

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE		GREENWAY COMMUNITY PRACTICE		BRADGATE SURGERY	
Q26 Is your GP surgery currently open at times that are convenient for you?						
Yes	89	87%	101	89%	90	81%
No	6	6%	10	9%	16	14%
Don't know	7	7%	3	3%	5	5%
	<u>102</u>		<u>114</u>		<u>111</u>	
Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?						
Very easy	30	28%	64	56%	47	42%
Fairly easy	55	51%	45	39%	46	41%
Not very easy	14	13%	2	2%	6	5%
Not at all easy	2	2%	0	0%	0	0%
Haven't tried	6	6%	3	3%	13	12%
Easy (total)	<u>85</u>	<u>79%</u>	<u>109</u>	<u>96%</u>	<u>93</u>	<u>83%</u>
	107		114		112	
Q4 How helpful do you find the receptionists at your GP surgery?						
Very helpful	52	49%	80	70%	61	55%
Fairly helpful	46	43%	34	30%	44	40%
Not very helpful	5	5%	0	0%	2	2%
Not at all helpful	0	0%	0	0%	1	1%
Don't know	4	4%	1	1%	3	3%
Helpful (total)	<u>98</u>	<u>92%</u>	<u>114</u>	<u>99%</u>	<u>105</u>	<u>95%</u>
	107		115		111	
Q18 Overall, how would you describe your experience of making an appointment?						
Very good	33	34%	68	62%	57	54%
Fairly good	47	48%	36	33%	33	31%
Neither good nor poor	14	14%	4	4%	9	9%
Fairly poor	4	4%	1	1%	5	5%
Very poor	0	0%	0	0%	1	1%
Good (total)	<u>80</u>	<u>82%</u>	<u>104</u>	<u>95%</u>	<u>90</u>	<u>86%</u>
	98		109		105	
Q9 How often do you see or speak to the GP you prefer?						
Always or almost always	50	68%	55	69%	28	42%
A lot of the time	16	22%	14	18%	21	32%
Some of the time	7	10%	9	11%	14	21%
Never or almost never	0	0%	1	1%	2	3%
Not tried at this GP surgery	0	0%	1	1%	1	2%
	<u>73</u>		<u>80</u>		<u>66</u>	

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Core Questions

SOUTHMEAD & HENBURY FAMILY PRACTICE WESTBURY ON TRYM PRIMARY CARE CENTRE MONKS PARK SURGERY

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Yes	89 87%	96 79%	97 84%
No	6 6%	21 17%	15 13%
Don't know	7 7%	5 4%	3 3%
Total	102	122	115

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Very easy	30 28%	25 20%	29 24%
Fairly easy	55 51%	68 55%	73 61%
Not very easy	14 13%	20 16%	11 9%
Not at all easy	2 2%	4 3%	5 4%
Haven't tried	6 6%	6 5%	1 1%
Easy (total)	85 79%	93 76%	102 86%
Total	107	123	119

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Very helpful	52 49%	71 58%	77 65%
Fairly helpful	46 43%	44 36%	36 31%
Not very helpful	5 5%	4 3%	4 3%
Not at all helpful	0 0%	0 0%	0 0%
Don't know	4 4%	4 3%	1 1%
Helpful (total)	98 92%	115 93%	113 96%
Total	107	123	118

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Very good	33 34%	40 34%	50 43%
Fairly good	47 48%	58 49%	48 42%
Neither good nor poor	14 14%	11 9%	8 7%
Fairly poor	4 4%	8 7%	8 7%
Very poor	0 0%	1 1%	1 1%
Good (total)	80 82%	98 83%	98 85%
Total	98	118	115

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Always or almost always	50 68%	19 36%	37 51%
A lot of the time	16 22%	12 23%	20 28%
Some of the time	7 10%	17 32%	11 15%
Never or almost never	0 0%	5 9%	4 6%
Not tried at this GP surgery	0 0%	0 0%	0 0%
Total	73	53	72

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Core Questions

	SOUTHMEAD & HENBURY FAMILY PRACTICE	GREENWAY COMMUNITY PRACTICE	BRADGATE SURGERY
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	56 54%	67 61%	56 54%
Good	33 32%	34 31%	33 32%
Neither good nor poor	12 12%	8 7%	9 9%
Poor	1 1%	1 1%	4 4%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	1 1%	0 0%	2 2%
Good (total)	89 86%	101 92%	89 86%
	103	110	104
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	49 48%	62 56%	45 43%
Good	27 26%	31 28%	30 29%
Neither good nor poor	11 11%	10 9%	13 12%
Poor	2 2%	0 0%	5 5%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	13 13%	7 6%	12 11%
Good (total)	76 75%	93 85%	75 71%
	102	110	105
Q19 How long after your appointment time do you normally wait to be seen?			
I don't normally have appointments at a particular time	1 1%	2 2%	4 4%
Less than 5 minutes	15 15%	18 17%	15 14%
5 to 15 minutes	71 71%	79 72%	73 70%
More than 15 minutes	9 9%	6 6%	9 9%
Can't remember	4 4%	4 4%	3 3%
	100	109	104
Q22 Did you have confidence and trust in the GP you saw or spoke to?			
Yes, definitely	73 71%	88 80%	68 65%
Yes, to some extent	21 20%	20 18%	31 30%
No, not at all	4 4%	2 2%	5 5%
Don't know/can't say	5 5%	0 0%	1 1%
	103	110	105

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Core Questions

SOUTHMEAD & HENBURY FAMILY PRACTICE WESTBURY ON TRYM PRIMARY CARE CENTRE MONKS PARK SURGERY

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Very good	56 54%	50 43%	62 53%
Good	33 32%	49 42%	42 36%
Neither good nor poor	12 12%	13 11%	11 9%
Poor	1 1%	0 0%	1 1%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	1 1%	5 4%	1 1%
Good (total)	89 86%	99 85%	104 89%
	103	117	117

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Very good	49 48%	45 39%	46 39%
Good	27 26%	40 34%	53 45%
Neither good nor poor	11 11%	17 15%	8 7%
Poor	2 2%	2 2%	3 3%
Very poor	0 0%	0 0%	0 0%
Doesn't apply	13 13%	12 10%	7 6%
Good (total)	76 75%	85 73%	99 85%
	102	116	117

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
I don't normally have appointments at a particular time	1 1%	2 2%	4 3%
Less than 5 minutes	15 15%	21 18%	8 7%
5 to 15 minutes	71 71%	74 63%	61 52%
More than 15 minutes	9 9%	13 11%	43 37%
Can't remember	4 4%	8 7%	1 1%
	100	118	117

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

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Yes, definitely	73 71%	79 66%	82 70%
Yes, to some extent	21 20%	34 29%	29 25%
No, not at all	4 4%	0 0%	3 3%
Don't know/can't say	5 5%	6 5%	3 3%
	103	119	117

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Core Questions

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

SOUTHMEAD & HENBURY FAMILY PRACTICE

GREENWAY COMMUNITY PRACTICE

BRADGATE SURGERY

	SOUTHMEAD & HENBURY FAMILY PRACTICE	GREENWAY COMMUNITY PRACTICE	BRADGATE SURGERY
Yes, would definitely recommend	54 52%	82 72%	68 61%
Yes, would probably recommend	32 31%	27 24%	29 26%
Not sure	9 9%	4 4%	8 7%
No, would probably not recommend	6 6%	1 1%	4 4%
No, would definitely not recommend	1 1%	0 0%	0 0%
Don't know	1 1%	0 0%	3 3%
	<u>103</u>	<u>114</u>	<u>112</u>

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SOUTHMEAD & HENBURY FAMILY PRACTICE

WESTBURY ON TRYM PRIMARY CARE CENTRE

MONKS PARK SURGERY

	SOUTHMEAD & HENBURY FAMILY PRACTICE	WESTBURY ON TRYM PRIMARY CARE CENTRE	MONKS PARK SURGERY
Yes, would definitely recommend	54 52%	76 62%	65 55%
Yes, would probably recommend	32 31%	34 28%	34 29%
Not sure	9 9%	9 7%	16 13%
No, would probably not recommend	6 6%	3 2%	3 3%
No, would definitely not recommend	1 1%	0 0%	1 1%
Don't know	1 1%	1 1%	0 0%
	<u>103</u>	<u>123</u>	<u>119</u>