40. Overall, how would you describe your experience of your GP surgery? | | | 94.7% | 5.3% |
| Q41. Would you recommend your GP surgery to someone who has just moved to your area? | | | 97.3% | 2.7% |

Analysis performed by InTime Data Ltd