

# Nation GP Survey 2019

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=C81007>

Results from the 2019 survey 


[Provide feedback on this website](#)

## Vernon Street Medical Ctr


13 Vernon Street, Derby, DE1 1FW

Practice  
overview


Patient  
experience

Compare  
practice 


### Where patient experience **is best**

 **92%** of respondents 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: 88% | National average: 87%


 **92%** 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: 89% | National average: 89%


 **90%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 87% | National average: 86%


### Where patient experience **could improve**

 **53%** of respondents are satisfied with the general practice appointment times available

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

 **35%** of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 45% | National average: 48%

 **80%** of respondents find the receptionists at this GP practice helpful

Local (CCG) average: 90% | National average: 89%

## Nation GP Survey 2019

### Your local GP services



**65%** find it easy to get through to this GP practice by phone

Local (CCG) average: 65% | National average: 68%

Show breakdown 



**80%** find the receptionists at this GP practice helpful

Local (CCG) average: 90% | National average: 89%

Show breakdown 



**53%** are satisfied with the general practice appointment times available

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

Show breakdown 



**35%** usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 45% | National average: 48%

Show breakdown 

## Nation GP Survey 2019

### Making an appointment



**60%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 61% | National average: 62%

Show breakdown 



**73%** were satisfied with the type of appointment they were offered

Local (CCG) average: 75% | National average: 74%

Show breakdown 



**97%** took the appointment they were offered

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

Show breakdown 



**64%** describe their experience of making an appointment as good

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

Show breakdown 

## Nation GP Survey 2019

### Your last appointment



**79%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 73% | National average: 65%

Show breakdown



**92%** 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: 85% | National average: 87%

Show breakdown



**92%** 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: 85%

Show breakdown



**89%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 85% | National average: 87%

Show breakdown

## Nation GP Survey 2019



**93%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (COG) average: 94% | National average: 93%

Show breakdown 



**96%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (COG) average: 95% | National average: 95%

Show breakdown 



**90%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (COG) average: 87% | National average: 88%

Show breakdown 



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

Local (COG) average: 95% | National average: 94%

Show breakdown 

## Nation GP Survey 2019

### 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 condition(s)

Local (CCG) average: 51% | National average: 75%

Show breakdown 

### Overall experience



**81%** describe their overall experience of this GP practice as good

Local (CCG) average: 55% | National average: 53%

Show breakdown 

# Nation GP Survey 2019

## Your local GP services

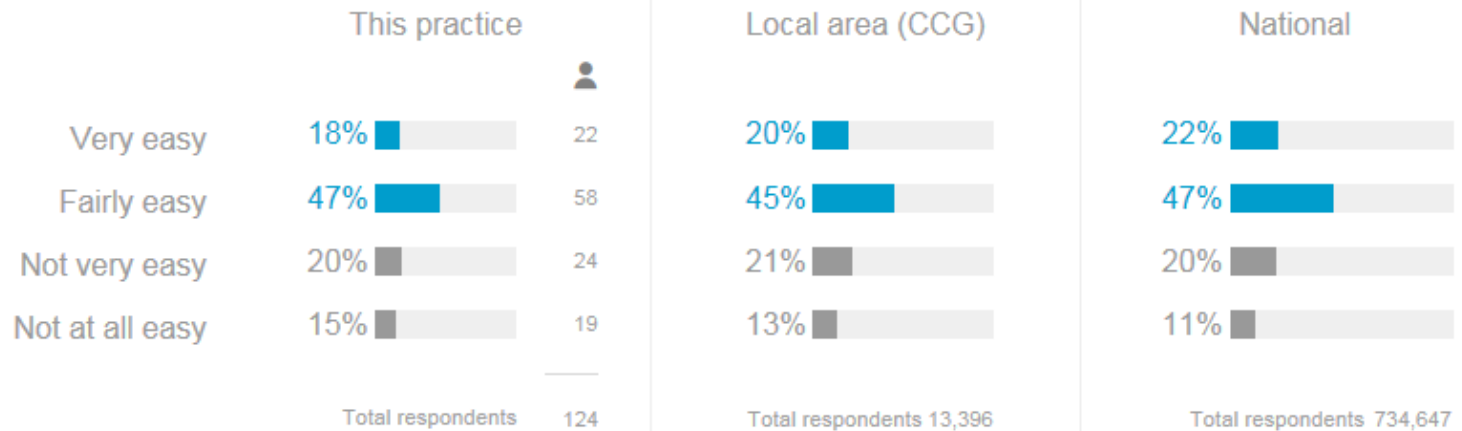


**65%** find it easy to get through to this GP practice by phone

Hide breakdown

Local (CCG) average: 65% | National average: 68%

Generally, how easy is it to get through to someone at your GP practice on the phone? Excluding 'Haven't tried'



## Nation GP Survey 2019

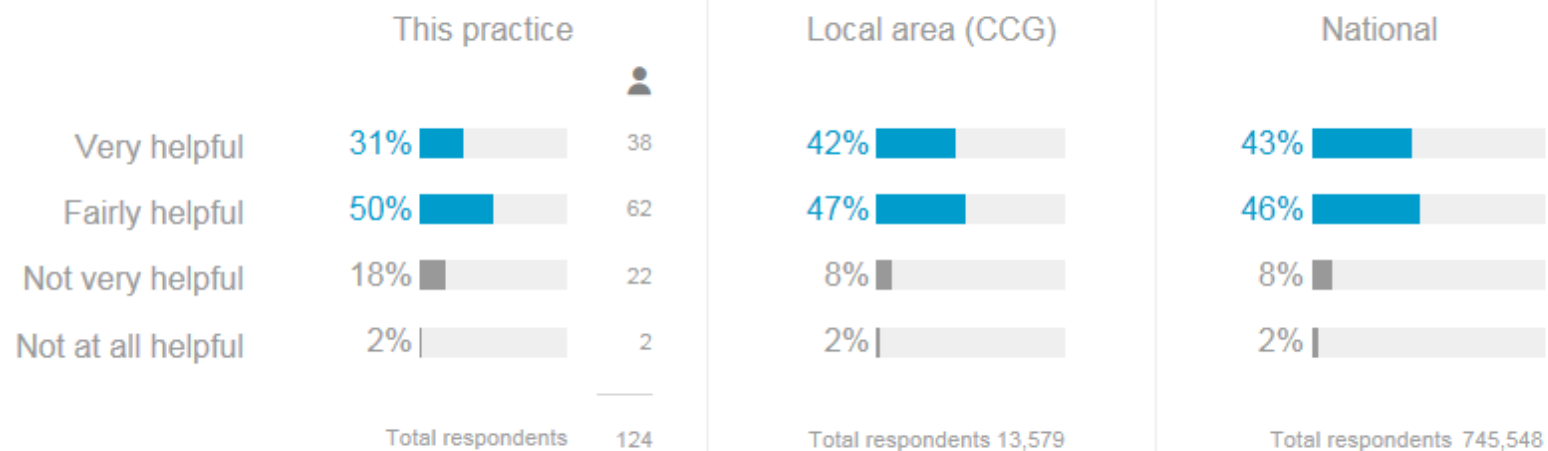


**80%** find the receptionists at this GP practice helpful

Hide breakdown

Local (CCG) average: 90% | National average: 89%

How helpful do you find the receptionists at your GP practice? Excluding 'Don't know'





# Nation GP Survey 2019

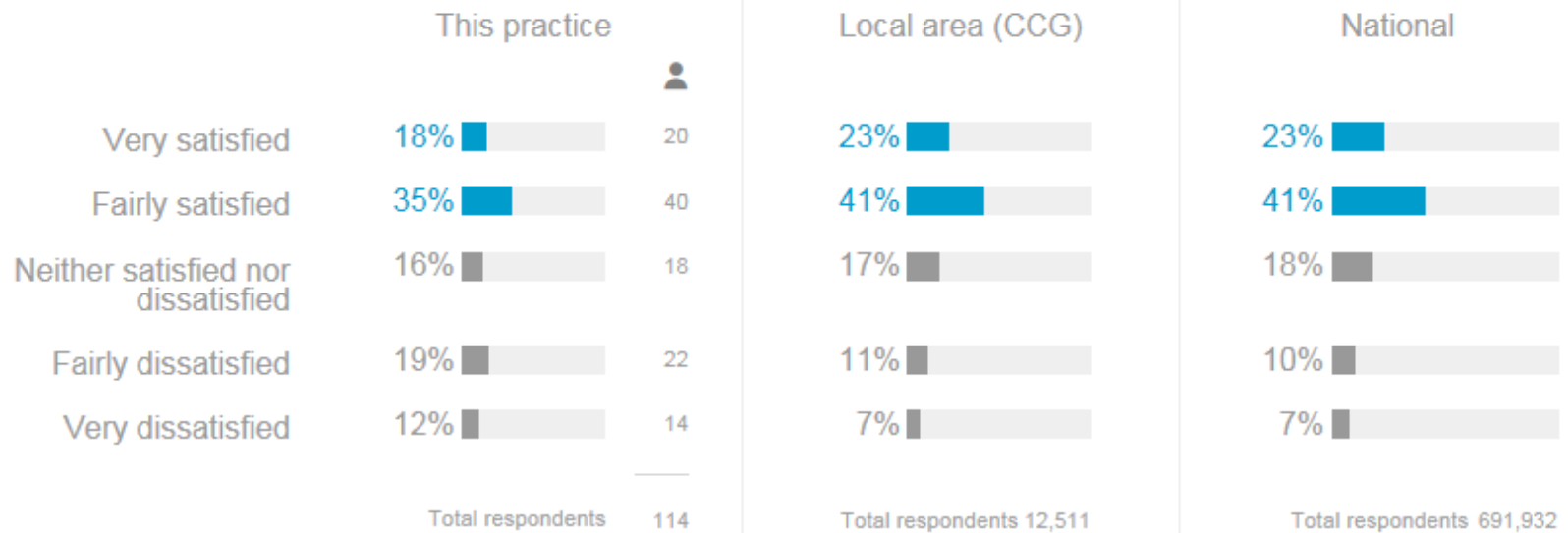


## 53% are satisfied with the general practice appointment times available

Hide breakdown

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

How satisfied are you with the general practice appointment times that are available to you? Excluding 'I'm not sure when I can get an appointment'



# Nation GP Survey 2019

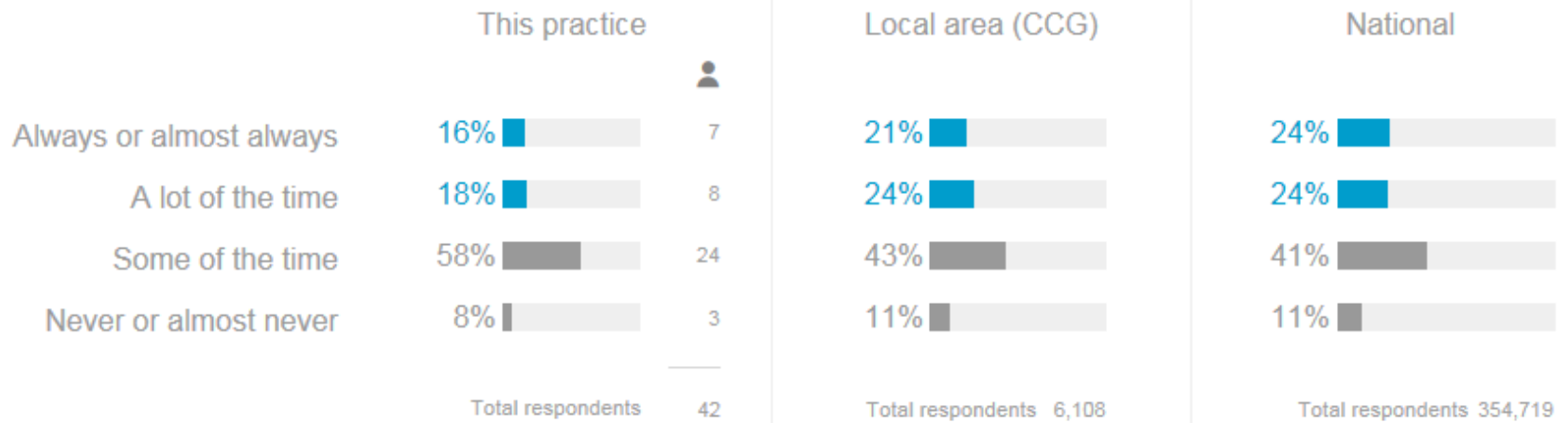


**35%** usually get to see or speak to their preferred GP when they would like to

Hide breakdown

Local (CCG) average: 45% | National average: 48%

How often do you see or speak to your preferred GP when you would like to? Excluding 'I have not tried'



# Nation GP Survey 2019

## Making an appointment

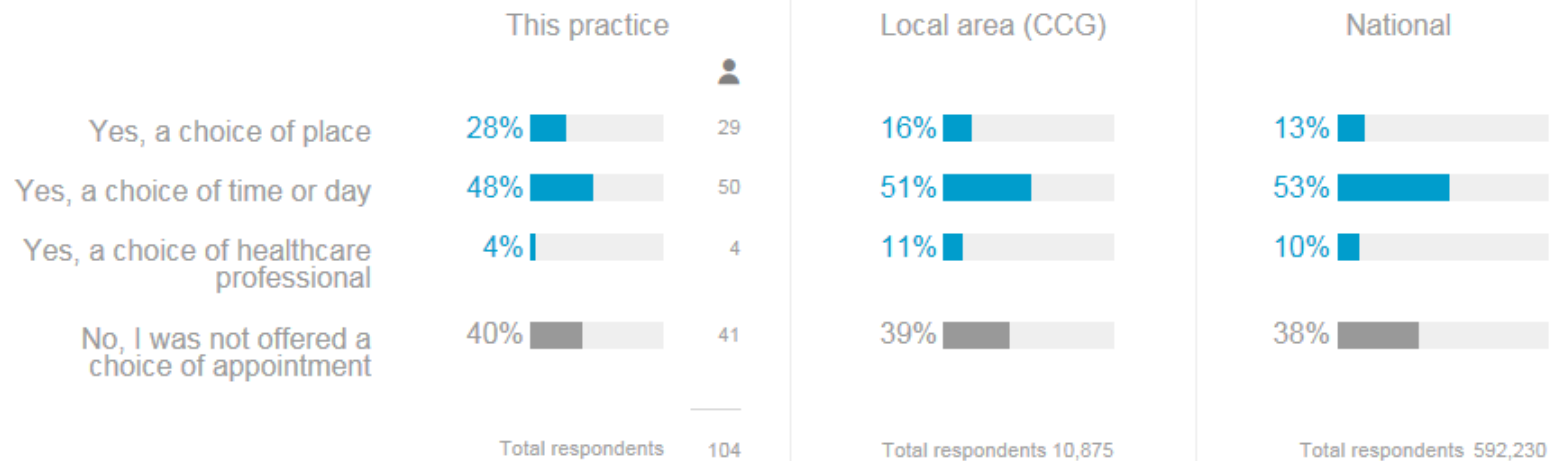


**60%** were offered a choice of appointment when they last tried to make a general practice appointment

Hide breakdown

Local (CCG) average: 61% | National average: 62%

On this occasion, were you offered a choice of appointment? Excluding 'Can't remember' and 'Doesn't apply'



# Nation GP Survey 2019

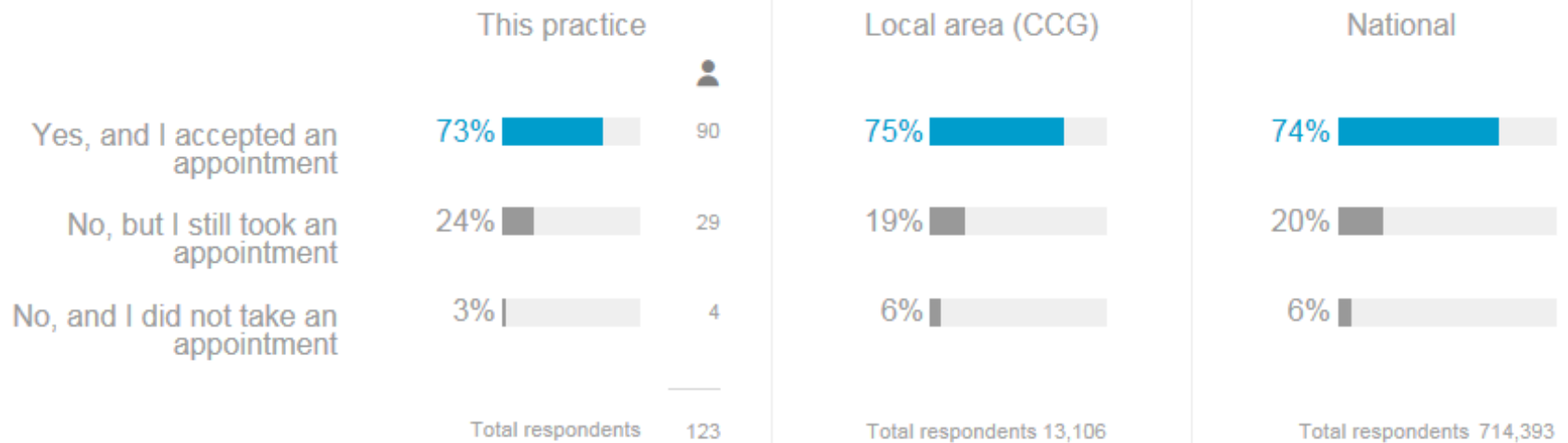


**73%** were satisfied with the type of appointment they were offered

Hide breakdown

Local (CCG) average: 75% | National average: 74%

Were you satisfied with the type of appointment (or appointments) you were offered?



# Nation GP Survey 2019

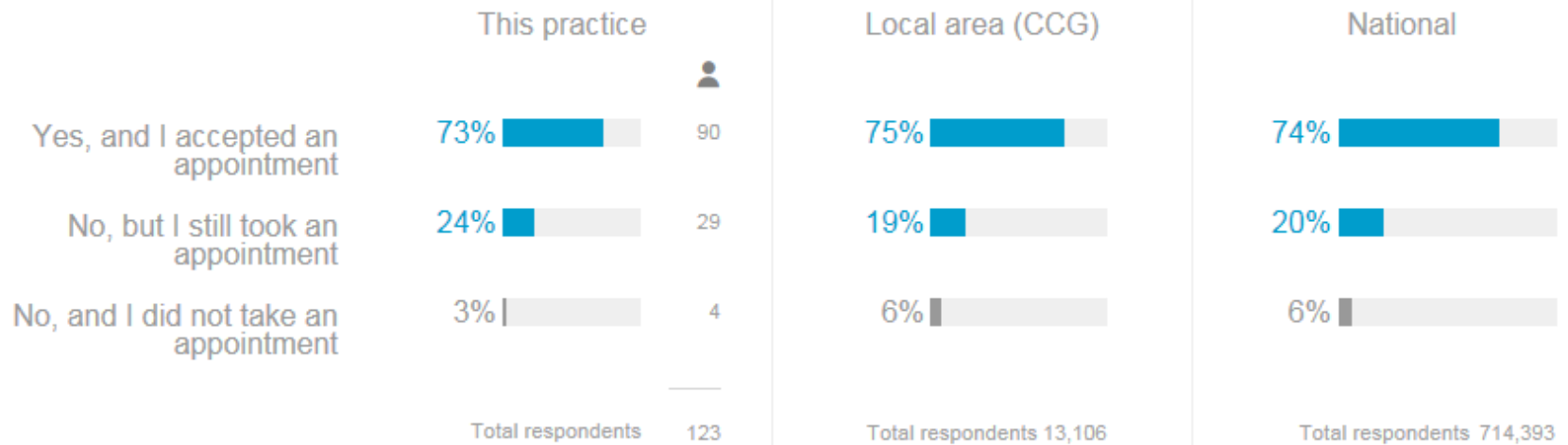


## 97% took the appointment they were offered

Hide breakdown

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

Were you satisfied with the type of appointment (or appointments) you were offered?



# Nation GP Survey 2019

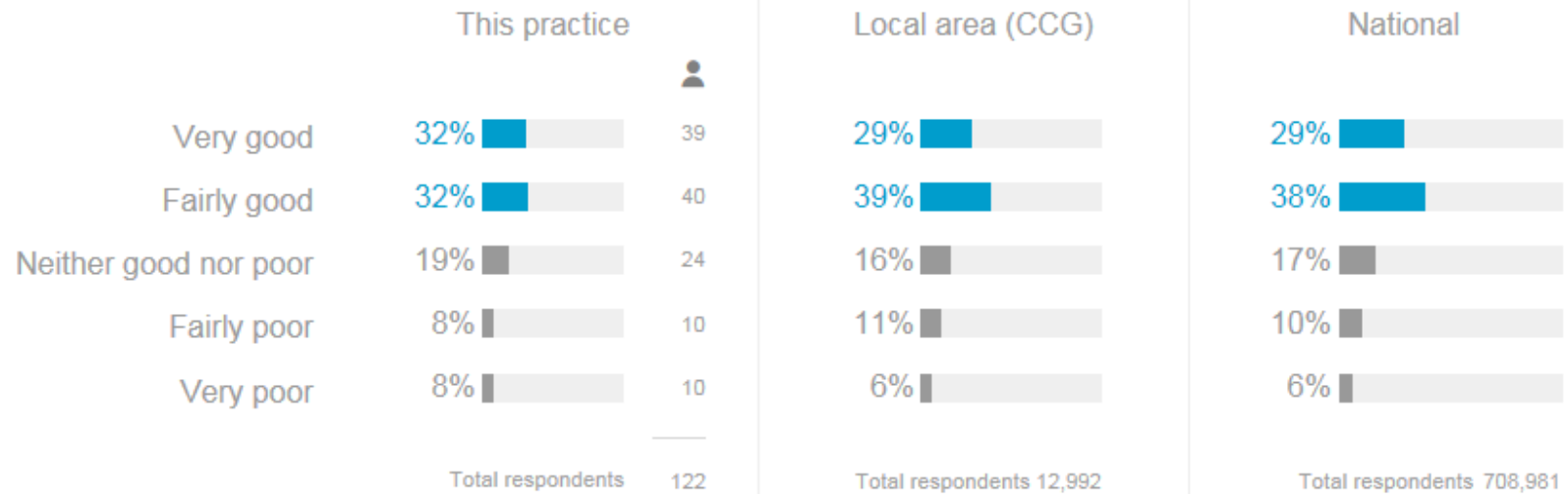


**64%** describe their experience of making an appointment as good

Hide breakdown

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

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



# Nation GP Survey 2019

## Your last appointment

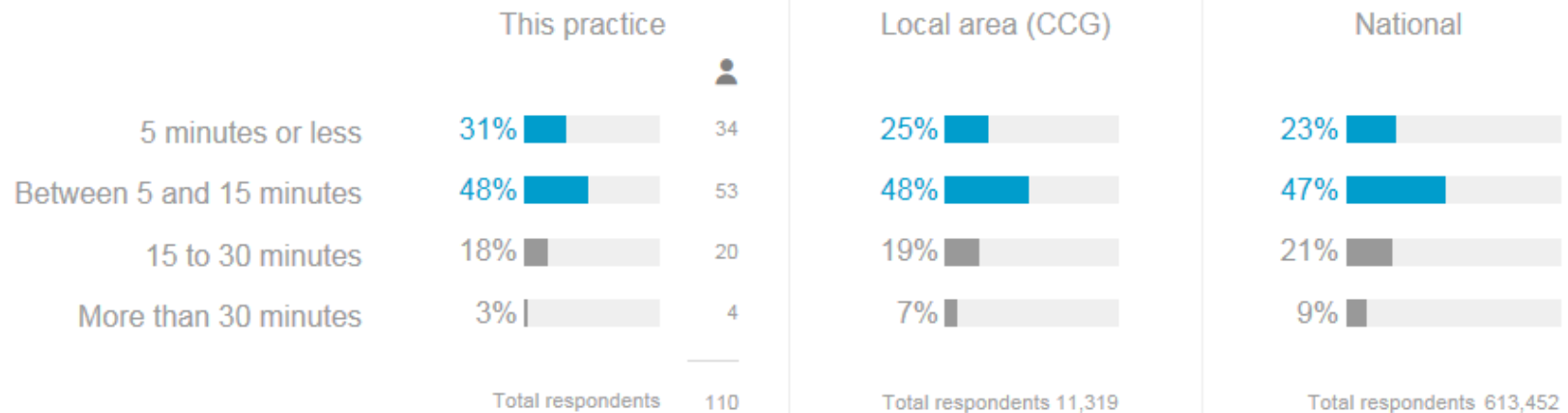


**79%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 73% | National average: 69%

Hide breakdown

How long after your appointment time did you wait to see or speak to a healthcare professional? Excluding 'I didn't have an appointment at a set time' and 'Can't remember'



# Nation GP Survey 2019

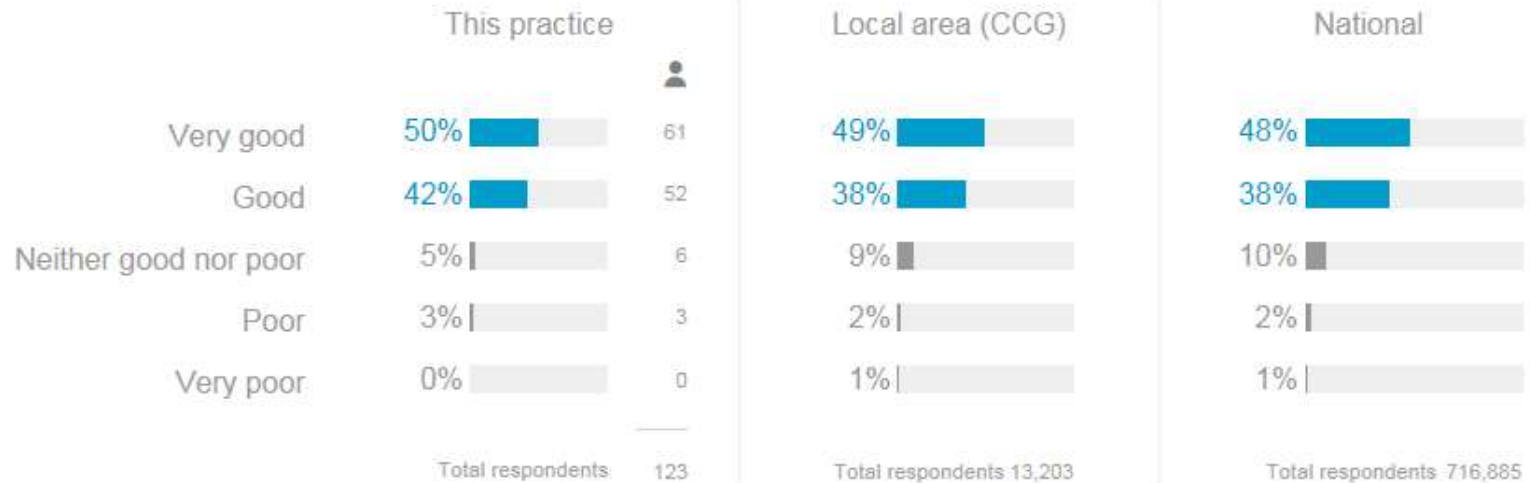


**92%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Hide breakdown

Local (CCG) average: 88% | National average: 87%

Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time? Excluding 'Doesn't apply'





# Nation GP Survey 2019

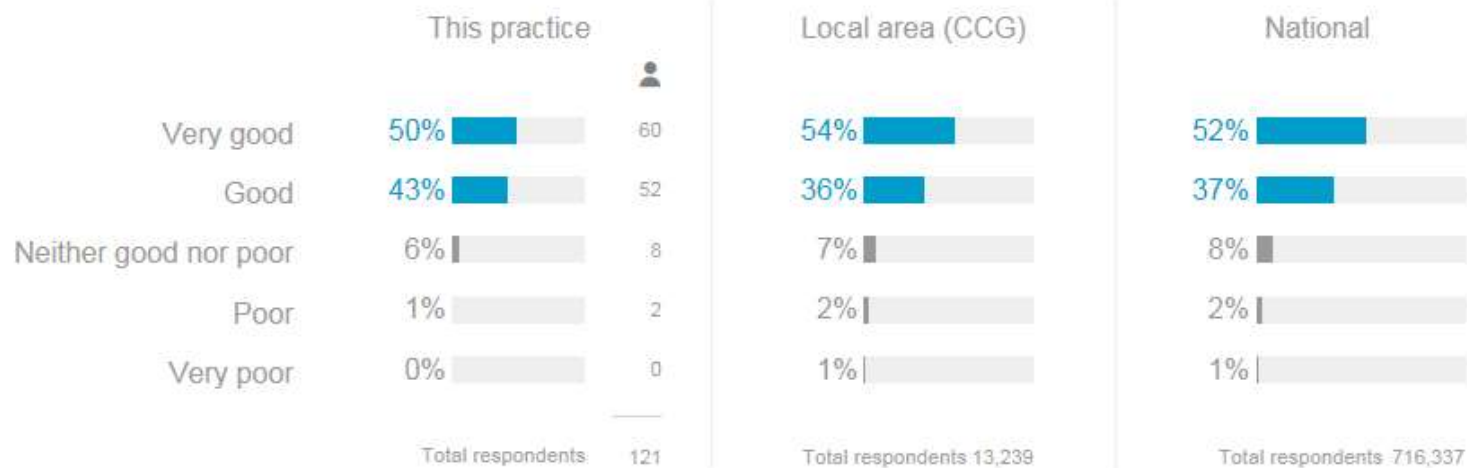


**92%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Hide breakdown

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

Last time you had a general practice appointment, how good was the healthcare professional at listening to you? Excluding 'Doesn't apply'



# Nation GP Survey 2019



**89%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Hide breakdown

Local (CCG) average: 88% | National average: 87%

Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? Excluding 'Doesn't apply'



# Nation GP Survey 2019

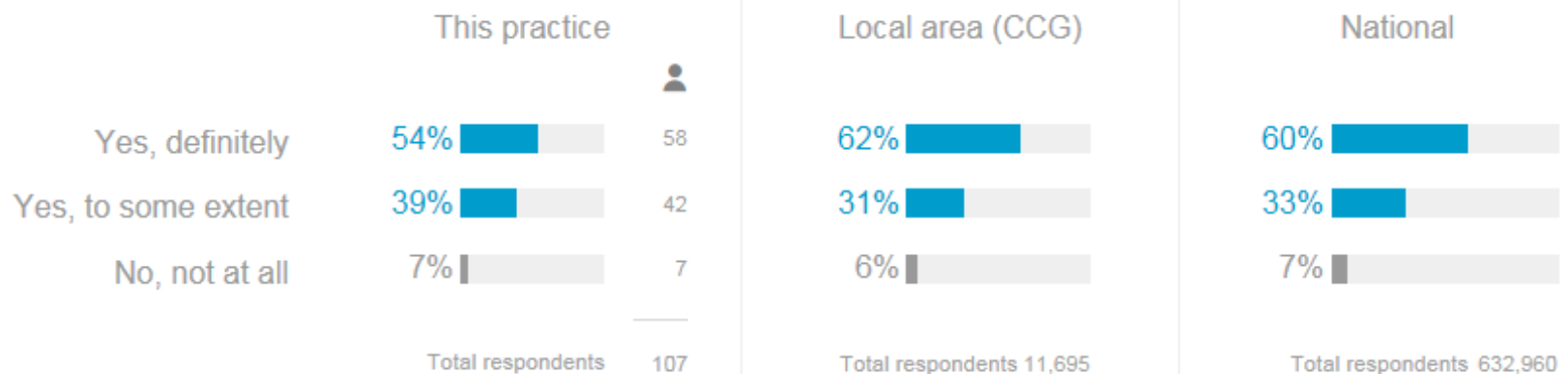


**93%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

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

Hide breakdown

During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Excluding 'Don't know/Doesn't apply'



## Nation GP Survey 2019

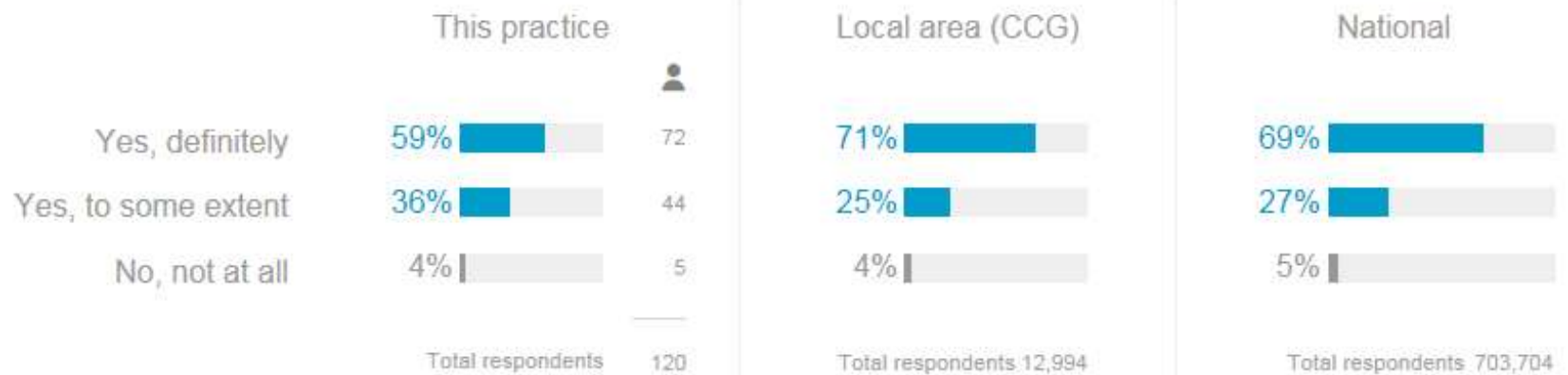


**96%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Hide breakdown

Local (CCG) average: 96% | National average: 95%

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? Excluding 'Doesn't know/Can't say'



# Nation GP Survey 2019

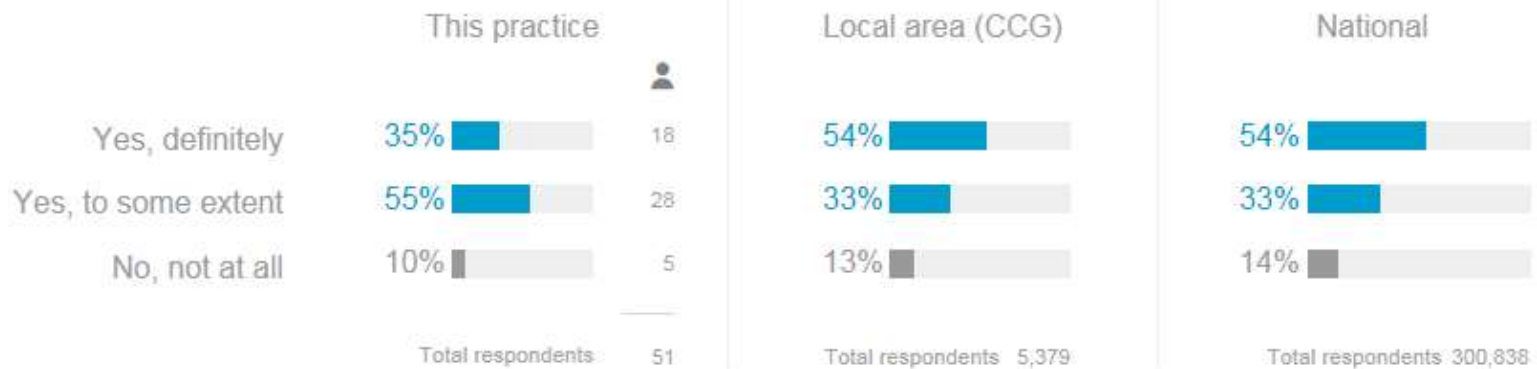


**90%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Hide breakdown

Local (CCG) average: 87% | National average: 86%

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?  
Excluding 'I did not have any mental health needs' and 'Did not apply to my last appointment'



# Nation GP Survey 2019

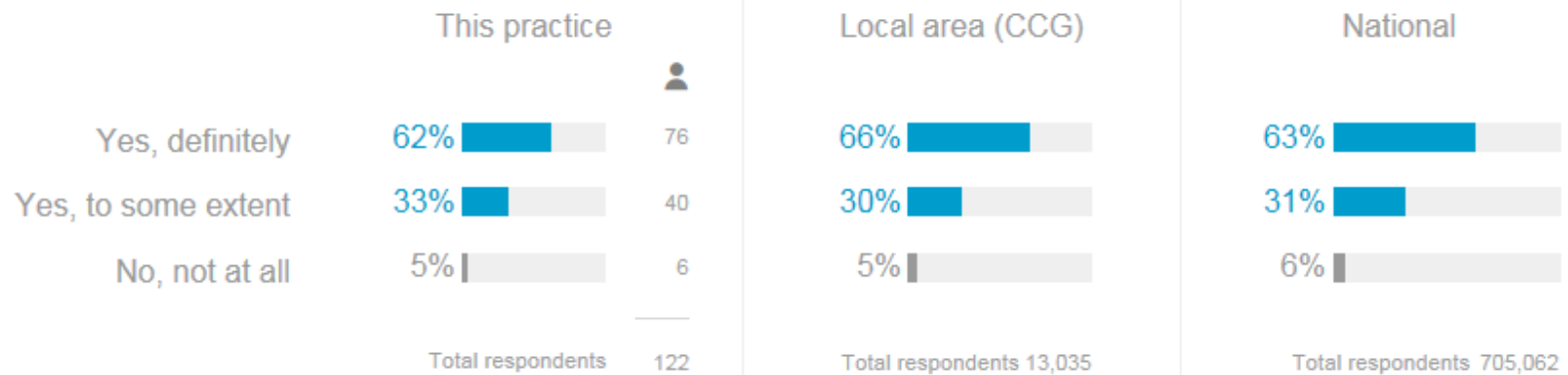


## 95% felt their needs were met during their last general practice appointment

Hide breakdown

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

Thinking about the reason for your last general practice appointment, were your needs met? Excluding 'Don't know/Can't say'



# Nation GP Survey 2019

## Your health

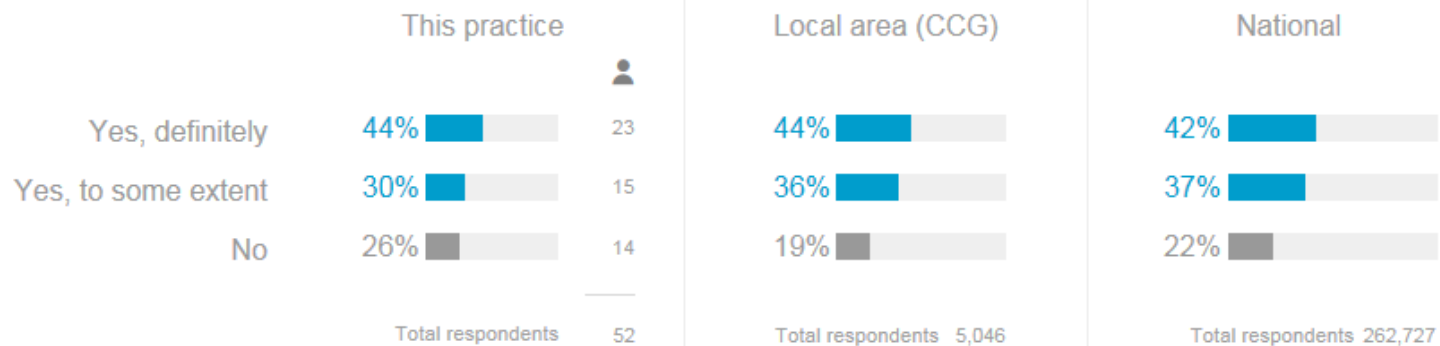


**74%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Hide breakdown

Local (CCG) average: 81% | National average: 78%

In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? Excluding 'I haven't needed support' and 'Don't know/Can't say'



# Nation GP Survey 2019

## Overall experience



**81%** describe their overall experience of this GP practice as good

Hide breakdown

Local (CCG) average: 85% | National average: 83%

Overall, how would you describe your experience of your GP practice?

