

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.

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Core Questions

HARRIS MEMORIAL SURGERY

NHS KERNOW CCG

NATIONAL

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

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Yes	80 85%	7724 81%	691048 76%
No	8 9%	1196 13%	159499 18%
Don't know	5 6%	564 6%	59688 7%
Total	94	9484	910234

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

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Very easy	45 48%	3196 33%	255814 27%
Fairly easy	37 40%	4687 48%	437743 47%
Not very easy	6 7%	1097 11%	144671 15%
Not at all easy	2 2%	466 5%	67749 7%
Haven't tried	4 4%	271 3%	32760 3%
Easy (total)	82 87%	7883 81%	693557 74%
Total	94	9717	938737

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

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Very helpful	70 75%	5072 52%	424753 45%
Fairly helpful	22 23%	3782 39%	397055 42%
Not very helpful	1 1%	513 5%	72096 8%
Not at all helpful	0 0%	144 1%	25473 3%
Don't know	1 1%	195 2%	18834 2%
Helpful (total)	92 98%	8855 91%	821808 88%
Total	94	9707	938210

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

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Very good	53 58%	4097 44%	311791 35%
Fairly good	31 33%	3589 38%	369314 41%
Neither good nor poor	6 6%	1005 11%	122722 14%
Fairly poor	2 3%	441 5%	63755 7%
Very poor	0 0%	195 2%	35065 4%
Good (total)	84 91%	7686 82%	681104 75%
Total	92	9327	902646

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

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Always or almost always	27 52%	2403 44%	190899 38%
A lot of the time	16 30%	1339 25%	115240 23%
Some of the time	7 13%	1361 25%	150108 30%
Never or almost never	2 4%	324 6%	36707 7%
Not tried at this GP surgery	0 0%	35 1%	3007 1%
Total	51	5462	495961

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	HARRIS MEMORIAL SURGERY		NHS KERNOW CCG		NATIONAL	
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	65	70%	5319	56%	443131	48%
Good	23	25%	3171	34%	342561	37%
Neither good nor poor	2	2%	673	7%	82610	9%
Poor	0	0%	137	1%	22468	2%
Very poor	0	0%	43	0%	10063	1%
Doesn't apply	2	2%	113	1%	14532	2%
Good (total)	<u>88</u>	<u>96%</u>	<u>8490</u>	<u>90%</u>	<u>785691</u>	<u>86%</u>
	92		9456		915365	
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	53	58%	4463	48%	362692	40%
Good	23	25%	3011	32%	321765	35%
Neither good nor poor	8	9%	873	9%	114534	13%
Poor	0	0%	203	2%	25777	3%
Very poor	0	0%	53	1%	12265	1%
Doesn't apply	8	8%	789	8%	73382	8%
Good (total)	<u>77</u>	<u>83%</u>	<u>7474</u>	<u>80%</u>	<u>684458</u>	<u>75%</u>
	92		9392		910416	
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	3%	381	4%	29769	3%
Less than 5 minutes	9	10%	886	10%	85576	9%
5 to 15 minutes	45	49%	5465	59%	512798	57%
More than 15 minutes	28	31%	2162	23%	237362	26%
Can't remember	6	7%	428	5%	37144	4%
	<u>91</u>		<u>9322</u>		<u>902648</u>	
Q22 Did you have confidence and trust in the GP you saw or spoke to?						
Yes, definitely	76	82%	6654	70%	586377	64%
Yes, to some extent	12	13%	2303	24%	258699	28%
No, not at all	1	2%	291	3%	40393	4%
Don't know/can't say	3	4%	192	2%	27446	3%
	<u>92</u>		<u>9438</u>		<u>912915</u>	

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Core Questions

	HARRIS MEMORIAL SURGERY	NHS KERNOW CCG	NATIONAL
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?			
Yes, would definitely recommend	70 74%	5484 57%	445742 48%
Yes, would probably recommend	16 17%	2726 28%	286412 31%
Not sure	5 5%	806 8%	102036 11%
No, would probably not recommend	2 2%	324 3%	48663 5%
No, would definitely not recommend	0 0%	147 2%	25834 3%
Don't know	1 1%	108 1%	15045 2%
	<u>94</u>	<u>9596</u>	<u>923732</u>