

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

BUTE HOUSE MEDICAL CENTRE


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

Yes	109	83%	
No	19	15%	
Don't know	4	3%	
	<u>131</u>		

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

Very easy	76	57%	
Fairly easy	56	42%	
Not very easy	0	0%	
Not at all easy	0	0%	
Haven't tried	1	1%	
Easy (total)	<u>132</u>	99%	
	133		






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

Very helpful	91	68%	
Fairly helpful	39	29%	
Not very helpful	1	1%	
Not at all helpful	2	1%	
Don't know	1	0%	
Helpful (total)	<u>130</u>	97%	
	133		

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

Very good	77	58%	
Fairly good	37	28%	
Neither good nor poor	15	11%	
Fairly poor	3	3%	
Very poor	0	0%	
Good (total)	<u>114</u>	86%	
	132		

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

Always or almost always	33	39%	
A lot of the time	24	28%	
Some of the time	25	29%	
Never or almost never	3	3%	
Not tried at this GP surgery	0	0%	
	<u>84</u>		

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

BUTE HOUSE MEDICAL CENTRE






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	72	54%	
Good	40	30%	
Neither good nor poor	12	9%	
Poor	5	4%	
Very poor	3	2%	
Doesn't apply	0	0%	
Good (total)	112	85%	
	133		

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	58	44%	
Good	41	31%	
Neither good nor poor	9	7%	
Poor	5	4%	
Very poor	1	1%	
Doesn't apply	17	13%	
Good (total)	100	76%	
	132		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	0	0%	
Less than 5 minutes	16	12%	
5 to 15 minutes	75	60%	
More than 15 minutes	25	20%	
Can't remember	8	7%	
	125		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	84	64%	
Yes, to some extent	36	28%	
No, not at all	5	4%	
Don't know/can't say	5	4%	
	130		







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

BUTE HOUSE MEDICAL CENTRE

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

Yes, would definitely recommend	76	57%	
Yes, would probably recommend	31	23%	
Not sure	9	7%	
No, would probably not recommend	12	9%	
No, would definitely not recommend	3	2%	
Don't know	3	2%	
	<hr/>		
	133		