

	K & M	CCG Average	National Average
Find it easy to get through to this GP practice by phone	72% ***	64%	70%
Find the receptionists at this GP practice helpful	82%	88%	90%
Are satisfied with the general practice appointment times available	48% ###	60%	66%
Usually get to see or speak to their preferred GP when they would like to	36%	41%	60%
Were offered a choice of appointment when they last tried to make a general practice appointment	41% ###	57%	62%
Were satisfied with the type of appointment they were offered	63%	72%	74%
Took the appointment they were offered	96% ***	94%	94%
Describe their experience of making an appointment as good	61% ***	63%	69%
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	63%	66%	69%
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	82%	85%	87%
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	81%	87%	89%
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	80%	86%	89%
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	90%	93%	93%
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	92%	96%	96%
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	76% ###	86%	87%
Felt their needs were met during their last general practice appointment	91%	94%	95%
Say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	77%	79%	79%
Describe their overall experience of this GP practice as good	74%	81%	84%

\*\*\* What this Practice does best

### What this Practice could improve