

GP Patient Survey Results 2020

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The results show how people feel about their GP practice .

114 patients completed the survey for Stour Surgery. A summary of the results can be seen below - for further information please visit

www.gp-patient.co.uk/practices-search .



98% find it easy to get through to this GP practice by phone



93% describe their experience of making an appointment as good.



94% were satisfied with the type of appointment they were offered



99% find the receptionists at this GP practice helpful



96% say the healthcare professional they saw or spoke to was good at listening to them during their last appointment.



95% say the healthcare professional they saw or spoke to was good at giving them enough time during their last appointment



93% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last appointment



91% felt the healthcare professional recognised or understood any mental health needs during their last appointment



99% had confidence and trust in the healthcare professional they saw or spoke to during their last appointment.



99% felt their needs were met during their last general practice appointment



Overall Experience:

98% describe their overall experience of this GP practice as good.

Local CCG Average: 88%