






This tool allows you to view the practice results for the GP Patient Survey. This Department of Health 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.






Accessing your GP services

THE KNOLL

Q1 When did you last see or speak to a GP from your GP surgery?

In the past 3 months	122	69%	
Between 3 and 6 months ago	22	12%	
Between 6 and 12 months ago	17	10%	
More than 12 months ago	17	10%	
I have never seen a GP from my GP surgery	0	0%	
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Q2 When did you last see or speak to a nurse from your GP surgery?

In the past 3 months	66	37%	
Between 3 and 6 months ago	26	15%	
Between 6 and 12 months ago	22	12%	
More than 12 months ago	52	29%	
I have never seen a nurse from my GP surgery	13	7%	
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Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	69	39%	
Fairly easy	89	50%	
Not very easy	12	7%	
Not at all easy	3	2%	
Haven't tried	5	3%	
Easy (total)	158	89%	
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Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	103	57%	
Fairly helpful	67	37%	
Not very helpful	8	4%	
Not at all helpful	1	1%	
Don't know	1	1%	
Helpful (total)	170	94%	
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Q5 In the reception area, can other patients overhear what you say to the receptionist?

Yes, but I don't mind	104	59%	
Yes, and I'm not happy about it	27	15%	
No, other patients can't overhear	19	11%	
Don't know	25	14%	
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Q6 How do you normally book your appointments to see a GP or nurse at your GP surgery?

In person	42	23%	
By phone	172	96%	
By fax machine	0	0%	
Online	0	0%	
Doesn't apply	0	0%	
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Q7 Which of the following methods would you prefer to use to book appointments at your GP surgery?

In person	47	26%	
By phone	154	86%	
By fax machine	1	1%	
Online	41	23%	
No preference	7	4%	
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Q8 Is there a particular GP you usually prefer to see or speak to?

Yes	134	75%	
No	45	25%	
There is usually only one GP in my GP surgery	0	0%	
	179		

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

Always or almost always	64	49%	
A lot of the time	42	32%	
Some of the time	18	14%	
Never or almost never	5	4%	
Not tried at this GP surgery	2	2%	
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