

GP PATIENT SURVEY

Results for Derby Road Health Centre

68% find it easy to get through to this surgery by phone

59% are satisfied with the level of privacy when speaking to receptionists at the surgery

91% say the last appointment they got was convenient

68% usually wait 15 minutes or less after their appointment time to be seen

84% say the last GP they saw or spoke to was good at giving them enough time

87% say the last GP they saw or spoke to was good at explaining tests and treatments

83% say the last GP they saw or spoke to was good at treating them with care and concern

90% say the last nurse they saw or spoke to was good at giving them enough time

89% say the last nurse they saw or spoke to was good at explaining tests and treatments

85% say the last nurse they saw or spoke to was good at treating them with care and concern

71% are satisfied with the surgery's opening hours

80% would recommend this surgery to someone new to the area

83% find the receptionists at this surgery helpful

85% were able to get an appointment to see or speak to someone the last time they tried

73% describe their experience of making an appointment as good

53% feel they don't normally have to wait too long to be seen

88% say the last GP they saw or spoke to was good at listening to them

79% say the last GP they saw or spoke to was good at involving them in decisions about their care

92% had confidence and trust in the last GP they saw or spoke to

91% say the last nurse they saw or spoke to was good at listening to them

78% say the last nurse they saw or spoke to was good at involving them in decisions about their care

95% had confidence and trust in the last nurse they saw or spoke to

80% describe their overall experience of this surgery as good

Ipsos MORI, the survey provider for the GP Patient Survey