

Upton Patient Survey 2015

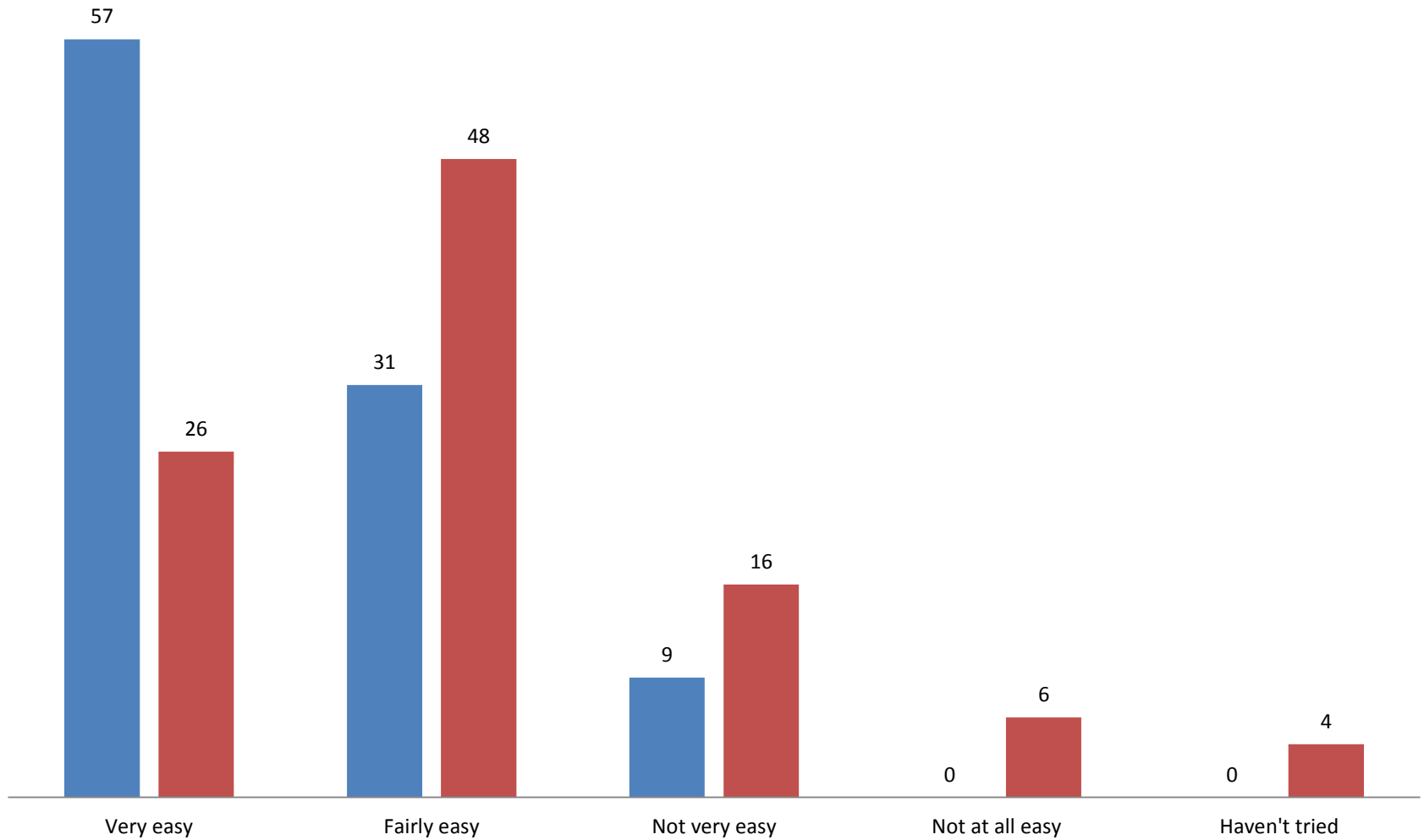
Key information charted

Charts and figures information

- Charts have been created directly from the Data collated by MORI as part of the national GP Patient Survey for 2014/15
- The charts compare the Upton Surgery results with the average results that represent all of the surgeries in South Worcestershire CCG.

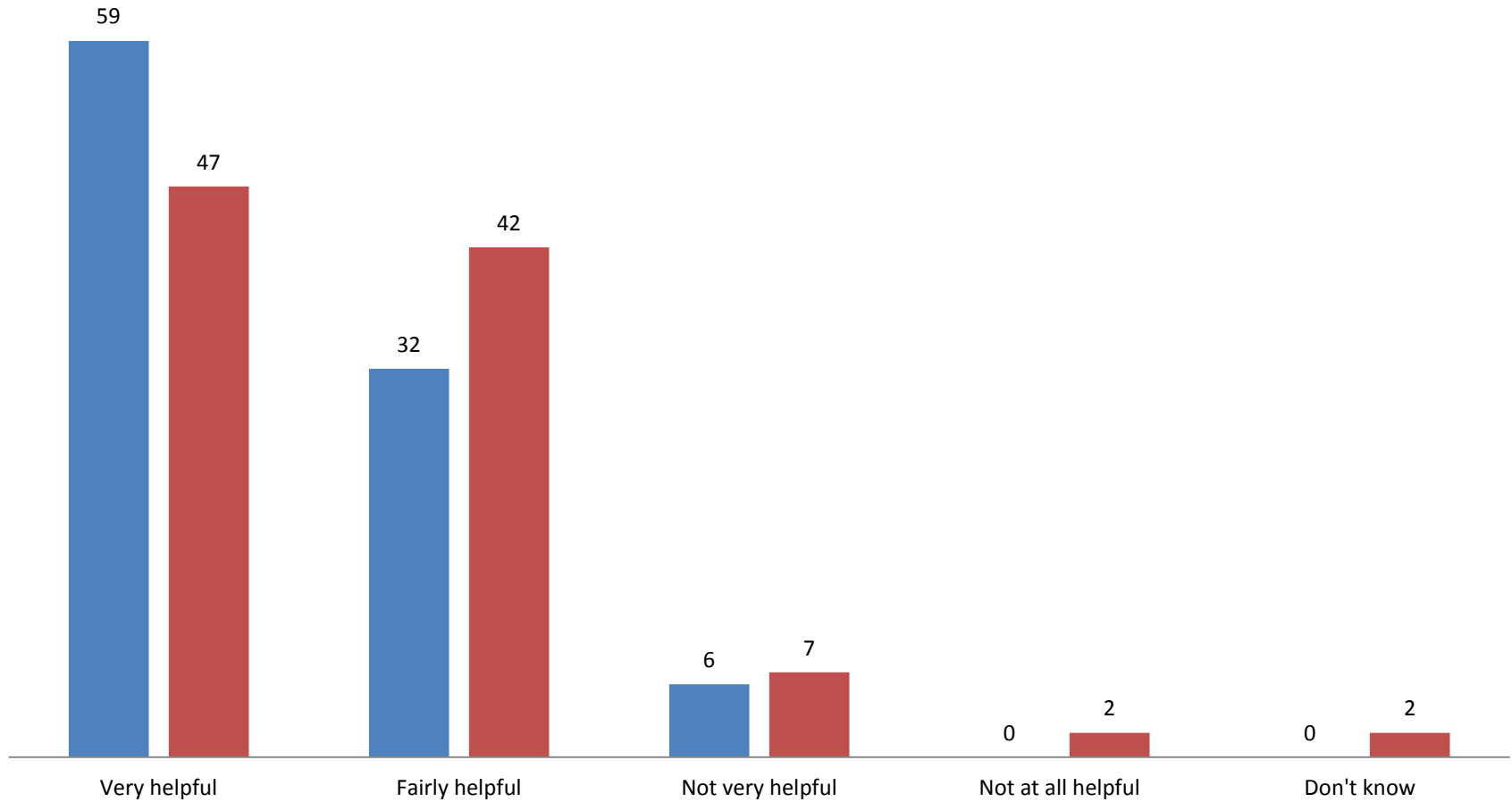
Ease of getting through to someone at GP surgery on the phone

■ Upton % ■ CCG Avg %



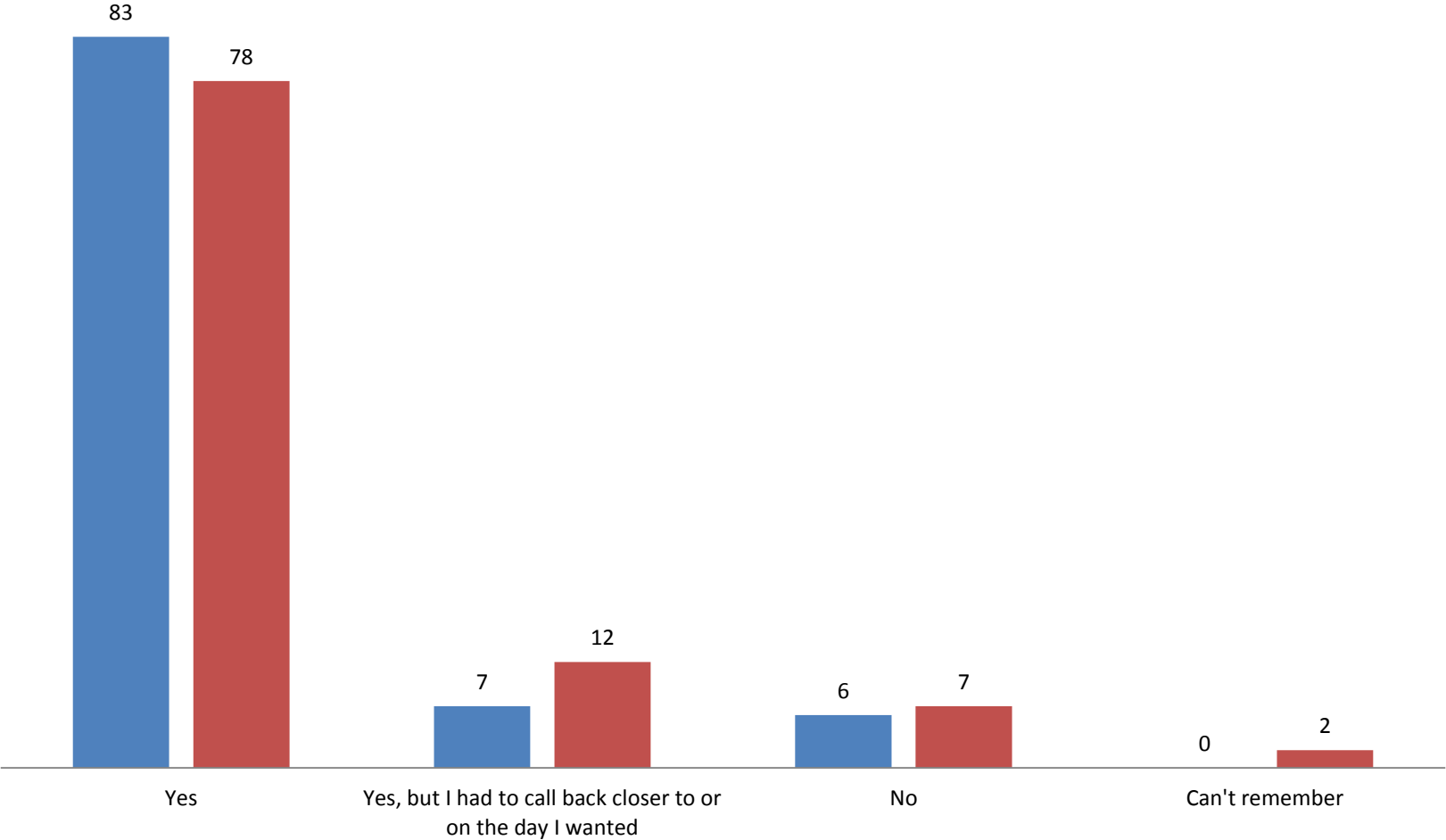
Helpfulness of receptionists at GP surgery

■ Upton % ■ CCG Avg %



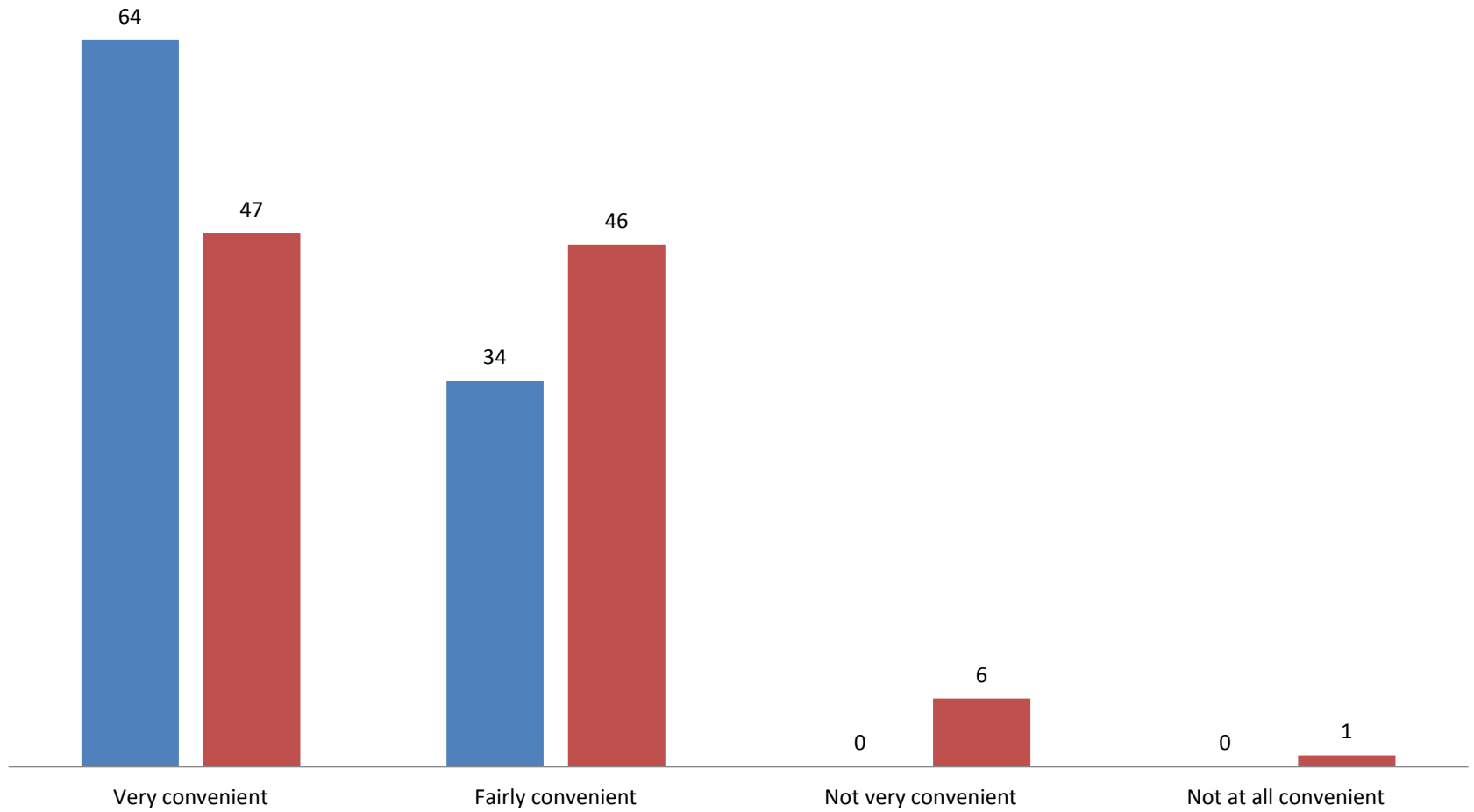
Able to get an appointment to see or speak to someone

■ Upton % ■ CCG Avg %



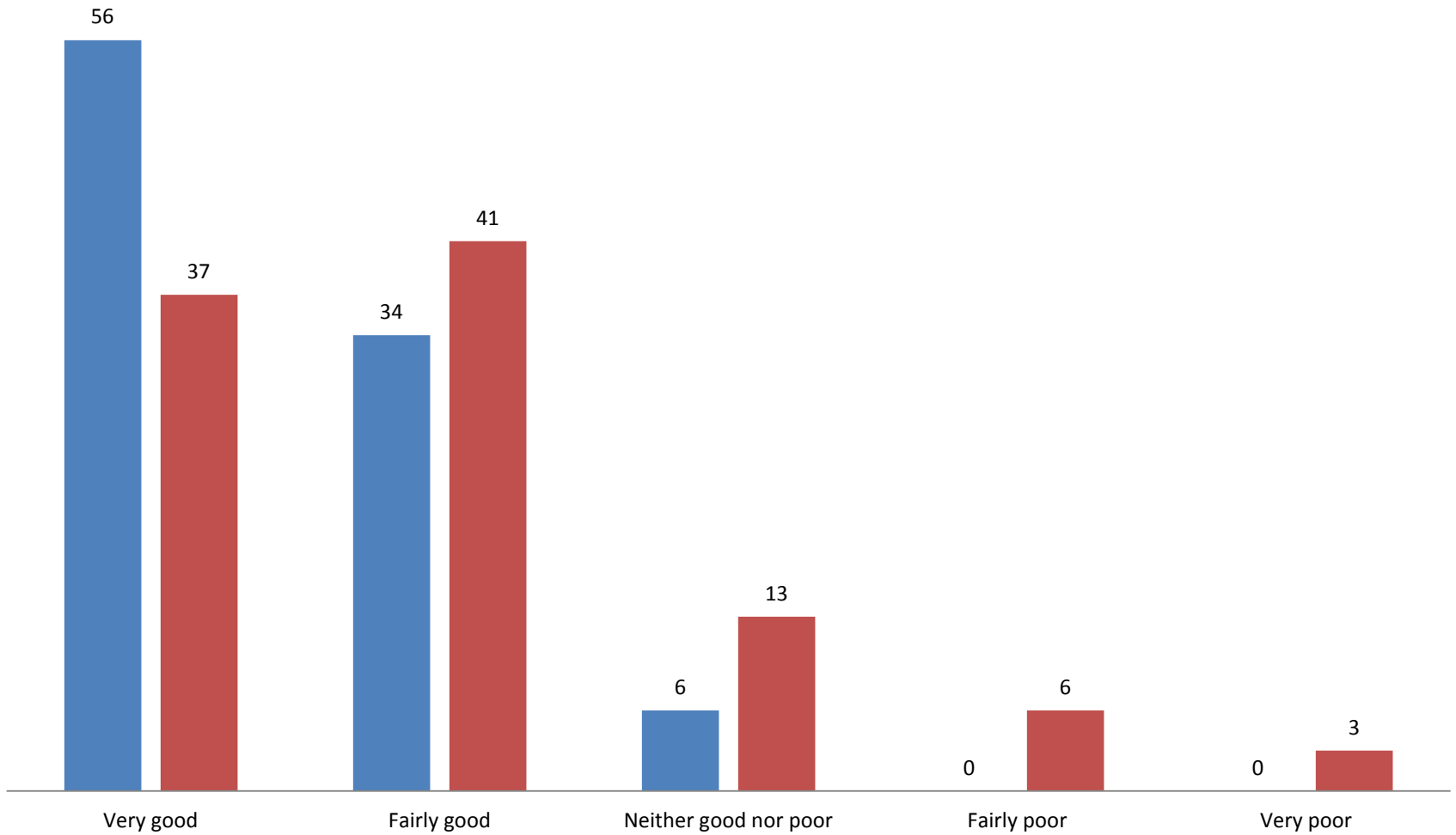
Convenience of appointment

■ Upton % ■ CCG Avg %



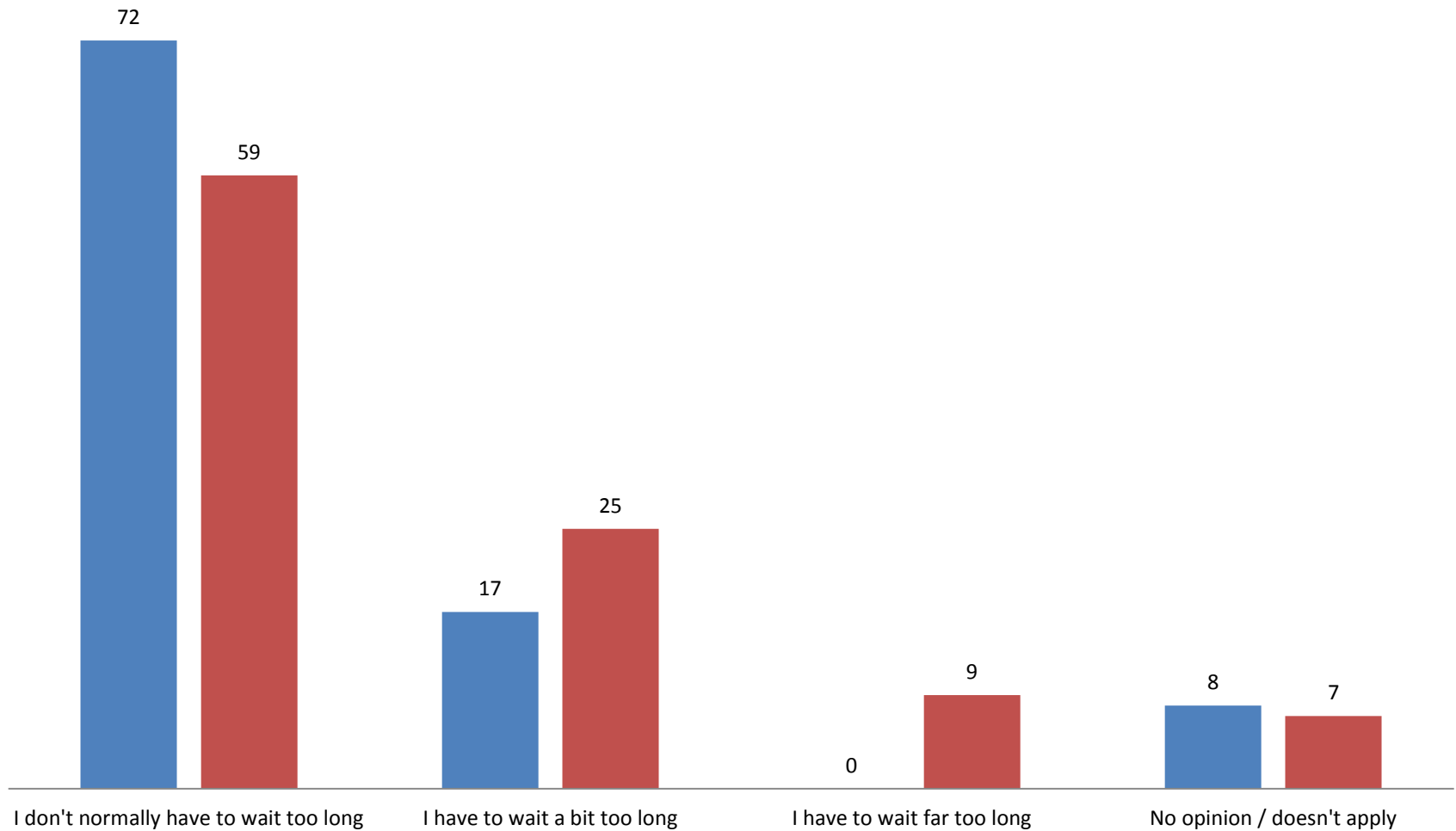
Overall experience of making an appointment

■ Upton % ■ CCG Avg %



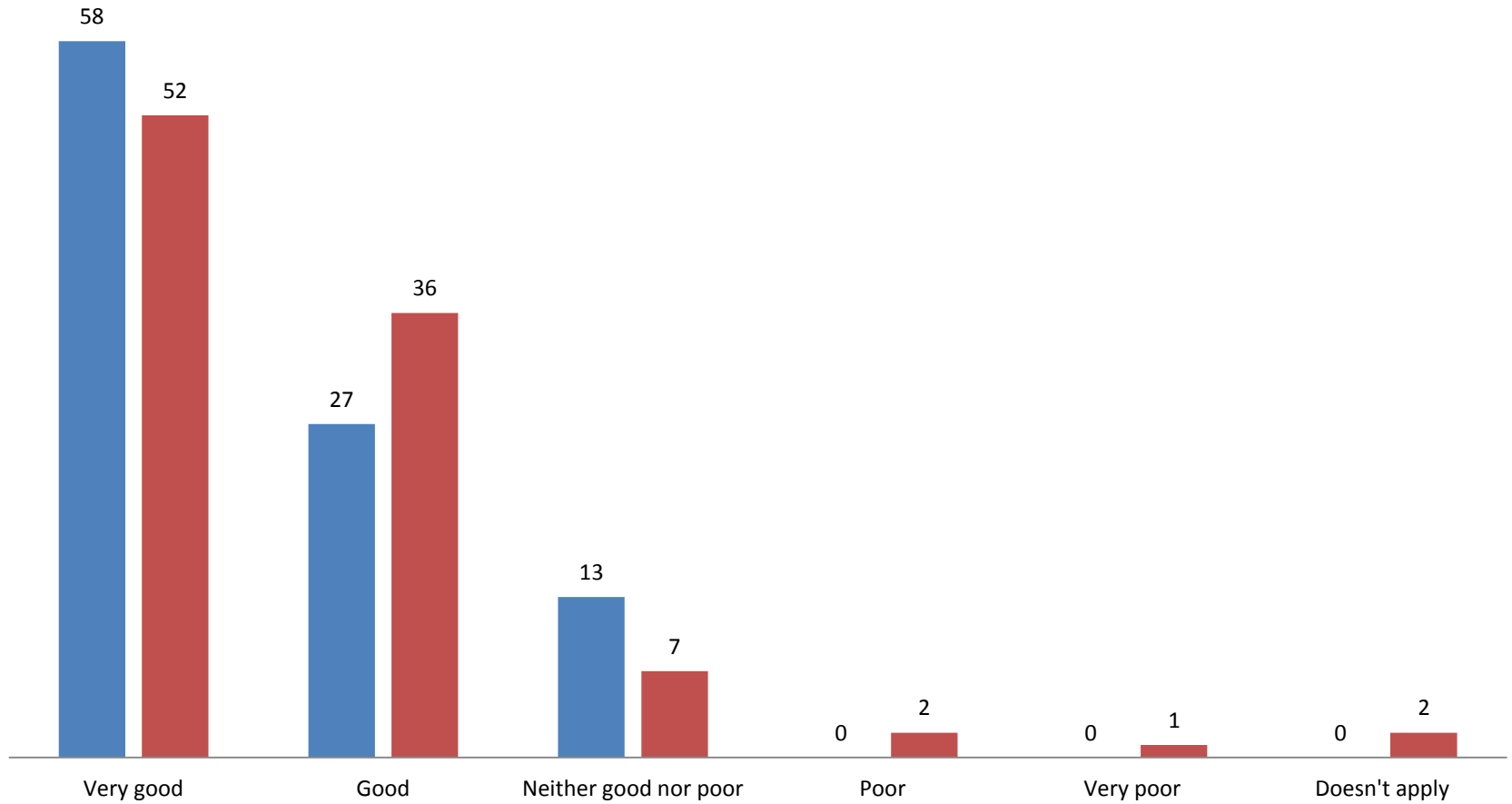
Impression of waiting time at surgery

■ Upton % ■ CCG Avg %



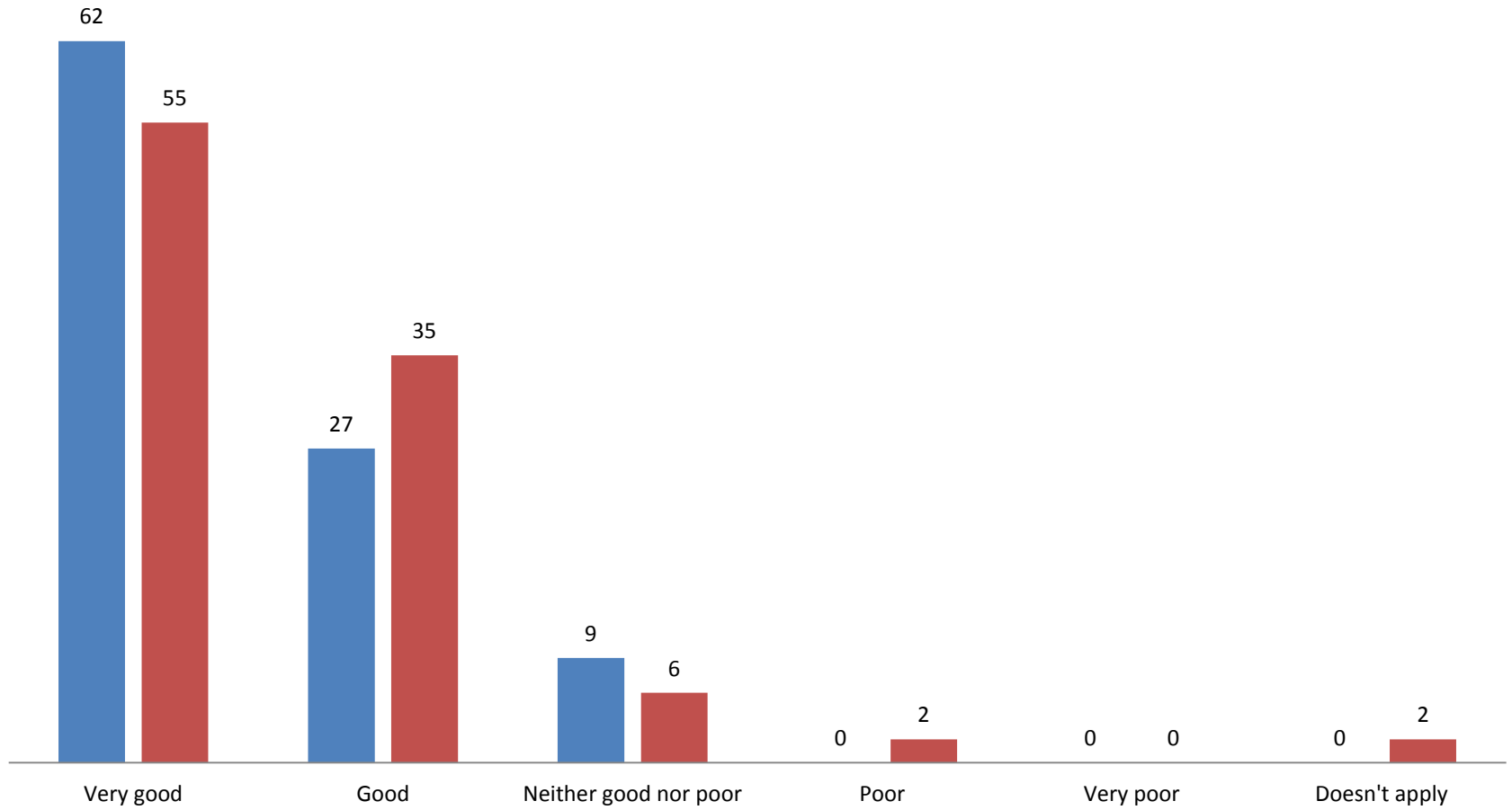
Rating of GP giving you enough time

■ Upton % ■ CCG Avg %



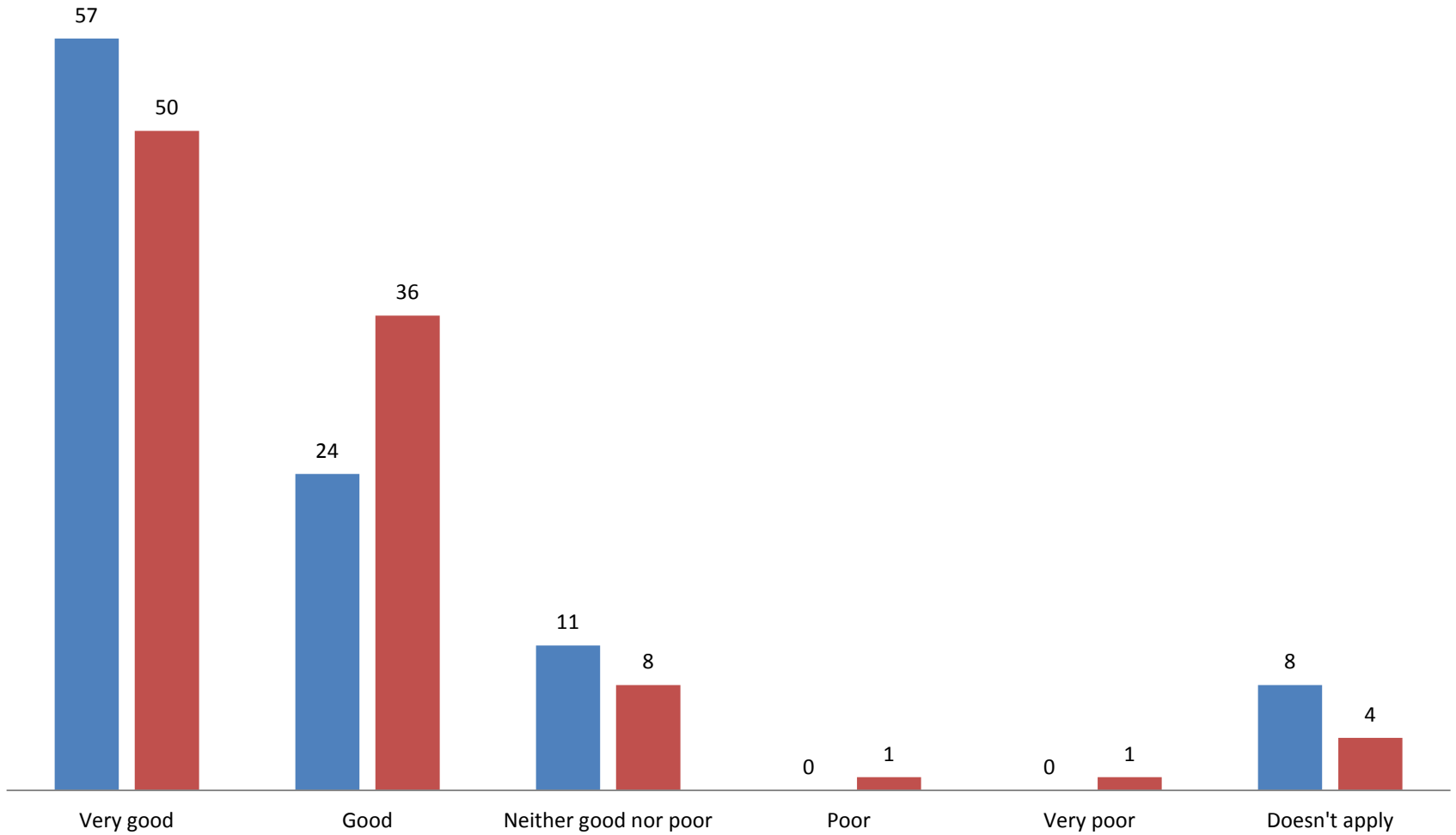
Rating of GP listening to you

■ Upton % ■ CCG Avg %



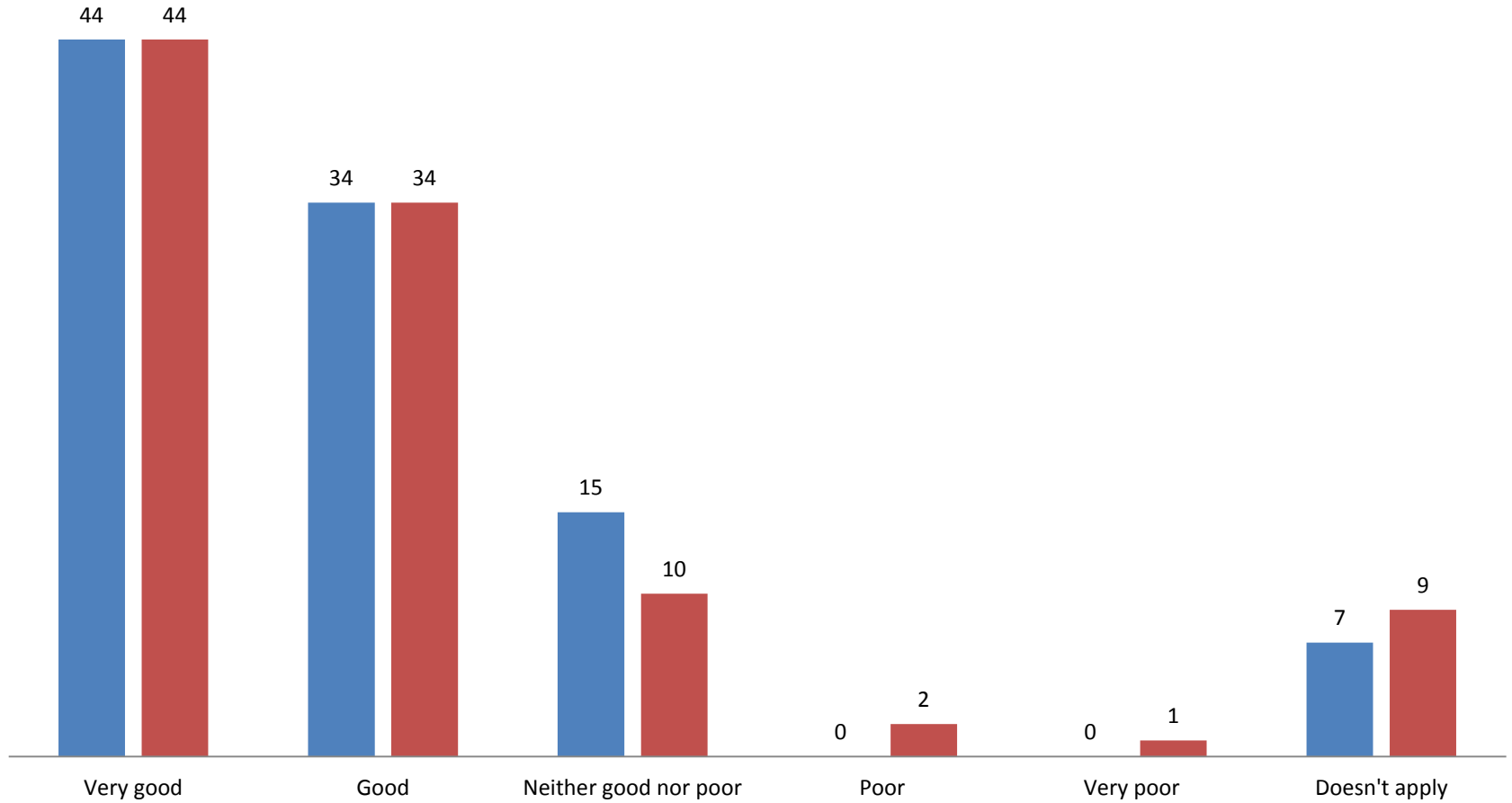
Rating of GP explaining tests and treatments

■ Upton % ■ CCG Avg %



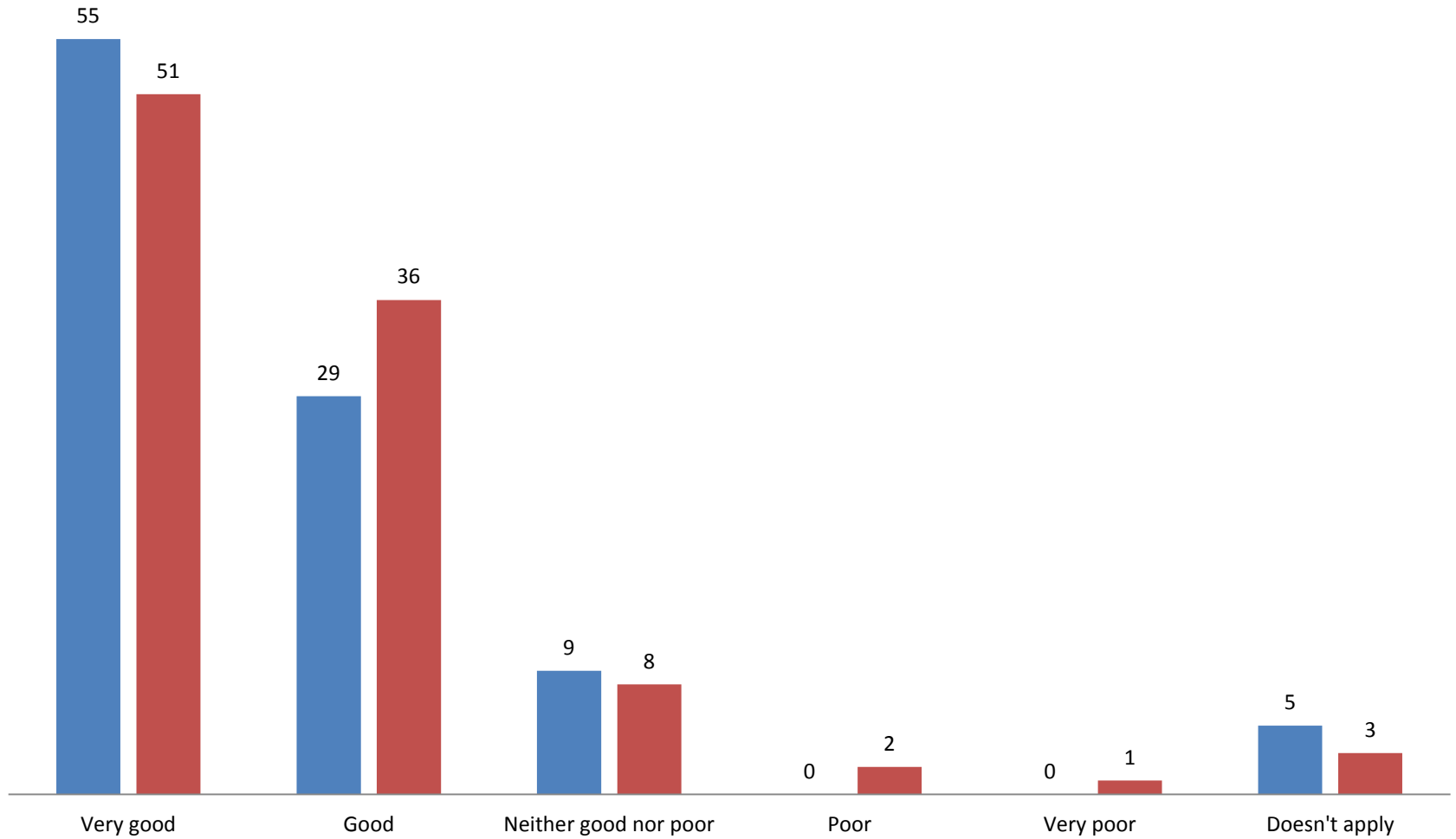
Rating of GP involving you in decisions about your care

■ Upton % ■ CCG Avg %



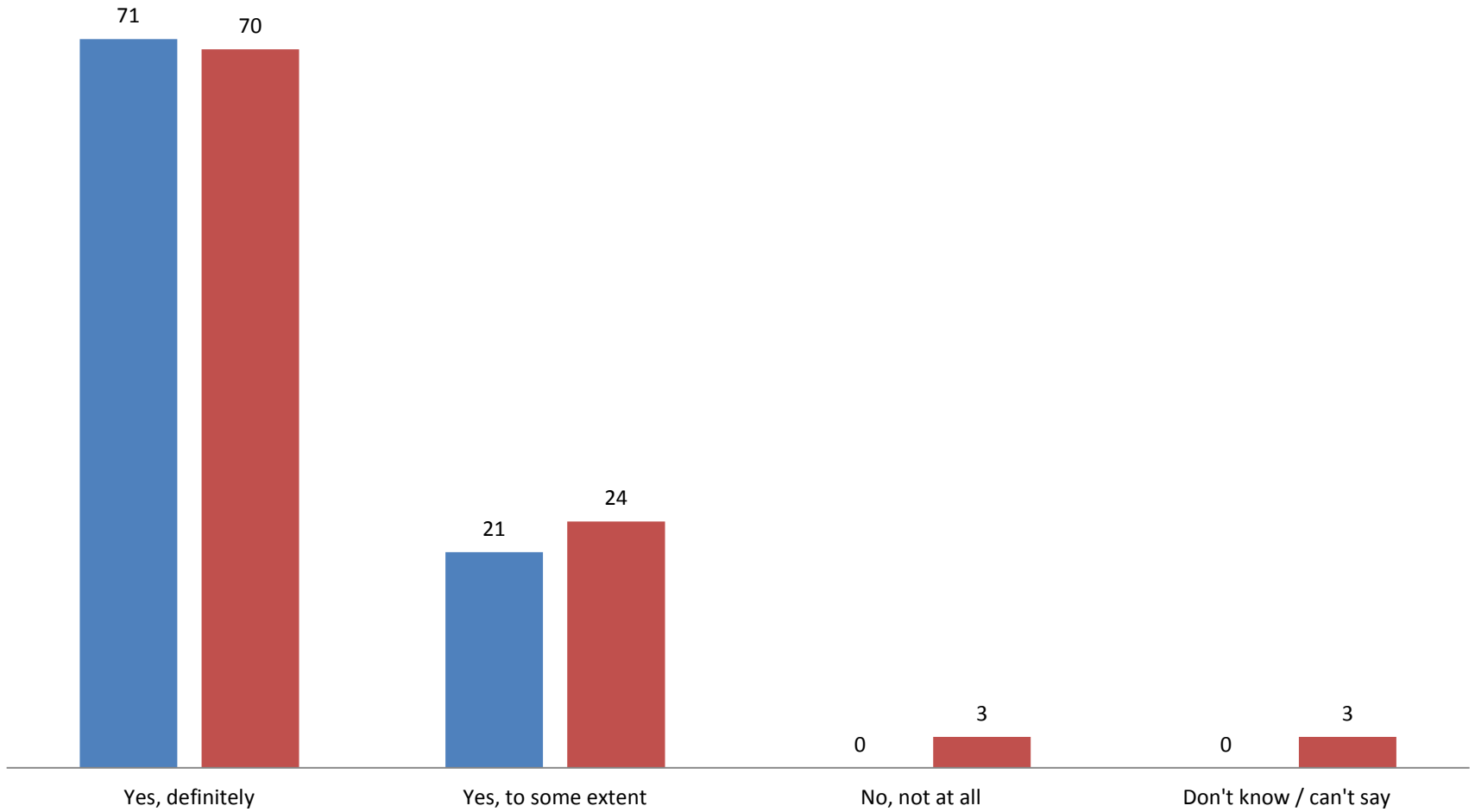
Rating of GP treating you with care and concern

■ Upton % ■ CCG Avg %



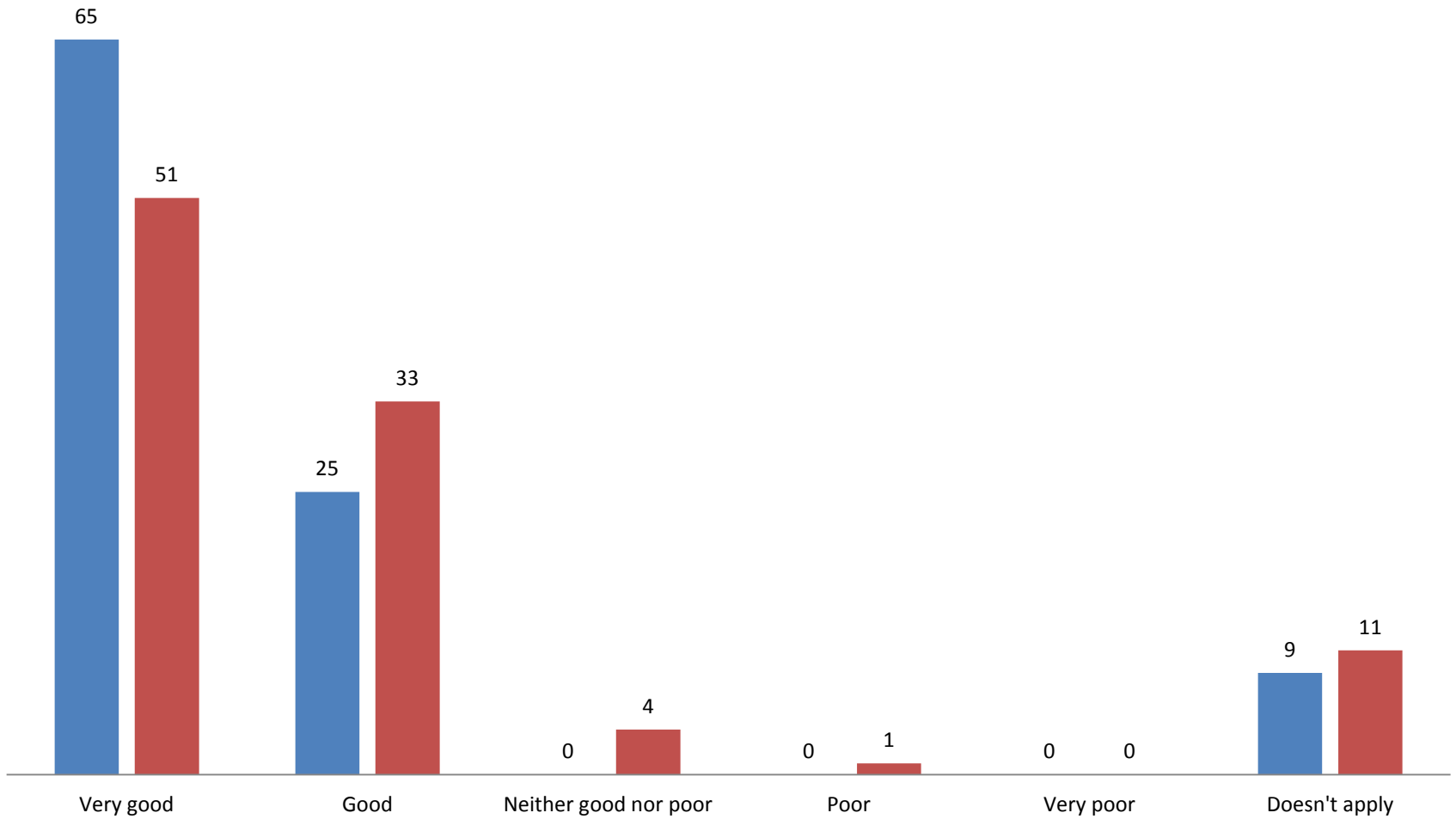
Confidence and trust in GP

■ Upton % ■ CCG Avg %



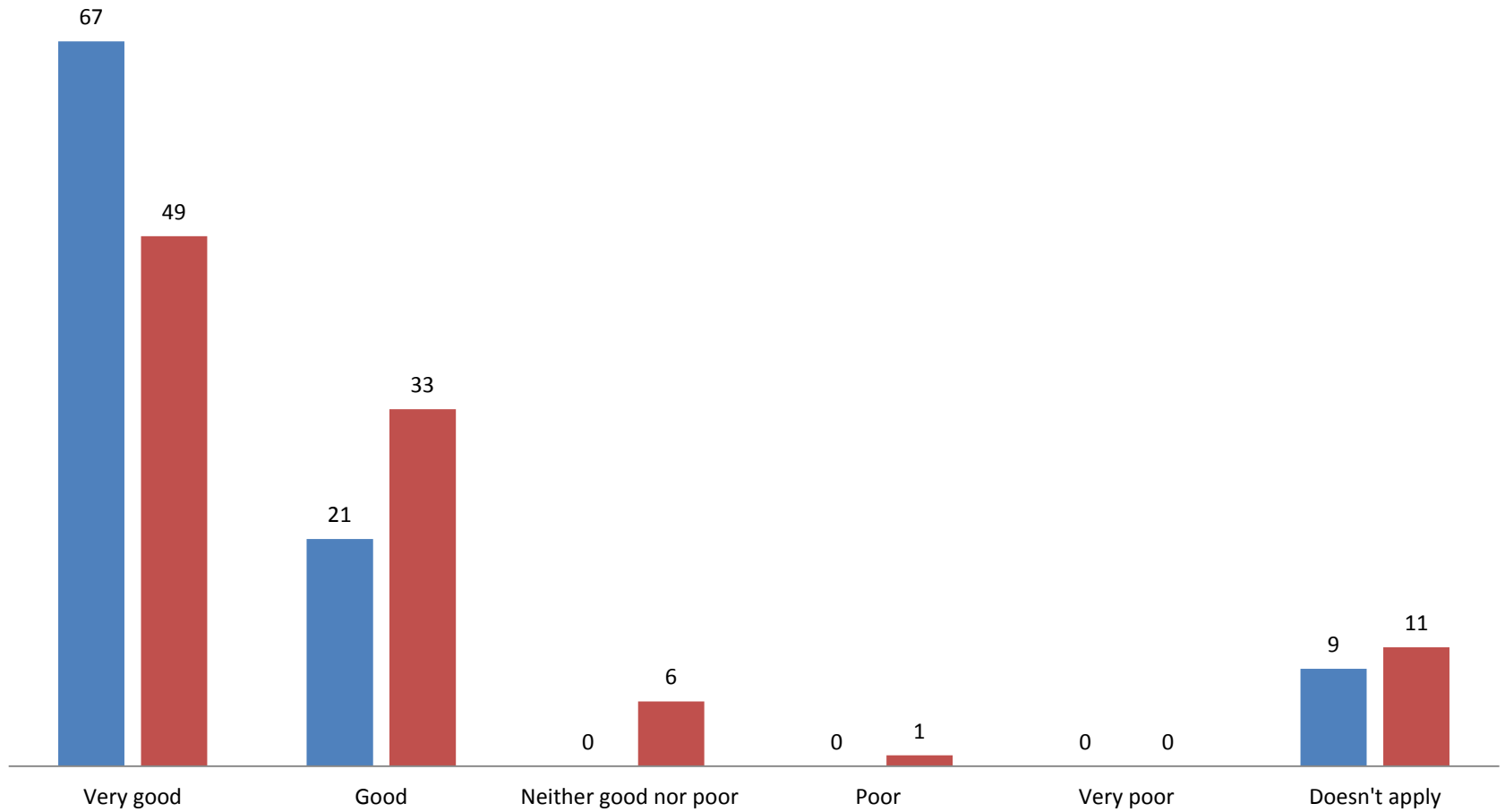
Rating of nurse giving you enough time

■ Upton % ■ CCG Avg %

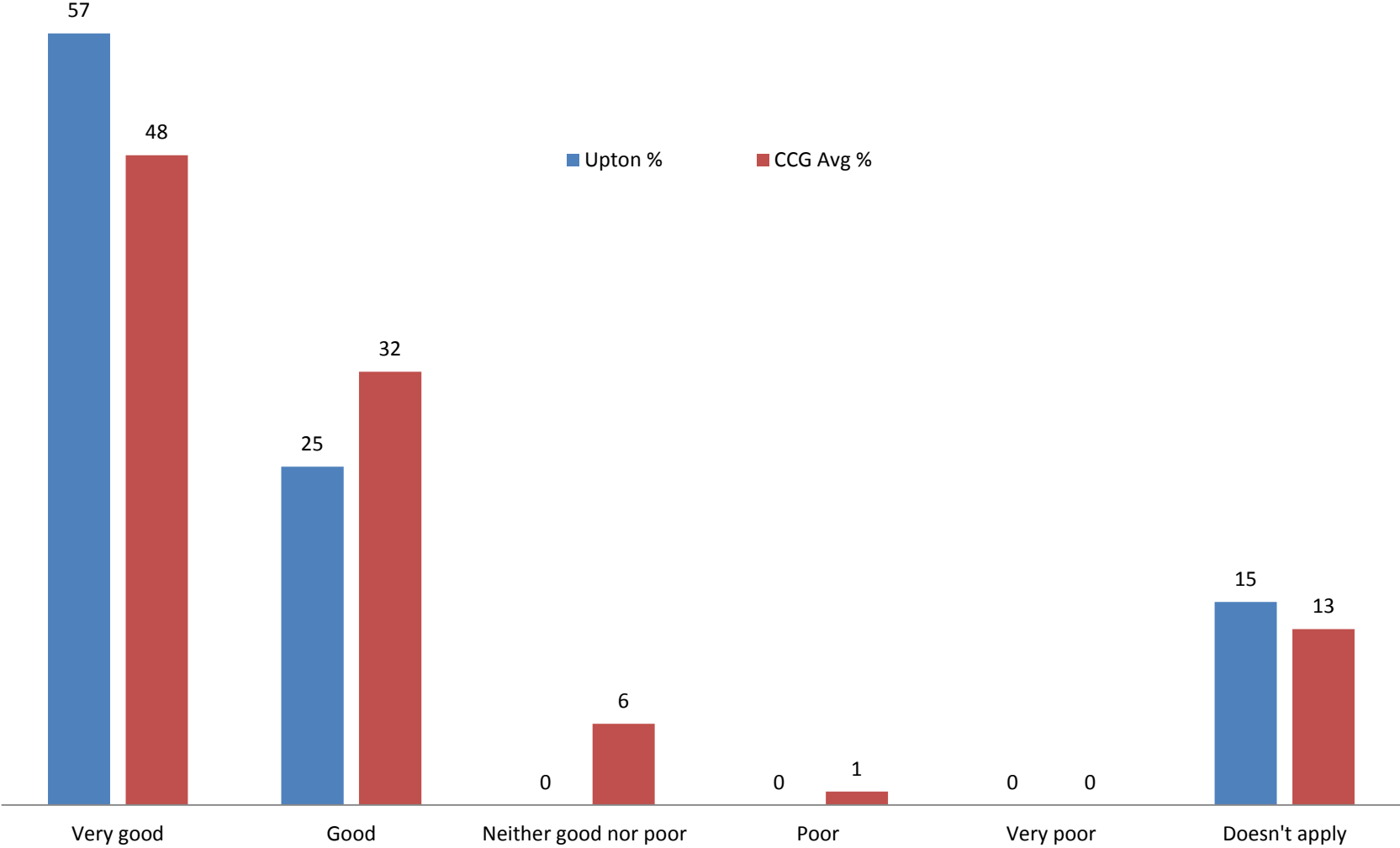


Rating of nurse listening to you

■ Upton % ■ CCG Avg %

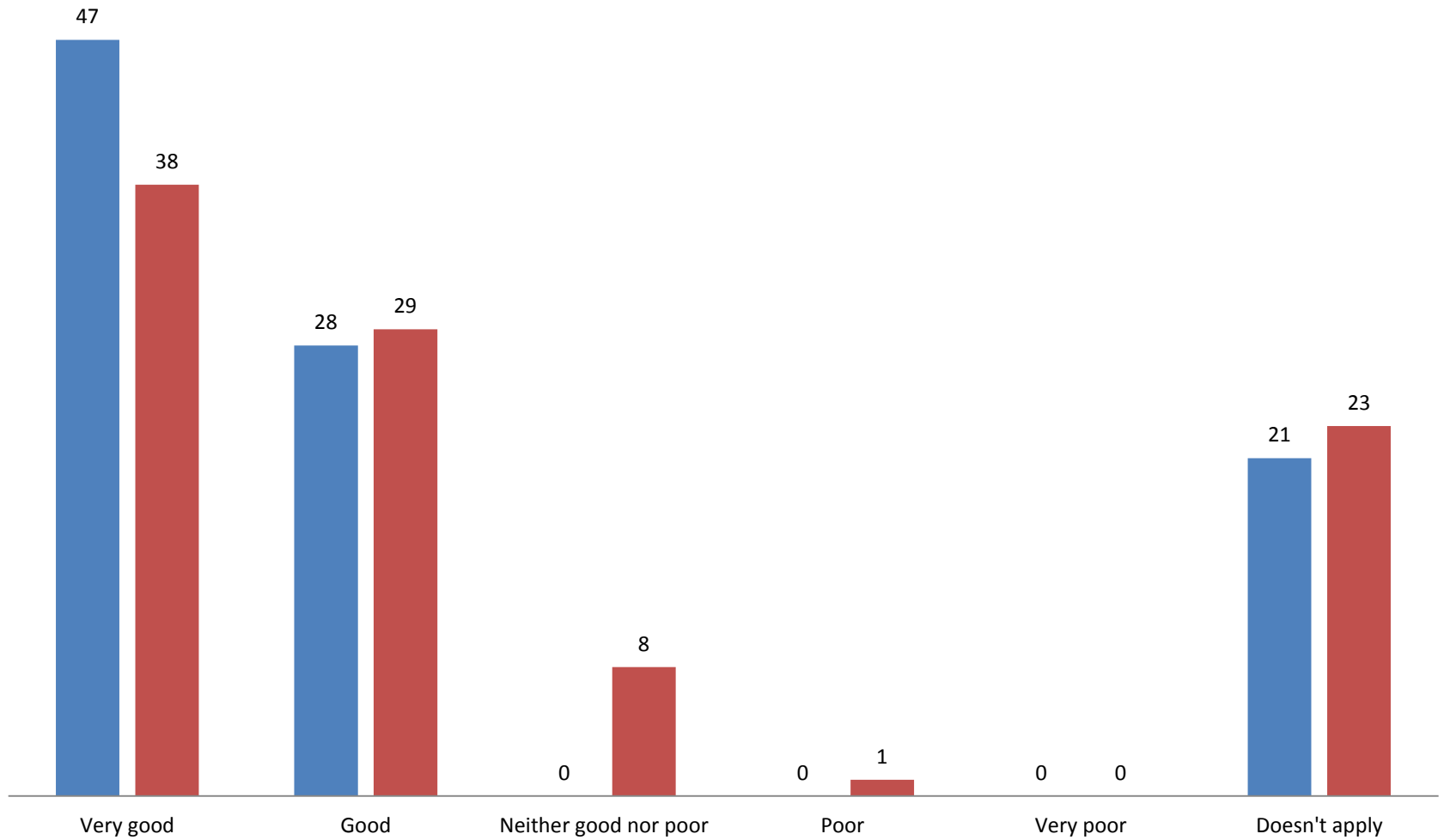


Rating of nurse explaining tests and treatments



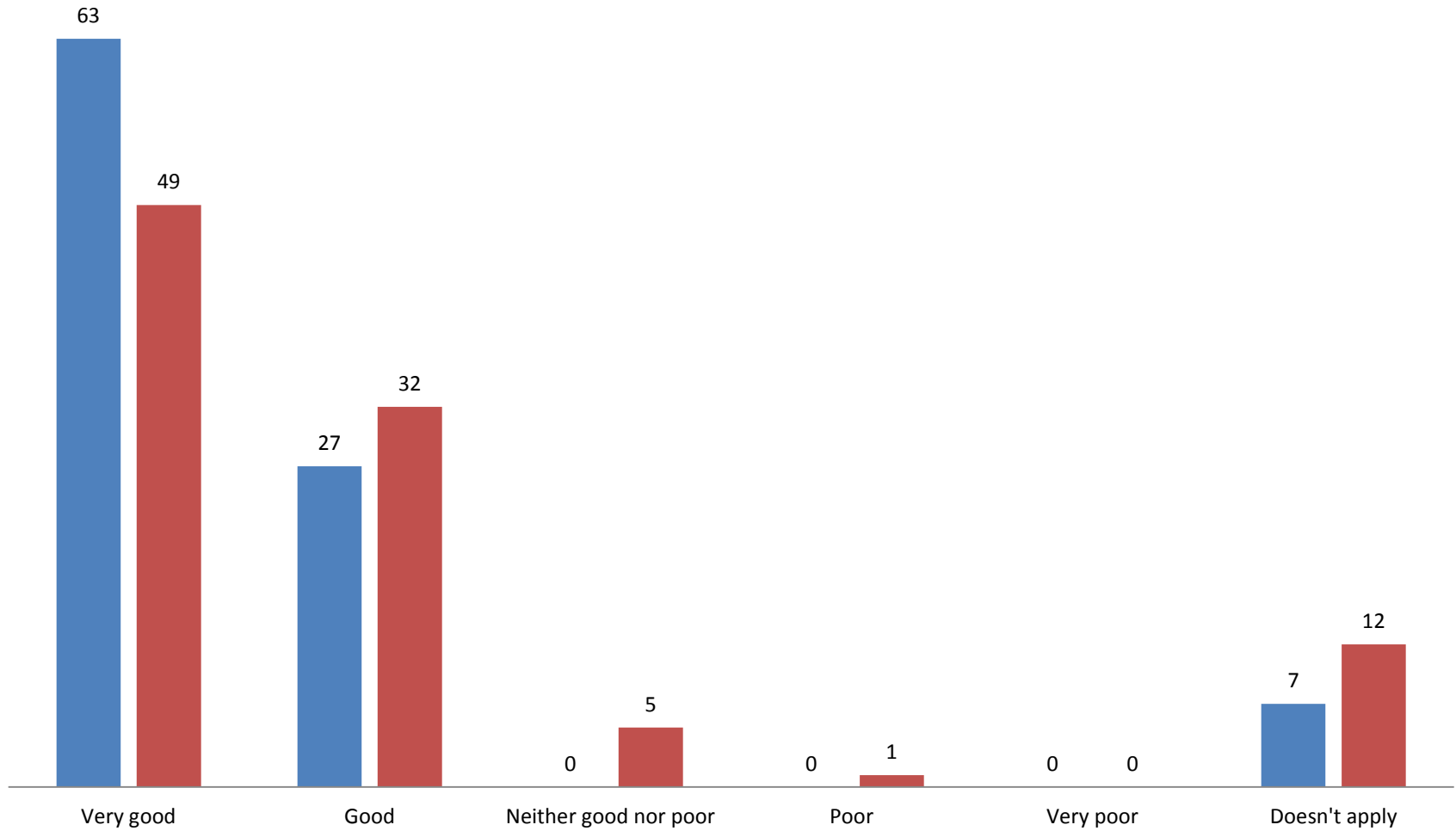
Rating of nurse involving you in decisions about your care

■ Upton % ■ CCG Avg %



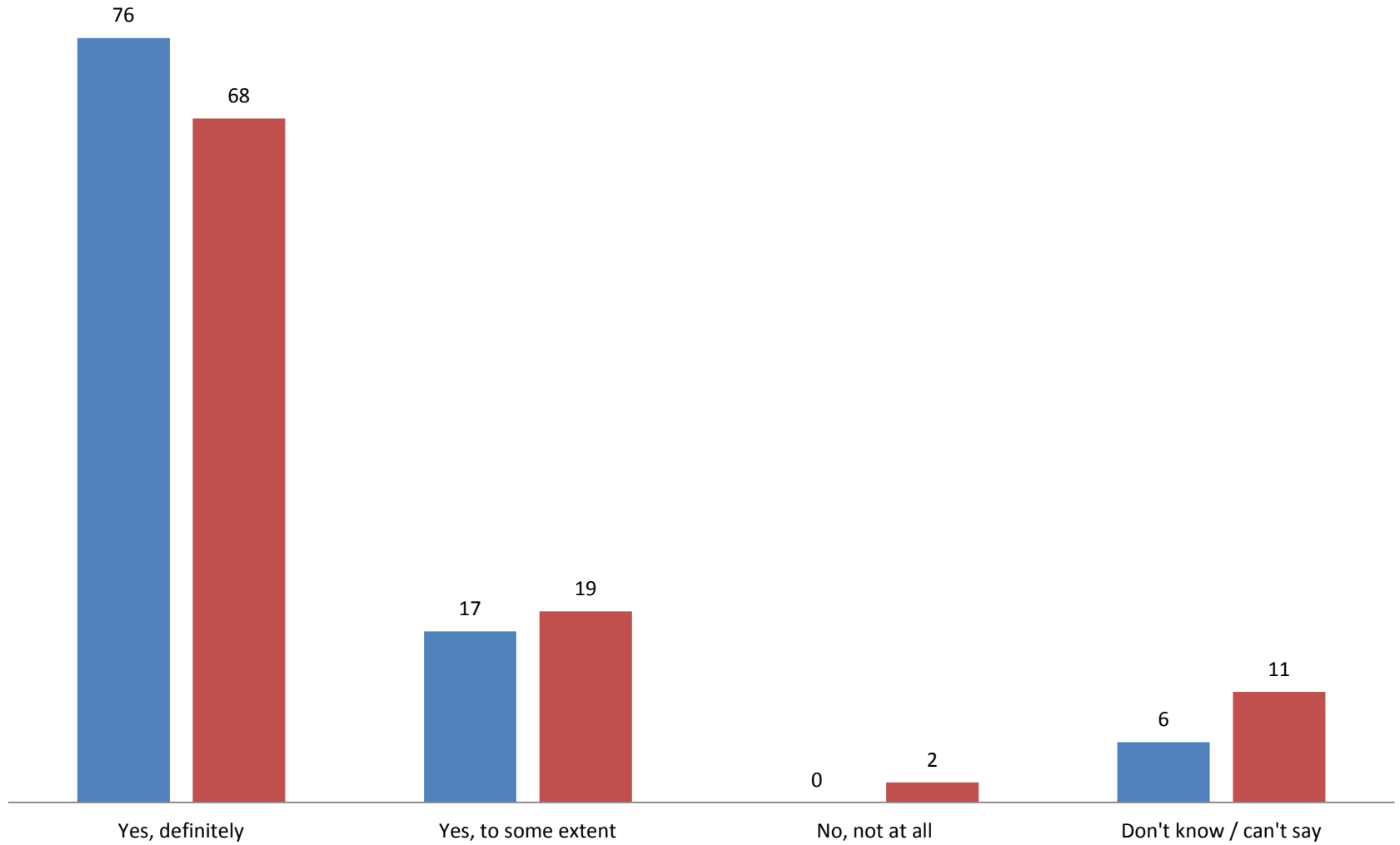
Rating of nurse treating you with care and concern

■ Upton % ■ CCG Avg %



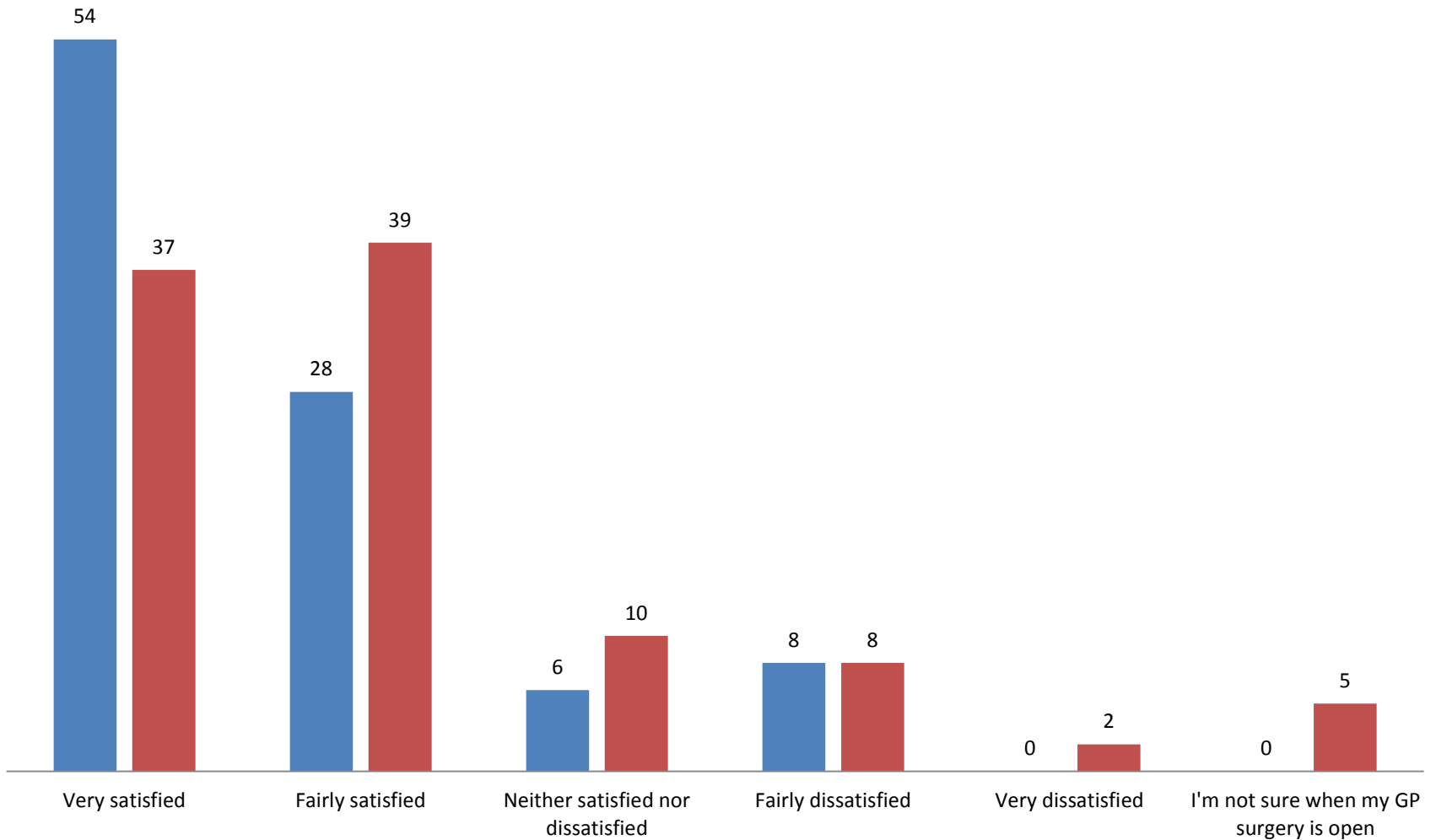
Confidence and trust in nurse

■ Upton % ■ CCG Avg %



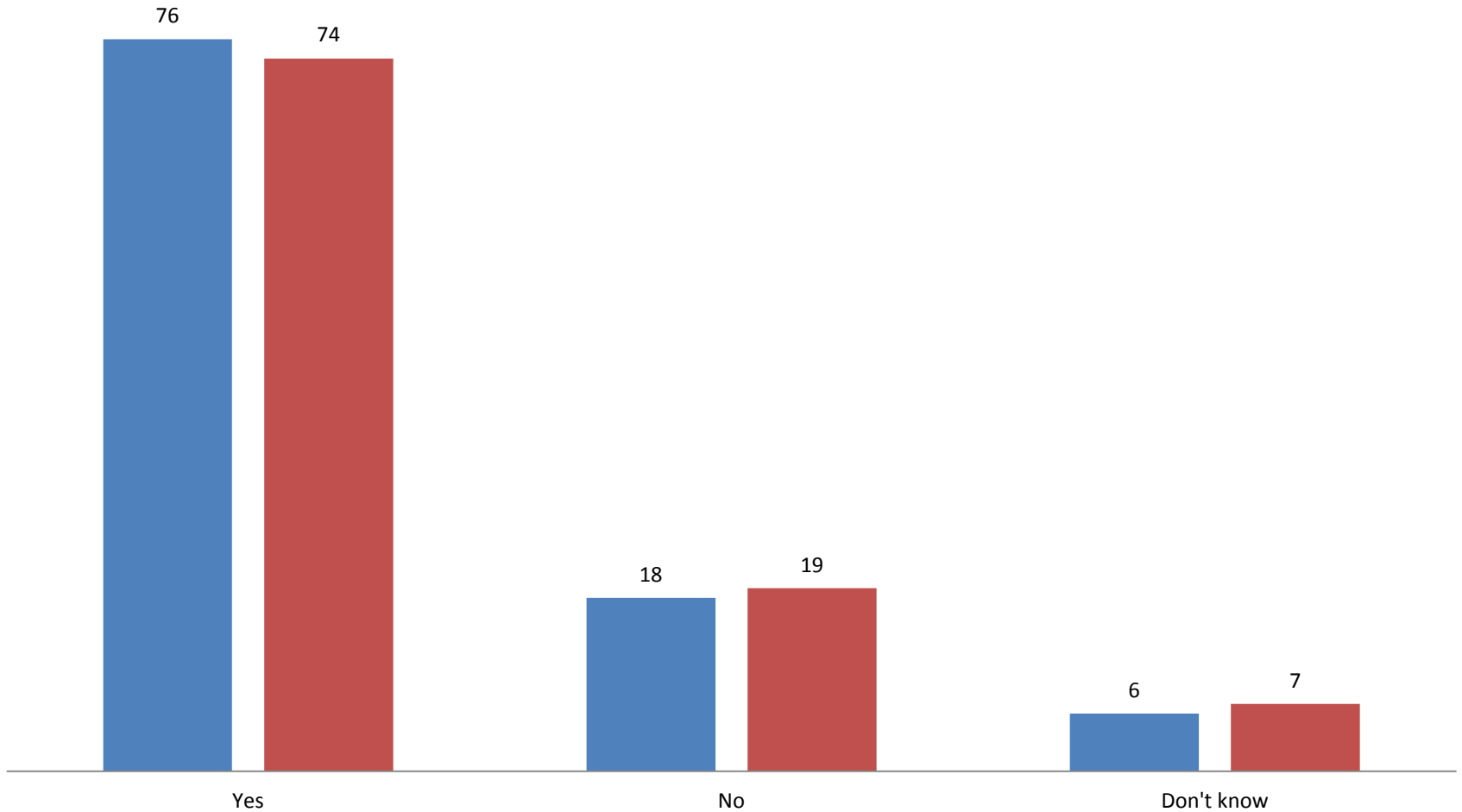
Satisfaction with opening hours

■ Upton % ■ CCG Avg %



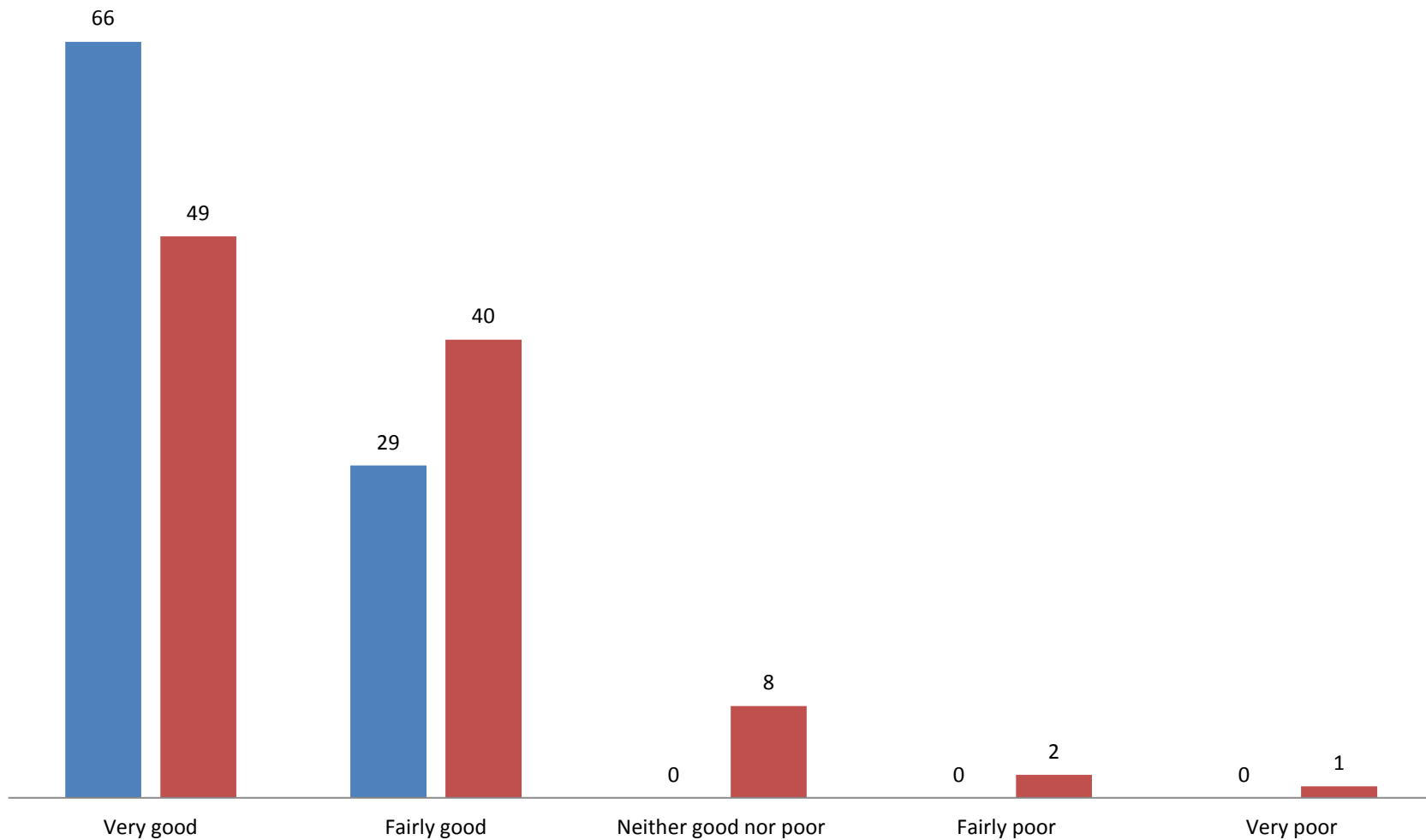
Is your GP surgery currently open at times that are convenient for you?

■ Upton % ■ CCG Avg %



Overall experience of GP surgery

■ Upton % ■ CCG Avg %



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

■ Upton % ■ CCG Avg %

