The Swineshead Medical Group

In 2016 this practice commissioned an independent patient survey. The results show our score versus the National Practice mean.

Survey Results

	National Mean	Our Patients	Positive	Negative
Q1. How good was the GP at putting you at ease?			97.7%	2.3%
Q2. How good was the GP at being polite and considerate?			99.6%	0.4%
Q3. How good was the last GP you saw at listening to you?	93.7	96.7	99.2%	0.8%
Q4. How good was the last GP you saw at giving you enough time?	91.5	94.8	97.7%	2.3%
Q5. How good was the GP at assessing your medical condition?			97.6%	2.4%
Q6. How good was the last GP you saw at explaining your condition and treatment?			97.1%	2.9%
Q7. How good was the last GP you saw at Involving you in decisions about your care?	90.5	94.0	97.4%	2.6%
Q8. How good was the last GP you saw at providing or arranging treatment for you?			97.8%	2.2%
Q9. Did you have confidence that the GP you saw is honest and trustworthy?			100.0%	0.0%
Q10. Did you have confidence that the GP will keep your information confidential?			100.0%	0.0%
Q11. Would you be completely happy to see this GP again?			100.0%	0.0%
Q12. How helpful do you find the receptionists at your GP practice?	89.1	95.5	99.2%	0.8%
Q13. How easy is it to get through to someone at your GP practice on the phone?	68.8	75.7	90.3%	9.7%
Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?	69.9	75.0	90.0%	10.0%
Q21. How do you rate - how quickly you get to see a particular doctor?	70.7	74.6	85.8%	14.2%
Q25. How do you rate - how long did you wait for your consultation to start?	67.8	79.5	91.7%	8.3%
Q29. How often do you see or speak to the GP you prefer?			56.0%	44.0%
Q30. How good was the nurse you last saw at putting you at ease?			96.8%	3.2%
Q31. How good was the last Nurse you saw at giving you enough time?	89.2	89.6	92.4%	7.6%
Q32. How good was the last Nurse you saw at listening to you?	89.6	91.5	95.0%	5.0%
Q33. How good was the last Nurse you saw at explaining your condition and treatment?			92.9%	7.1%
Q34. How good was the last Nurse you saw at Involving you in decisions about your care?			93.2%	6.8%
Q35. How good was the last Nurse you saw at providing or arranging treatment for you?			94.7%	5.3%
Q36. Would you be completely happy to see this nurse again?			99.1%	0.9%
Q40. Overall, how would you describe your experience of your GP surgery?			95.8%	4.2%
Q41. Would you recommend your GP surgery to someone who has just moved to your area?			89.8%	10.2%

Analysis performed by InTime Data Ltd