

MGS MEDICAL PRACTICE 2018 NATIONAL SURVEY Jan-Mar 2018	MGS MEDICAL PRACTICE LOCAL SURVEY OCT-NOV 2018 47 QUESTIONNAIRES COMPLETED	No Experience	Poor 1	Fair 2	Good 3	Very good 4	Excellent 5
26% OF RESPONDENTS USUALLY GET TO SPEAK TO PREFERRED GP NATIONAL AVERAGE 50%/CCG 47%	ACCESS TO A DOCTOR OR NURSE 78% OF RESPONDENTS RATED FROM GOOD TO EXCELLENT GET TO SPEAK TO PREFERRED GP	4	1	4	5	14	18
54% OF RESPONDENTS FIND IT EASY TO GET THROUGH TO THIS GP PRACTICE BY PHONE NATIONAL AVERAGE 70%/CCG 66% *PPG QUERIES	SPEED AT WHICH TELEPHONE CALL ANSWERED 89% OF RSPONDENTS RATED FROM GOOD TO EXCELLENT FIND IT EASY TO GET THROUGH BY PHONE	1	1	4	14	11	17
56% OF RESPONDENTS DESCRIBE THEIR EXPERIENCE OF MAKING AN APPT AS GOOD. NATIONAL AVERAGE 69%/CCG 64%	100% OF RESPONDENTS RATED FROM GOOD TO EXCELLENT EXPERIENCE OF MAKING AN APPOINTMENT				5	18	24

<p>67% OF RESPONDENTS WERE OFFERED A CHOICE OF APPOINTMENT. NATIONAL AVERAGE 62%/CCG 57%</p>	<p>97% OF RESPONDENTS RATED FROM GOOD TO EXCELLENT OFFERED CHOICE OF APPOINTMENT</p>	<p>1</p>			<p>4</p>	<p>16</p>	<p>26</p>
<p>95% OF RESPONDENTS TOOK THE APPOINTMENT THEY WERE OFFERED. NATIONAL AVERAGE 94% /CCG 92%</p>	<p>100% OF RESPONDENTS RATED FROM GOOD TO EXCELLENT TOOK THE APPOINTMENT THEY WERE OFFERED</p>				<p>2</p>	<p>18</p>	<p>27</p>
<p>75% OF RESPONDENTS SAY THEY HAD ENOUGH SUPPORT FROM LOCAL SERVICES OR ORGANISATIONS IN THE LAST 12 MONTHS TO HELP MANAGE THEIR LONG TERM CONDITIONS. NATIONAL AVERAGE 79%/ CCG 74%</p>							

PPG QUERIES	97% OF RESPONDENTS RATED FROM GOOD TO EXCELLENT Obtaining a repeat prescription on time and correctly	N/A			2	17	27
	95% OF RESPONDENTS RATED GOOD TO EXCELLENT THE Helpfulness by the reception staff		1	1	4	14	27
	97% OF RESPONDENTS RATED GOOD TO EXCELLENT Overall satisfaction with practice				2	16	28