





You keep us busy: 42% of our patients tell us that they visit the doctor more than 5 times a year and 23% tell us they visit the doctor more than 7 times a year.

83% of our patients said that our receptionists treat them well (30%), very well (34%) or to an excellent standard (18%). Only 1% said the treatment is poor and 16% said the treatment is fair.

79% of our patients rated our opening hours as good (38%), very good (27%) or excellent (14%) while only 4% rated them as poor (3%) and very poor (1%). 17% think our opening hours are fair.

When asked about which additional hours they would like us to be open, 36% of our patients said on the weekend, 24% said in the evening, 4% said at lunch time and 3% would prefer the early morning.

When willing to see any doctor, most of our patients (84%) are seen within 3 working days with 23% seen on the same day. 63% of our patients find this satisfactory, and 22% think it's fair but 11% are not satisfied.

When our patients want to see a particular doctor, 50% estimate that they are usually seen within 4 working days or less, while 39% have needed to wait 5 working days or more. 32% are unhappy with this.

When our patients need to see a doctor urgently, 45% report that they are seen on the same day while 29% report that they are not accommodated until later.

80% of our patients estimate that they wait less than 10 minutes for their consultation to begin and almost nobody waits more than 20 minutes. 61% of our patients find this satisfactory and 36% think it's fair.

68% of our patients report that they are happy with the ability to get through to us on the phone and 25% think it is fair. Only 49% are happy with their ability to speak to a doctor on the phone when they have a question or need medical advice. 14% think it is fair but 15% are unhappy with this.

Only 44% of our patients report that they normally get to see their usual doctor, while 32% see their usual doctor some of the time. 24% of patients report that they almost never or never see their usual doctor. Only 53% find this satisfactory and 22% think it is fair. 25% are unhappy with this.

During their consultations:

- 90% of patients feel that our doctors are thorough when asking about their symptoms and feelings
- 92% report that their doctor listens to what they have to say
- 85% report that their doctor puts them at ease during physical examinations
- 90% report that their doctor involves them in decisions about their care
- 90% report that their doctor adequately explains their problems and treatments
- 90% report that they are happy with the amount of time spent with their doctor
- 92% report that their doctor is patient with their questions or worries, and
- 92% report feeling that their doctor is caring and concerned about them.

After a recent consultation, patients were able to understand their problems or illness:

- much more than before (44%)
- a little more than before (27%)
- the same or less than before (15%).

Patients felt able to cope with their problems or illness:

- much more than before (41%)
- a little more than before (29%)
- the same or less than before (12%)

Patients felt able to keep themselves healthy:

- much more than before (44%)
- a little more than before (18%)
- the same or less than before (15%)

All in all 89% of our patients are satisfied with our practice.