**GP Patient Survey results for 2015 - 2016**

Tameside and Glossop CCG sent out surveys to our patients, to ask them their views on our Practice and the service they receive.

372 surveys were issued, of which 109 responded. This represents 29% of those questioned.

The following data is based on the 29% of returned questionnaires, and is compared to the local CCG average.

**What we do best**

* **76%** of respondents usually wait 15minutes or less after their appointment time to be seen

Local CCG average – **63%**

* **85%** of respondents find it easy to get through to the surgery on the phone

Local CCG average – **72%**

* **93%** of respondents describe their overall experience of this surgery as good

Local CCG average – **83%**

**What we could improve**

***And how we have been working towards this….***

* **83%** of respondents say the last nurse they saw or spoke to was good at giving them enough time

Local CCG average – **93%**

***Due to one of our Practice Nurses taking maternity leave, we realised that we were struggling to provide enough Nurse appointments for patients, and this was affecting the time allocated to the appointments patients received. Therefore, we have enlisted the assistance of 3 members of staff, one Diabetic Specialist Nurse and 2 Practice Nurses, working on a part-time basis, to alleviate the strain and help to provide more availability to patients.***

* **78%** of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local CCG average – **86%**

***Nurses will be offered the opportunity for further discussions during meetings with GPs about how they can work towards involving patients more in decisions regarding their care***

* **53%** of respondents with a preferred GP usually get to see or speak to that GP

Local CCG average – **84%**

***Due to our GPs working on part-time rotas, it is not always possible to see or speak to the GP you require on a particular day. However, we will be encouraging patients to book follow-up appointments as they leave the GPs room, rather than around the time that they are due for a follow-up, to ensure you can book with the GP you have just seen, where possible. We also offer telephone consultations, where appropriate, each day, whereby we can specify if a patient would like to speak to a specific GP.***