

Kingsmead Patient Satisfaction Survey Results 2024-25

Accessing your GP Services and making an appointment		
Satisfaction with opening hours	Satisfaction with opening hours - total responses	118
	Very satisfied	64
	Fairly satisfied	38
	Neither satisfied nor dissatisfied	6
	Fairly dissatisfied	7
	Very dissatisfied	3
	Not sure when GP surgery is open	0
	% Very satisfied	54.2%
	% Fairly satisfied	32.2%
	% Neither satisfied nor dissatisfied	5.1%
	% Fairly dissatisfied	5.9%
	% Very dissatisfied	2.5%
	% Not sure when GP surgery is open	0.0%
Ease of getting through to someone at GP surgery on the phone	Ease of getting through to someone at GP surgery on the phone - total responses	113
	Very easy	45
	Fairly easy	48
	Not very easy	20
	Not at all easy	0
	Haven't tried	0
	% Very easy	39.8%
	% Fairly easy	42.5%
	% Not very easy	17.7%
	% Not at all easy	0.0%
	% Haven't tried	0.0%
When did you want to see or speak to the GP/Nurse	When did you <u>want</u> to see or speak to them - total responses	119
	On the same day	87
	On the next working day	10
	A few days later	8
	A week or more later	6
	I didn't have a specific day in mind	5
	Can't remember	3
	% On the same day	73.1%
	% On the next working day	8.4%
	% A few days later	6.7%
	% A week or more later	5.0%
	% Didn't have a specific day in mind	4.2%
	% Can't remember	2.5%

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Able to get an appointment to see or speak to someone	Able to get an appointment to see or speak to someone - total responses	112
	Yes	82
	Yes, but I had to call back closer to or on the day I wanted the appointment	19
	No	4
	Can't remember	7
	% Yes	73.2%
	% Yes, but had to call back closer to or on the day they wanted the appointment	17.0%
	% No	3.6%
	% Can't remember	6.3%
Overall experience of making an appointment	Overall experience of <u>making</u> an appointment - total responses	69
	Very good	56
	Fairly good	2
	Neither good nor poor	11
	Fairly poor	0
	Very poor	0
	% Very good	81.2%
	% Fairly good	2.9%
	% Neither good nor poor	15.9%
	% Fairly poor	0.0%
	% Very poor	0.0%

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Managing your health		
Long-standing health condition	Longstanding health condition - total responses	107
	Yes	51
	No	50
	Don't know / can't say	6
	% Yes	47.66%
	% No	46.73%
	% Don't know / can't say	5.61%
Feeling supported	Feeling supported - total responses	66
	Yes, definitely	33
	Yes, to some extent	12
	No	0
	I haven't needed such support	15
	Don't know / can't say	6
	% Yes, definitely	50.00%
	% Yes, to some extent	18.18%
	% No	0.00%
	% I haven't needed such support	22.73%
	% Don't know / can't say	9.09%
Confidence in managing own health	Confidence in managing own health - total responses	97
	Very confident	43
	Fairly confident	48
	Not very confident	6
	Not at all confident	0
	% Very confident	44.3%
	% Fairly confident	49.5%
	% Not very confident	6.2%
% Not at all confident	0.0%	

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Quality of consultation		
Rating of GP/Nurse giving you enough time	Rating of GP/Nurse giving you enough time - total responses	123
	Very good	66
	Good	50
	Neither good nor poor	3
	Poor	3
	Very poor	1
	Doesn't apply	0
	% Very good	53.7%
	% Good	40.7%
	% Neither good nor poor	2.4%
	% Poor	2.4%
	% Very poor	0.8%
	% Doesn't apply	0.0%
Rating of GP/Nurse listening to you	Rating of GP/Nurse listening to you - total responses	123
	Very good	62
	Good	51
	Neither good nor poor	3
	Poor	4
	Very poor	3
	Doesn't apply	0
	% Very good	50.4%
	% Good	41.5%
	% Neither good nor poor	2.4%
	% Poor	3.3%
	% Very poor	2.4%
	% Doesn't apply	0.0%
Rating of GP/Nurse explaining tests and treatments	Rating of GP/Nurse explaining tests and treatments - total responses	122
	Very good	55
	Good	45
	Neither good nor poor	11
	Poor	3
	Very poor	3
	Doesn't apply	5
	% Very good	45.1%
	% Good	36.9%
	% Neither good nor poor	9.0%
	% Poor	2.5%
	% Very poor	2.5%
	% Doesn't apply	4.1%

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Rating of GP/Nurse involving you	Rating of GP/Nurse involving you - total responses	118
	Very good	53
	Good	41
	Neither good nor poor	11
	Poor	4
	Very poor	2
	Doesn't apply	7
	% Very good	44.9%
	% Good	34.7%
	% Neither good nor poor	9.3%
	% Poor	3.4%
	% Very poor	1.7%
	% Doesn't apply	5.9%
Rating of GP/Nurse treating you with care and concern	Rating of GP/Nurse treating you with care and concern - total responses	119
	Very good	57
	Good	48
	Neither good nor poor	5
	Poor	3
	Very poor	2
	Doesn't apply	4
	% Very good	47.9%
	% Good	40.3%
	% Neither good nor poor	4.2%
	% Poor	2.5%
	% Very poor	1.7%
	% Doesn't apply	3.4%
Confidence and trust in GP / Nurse	Confidence and trust in GP - total responses	116
	Yes, definitely	80
	Yes, to some extent	26
	No, not at all	5
	Don't know / can't say	5
	% Yes, definitely	69.0%
	% Yes, to some extent	22.4%
	% No, not at all	4.3%
% Don't know / can't say	4.3%	

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Overall experience		
Overall experience of GP surgery	Overall experience of GP surgery - total responses	75
	Very good	65
	Fairly good	0
	Neither good nor poor	10
	Fairly poor	0
	Very poor	0
	% Very good	86.7%
	% Fairly good	0.0%
	% Neither good nor poor	13.3%
	% Fairly poor	0.0%
% Very poor	0.0%	
Recommending GP surgery to someone who has just moved to local area	Recommending GP surgery to someone who has just moved to local area - total responses	116
	Yes, would definitely recommend	74
	Yes, would probably recommend	27
	Not sure	8
	No, would probably not recommend	2
	No, would definitely not recommend	3
	Don't know	2
	% Yes, would definitely recommend	63.8%
	% Yes, would probably recommend	23.3%
	% Not sure	6.9%
	% No, would probably not recommend	1.7%
	% No, would definitely not recommend	2.6%
% Don't know	1.7%	

87%	Proportion of patients who would recommend their GP surgery
86%	Proportion of patients who are satisfied with opening hours
82%	Proportion of respondents who gave a positive answer to 'Generally, how easy is it to get through to someone at your GP surgery on the
84%	percentage of patients rating their experience of making an appointment as fairly good or very good
87%	Proportion of respondents who described the overall experience of their GP surgery as fairly good or very good