

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.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

	BANKFIELD SURGERY	NHS CALDERDALE CCG	NATIONAL
Q26 Is your GP surgery currently open at times that are convenient for you?			
Yes	105 82%	2633 77%	691048 76%
No	12 9%	572 17%	159499 18%
Don't know	12 9%	217 6%	59688 7%
	<u>128</u>	<u>3422</u>	<u>910234</u>
Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?			
Very easy	32 25%	924 26%	255814 27%
Fairly easy	68 52%	1638 46%	437743 47%
Not very easy	17 13%	544 15%	144671 15%
Not at all easy	9 7%	323 9%	67749 7%
Haven't tried	4 3%	118 3%	32760 3%
Easy (total)	100 77%	2562 72%	693557 74%
	<u>130</u>	<u>3548</u>	<u>938737</u>
Q4 How helpful do you find the receptionists at your GP surgery?			
Very helpful	61 47%	1563 44%	424753 45%
Fairly helpful	55 42%	1511 43%	397055 42%
Not very helpful	12 9%	295 8%	72096 8%
Not at all helpful	3 2%	113 3%	25473 3%
Don't know	0 0%	65 2%	18834 2%
Helpful (total)	116 89%	3074 87%	821808 88%
	<u>130</u>	<u>3547</u>	<u>938210</u>
Q18 Overall, how would you describe your experience of making an appointment?			
Very good	41 34%	1135 33%	311791 35%
Fairly good	58 48%	1369 40%	369314 41%
Neither good nor poor	12 10%	411 12%	122722 14%
Fairly poor	8 7%	297 9%	63755 7%
Very poor	2 1%	177 5%	35065 4%
Good (total)	99 82%	2504 74%	681104 75%
	<u>121</u>	<u>3389</u>	<u>902646</u>
Q9 How often do you see or speak to the GP you prefer?			
Always or almost always	34 45%	638 36%	190899 38%
A lot of the time	21 27%	433 24%	115240 23%
Some of the time	15 20%	561 31%	150108 30%
Never or almost never	6 8%	153 8%	36707 7%
Not tried at this GP surgery	0 0%	13 1%	3007 1%
	<u>76</u>	<u>1797</u>	<u>495961</u>

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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			
Very good	70 57%	1774 52%	443131 48%
Good	44 35%	1256 37%	342561 37%
Neither good nor poor	10 8%	277 8%	82610 9%
Poor	0 0%	62 2%	22468 2%
Very poor	1 0%	19 1%	10063 1%
Doesn't apply	0 0%	43 1%	14532 2%
Good (total)	114 92%	3030 88%	785691 86%
	124	3431	915365
Q21c 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	56 45%	1449 42%	362692 40%
Good	40 32%	1181 35%	321765 35%
Neither good nor poor	14 11%	392 11%	114534 13%
Poor	2 2%	96 3%	25777 3%
Very poor	2 2%	47 1%	12265 1%
Doesn't apply	10 8%	245 7%	73382 8%
Good (total)	96 78%	2629 77%	684458 75%
	123	3409	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	3 2%	137 4%	29769 3%
Less than 5 minutes	9 7%	336 10%	85576 9%
5 to 15 minutes	85 69%	2014 60%	512798 57%
More than 15 minutes	15 13%	771 23%	237362 26%
Can't remember	11 9%	125 4%	37144 4%
	123	3383	902648
Q22 Did you have confidence and trust in the GP you saw or spoke to?			
Yes, definitely	89 71%	2312 67%	586377 64%
Yes, to some extent	26 21%	908 27%	258699 28%
No, not at all	6 5%	128 4%	40393 4%
Don't know/can't say	3 3%	78 2%	27446 3%
	124	3426	912915

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Core Questions

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

BANKFIELD SURGERY

NHS CALDERDALE CCG

NATIONAL

- Yes, would definitely recommend
- Yes, would probably recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- Don't know

	BANKFIELD SURGERY	NHS CALDERDALE CCG	NATIONAL
Yes, would definitely recommend	66 51%	1695 49%	445742 48%
Yes, would probably recommend	40 31%	1085 31%	286412 31%
Not sure	15 11%	367 11%	102036 11%
No, would probably not recommend	4 3%	182 5%	48663 5%
No, would definitely not recommend	1 1%	84 2%	25834 3%
Don't know	4 3%	61 2%	15045 2%
	<u>130</u>	<u>3474</u>	<u>923732</u>