

Shires Healthcare

Patient Practice Survey
Spring / Summer 2025

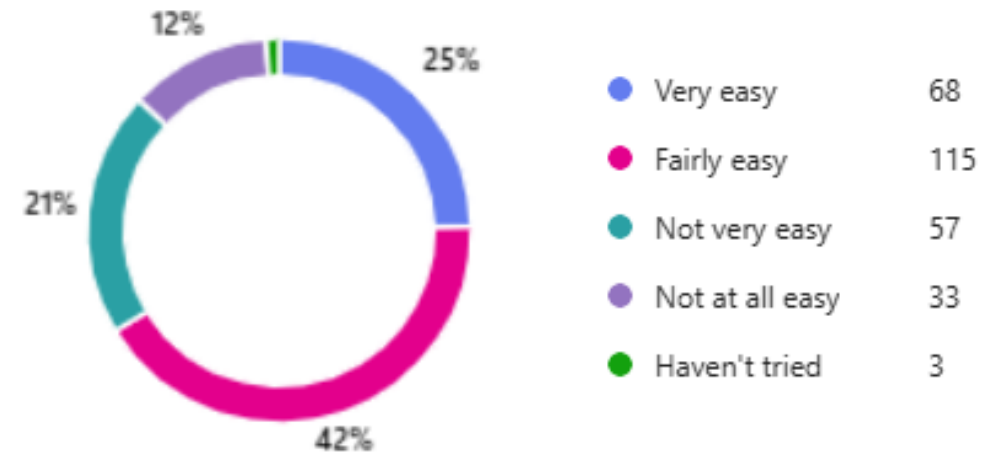
Response Overview

Number of responses:
276 Patients

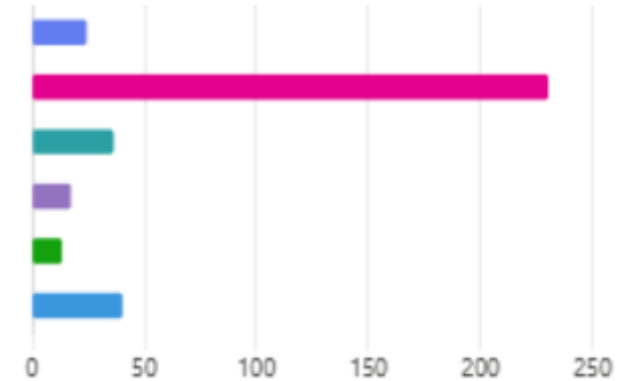
Average time taken to
complete:
6 minutes 15 seconds

Survey live for:
133 days

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

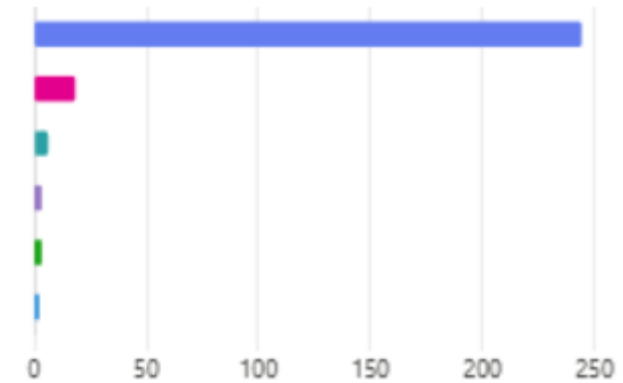


Q2. As far as you are aware, what general practice appointment times are available to you? Please select all the boxes that apply.



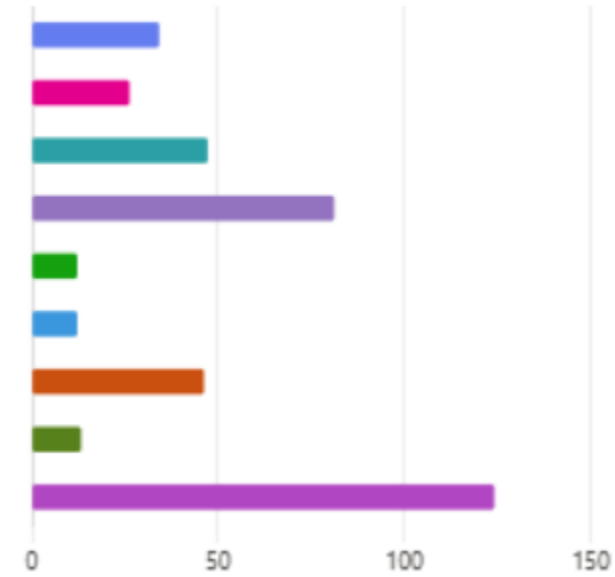
Before 8am on at least one weekday	24
Weekdays between 8am and 6.30pm	230
After 6.30pm on a weekday	36
On a Saturday	17
On a Sunday	13
Don't know	40

Q3. When did you last try to make an appointment, with a GP, Nurse or other Healthcare Professional, either for yourself or someone else?



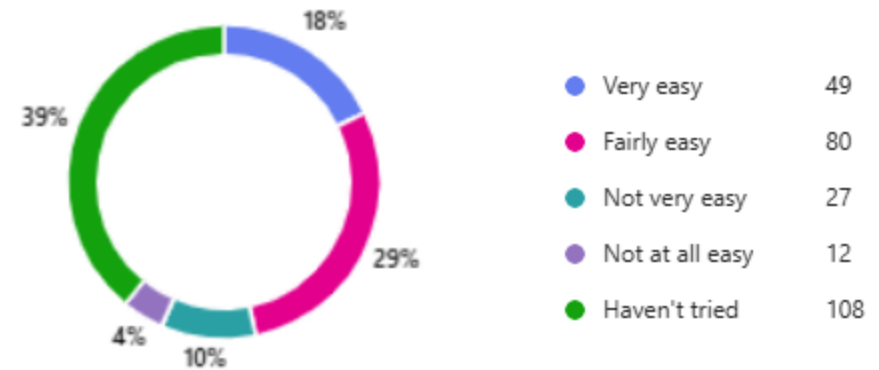
In the past 3 months	244
Between 3 and 6 months ago	18
Between 6 and 12 months ago	6
More than 12 months ago	3
Don't know	3
I haven't tried to make an appointment since being registered with my current GP...	2

Q4. Before you tried to get this appointment, did you do any of the following?

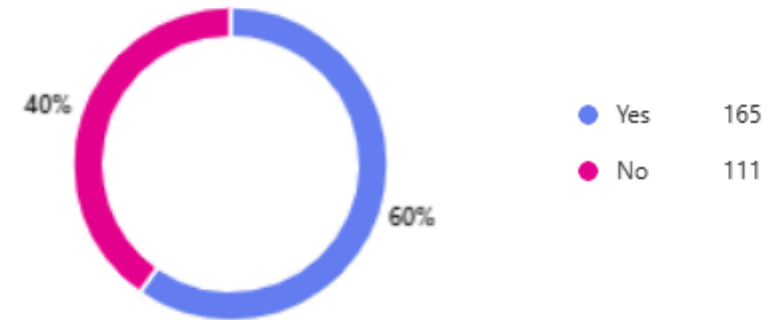


Used an online NHS service (including NHS 111 online)	34
Used a non-NHS online service, or looking online for information	26
Spoke to pharmacist	47
Tried to treat myself/the person I was making this appointment for (for example...	81
Called an NHS helpline, such as NHS 111	12
Contacted or used another NHS service	12
Asked for advice from a friend or family member	46
Tried to get information or advice elsewhere (from a non-NHS service)	13
I did not try to get information or advice	124

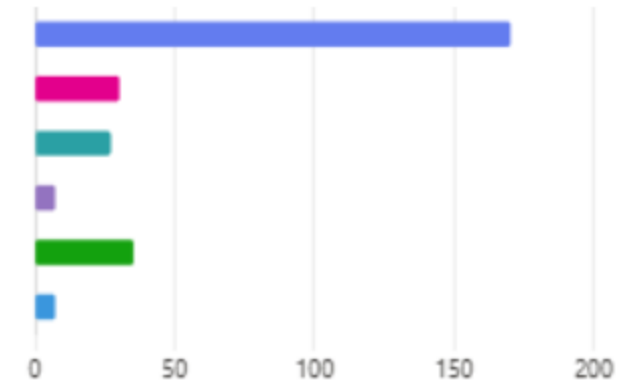
Q5. How easy is it
to use the
practice's website
to look for
information or
access services?



Q6. When last making an appointment at the practice, were you offered a choice of appointments?

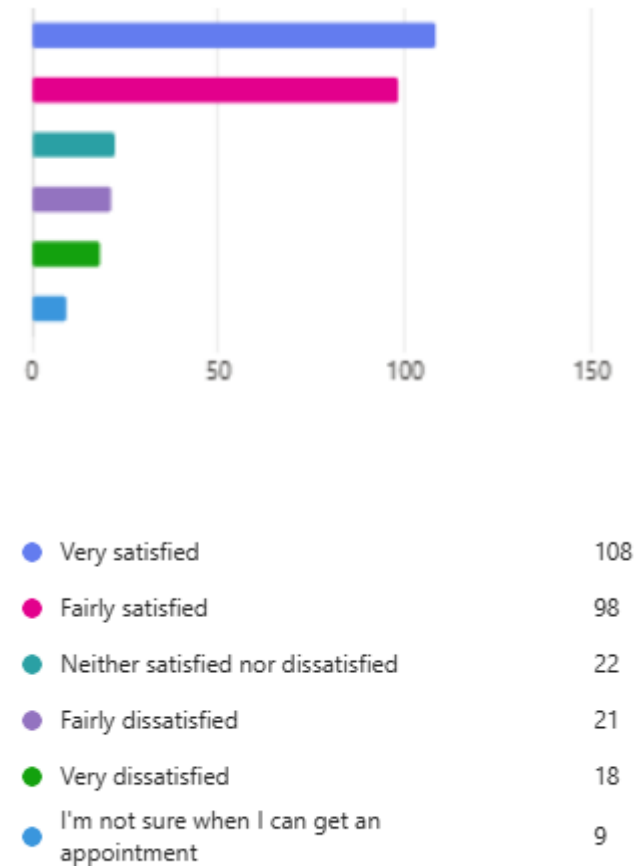


Q7. When would you have liked this appointment to be?

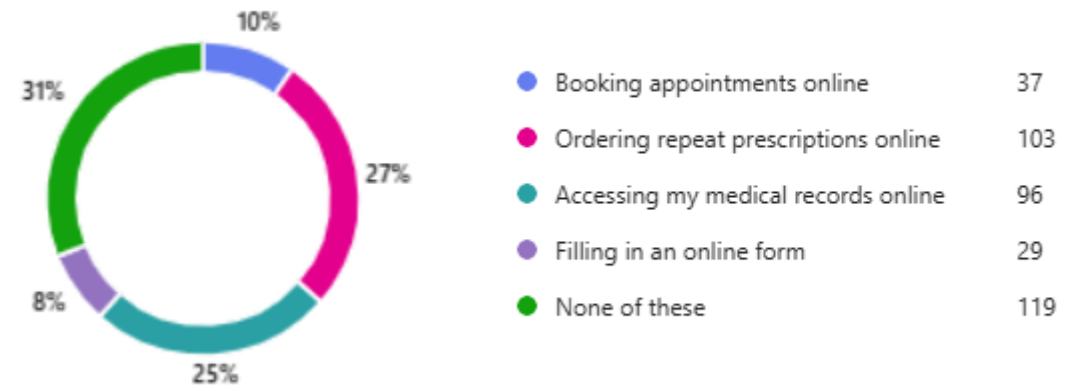


● On the same day	170
● On the next day	30
● A few days later	27
● A week or more later	7
● I didn't have a specific day in mind	35
● Can't remember	7

Q8. How satisfied
are you with the
practice
appointment
times that are
available to you?



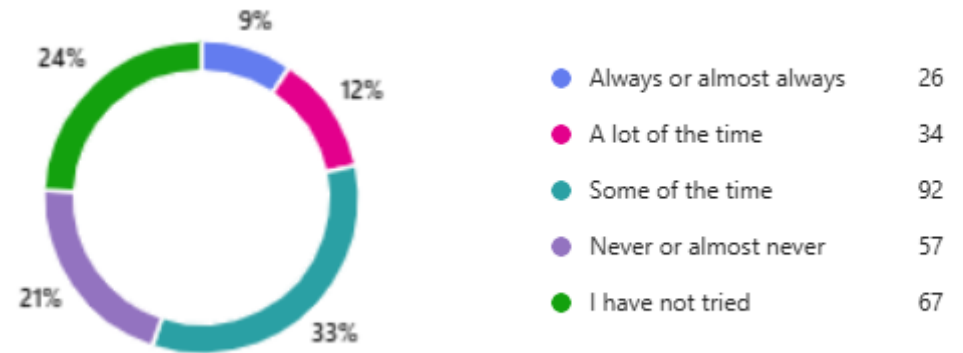
Q9. Which of the following general practice online services have you used in the past 12 months?
By 'online' we mean on a website or smartphone app.



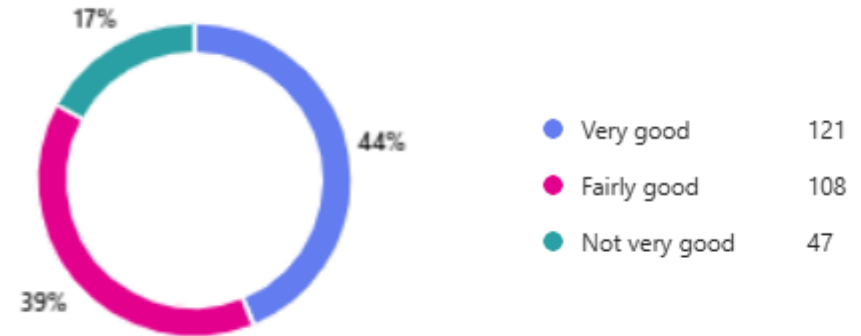
Q10. Is there a particular GP you usually prefer to see or speak to?



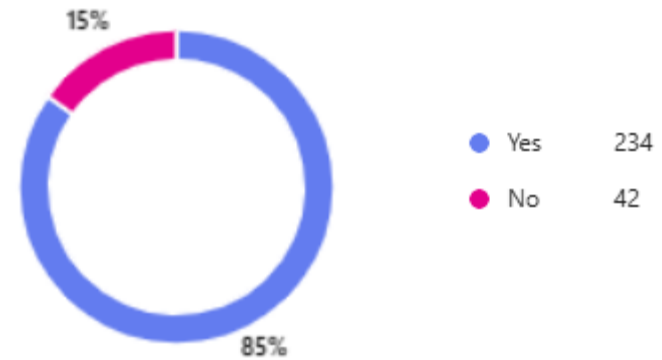
Q11. How often do
you see or speak to
your preferred GP
when you would like
to?



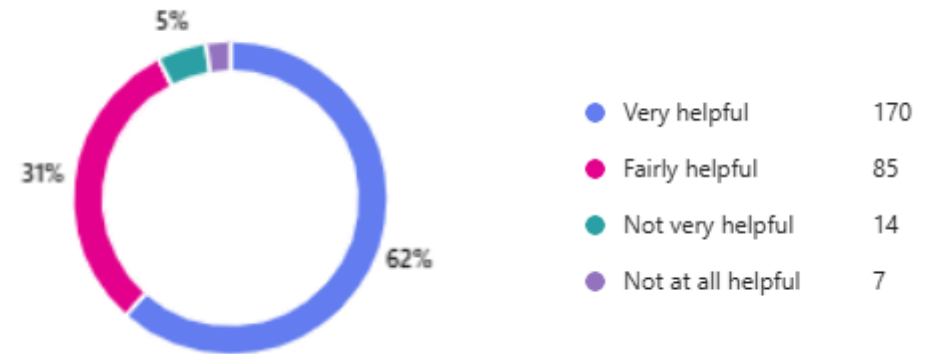
Q12. How was your overall experience of making an appointment at the practice?



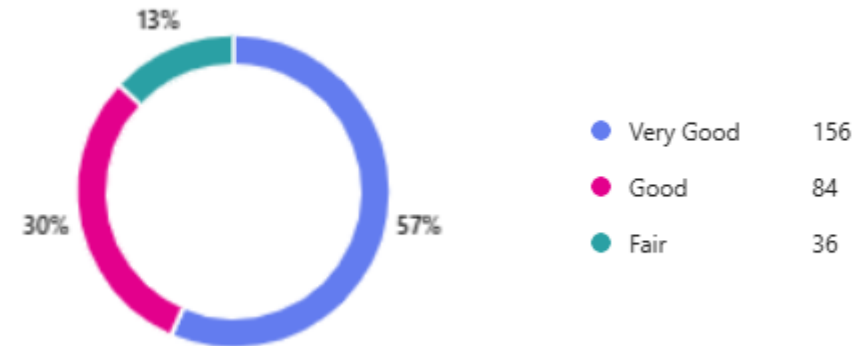
Q13. Were you satisfied with the appointment offered?



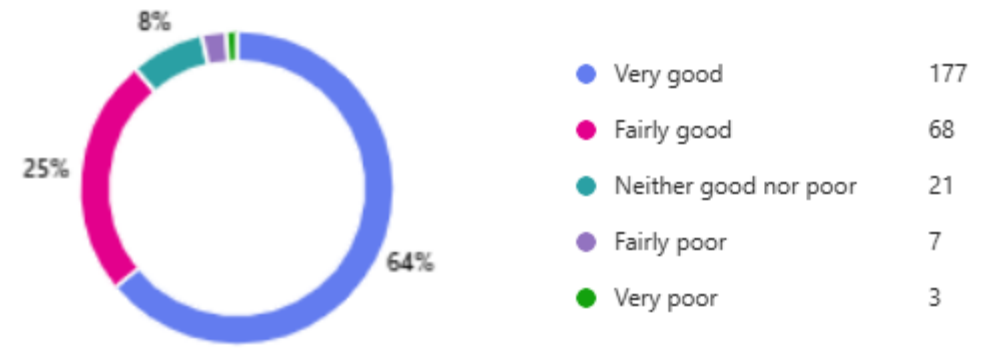
Q14. How helpful do you find the reception and administrative team at the practice?



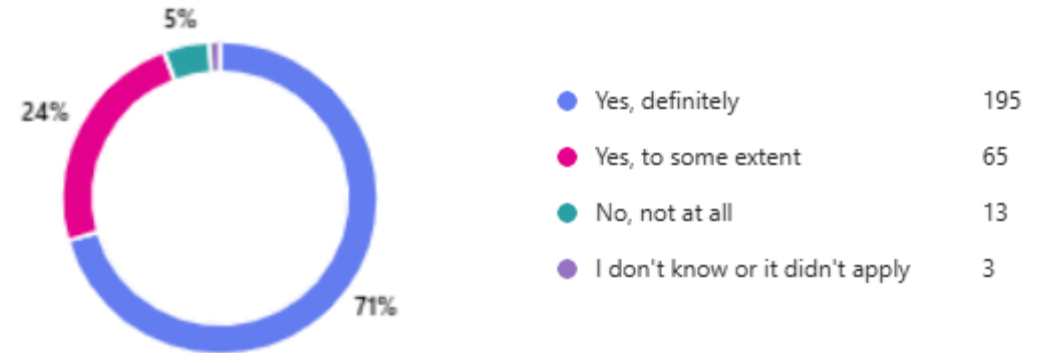
Q15. At your last appointment, did you feel the healthcare professional was giving you enough time?



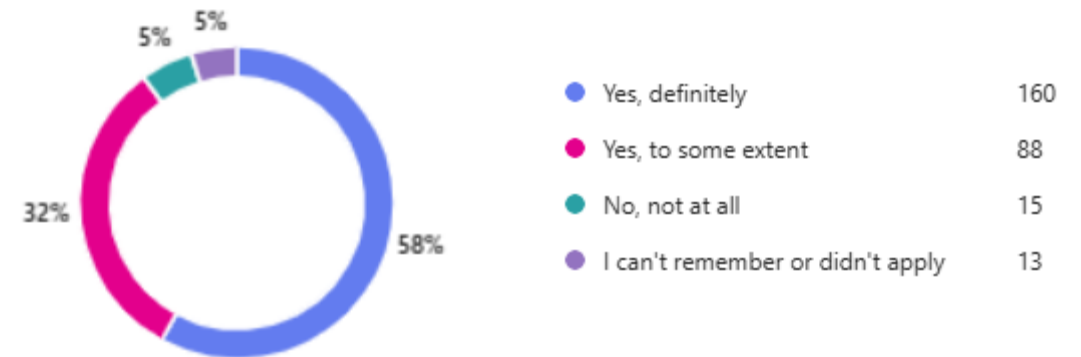
Q16. During your last appointment, how good was the healthcare professional at listening to you?



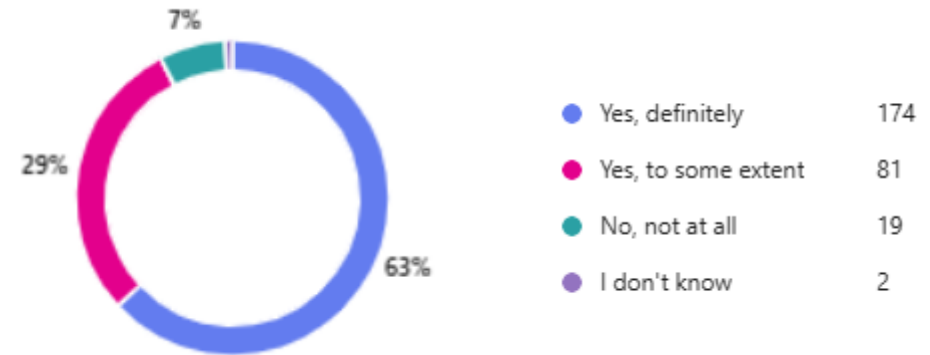
Q17. Did you have
confidence and trust
in the healthcare
professional you saw
and spoke to?



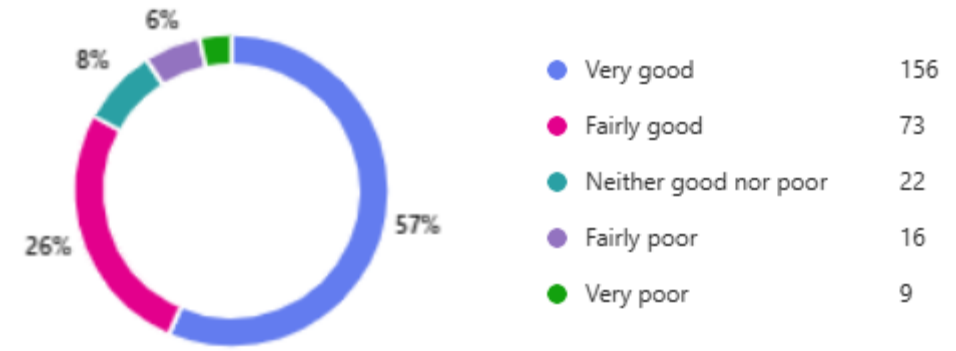
Q18. At your last appointment, were you involved as much as you wanted to be in decisions and your treatment?



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



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



Thank you

Shires Healthcare Patient Practice Survey for Autumn/ Winter 2025 will be live from
Friday 3rd October 2025