



## Results from the 2017 survey ?


### Dunchurch Surgery

Dunsmore Heath, Dunchurch, CV22 6AP

#### What this practice **does best** ?


 **91%** of respondents would recommend this surgery to someone new to the area  
Local (CCG) average: 74% || National average: 77%


 **87%** of respondents find it easy to get through to this surgery by phone  
Local (CCG) average: 71% || National average: 71%


 **91%** of respondents say the last appointment they got was convenient  
Local (CCG) average: 79% || National average: 81%

#### What this practice **could improve**

?

 **87%** of respondents say the last nurse they saw or spoke to was good at treating them with care and concern  
Local (CCG) average: 90% || National average: 91%

 **89%** of respondents say the last nurse they saw or spoke to was good at listening to them  
Local (CCG) average: 90% || National average: 91%

 **97%** of respondents had confidence and trust in the last nurse they saw or spoke to  
Local (CCG) average: 97% || National average: 97%

Comparisons to the local (CCG) or national average may not be statistically significant.



**223**

Surveys sent out



**135**

Surveys sent back



**61%**

Completion rate

## Dunchurch Surgery

Dunsmore Heath, Dunchurch, CV22 6AP

Showing responses about **all questions** from **all patients**

Showing weighted results ▼



**87%** find it easy to get through to this surgery by phone

Local (CCG) average: 71% | National average: 71%

Show breakdown



**86%** find the receptionists at this surgery helpful

Local (CCG) average: 85% | National average: 87%

Show breakdown



**56%** usually get to see or speak to their preferred GP

Local (CCG) average: 53% | National average: 56%

Show breakdown



**95%** were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 83% | National average: 84%

Show breakdown



**91%** say the last appointment they got was convenient

Local (CCG) average: 79% | National average: 81%

Show breakdown



**80%** describe their experience of making an appointment as good

Local (CCG) average: 71% | National average: 73%

Show breakdown



**63%** usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 61% | National average: 64%

Show breakdown



**59%** feel they don't normally have to wait too long to be seen

Local (CCG) average: 54% | National average: 58%

Show breakdown



**91%** say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 86%

Show breakdown



**94%** say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 87% | National average: 89%

Show breakdown 



**93%** say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 85% | National average: 86%

Show breakdown 



**88%** say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%

Show breakdown 



**94%** say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 84% | National average: 86%

Show breakdown 



**99%** had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 95% | National average: 95%

Show breakdown 



**94%** say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 90% | National average: 92%

Show breakdown 



**89%** say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 90% | National average: 91%

Show breakdown 



**92%** say the last nurse they saw or spoke to was good at explaining tests and treatments


Local (CCG) average: 89% | National average: 90%

Show breakdown 



**86%** say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 85% | National average: 85%

Show breakdown 



**87%** say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% | National average: 91%

Show breakdown 



**97%** had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Show breakdown 



**77%** are satisfied with the surgery's opening hours

Local (CCG) average: 76% | National average: 76%

Show breakdown 



**93%** describe their overall experience of this surgery as good

Local (CCG) average: 83% | National average: 85%

Show breakdown 



**91%** would recommend this surgery to someone new to the area

Local (CCG) average: 74% | National average: 77%

Show breakdown 

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