

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

Q26 Is your GP surgery currently open at times that are convenient for you?

	BRICKFIELDS SURGERY	NHS MID ESSEX CCG	NATIONAL
Yes	75 76%	4639 73%	691048 76%
No	19 19%	1280 20%	159499 18%
Don't know	5 5%	395 6%	59688 7%
	<u>99</u>	<u>6314</u>	<u>910234</u>

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	20 20%	1405 22%	255814 27%
Fairly easy	53 53%	3054 47%	437743 47%
Not very easy	17 17%	1224 19%	144671 15%
Not at all easy	5 5%	593 9%	67749 7%
Haven't tried	4 4%	202 3%	32760 3%
Easy (total)	<u>73 73%</u>	<u>4458 69%</u>	<u>693557 74%</u>
	<u>100</u>	<u>6478</u>	<u>938737</u>

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

Very helpful	45 45%	2788 43%	424753 45%
Fairly helpful	42 43%	2798 43%	397055 42%
Not very helpful	9 9%	573 9%	72096 8%
Not at all helpful	1 1%	192 3%	25473 3%
Don't know	2 2%	127 2%	18834 2%
Helpful (total)	<u>87 87%</u>	<u>5586 86%</u>	<u>821808 88%</u>
	<u>100</u>	<u>6478</u>	<u>938210</u>

Q18 Overall, how would you describe your experience of making an appointment?

Very good	34 35%	1964 32%	311791 35%
Fairly good	48 50%	2668 43%	369314 41%
Neither good nor poor	7 7%	832 13%	122722 14%
Fairly poor	5 5%	484 8%	63755 7%
Very poor	3 3%	277 4%	35065 4%
Good (total)	<u>82 85%</u>	<u>4632 74%</u>	<u>681104 75%</u>
	<u>97</u>	<u>6225</u>	<u>902646</u>

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

Always or almost always	25 44%	1427 40%	190899 38%
A lot of the time	16 29%	854 24%	115240 23%
Some of the time	14 25%	969 27%	150108 30%
Never or almost never	1 2%	328 9%	36707 7%
Not tried at this GP surgery	0 0%	13 0%	3007 1%
	<u>57</u>	<u>3590</u>	<u>495961</u>

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Core Questions

Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

	BRICKFIELDS SURGERY		NHS MID ESSEX CCG		NATIONAL	
Very good	59	61%	3040	48%	443131	48%
Good	28	29%	2384	38%	342561	37%
Neither good nor poor	7	7%	550	9%	82610	9%
Poor	1	1%	188	3%	22468	2%
Very poor	0	0%	53	1%	10063	1%
Doesn't apply	2	2%	101	2%	14532	2%
Good (total)	88	90%	5423	86%	785691	86%
	98		6316		915365	

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	44	45%	2318	37%	362692	40%
Good	31	32%	2270	36%	321765	35%
Neither good nor poor	13	14%	870	14%	114534	13%
Poor	2	2%	210	3%	25777	3%
Very poor	0	0%	58	1%	12265	1%
Doesn't apply	8	8%	558	9%	73382	8%
Good (total)	75	77%	4588	73%	684458	75%
	98		6283		910416	

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	2	2%	170	3%	29769	3%
Less than 5 minutes	8	8%	540	9%	85576	9%
5 to 15 minutes	71	73%	3619	58%	512798	57%
More than 15 minutes	15	16%	1672	27%	237362	26%
Can't remember	2	2%	230	4%	37144	4%
	98		6232		902648	

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	66	68%	4015	64%	586377	64%
Yes, to some extent	26	27%	1840	29%	258699	28%
No, not at all	3	3%	279	4%	40393	4%
Don't know/can't say	3	3%	161	3%	27446	3%
	97		6295		912915	

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Core Questions

	BRICKFIELDS SURGERY		NHS MID ESSEX CCG		NATIONAL	
Q29 Would you recommend your GP surgery to someone who has just moved to your local area?						
Yes, would definitely recommend	48	49%	2940	46%	445742	48%
Yes, would probably recommend	35	36%	2151	34%	286412	31%
Not sure	11	11%	631	10%	102036	11%
No, would probably not recommend	2	2%	384	6%	48663	5%
No, would definitely not recommend	1	1%	215	3%	25834	3%
Don't know	0	0%	78	1%	15045	2%
	<u>97</u>		<u>6398</u>		<u>923732</u>	