

GP PATIENT SURVEY



# Highbridge Medical Centre

Pepperall Road, Highbridge, TA9 3YA

Showing responses about all questions from all patients

Showing weighted results ▼



Show breakdown +

50% find it easy to get through to this surgery by phone

Local (CCG) average: 78% | National average: 73%



Show breakdown +

69% find the receptionists at this surgery helpful

Local (CCG) average: 89% | National average: 87%



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52% usually get to see or speak to their preferred GP

Local (CCG) average: 65% | National average: 59%



79% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 89% | National average: 85%

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84% say the last appointment they got was convenient

Local (CCG) average: 94% | National average: 92%

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48% describe their experience of making an appointment as good

Local (CCG) average: 79% | National average: 73%

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66% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 69% | National average: 65%

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48% feel they don't normally have to wait too long to be seen

Local (CCG) average: 62% | National average: 58%

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72% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 89% | National average: 87%

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74% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 92% | National average: 89%

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69% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 90% | National average: 86%

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67% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 86% | National average: 82%

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69% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 89% | National average: 85%

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87% had confidence and trust

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in the last GP they saw or spoke to



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

Local (CCG) average: 95% | National average: 92%



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

Local (CCG) average: 94% | National average: 91%



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

Local (CCG) average: 93% | National average: 90%



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76% say the last nurse they saw or spoke to was good at involving them in decisions about their care



84% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 94% | National average: 91%

Show breakdown +



94% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 98% | National average: 97%

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57% are satisfied with the surgery's opening hours

Local (CCG) average: 78% | National average: 75%

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58% describe their overall experience of this surgery as good

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50% would recommend this surgery to someone new to the area

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Local (CCG) average: 83% | National average: 78%

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