

PCT GP Patient Survey January – September 2012

The summary below highlights the findings:

	Surgery average	Slough CCG average
Overall Good experience at the practice	75.8%	85%
Helpfulness of receptionists	85.9%	79.3%
Experience of making an appointment	69.1%	59.10%
% satisfaction with telephone access	55.5%	51.9%
Satisfied with GP opening hours	78.0%	72.3%
Confidence and trust in a nurse	77.4%	81.3%
Confidence and trust in a GP	86.9%	87.9%
Confidence in managing own healthcare	94.3%	90%
Recommend surgery to others	68.4%	64.6%