

GP PATIENT SURVEY

NHS Surrey Heath CCG

Latest survey results

July 2017 publication

Version 1 | Public

Overall experience: how the CCG's practices compare

**Would you recommend this surgery to someone new
to the area?**

88% of patients said YES!

Local CCG Average 84%
National Average is 77%

Overall experience of GP surgeries

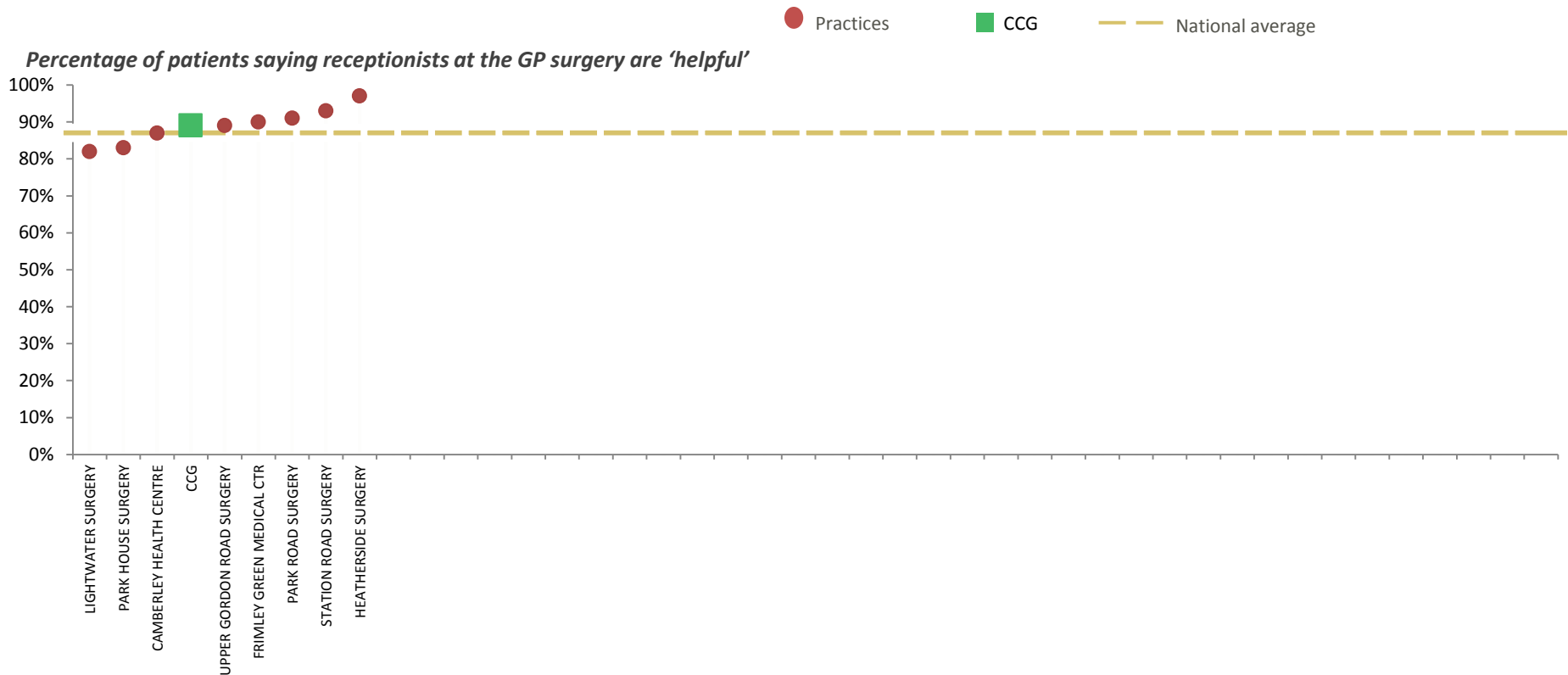
Overall experience: how the CCG's practices compare

Q28. Overall, how would you describe your experience of your GP surgery?



Helpfulness of receptionists at GP surgery: how the CCG's practices compare

Q4. How helpful do you find the receptionists at your GP surgery?



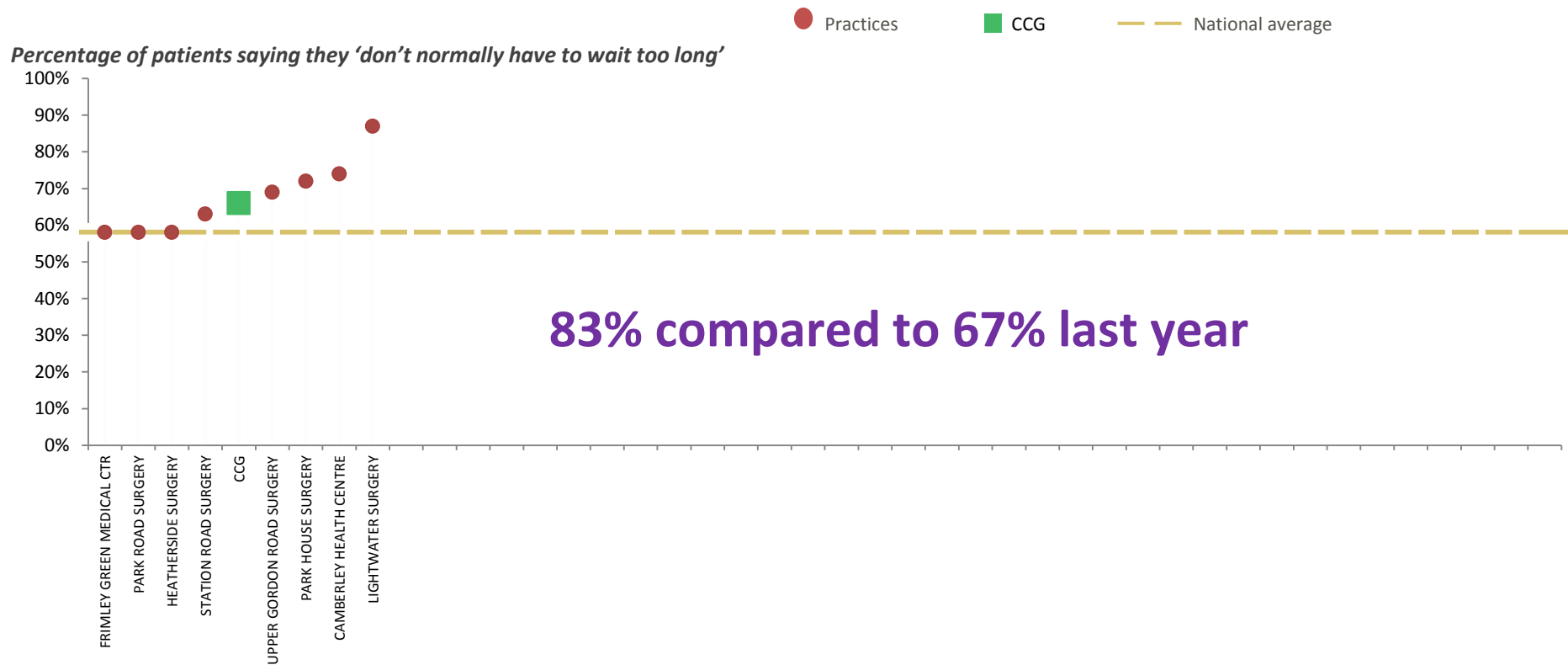
Base: All those completing a questionnaire: National (803,718); CCG (865); Practice bases range from 92 to 123

%Helpful = %Very helpful + %Fairly helpful

Waiting times at the GP surgery

Waiting times at the GP surgery: how the CCG's practices compare

Q20. How do you feel about how long you normally have to wait to be seen?



Satisfaction with the practice's opening hours

Satisfaction with opening hours: how the CCG's practices compare

Q25. How satisfied are you with the hours that your GP surgery is open?

