

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

THE JUNCTION SURGERY

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	67	79%	
No	15	18%	
Don't know	2	3%	
	<u>85</u>		




Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	7	8%	
Fairly easy	30	34%	
Not very easy	31	36%	
Not at all easy	11	13%	
Haven't tried	8	9%	
Easy (total)	<u>37</u>	42%	
	87		






Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	21	23%	
Fairly helpful	44	50%	
Not very helpful	16	18%	
Not at all helpful	2	2%	
Don't know	6	6%	
Helpful (total)	<u>64</u>	73%	
	88		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	18	21%	
Fairly good	36	42%	
Neither good nor poor	23	27%	
Fairly poor	5	5%	
Very poor	3	4%	
Good (total)	<u>54</u>	64%	
	84		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	16	34%	
A lot of the time	6	13%	
Some of the time	17	34%	
Never or almost never	9	19%	
Not tried at this GP surgery	0	0%	
	<u>48</u>		

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Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	43	51%	
Good	32	38%	
Neither good nor poor	5	6%	
Poor	1	1%	
Very poor	0	0%	
Doesn't apply	3	3%	
Good (total)	75	89%	
	84		

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	35	41%	
Good	28	33%	
Neither good nor poor	5	6%	
Poor	3	4%	
Very poor	0	0%	
Doesn't apply	13	16%	
Good (total)	62	74%	
	84		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	3	4%	
Less than 5 minutes	9	11%	
5 to 15 minutes	54	65%	
More than 15 minutes	14	17%	
Can't remember	4	5%	
	84		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	60	71%	
Yes, to some extent	18	22%	
No, not at all	3	4%	
Don't know/can't say	3	4%	
	84		







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	36	41%	
Yes, would probably recommend	28	33%	
Not sure	14	16%	
No, would probably not recommend	6	7%	
No, would definitely not recommend	1	1%	
Don't know	1	1%	
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	86		