

# Shires Healthcare

Patient Practice Survey 2024

# Response Overview

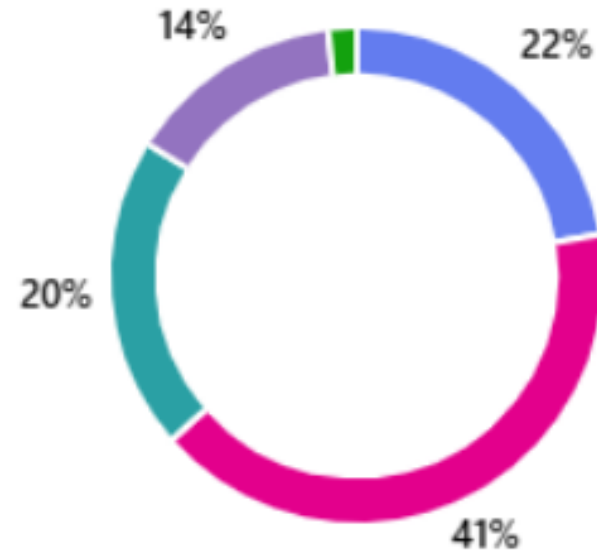
Number of responses:  
321 Patients

Average time taken to  
complete:  
4 minutes 47 seconds

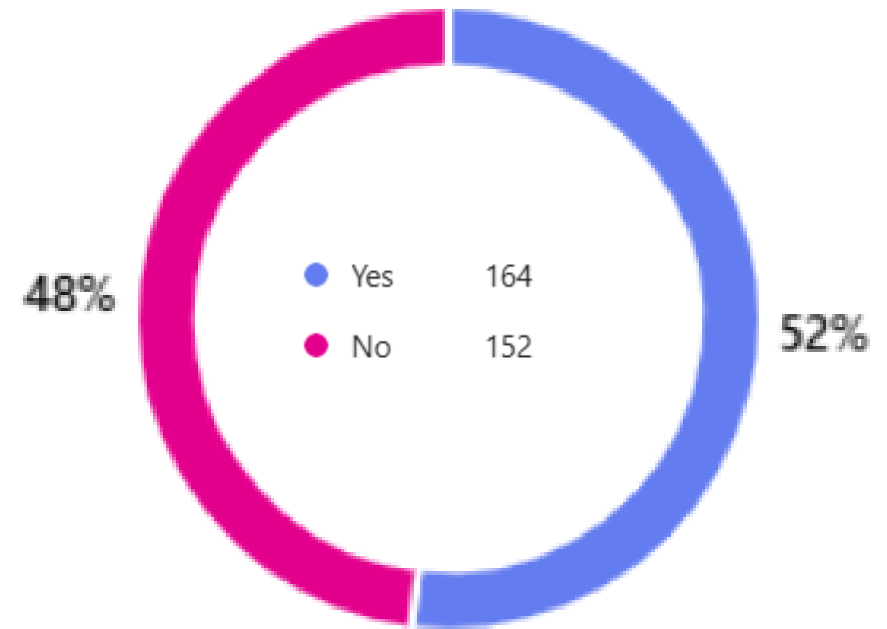
Survey live for:  
365 days

**Q1. Generally,  
How easy is it to  
get through to  
someone at the  
practice on the  
phone?**

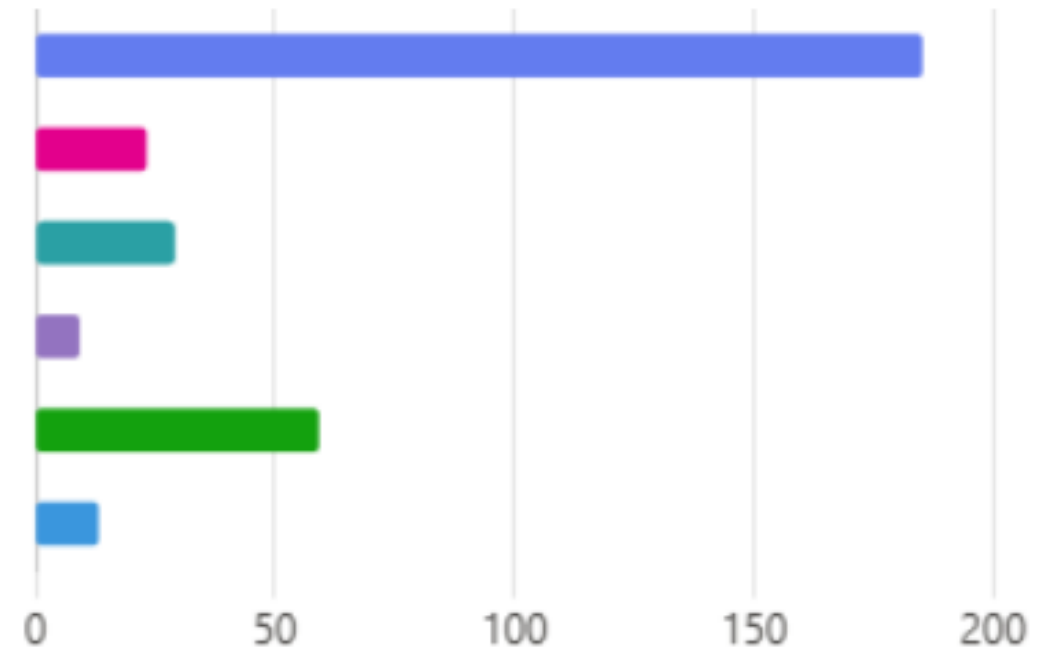
Very easy	71
Fairly easy	131
Not very easy	65
Not at all easy	45
Haven't tried	6



Q2. When last making an appointment at the practice, were you offered a choice of appointments?

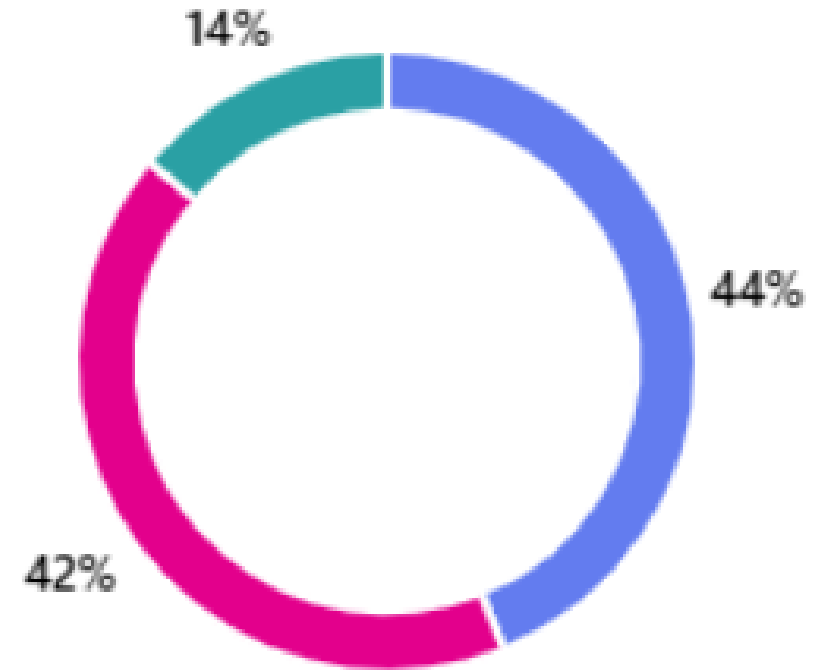


Q3. When would you have liked this appointment to be? Please choose one option only.



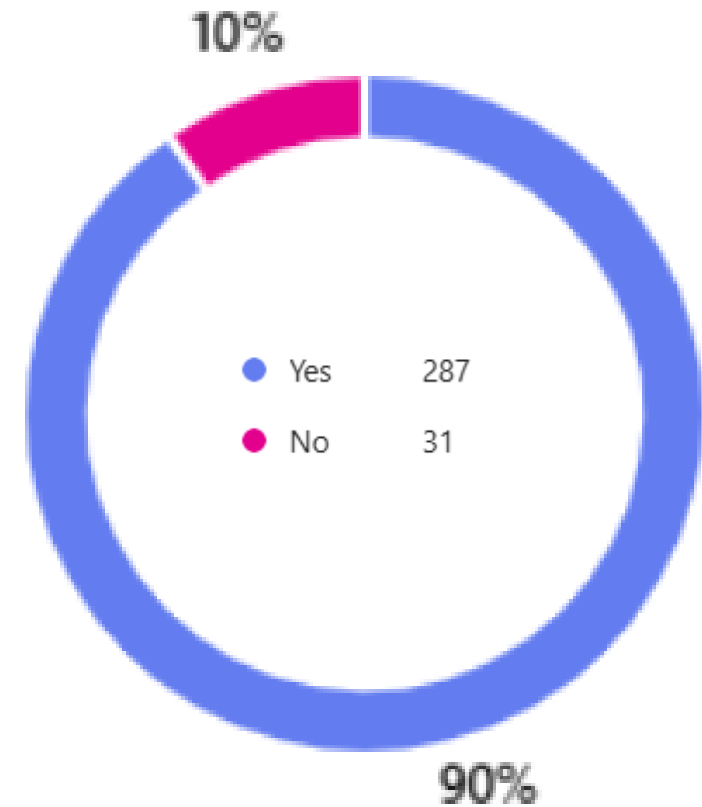
On the same day	185
On the next day	23
A few days later	29
A week or more later	9
I didn't have a specific day in mind	59
Can't remember	13

Q4. How was your  
overall experience  
of making an  
appointment at  
the practice?

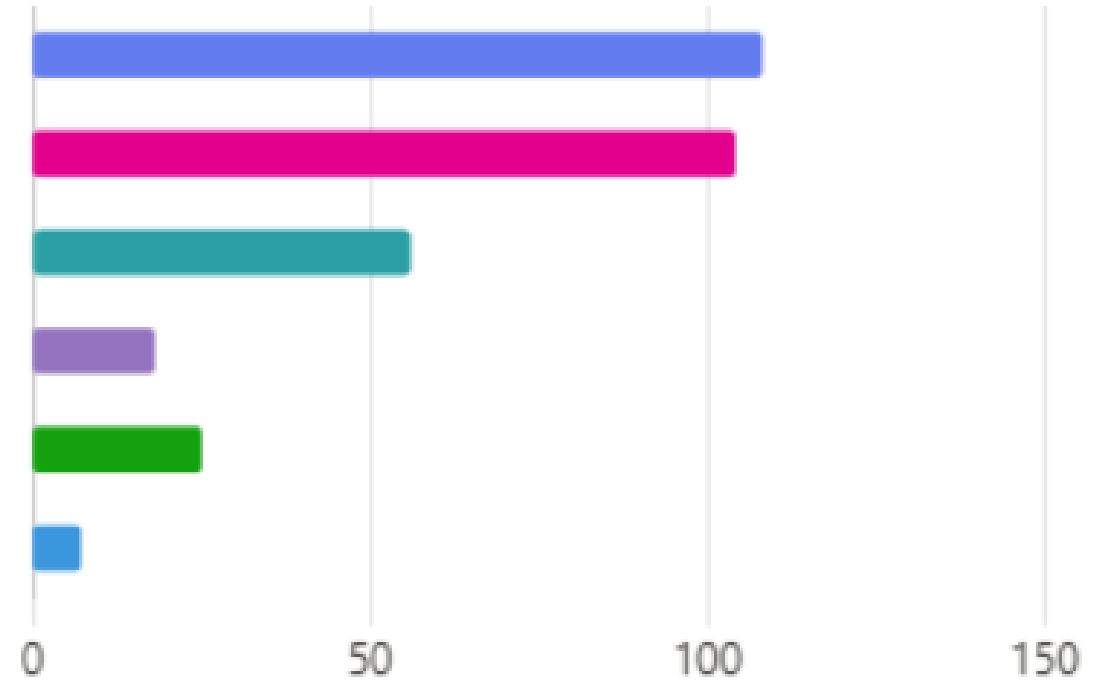


Very good	139
Fairly good	134
Not very good	44

**Q5. Were you  
satisfied with the  
appointment  
offered?**



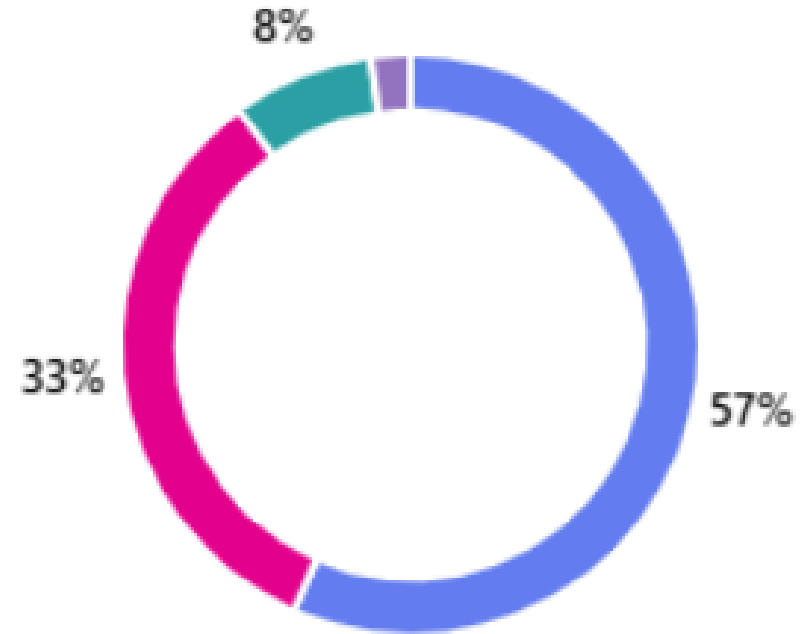
Q6. How satisfied  
are you with the  
practice  
appointment  
times that are  
available to you?



Very satisfied	108
Fairly satisfied	104
Neither satisfied nor dissatisfied	56
Fairly dissatisfied	18
Very dissatisfied	25
I'm not sure when I can get an appointment	7

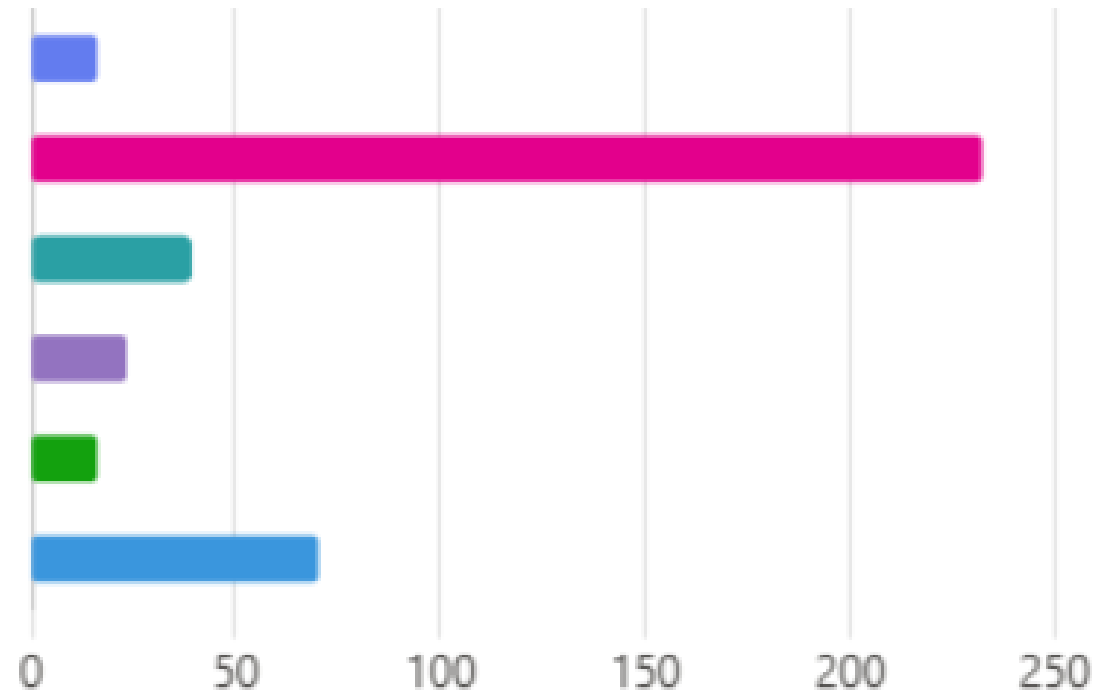


Q7. How helpful  
do you find the  
reception and  
administrative  
team at the  
practice?



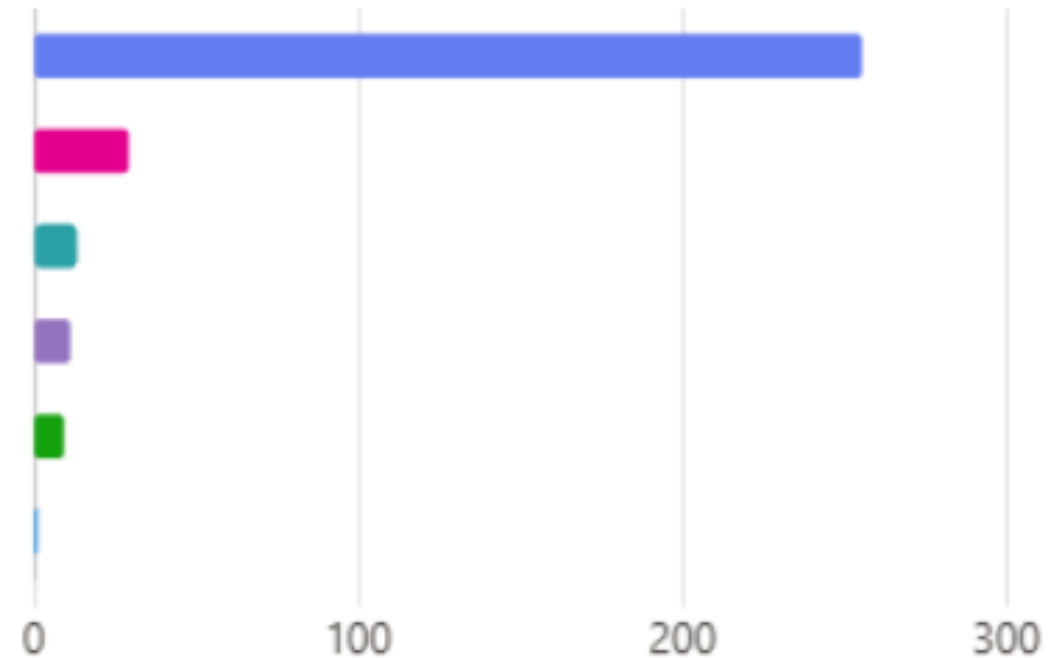
Very helpful	180
Fairly helpful	106
Not very helpful	25
Not at all helpful	7

Q8. As far as you are aware, what general practice appointment times are available to you? Please tick all the boxes that apply.



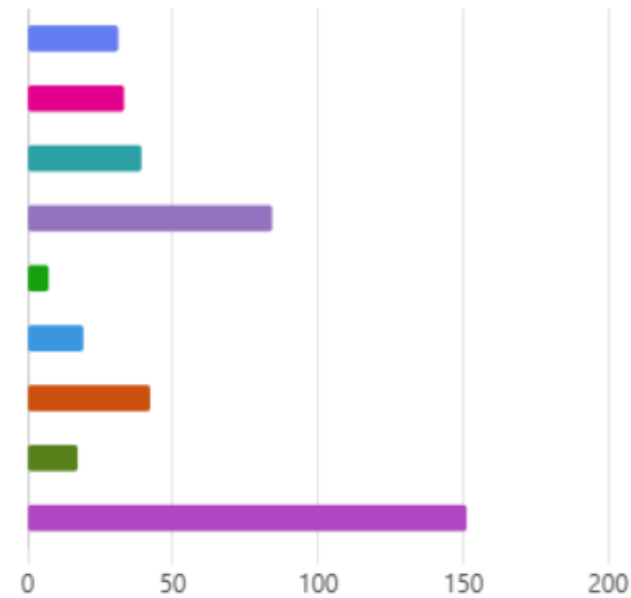
Before 8am on at least one weekday	16
Weekdays between 8am and 6.30pm	232
After 6.30pm on a weekday	39
On a Saturday	23
On a Sunday	16
Don't know	70

**Q9. When did you last try to make an appointment, with a GP, nurse or other healthcare professional, either for yourself or someone else? This could be an appointment in person, on the phone, by video call, by messaging online or by text message.**



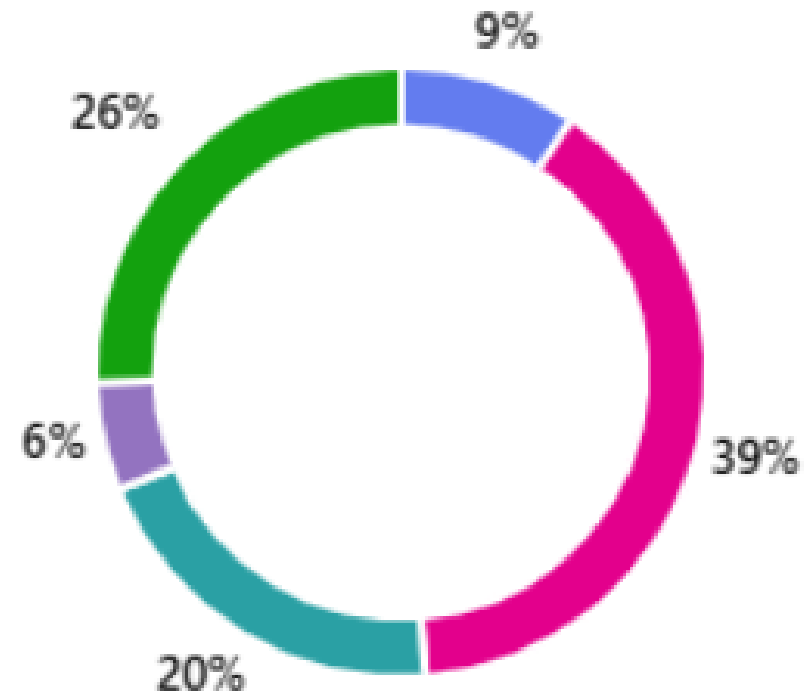
In the past 3 months	255
Between 3 and 6 months ago	29
Between 6 and 12 months ago	13
More than 12 months ago	11
Don't know	9
I haven't tried to make an appointment since being registered with my current GP...	1

Q10. Before you tried to get this appointment, did you do anything of the following?  
Please select all the boxes that apply.



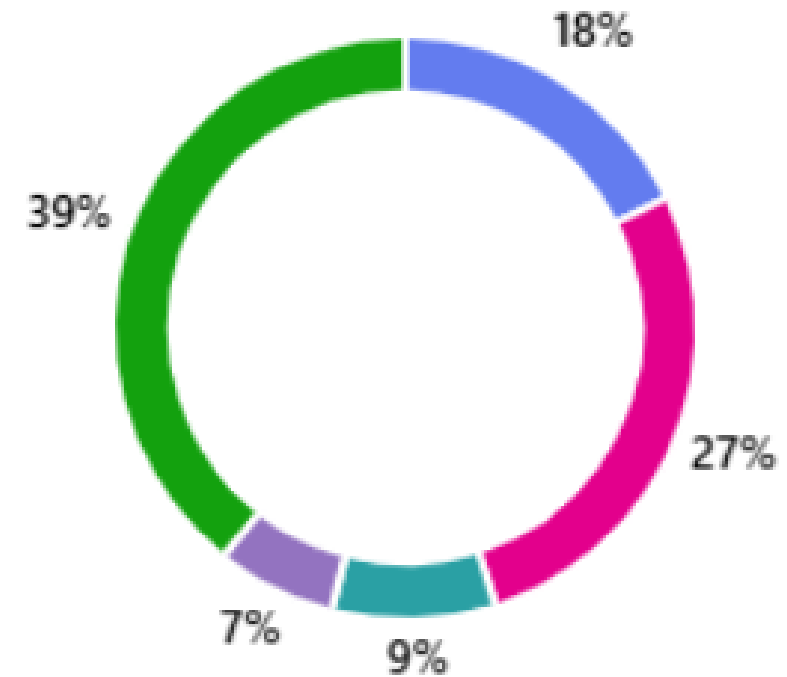
Used an online NHS service (including NHS 111 online)	31
Used a non-NHS online service, or looking online for information	33
Spoke to pharmacist	39
Tried to treat myself/the person I was making this appointment for (for example...	84
Called an NHS helpline, such as NHS 111	7
Contacted or used another NHS service	19
Asked for advice from a friend or family member	42
Tried to get information or advice elsewhere (from a non-NHS service)	17
I did not try to get information or advice	151

Q11. Which of the following general practice online services have you used in the past 12 months? By 'online' we mean on a website or smartphone app. Please select all the boxes that apply.



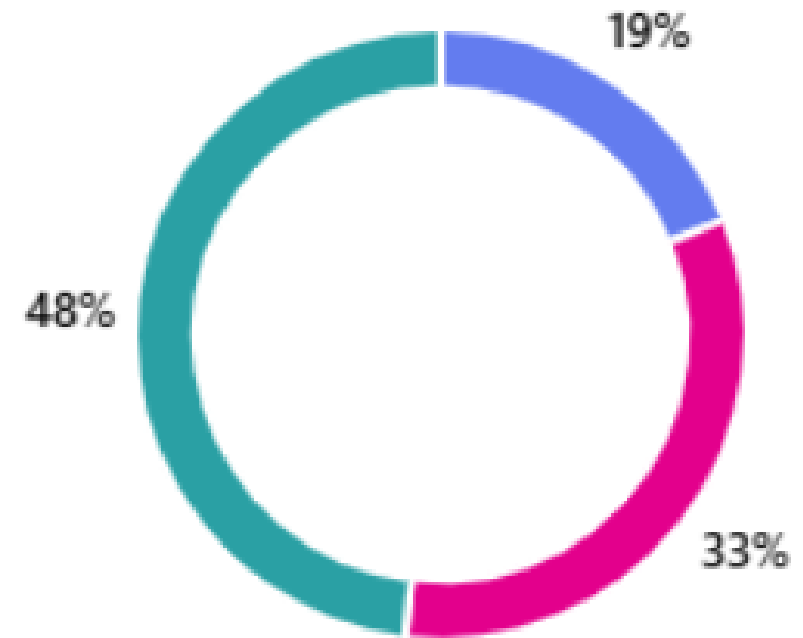
Booking appointments online	41
Ordering repeat prescriptions online	171
Accessing my medical records online	87
Filling in an online form	25
None of these	111

Q12. How easy is it  
to use your  
practice's website to  
look for information  
or access services?



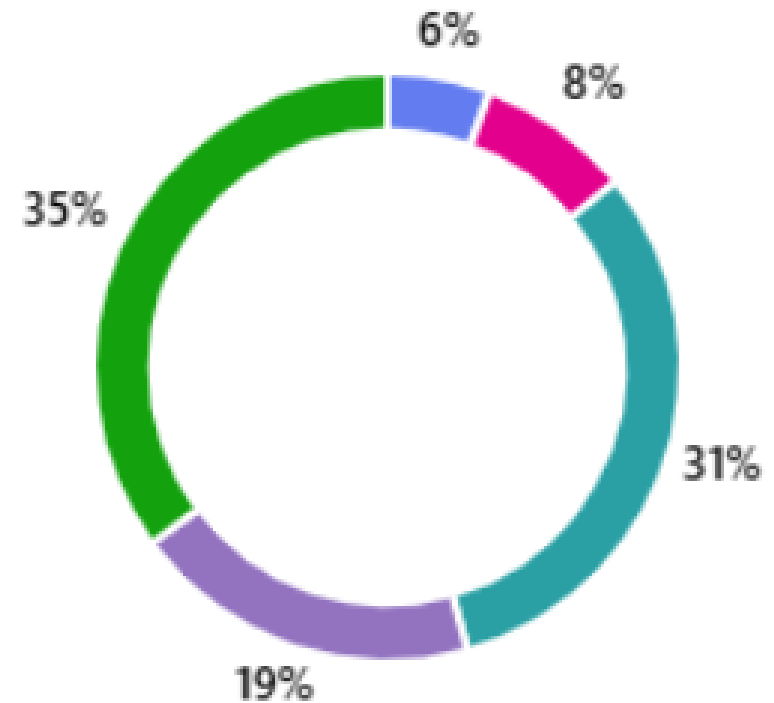
Very easy	56
Fairly easy	87
Not very easy	29
Not at all easy	21
Haven't tried	125

Q13. Is there a particular GP you usually prefer to see or speak to?



Yes, for all appointments	60
Yes, for some appointments, but not others	105
No	153

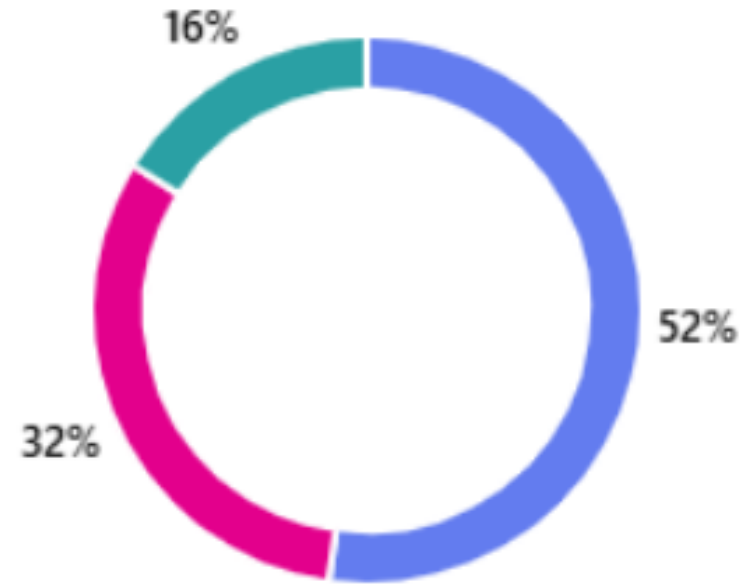
Q14. How often do you see or speak to your preferred GP when you would like to?



Always or almost always	18
A lot of the time	27
Some of the time	100
Never or almost never	61
I have not tried	112

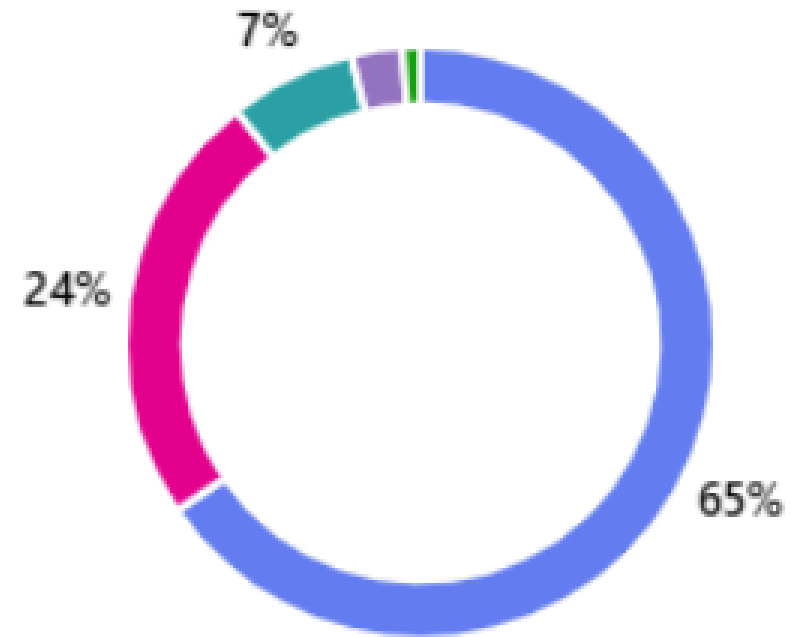


Q15. At your last appointment, did you feel the healthcare professional was giving you enough time?



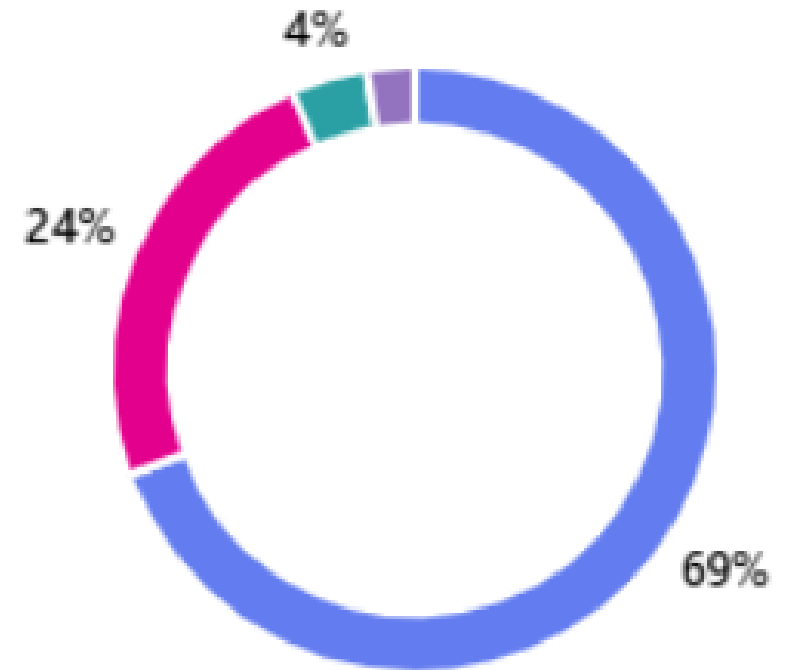
Very Good	165
Good	100
Fair	51

Q16. During your last appointment, how good was the healthcare professional at listening to you?



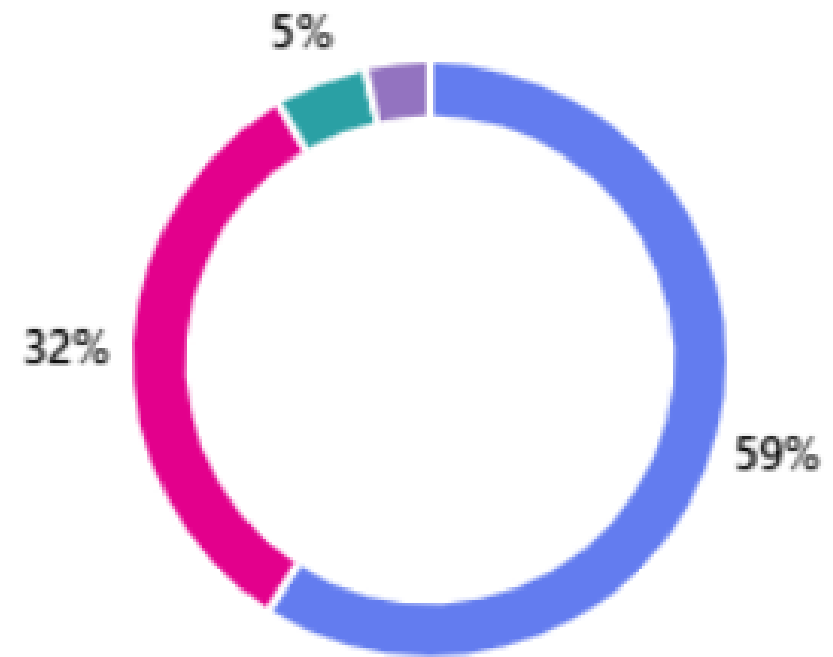
Very good	208
Fairly good	76
Neither good nor poor	22
Fairly poor	9
Very poor	3

Q17. Did you have confidence and trust in the healthcare professional you saw and spoke to?



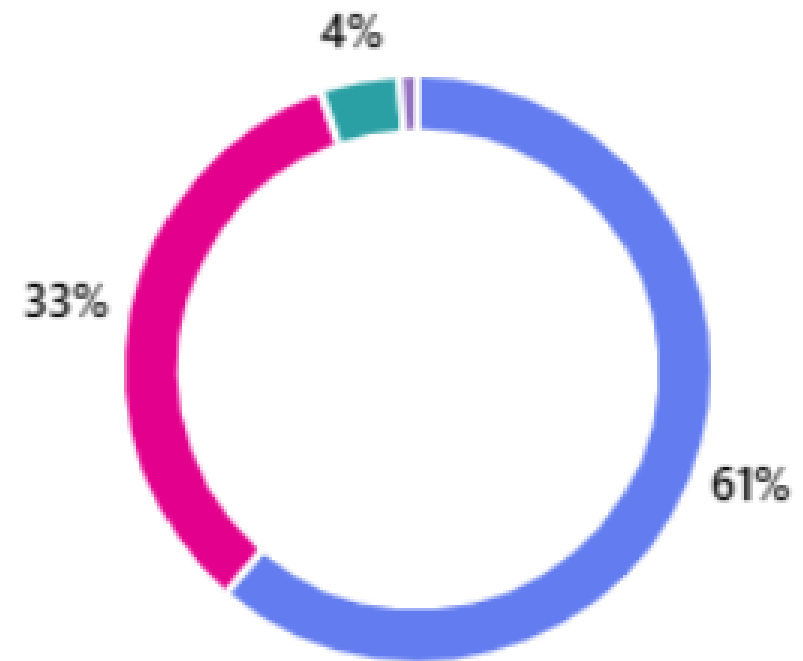
Yes, definitely	220
Yes, to some extent	76
No, not at all	13
I don't know or it didn't apply	8

Q18. At your last appointment, were you involved as much as you wanted to be in decisions and your treatment?



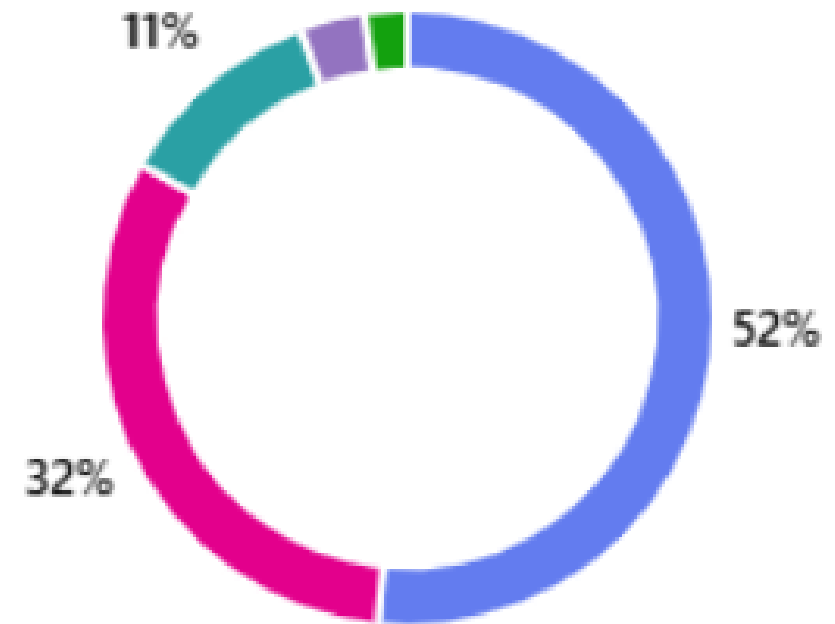
● Yes, definitely	188
● Yes, to some extent	103
● No, not at all	16
● I can't remember or didn't apply	11

Q19. Thinking about the reason for your last appointment, were your needs met?



Yes, definitely	195
Yes, to some extent	106
No, not at all	14
I don't know	3

Q20. Overall, how would you describe your experience of your GP Practice?



Very good	164
Fairly good	101
Neither good nor poor	35
Fairly poor	11
Very poor	7

# Thank you

The Shires Healthcare Patient Practice Survey 2025 is live from April 2025  
Visit our website, the link below, or scan the QR code to take part and have your say

<https://forms.office.com/e/iM2E70meHc>

