

## NATIONAL PATIENT SURVEY 2018

### Everest House surgery

Showing results from surveys which are compiled by the NHS each year showing results from individual practice (in this case Everest House), the average from each local Clinical Commissioning Group (CCG) and the National average.

### Practice Overview

280 surveys sent out, 113 returned (40%)

### Where the practice could improve

Where healthcare professional saw or spoke to was good at giving enough time during last appt.

EH	86%
local CCG	88%
National ave	87%

### Patient experiences

1). How easy was it to get through by phone	EH	88%
	local CCG	73%
	National ave	70%
2). Was the receptionist helpful	EH	93%
	local CCG	91%
	National ave	90%
3). Patient usually gets to see preferred GP when they would like to	EH	86%
	local CCG	53%
	National ave	50%

### Making an appointment

1). Was patient offered a choice of appointment	EH	81%
	local CCg	67%
	National ave	62%
2) Was the patient satisfied with the type of appointment offered	EH	86%
	local CCG	77%
	National ave	74%
3). percentage of patients taking the time offered	EH	99%
	local CCG	95%
	National ave	94%
4). Patient described the experience of making appointment as good	EH	93%
	local CCG	72%
	National ave	69%

### **Patient's last appointment**

1). Waited 15 minutes or less	EH	61%
	local CCG	69%
	National ave	69%
2).Healthcare professional was good at giving enough time at last appt.	EH	86%
	local CCG	88%
	National ave	87%
3) Health care prof. was good at listening to patient during last appt.	EH	88%
	local CCG	90%
	National ave	89%
4). Healthcare prof. was good at treating with care and concern during last visit.	EH	91%
	local CCG	89%
	National ave	87%
5). Patient was involved as much as they wanted to be in decisions about care and treatment during last visit	EH	94%
	local CCG	94%
	National ave	93%
6) Patient had confidence and trust in the healthcare prof.	EH	99%
	local CCG	97%
	National ave	96%
7). Health care prof. recognized or understood any mental health needs during last visit	EH	89%
	local CCG	89%
	National ave	87%
8). Patient's needs were met well during last visit	EH	96%
	local CCG	95%
	National vae	95%

### **Patient's Health**

Had the patient had enough support from local servers or organizations the last 12 months to help long term conditions	EH	81%
	local CCG	80%
	National ave	84%

### **Overall Performance**

Would the patient describe the overall performance of this GP practice as good	EH	89%
	local CCG	87%
	National ave	84%