

Upton Patient Survey 2016

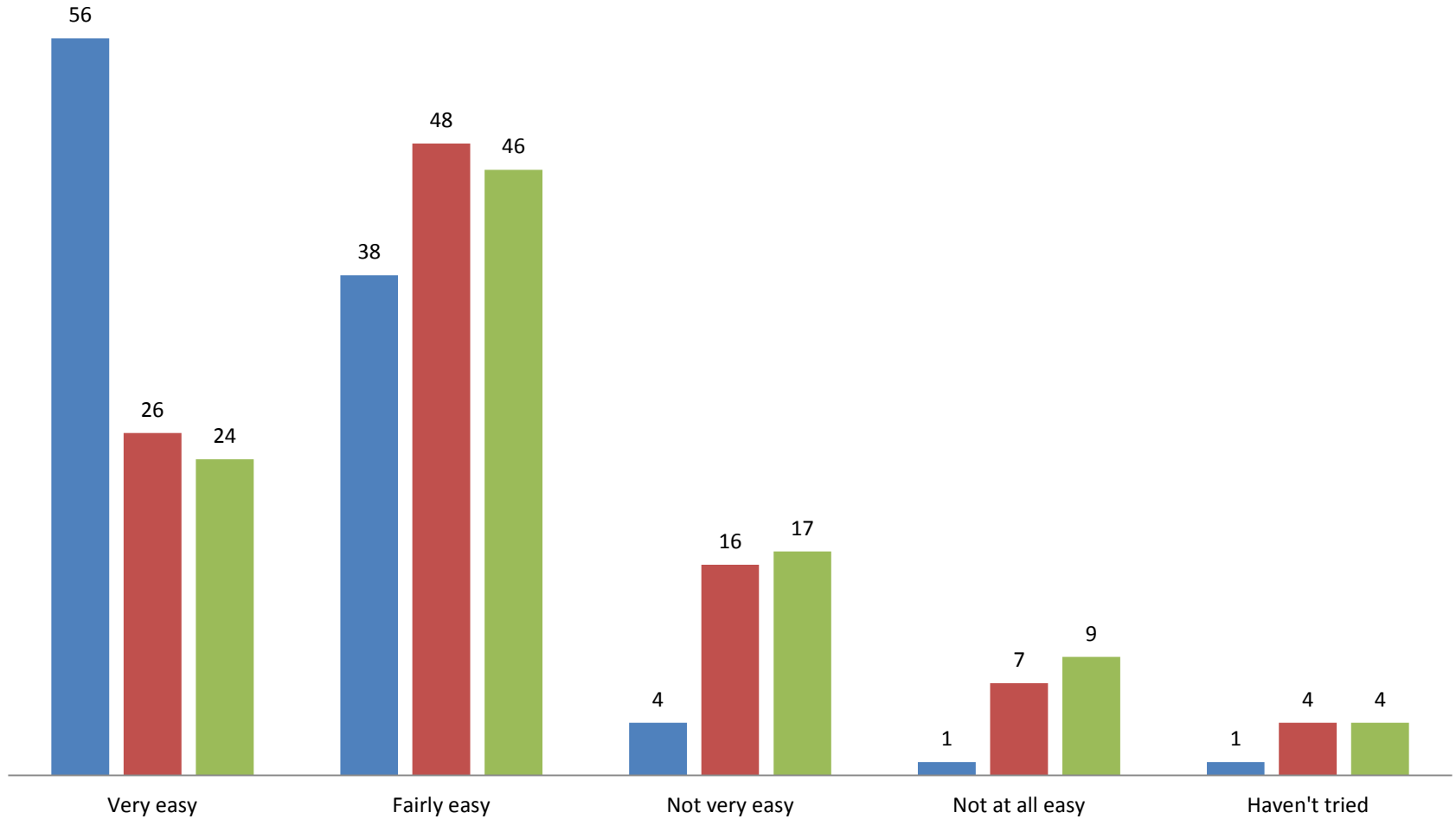
Key information charted

Charts and figures information

- Charts have been created directly from the Data collated by MORI as part of the national GP Patient Survey for 2015/16
- The charts compare the Upton Surgery results with the average results that represent all of the surgeries in South Worcestershire CCG as well as the National Surgery average.

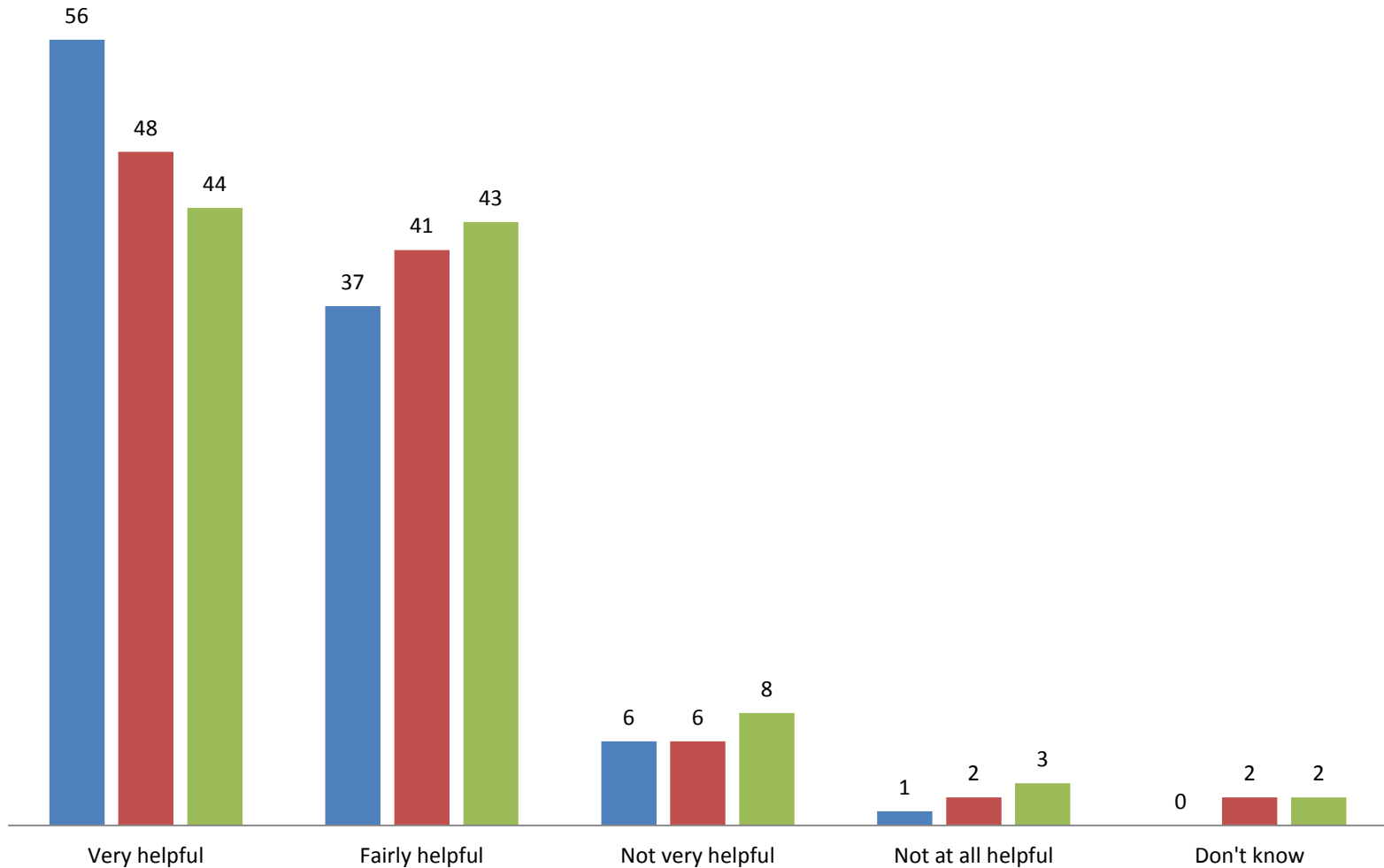
Ease of getting through to someone at GP surgery on the phone

■ Upton % ■ CCG Avg % ■ National Avg %



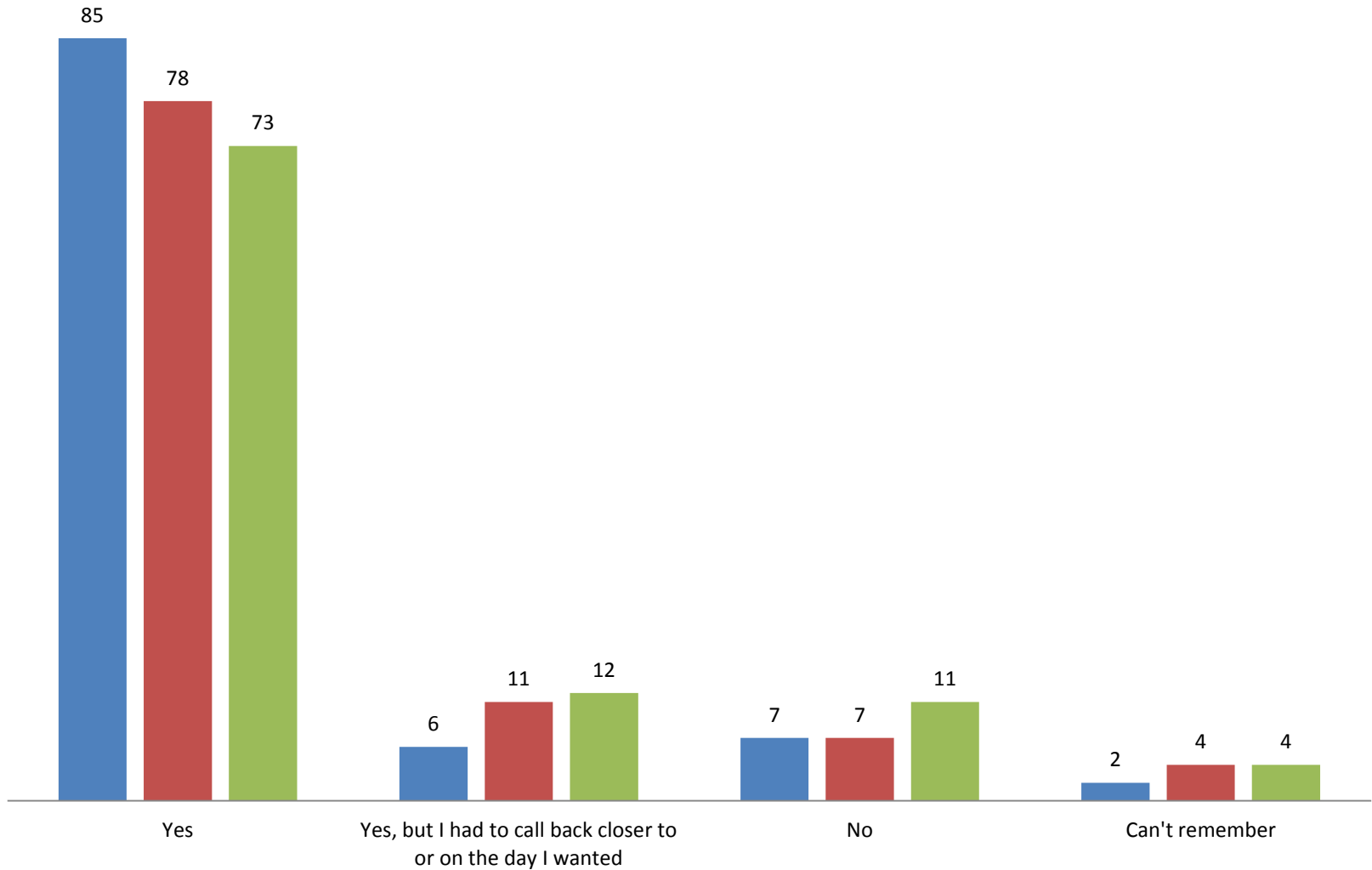
Helpfulness of receptionists at GP surgery

■ Upton % ■ CCG Avg % ■ National Avg %



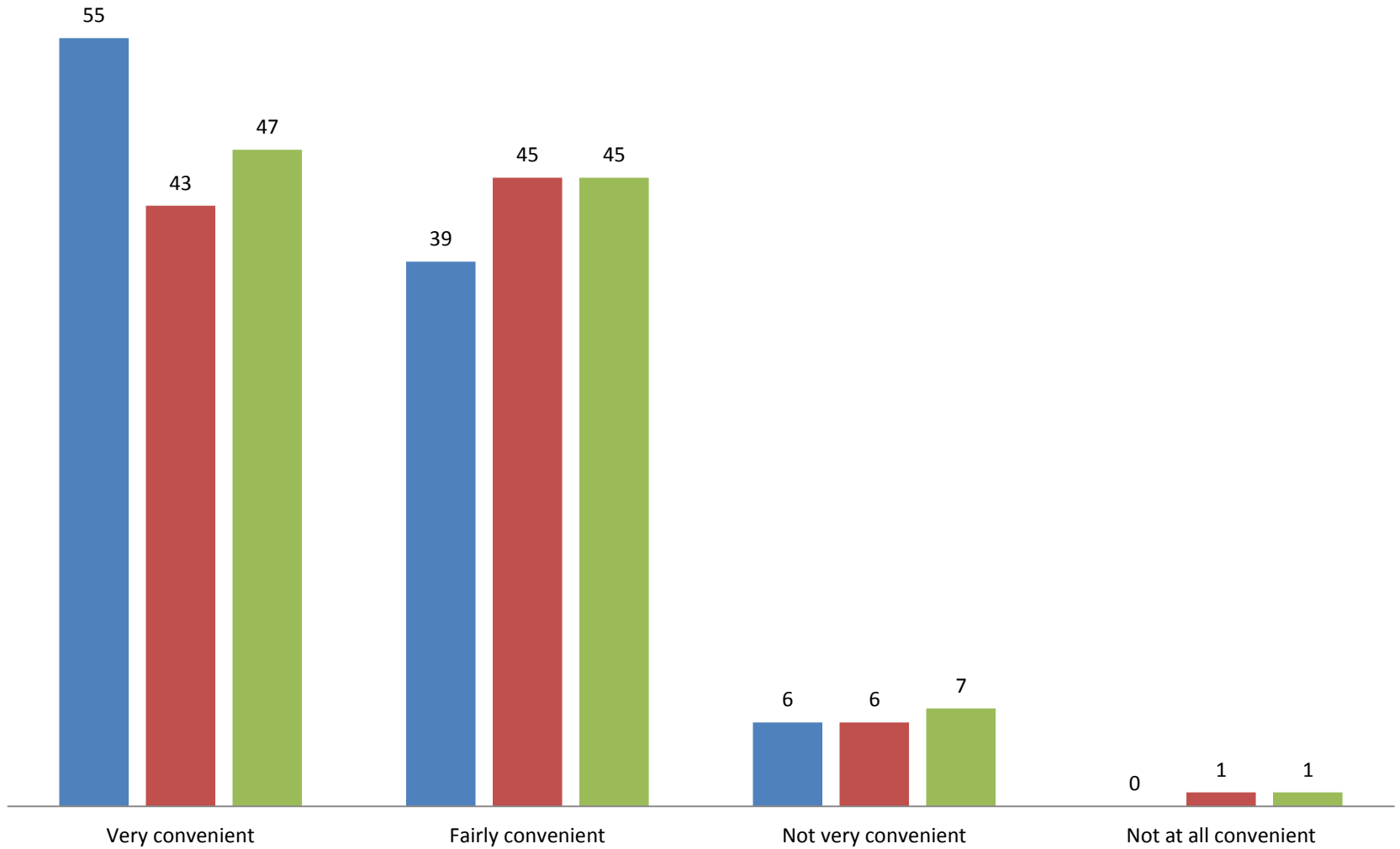
Able to get an appointment to see or speak to someone

■ Upton % ■ CCG Avg % ■ National Avg %



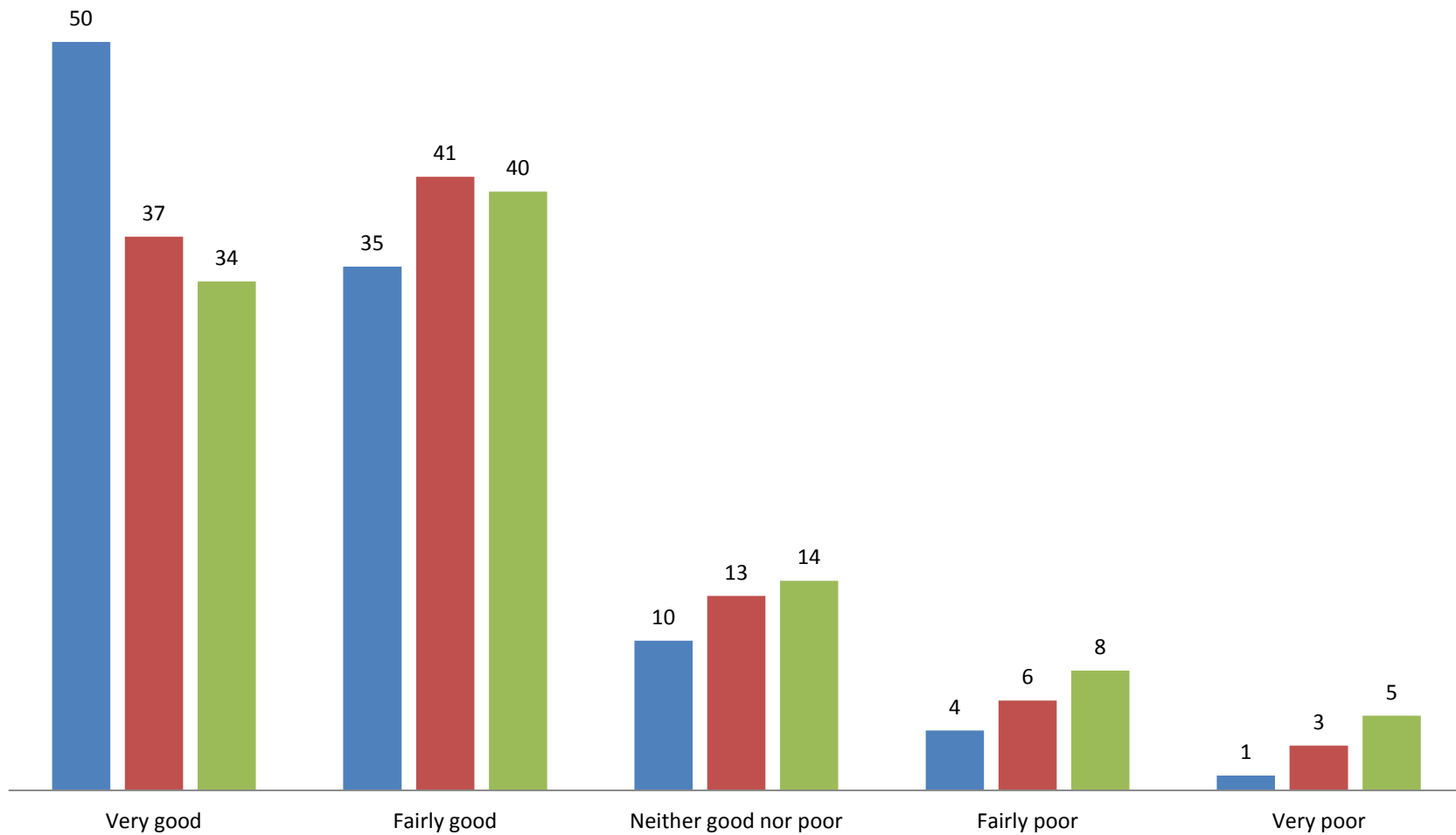
Convenience of appointment

■ Upton % ■ CCG Avg % ■ National Avg %



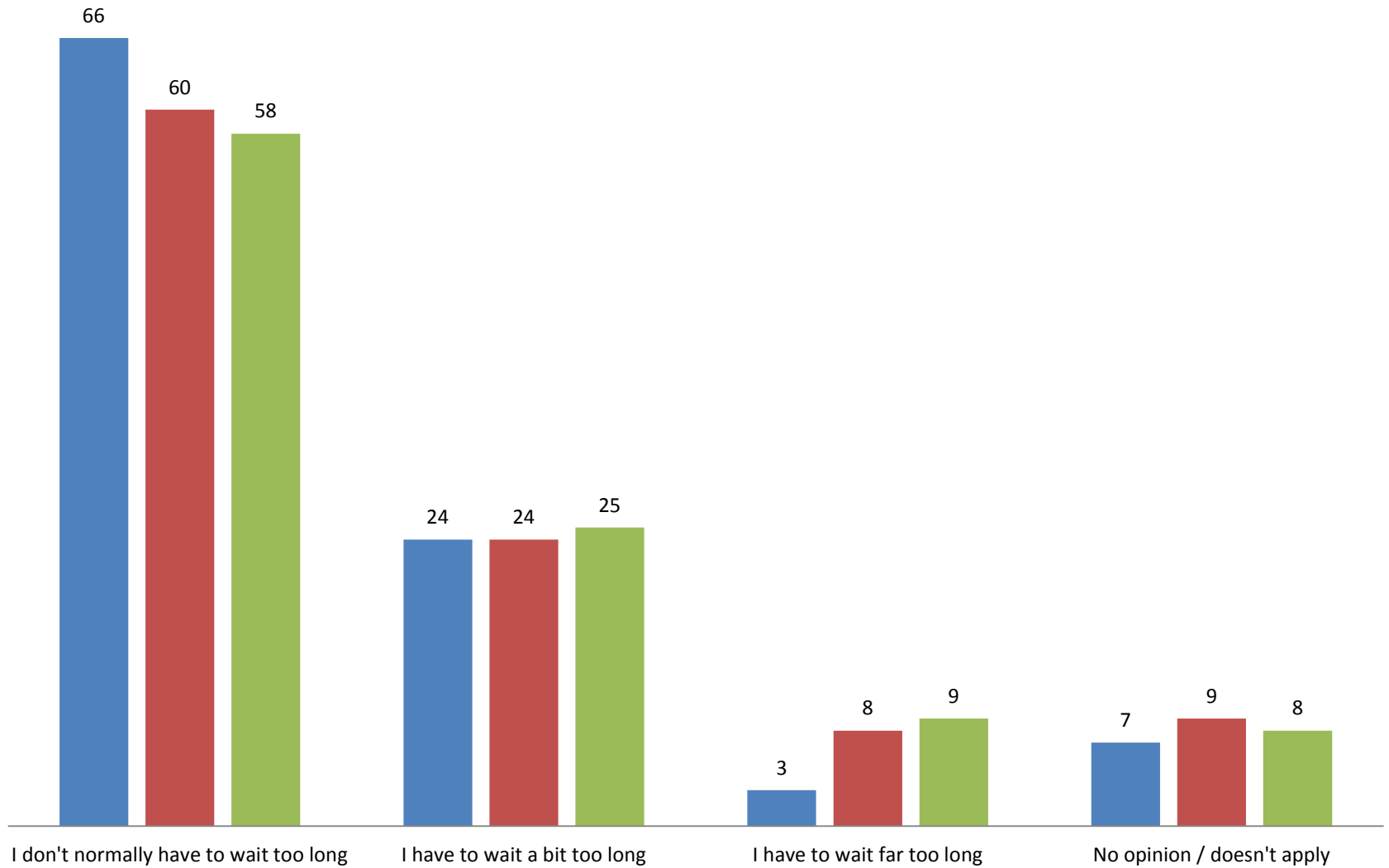
Overall experience of making an appointment

■ Upton % ■ CCG Avg % ■ National Avg %



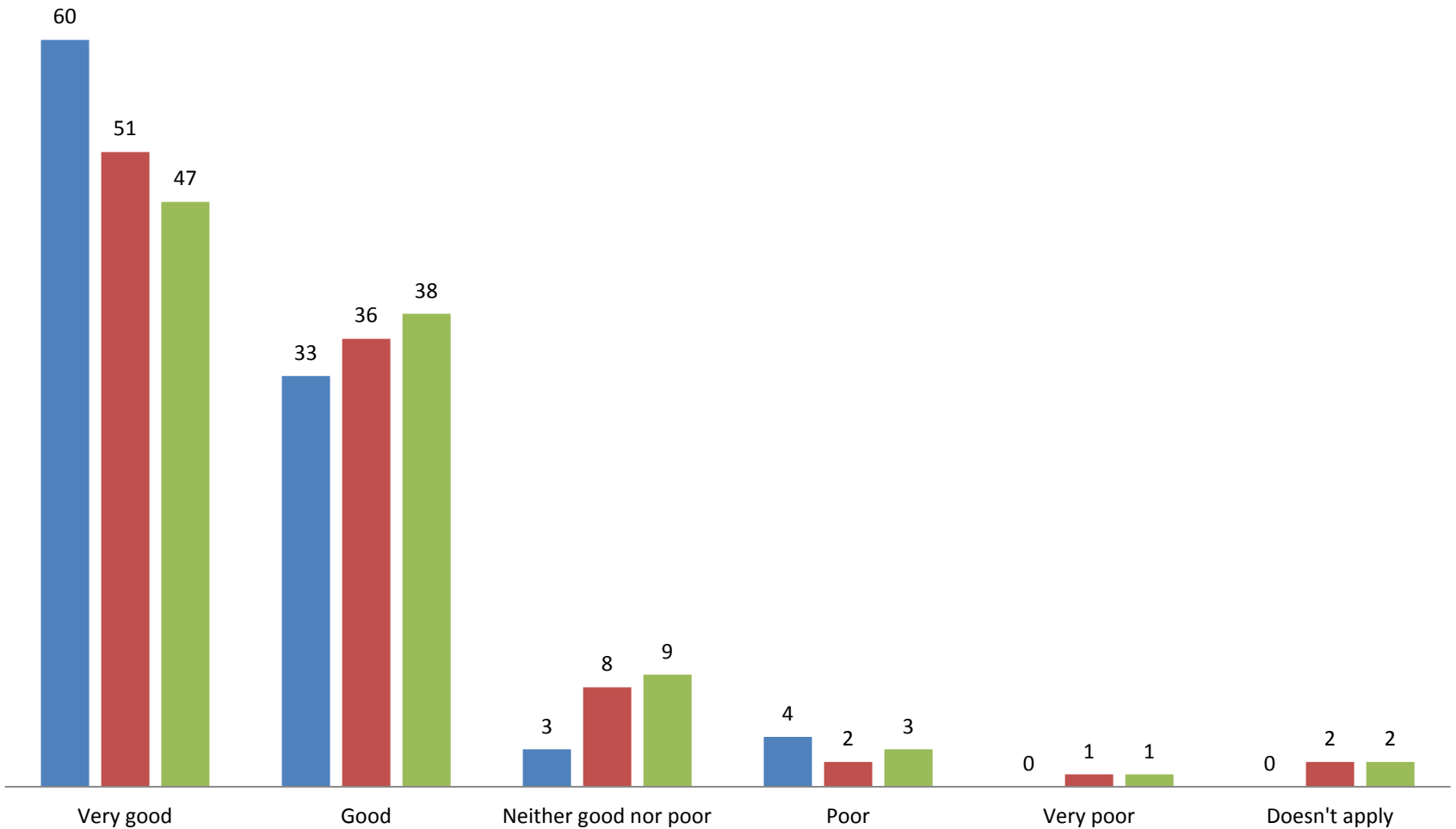
Impression of waiting time at surgery

■ Upton % ■ CCG Avg % ■ National Avg %



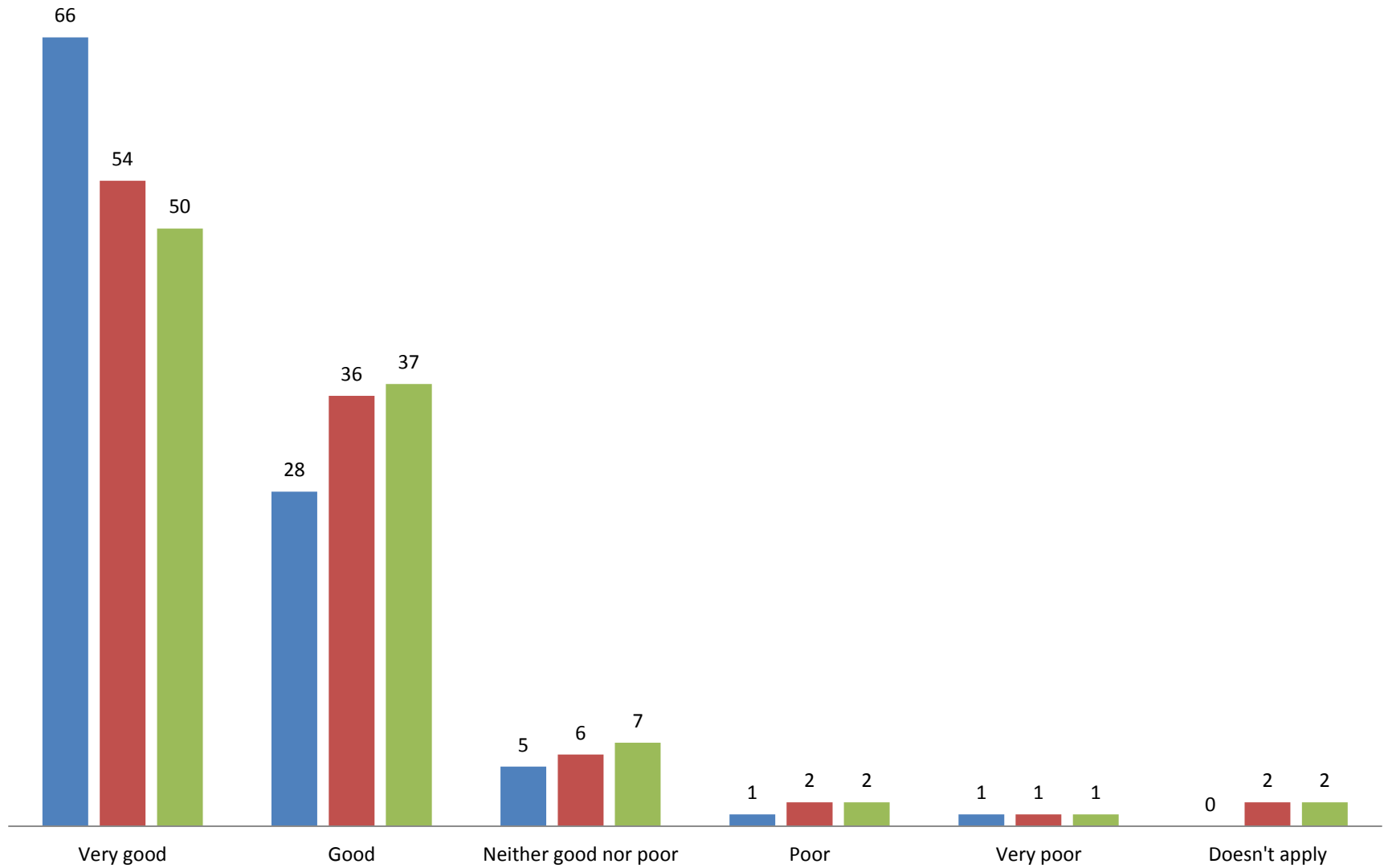
Rating of GP giving you enough time

■ Upton % ■ CCG Avg % ■ National Avg %



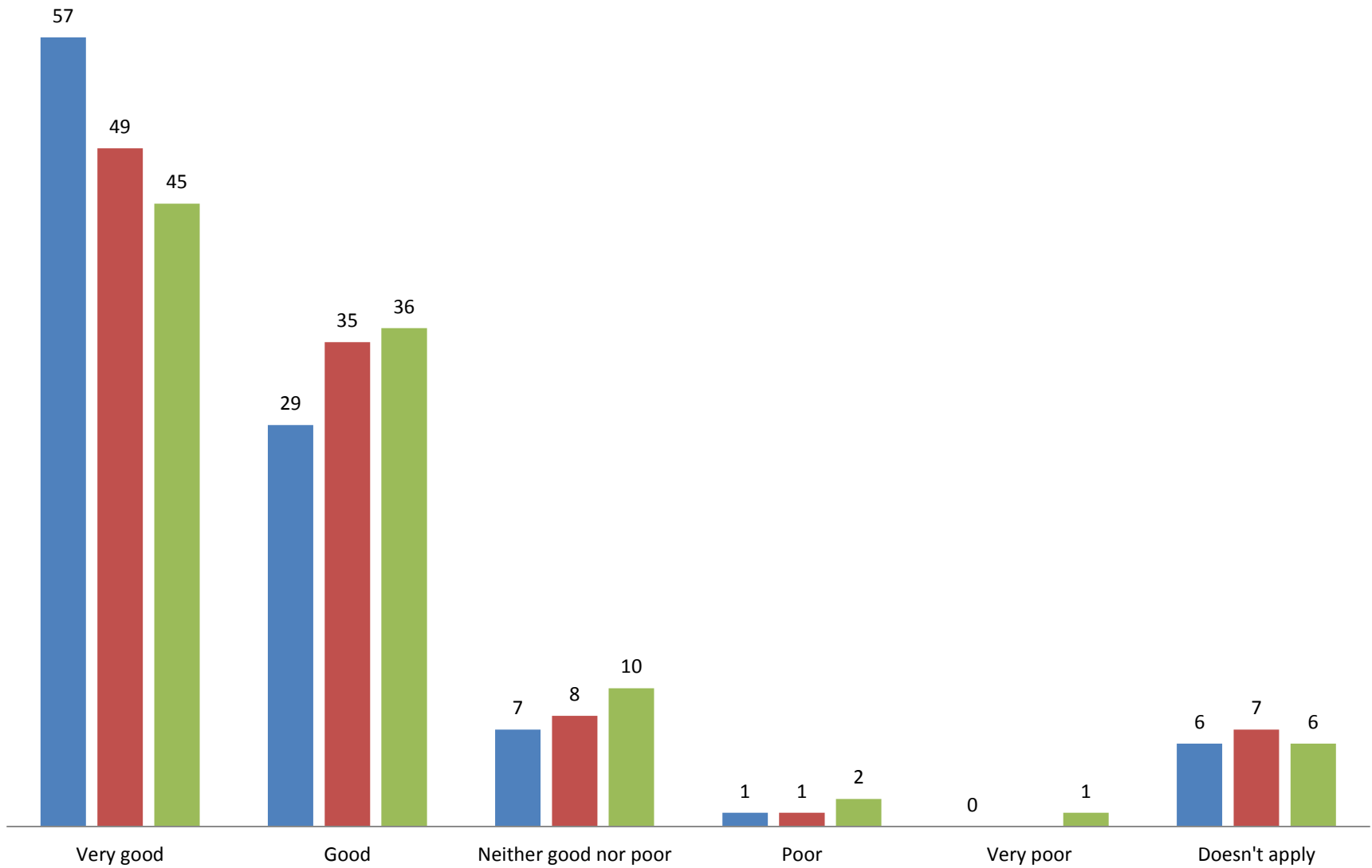
Rating of GP listening to you

■ Upton % ■ CCG Avg % ■ National Avg %



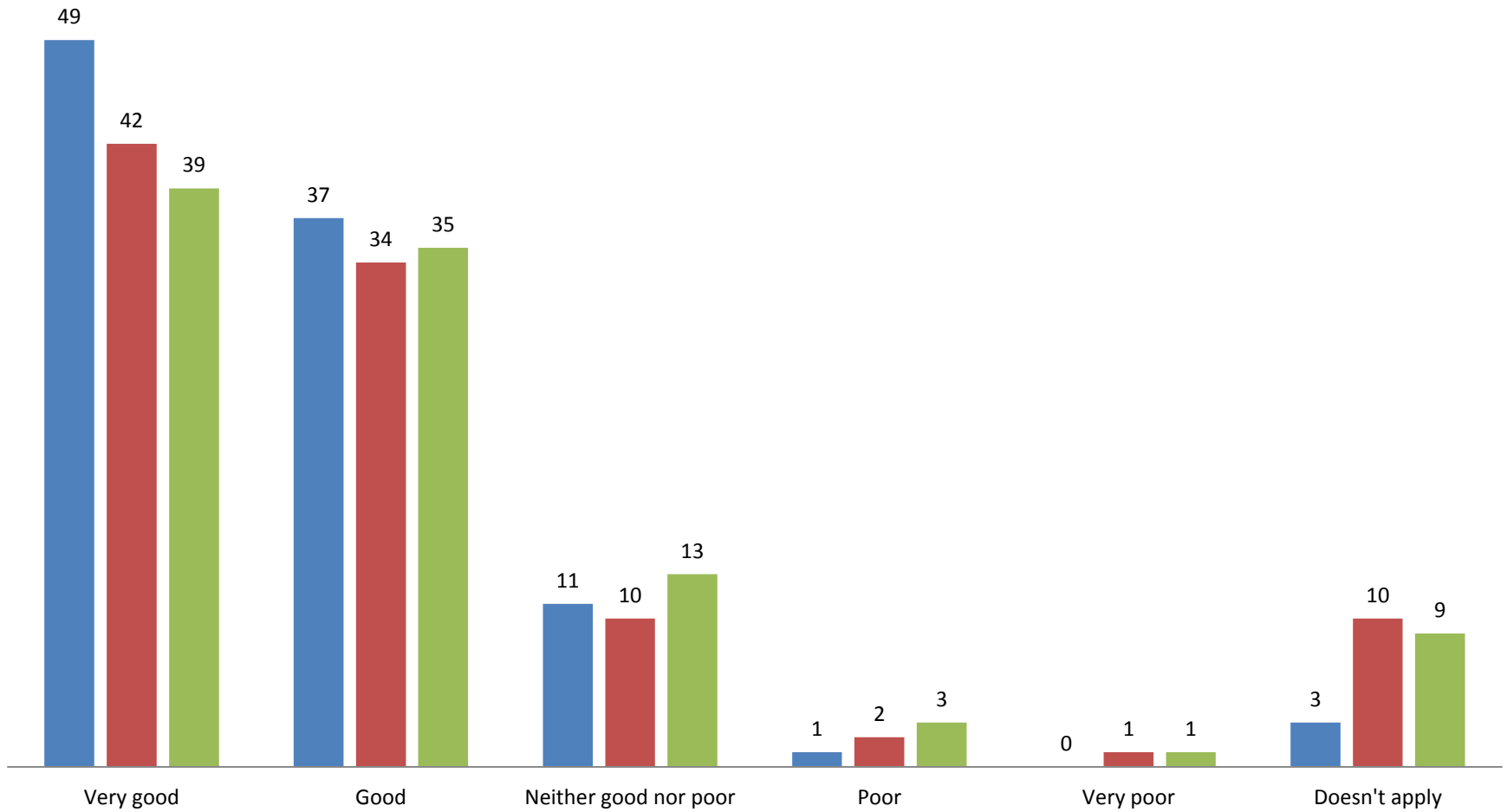
Rating of GP explaining tests and treatments

■ Upton % ■ CCG Avg % ■ National Avg %



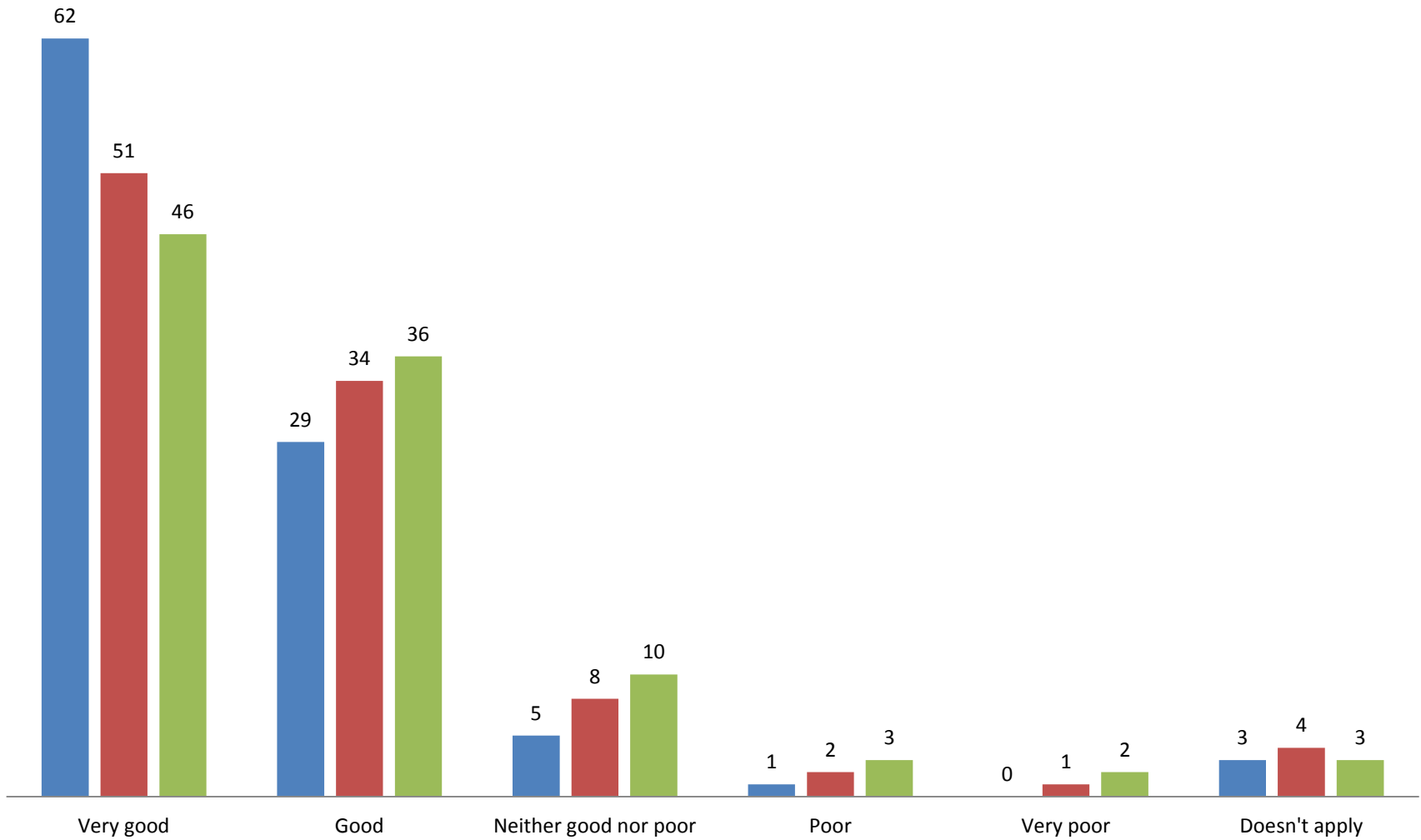
Rating of GP involving you in decisions about your care

■ Upton % ■ CCG Avg % ■ National Avg %



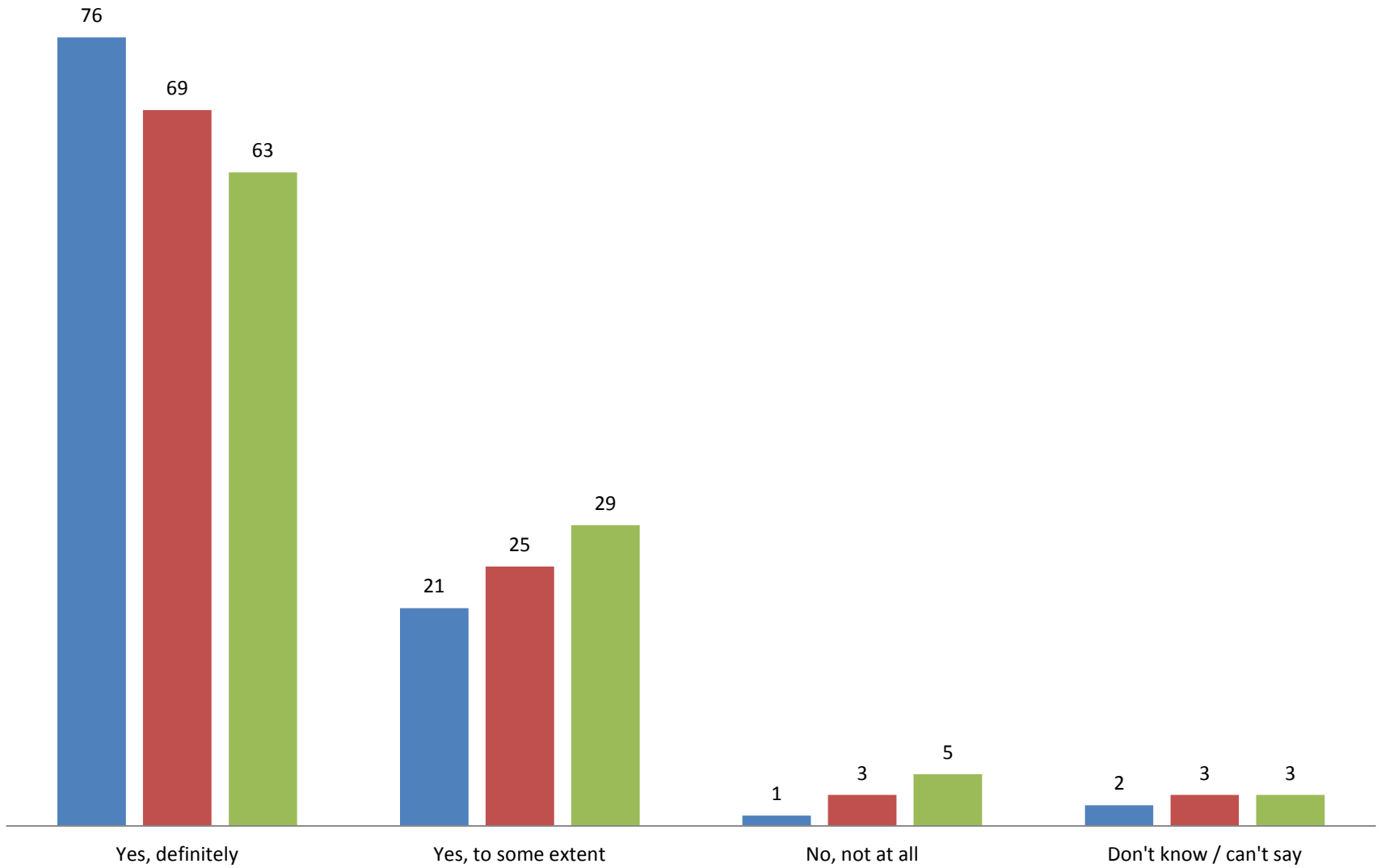
Rating of GP treating you with care and concern

■ Upton % ■ CCG Avg % ■ National Avg %



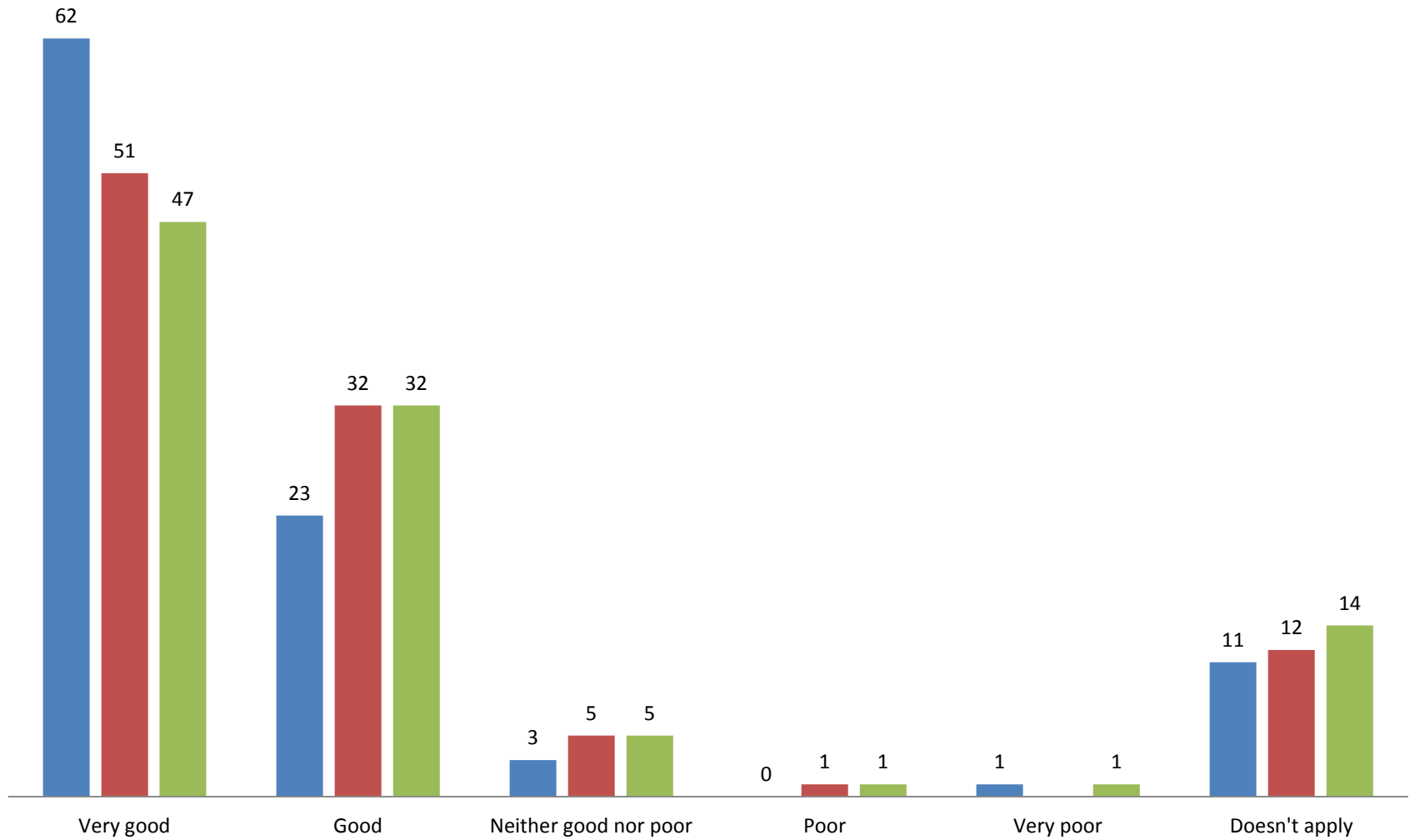
Confidence and trust in GP

■ Upton % ■ CCG Avg % ■ National Avg %



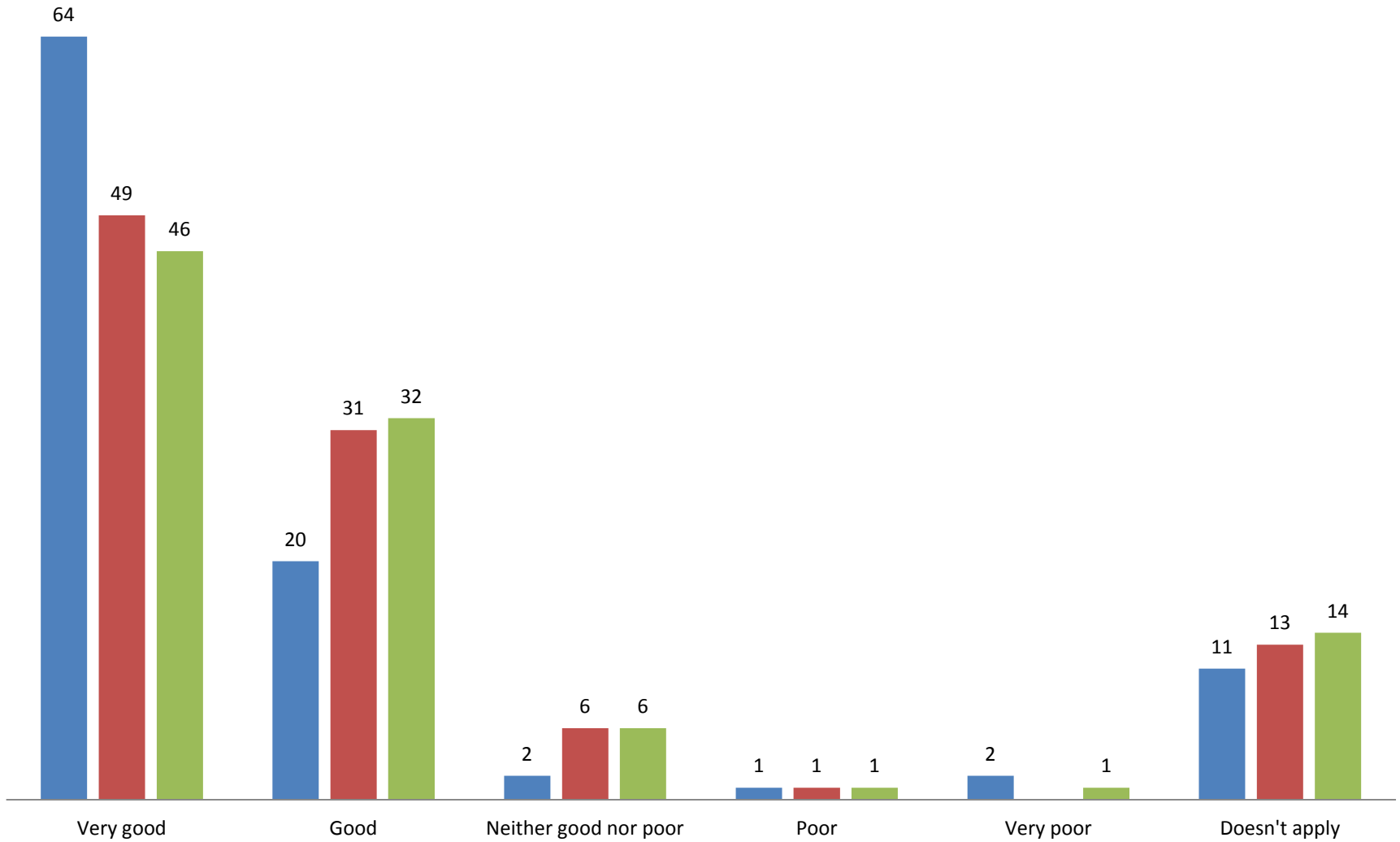
Rating of nurse giving you enough time

■ Upton % ■ CCG Avg % ■ National Avg %



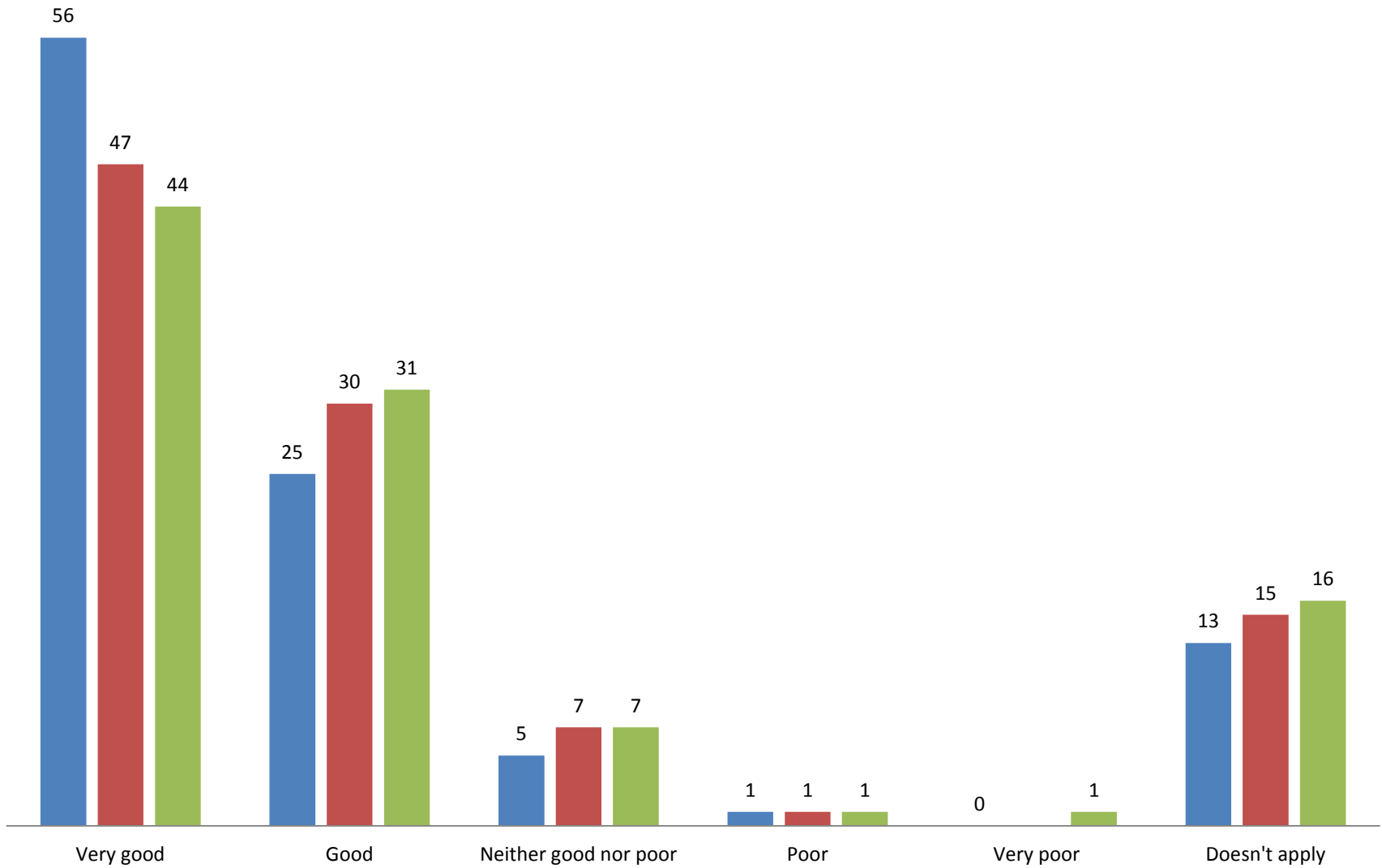
Rating of nurse listening to you

■ Upton % ■ CCG Avg % ■ National Avg %



Rating of nurse explaining tests and treatments

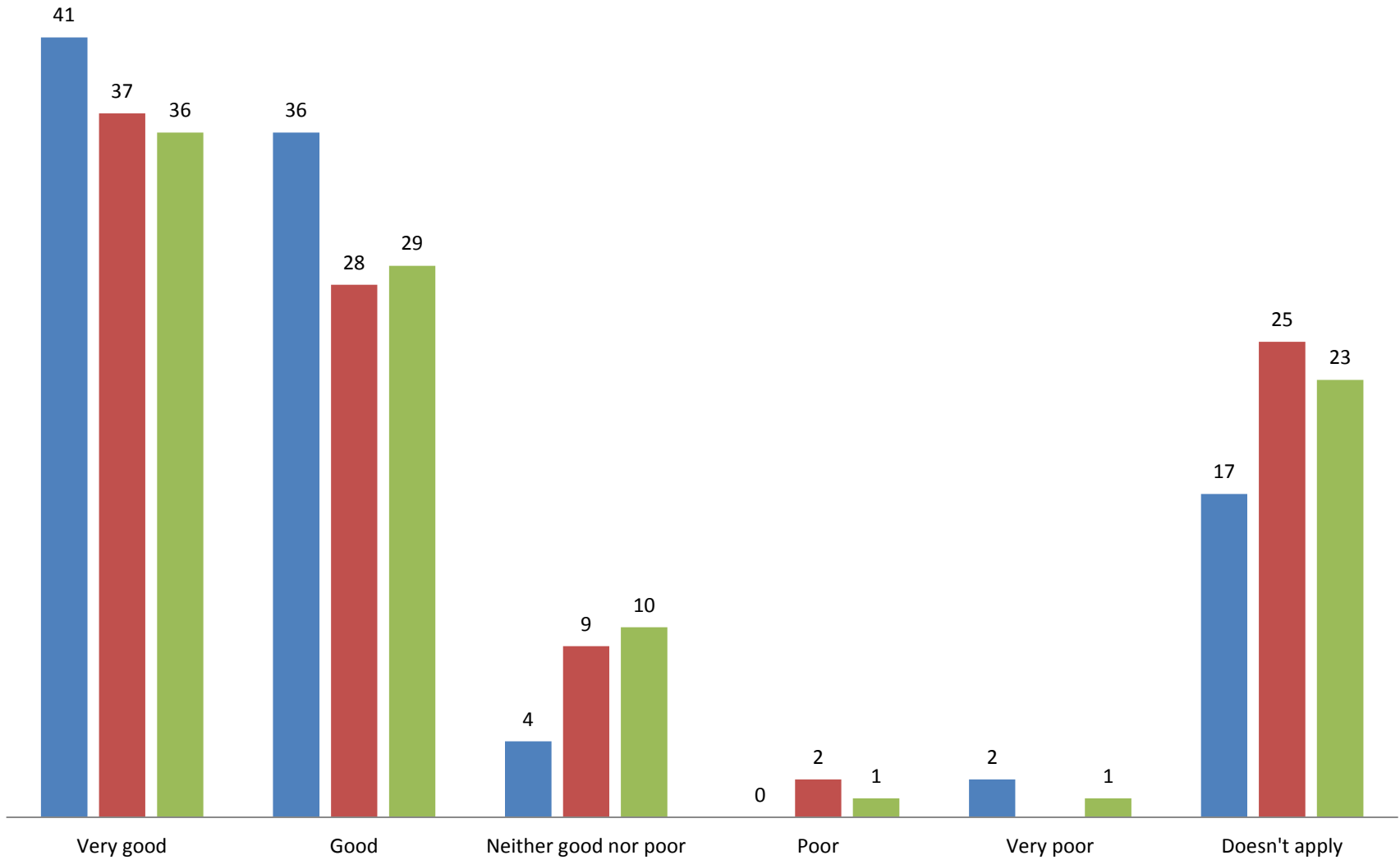
■ Upton % ■ CCG Avg % ■ National Avg %



Upton Patient Survey 2015

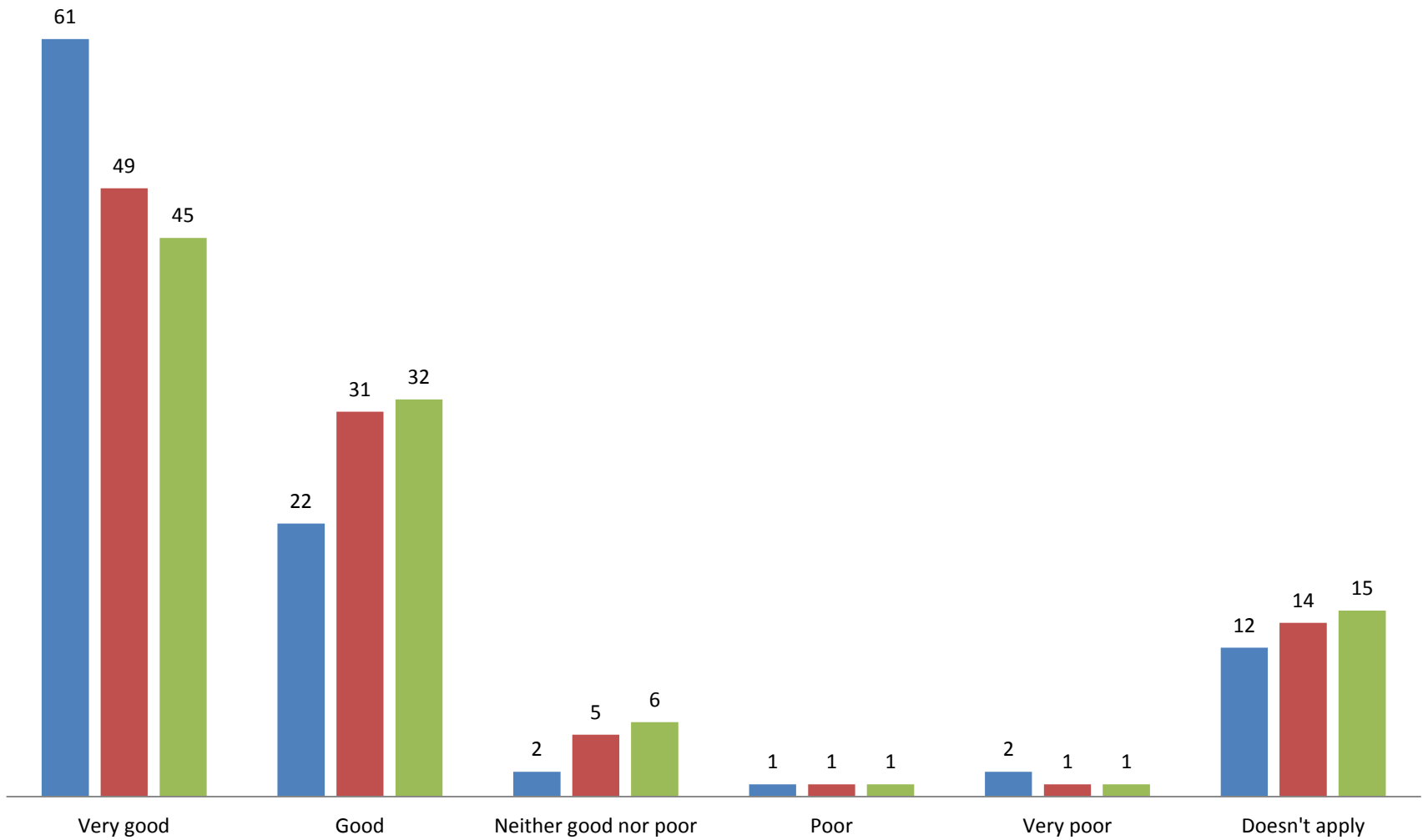
Rating of nurse involving you in decisions about your care

■ Upton % ■ CCG Avg % ■ National Avg %



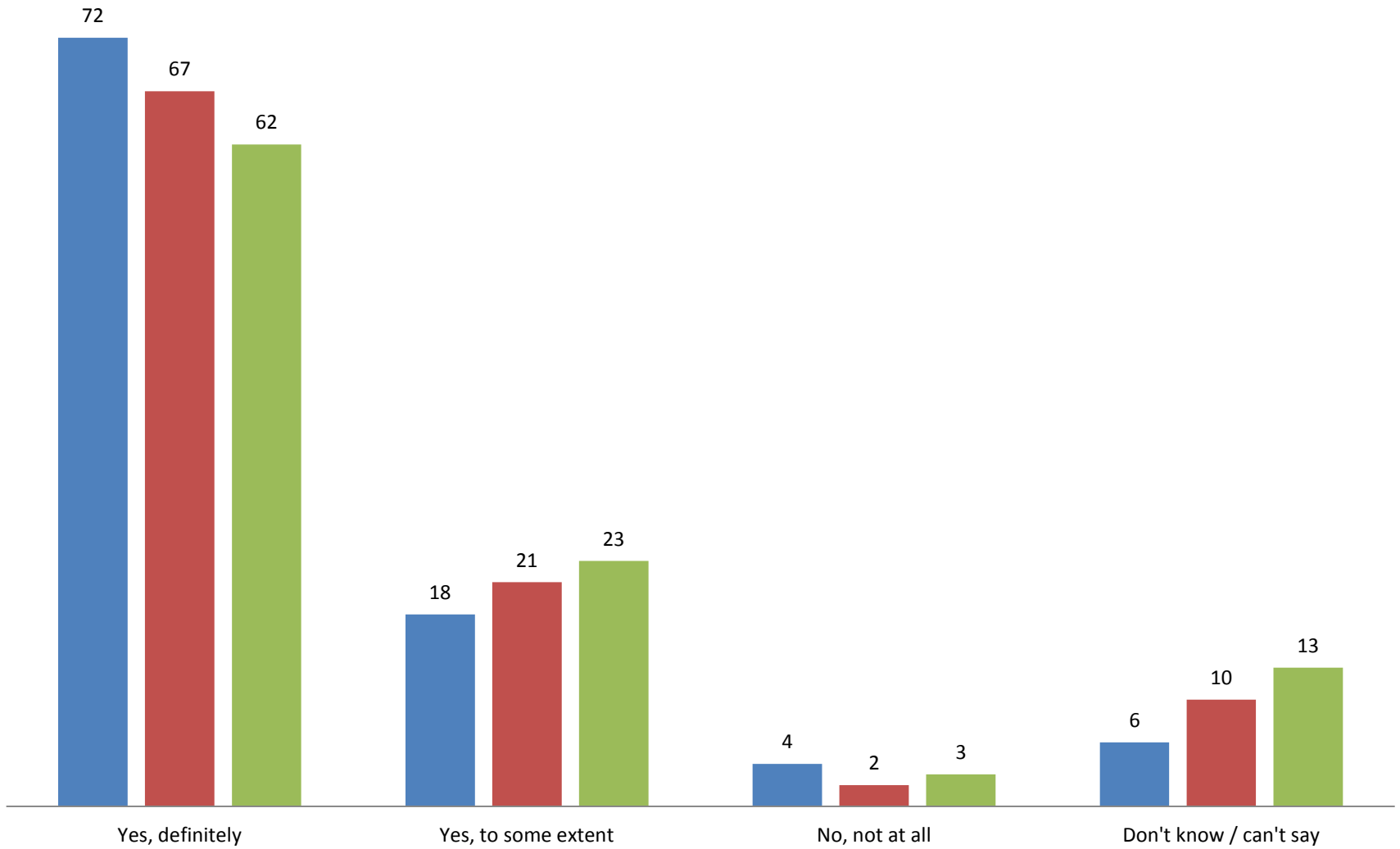
Rating of nurse treating you with care and concern

■ Upton % ■ CCG Avg % ■ National Avg %



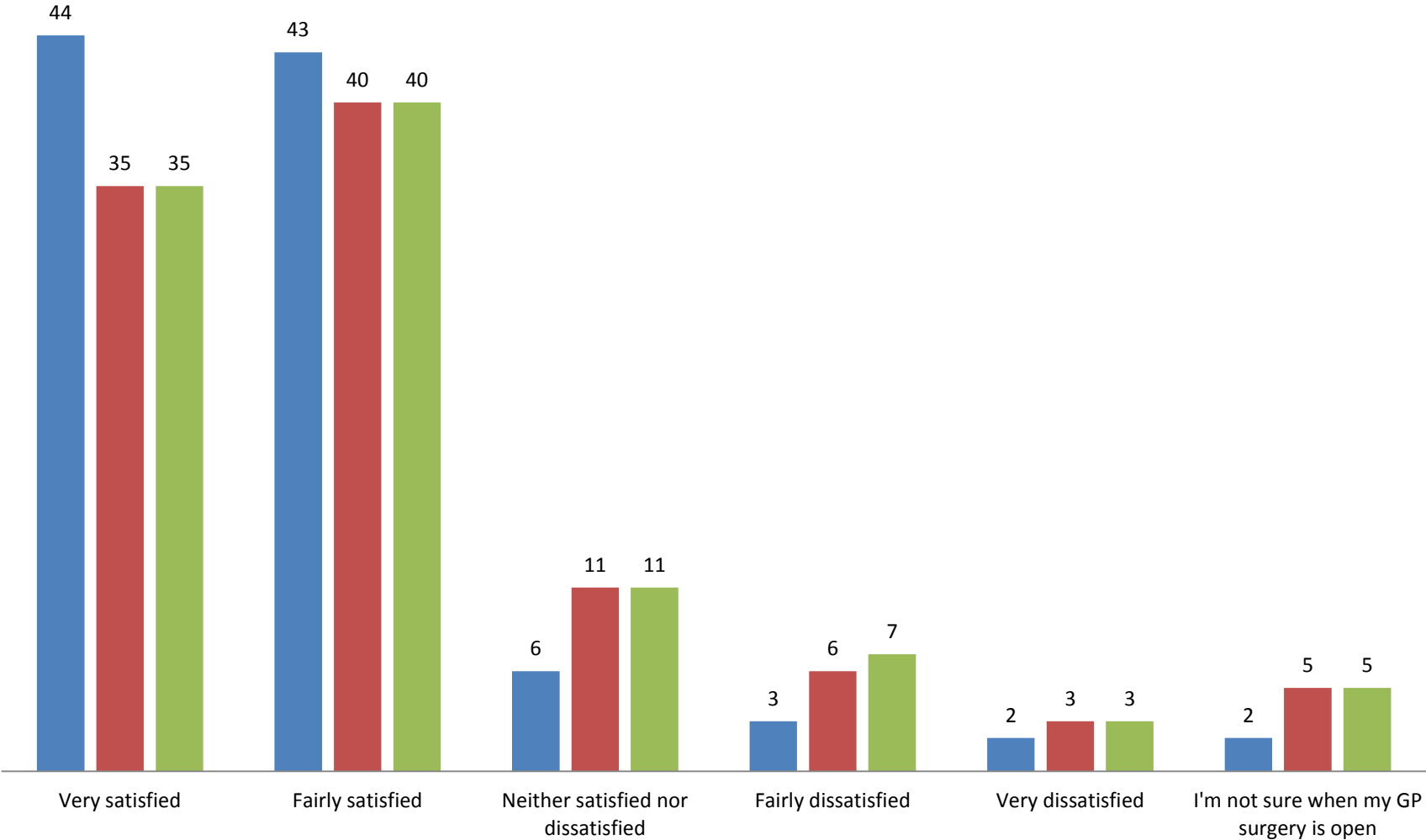
Confidence and trust in nurse

■ Upton % ■ CCG Avg % ■ National Avg %



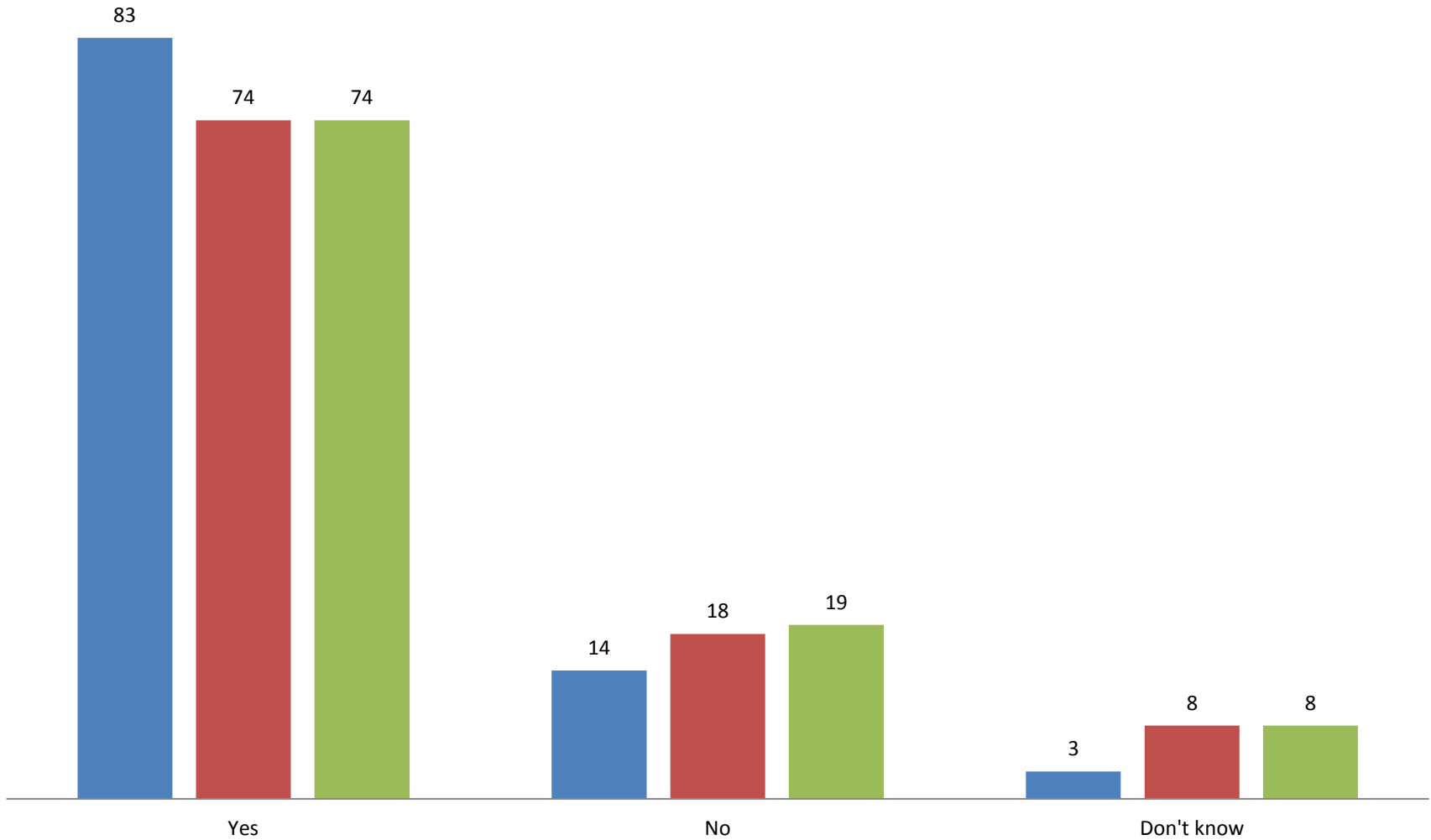
Satisfaction with opening hours

■ Upton % ■ CCG Avg % ■ National Avg %



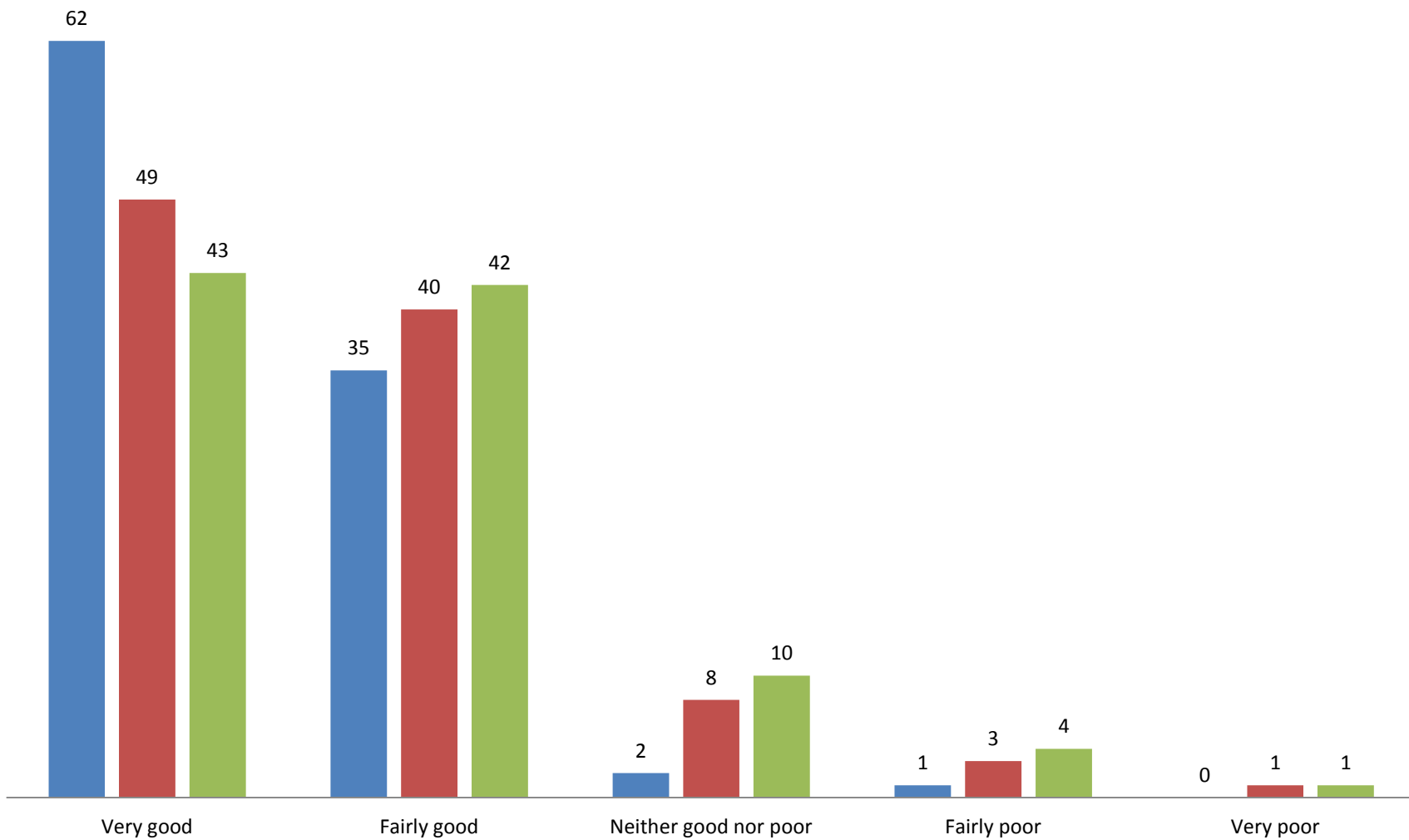
Is your GP surgery currently open at times that are convenient for you?

■ Upton % ■ CCG Avg % ■ National Avg %



Overall experience of GP surgery

■ Upton % ■ CCG Avg % ■ National Avg %



Recommending GP surgery to someone who has just moved to the local area

■ Upton % ■ CCG Avg % ■ National Avg %

