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%

## 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)
 37
 42%

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

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

#### Q18 Overall, how would you describe your experience of <u>making</u> an appointment?

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

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

Always or almost always
A lot of the time
Some of the time
17 34%
Never or almost never
Not tried at this GP surgery
48







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#### Core Questions

#### THE JUNCTION SURGERY

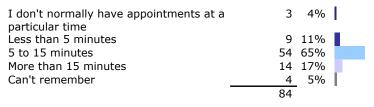
# Last time you saw or spoke to a <u>GP</u> from your GP surgery, how good was that GP at the following? Giving you enough time

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%	
	8/1	•	

# 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?



### 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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#### Core Questions

Don't know

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

Yes, would definitely recommend Yes, would probably recommend Not sure No, would probably not recommend

No, would definitely not recommend

THE JUNCTION SURGERY

36	41%	
28	33%	
14	16%	
6	7%	
1	1%	
1	1%	
86	<u>.</u> '	
	28 14 6 1	1 1% 1 1%





