

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.

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Core Questions

	UPTON SURGERY		NHS SOUTH WORCESTERSHIRE CCG		NATIONAL	
Q26 Is your GP surgery currently open at times that are convenient for you?						
Yes	165	85%	3855	77%	719566	77%
No	19	10%	807	16%	156085	17%
Don't know	11	5%	316	6%	61595	7%
	<u>194</u>		<u>4978</u>		<u>937247</u>	
Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?						
Very easy	108	55%	1294	25%	273346	28%
Fairly easy	77	39%	2572	50%	451675	47%
Not very easy	8	4%	791	15%	143112	15%
Not at all easy	0	0%	341	7%	64986	7%
Haven't tried	3	2%	149	3%	33606	3%
Easy (total)	<u>185</u>	<u>94%</u>	<u>3865</u>	<u>75%</u>	<u>725021</u>	<u>75%</u>
	196		5147		966726	
Q4 How helpful do you find the receptionists at your GP surgery?						
Very helpful	112	57%	2421	47%	444927	46%
Fairly helpful	73	38%	2194	43%	404720	42%
Not very helpful	2	1%	315	6%	71998	7%
Not at all helpful	5	3%	118	2%	24951	3%
Don't know	2	1%	96	2%	19510	2%
Helpful (total)	<u>186</u>	<u>95%</u>	<u>4615</u>	<u>90%</u>	<u>849647</u>	<u>88%</u>
	195		5144		966105	
Q18 Overall, how would you describe your experience of making an appointment?						
Very good	110	58%	1801	36%	329792	35%
Fairly good	65	34%	2066	41%	383126	41%
Neither good nor poor	7	4%	658	13%	124492	13%
Fairly poor	3	2%	295	6%	62586	7%
Very poor	5	3%	172	3%	33853	4%
Good (total)	<u>175</u>	<u>92%</u>	<u>3867</u>	<u>77%</u>	<u>712917</u>	<u>76%</u>
	190		4992		933849	
Q9 How often do you see or speak to the GP you prefer?						
Always or almost always	53	48%	1240	42%	203672	40%
A lot of the time	23	21%	673	23%	119975	23%
Some of the time	29	26%	840	28%	152703	30%
Never or almost never	6	5%	190	6%	36048	7%
Not tried at this GP surgery	0	0%	13	0%	3153	1%
	<u>111</u>		<u>2957</u>		<u>515551</u>	

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Core Questions

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

UPTON SURGERY

NATIONAL

	UPTON SURGERY		NATIONAL
Very good	126 65%	2671 53%	461278 49%
Good	62 32%	1842 36%	353272 37%
Neither good nor poor	4 2%	376 7%	84320 9%
Poor	1 1%	66 1%	22826 2%
Very poor	0 0%	35 1%	10218 1%
Doesn't apply	0 0%	66 1%	15071 2%
Good (total)	188 97%	4513 89%	814550 86%
	193	5056	946985

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

	UPTON SURGERY		NATIONAL
Very good	104 54%	2179 43%	376592 40%
Good	69 36%	1813 36%	332985 35%
Neither good nor poor	7 4%	545 11%	118479 13%
Poor	1 1%	88 2%	26496 3%
Very poor	1 1%	23 0%	12563 1%
Doesn't apply	9 5%	378 8%	74584 8%
Good (total)	173 90%	3992 79%	709577 75%
	192	5026	941698

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

	UPTON SURGERY		NATIONAL
I don't normally have appointments at a particular time	0 0%	161 3%	30973 3%
Less than 5 minutes	17 9%	415 8%	89665 10%
5 to 15 minutes	126 66%	2910 58%	533105 57%
More than 15 minutes	41 21%	1318 26%	242249 26%
Can't remember	8 4%	173 3%	38148 4%
	192	4977	934140

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

	UPTON SURGERY		NATIONAL
Yes, definitely	150 78%	3556 71%	608865 64%
Yes, to some extent	41 21%	1260 25%	265485 28%
No, not at all	2 1%	141 3%	41619 4%
Don't know/can't say	0 0%	87 2%	28207 3%
	193	5044	944176

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Core Questions

	UPTON SURGERY		NATIONAL	
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?				
Yes, would definitely recommend	159	82%	2745	54%
Yes, would probably recommend	33	17%	1515	30%
Not sure	1	1%	465	9%
No, would probably not recommend	0	0%	169	3%
No, would definitely not recommend	1	1%	85	2%
Don't know	0	0%	66	1%
	194		5045	
				950343