

PATIENT PRACTICE SURVEY

SHIRES HEALTHCARE
AUTUMN / WINTER 2025

Number of responses

118 Patients

Average time taken to complete

7 minutes 21 seconds

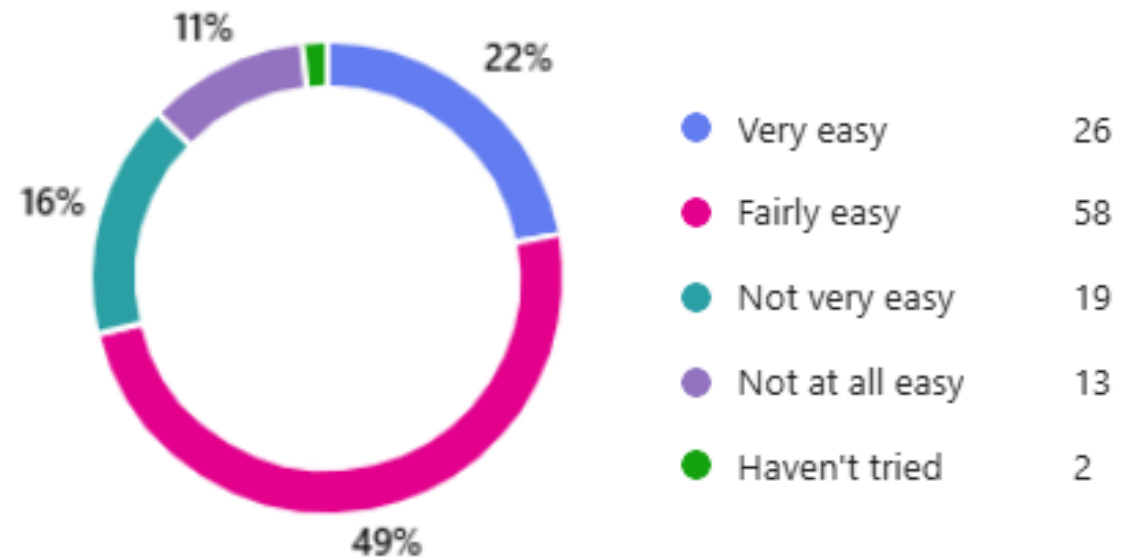
Survey live for

98 days

Response Overview

Question 1

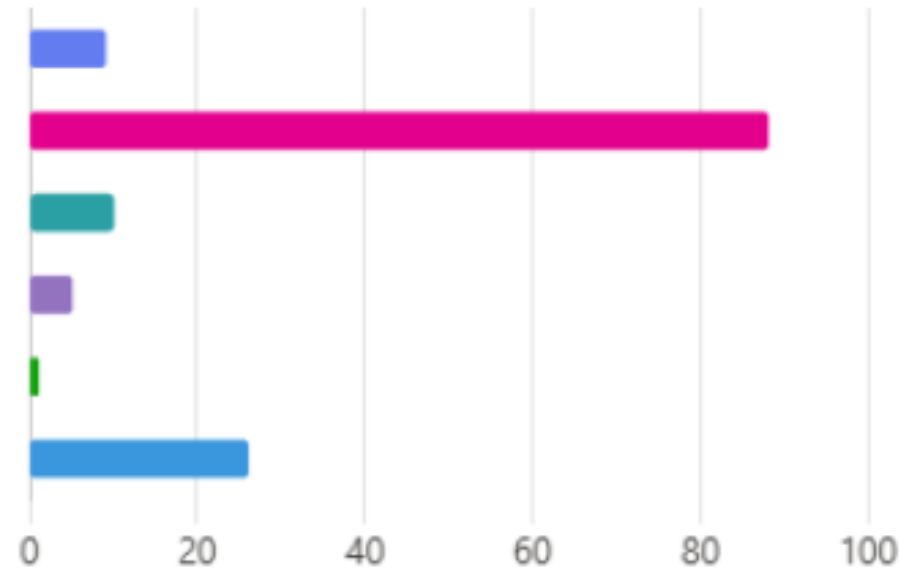
Generally, how easy is it to get through to someone at the practice on phone?



Question 2

As far as you are aware, what general practice appointment times are available to you?

Please select all the boxes that apply.

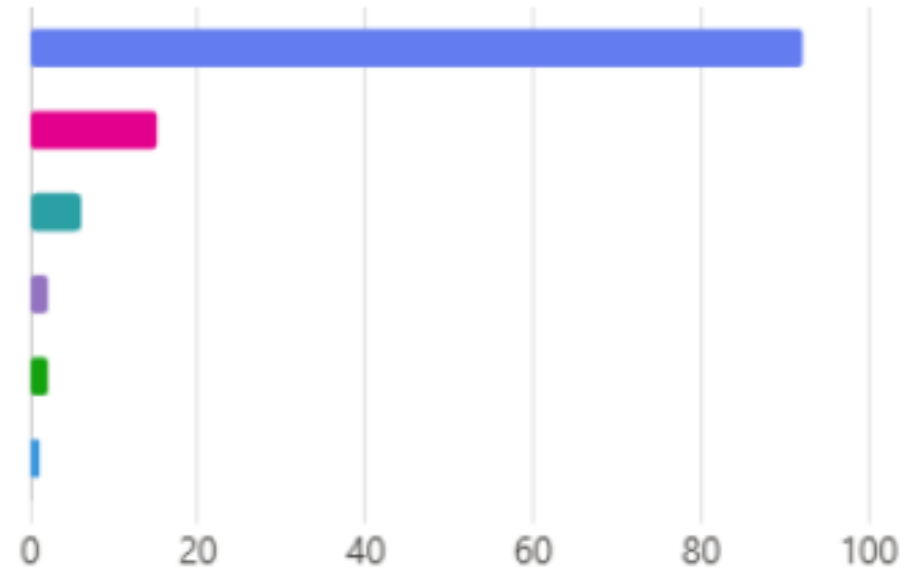


● Before 8am on at least one weekday	9
● Weekdays between 8am and 6.30pm	88
● After 6.30pm on a weekday	10
● On a Saturday	5
● On a Sunday	1
● Don't know	26

Question 3

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.

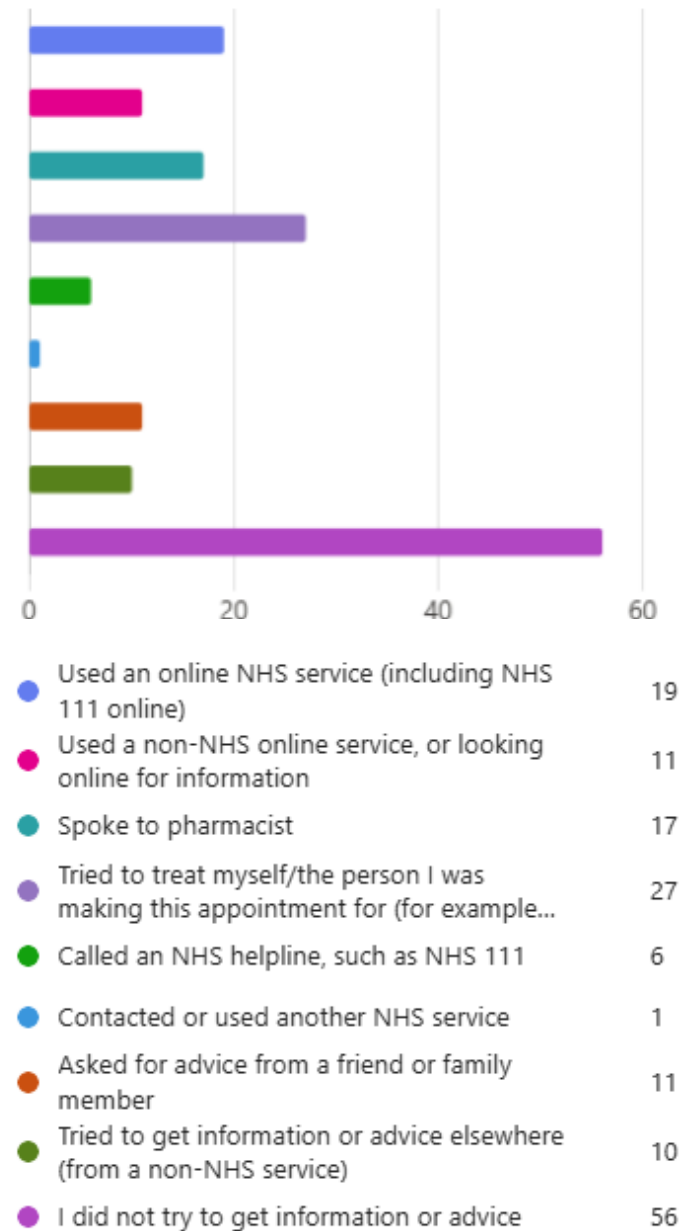


● In the past 3 months	92
● Between 3 and 6 months ago	15
● Between 6 and 12 months ago	6
● More than 12 months ago	2
● Don't know	2
● I haven't tried to make an appointment since being registered with my current GP...	1

Question 4

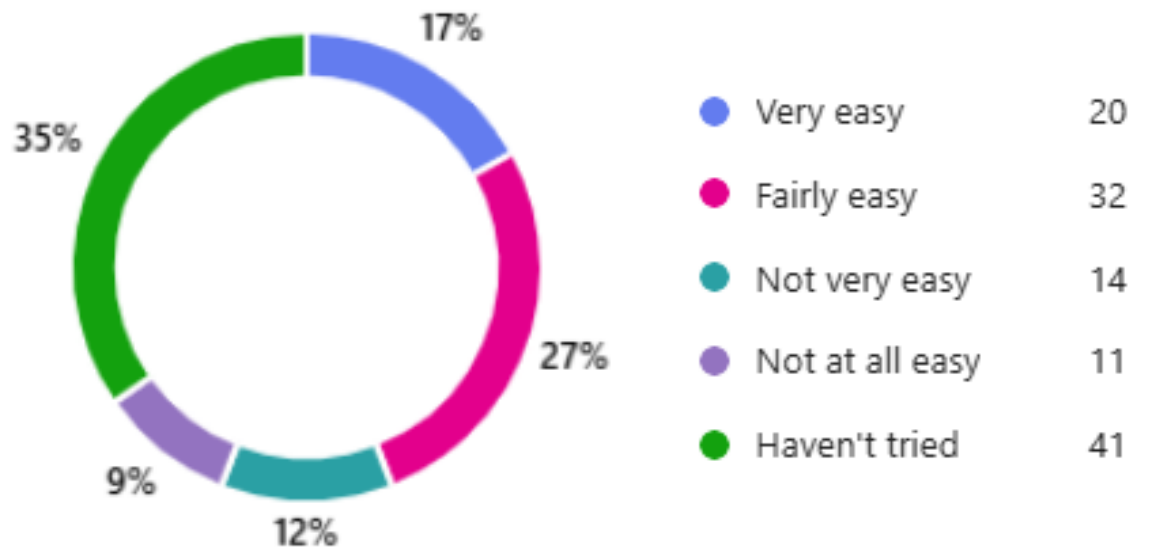
Before you tried to get this appointment, did you do any of the following?

Please select all the boxes that apply.



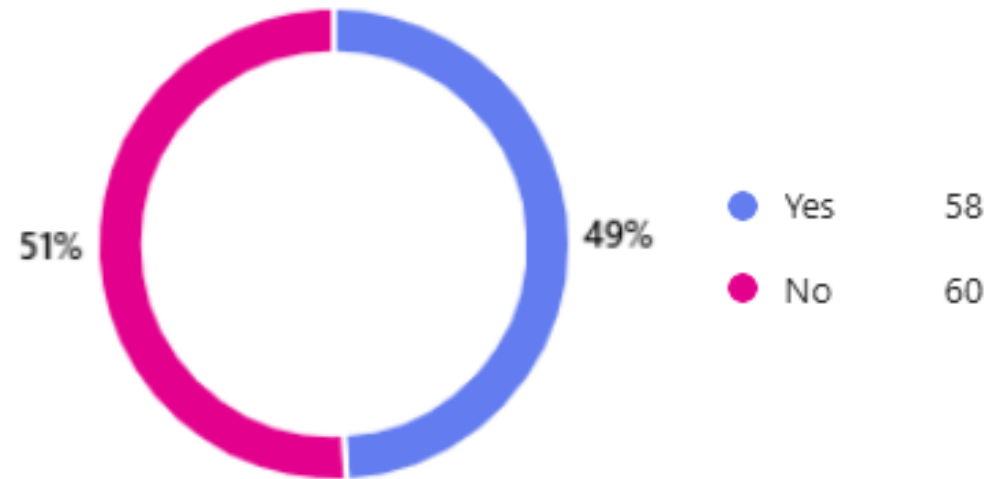
Question 5

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



Question 6

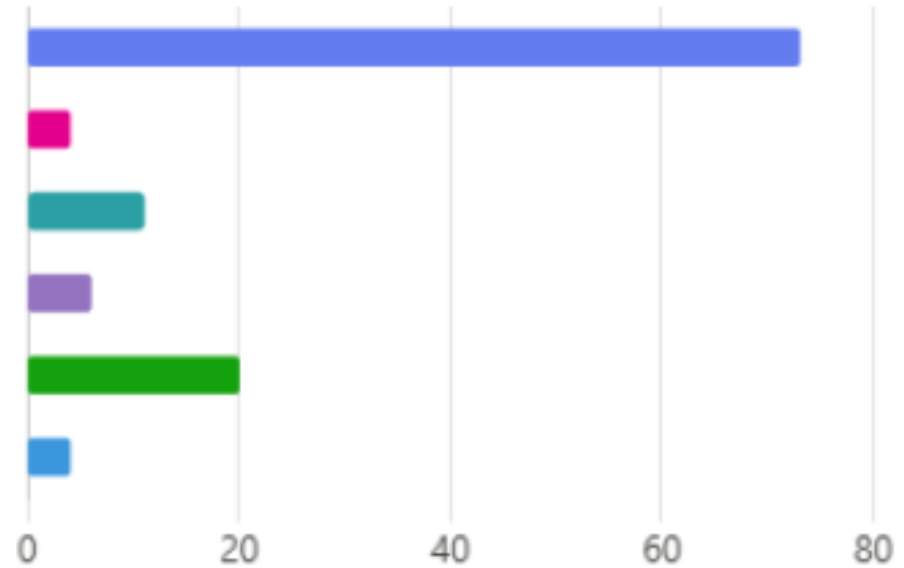
When last making an appointment at the practice, were you offered a choice of appointments?



Question 7

When would you have liked this appointment to be?

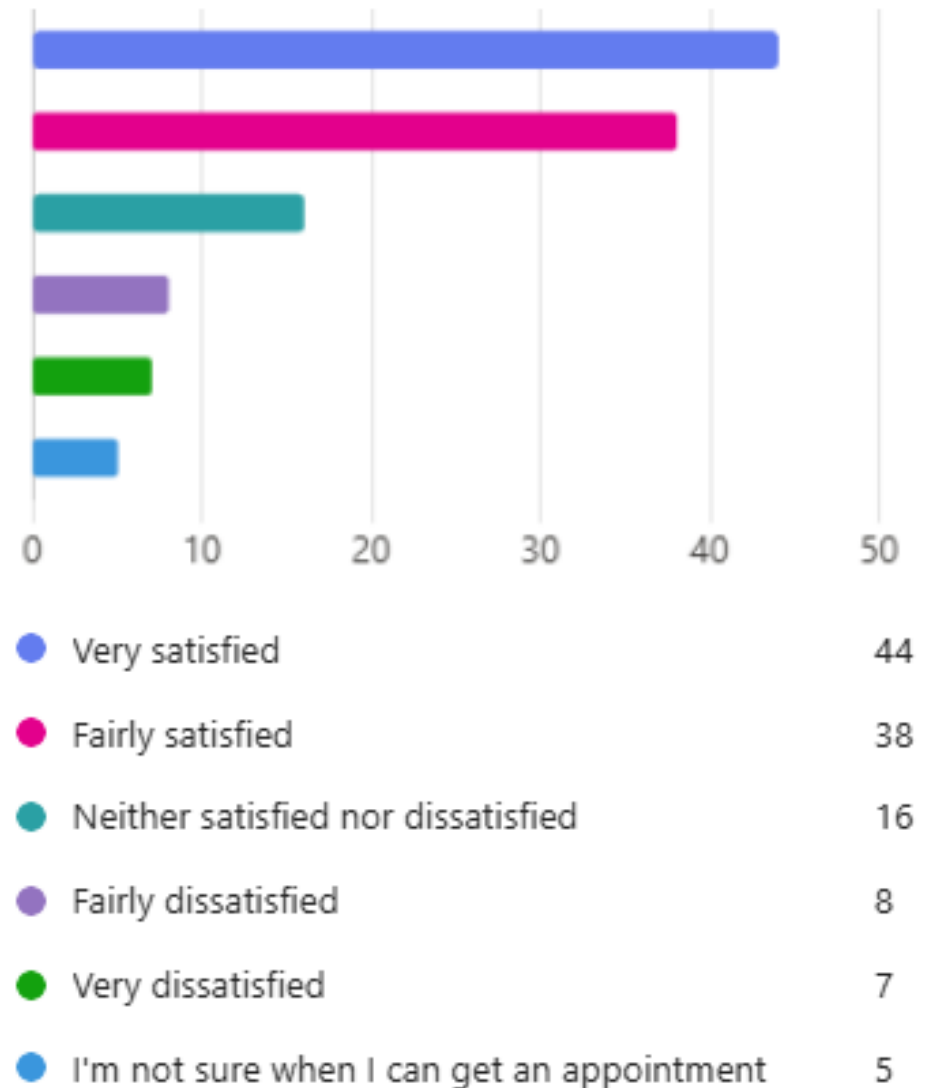
Please choose one option only.



● On the same day	73
● On the next day	4
● A few days later	11
● A week or more later	6
● I didn't have a specific day in mind	20
● Can't remember	4

Question 8

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

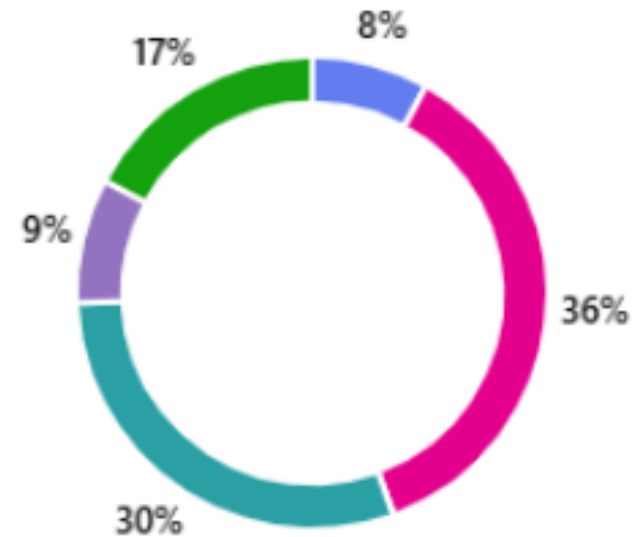


Question 9

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.

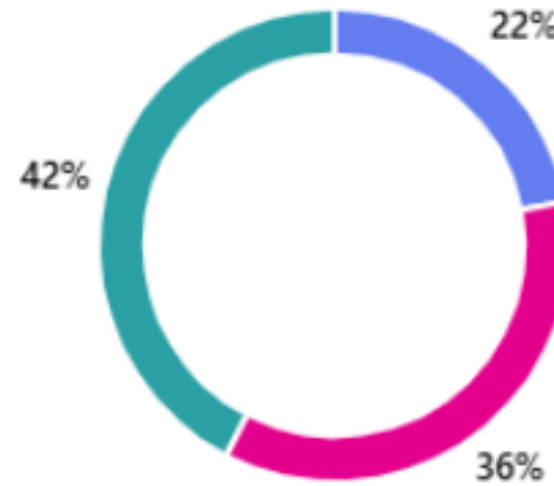
Please select all the boxes that apply.



● Booking appointments online	15
● Ordering repeat prescriptions online	68
● Accessing my medical records online	56
● Filling in an online form	16
● None of these	32

Question 10

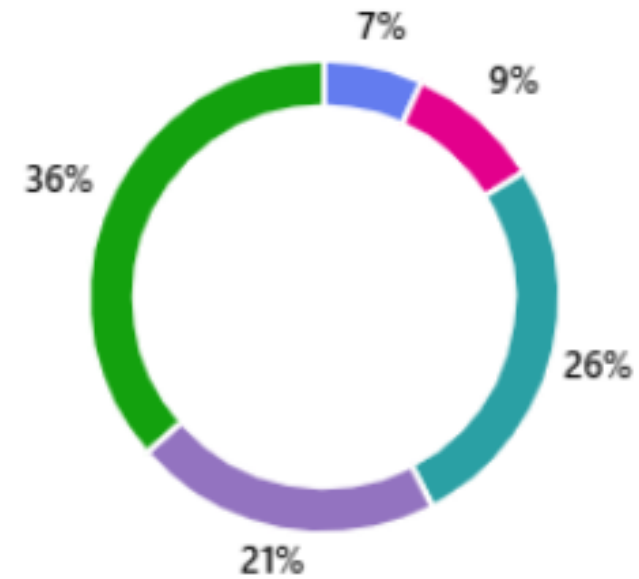
Is there a particular GP you usually prefer to see or speak to?



● Yes, for all appointments	26
● Yes, for some appointments, but not others	42
● No	50

Question 11

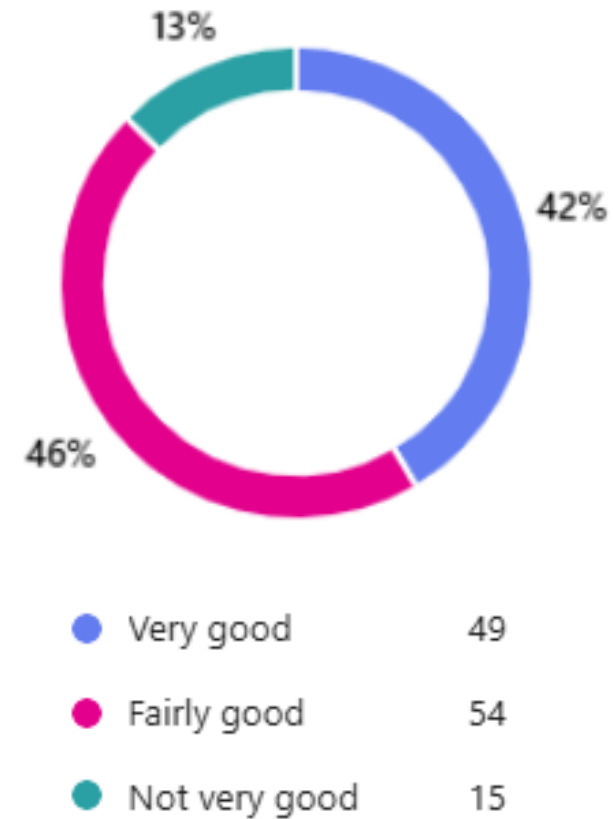
How often do you see or speak to your preferred GP when you would like to?



● Always or almost always	8
● A lot of the time	11
● Some of the time	31
● Never or almost never	25
● I have not tried	43

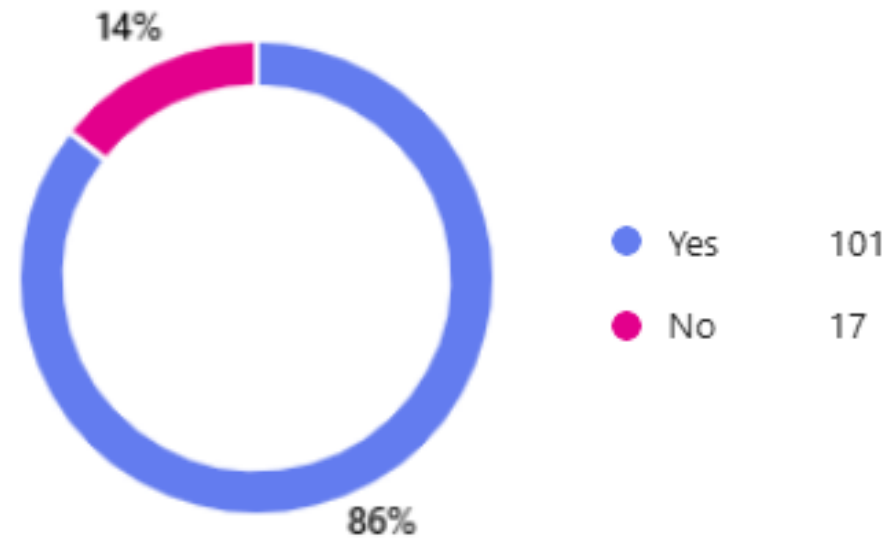
Question 12

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



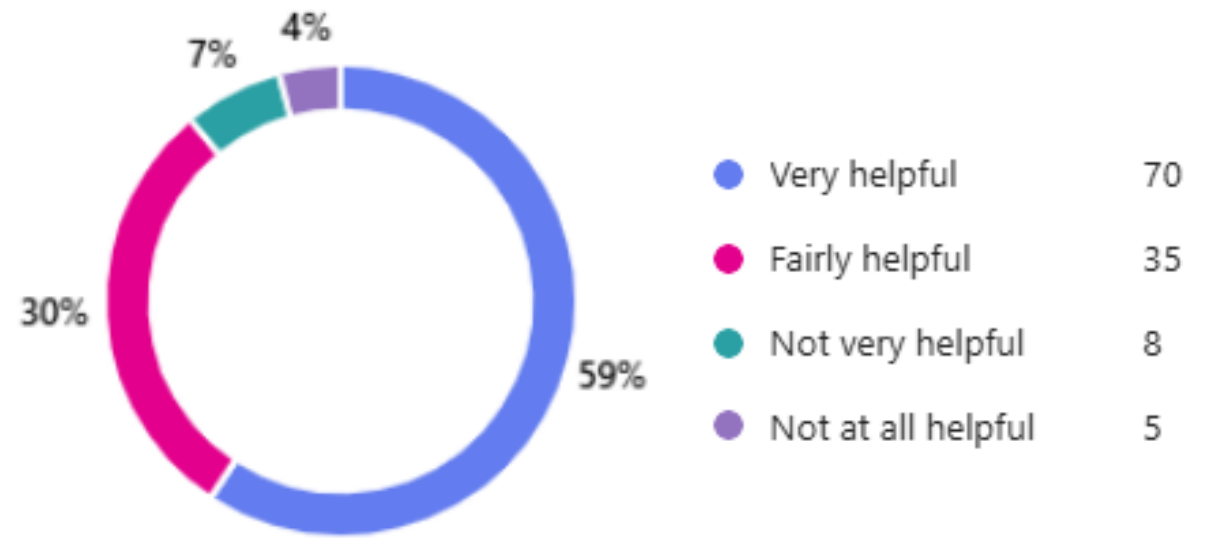
Question 13

Were you satisfied with the appointment offered?



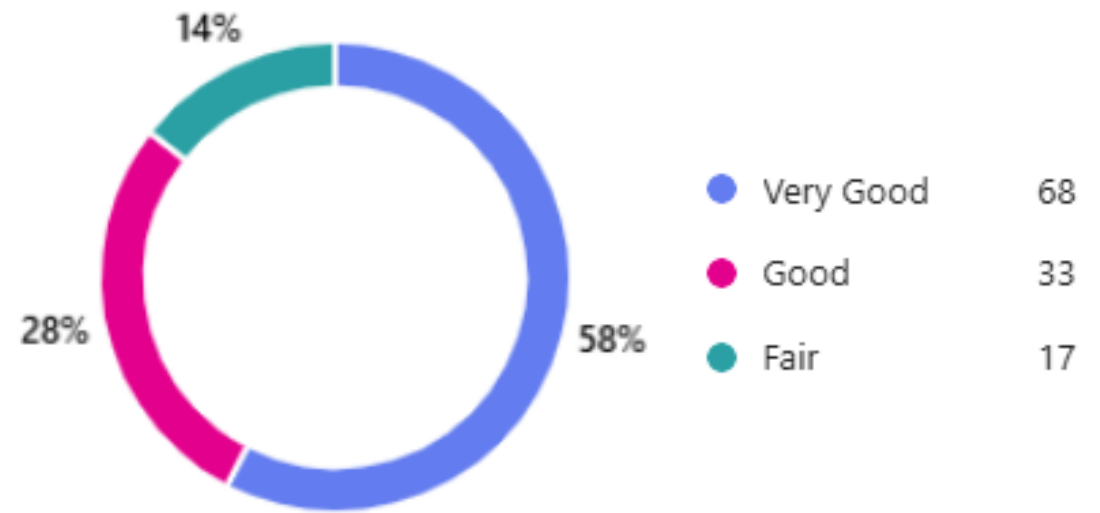
Question 14

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



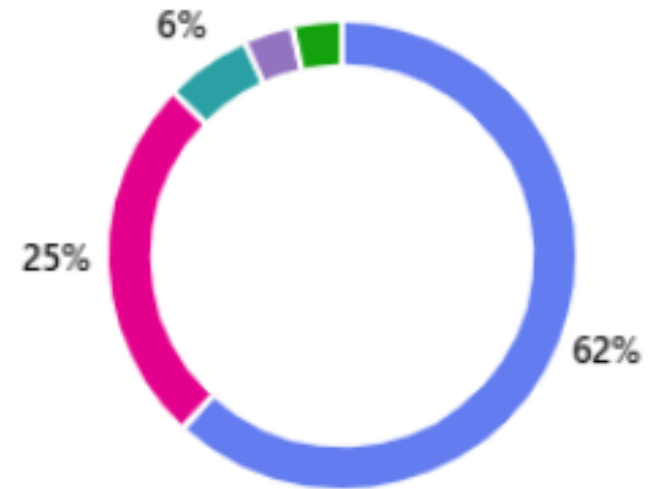
Question 15

At your last appointment did you feel the healthcare professional was good at giving you enough time?



Question 16

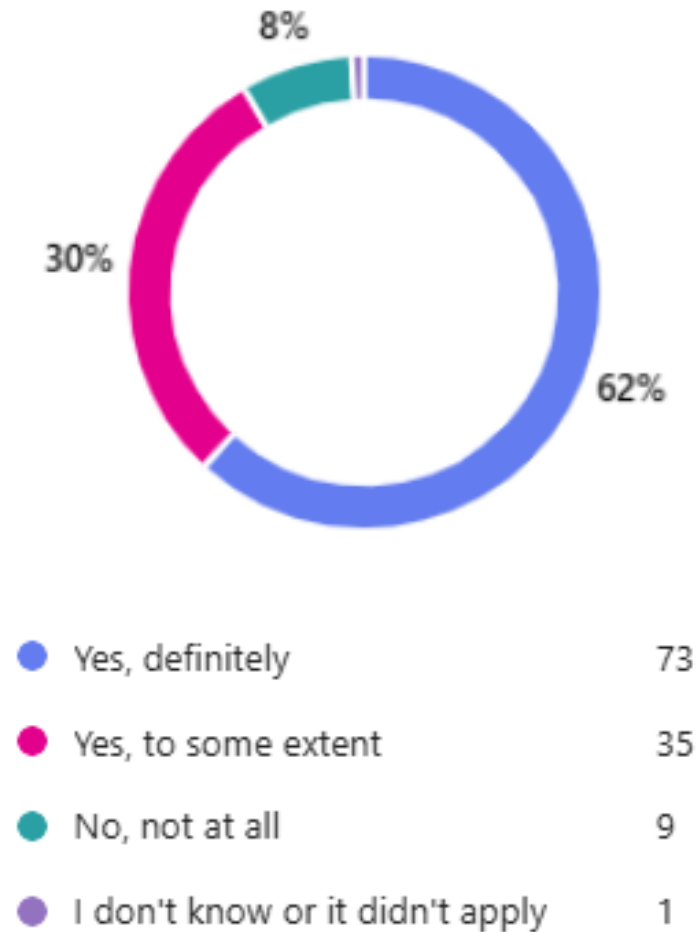
During your last appointment, how good was the healthcare professional at listening to you?



● Very good	73
● Fairly good	30
● Neither good nor poor	7
● Fairly poor	4
● Very poor	4

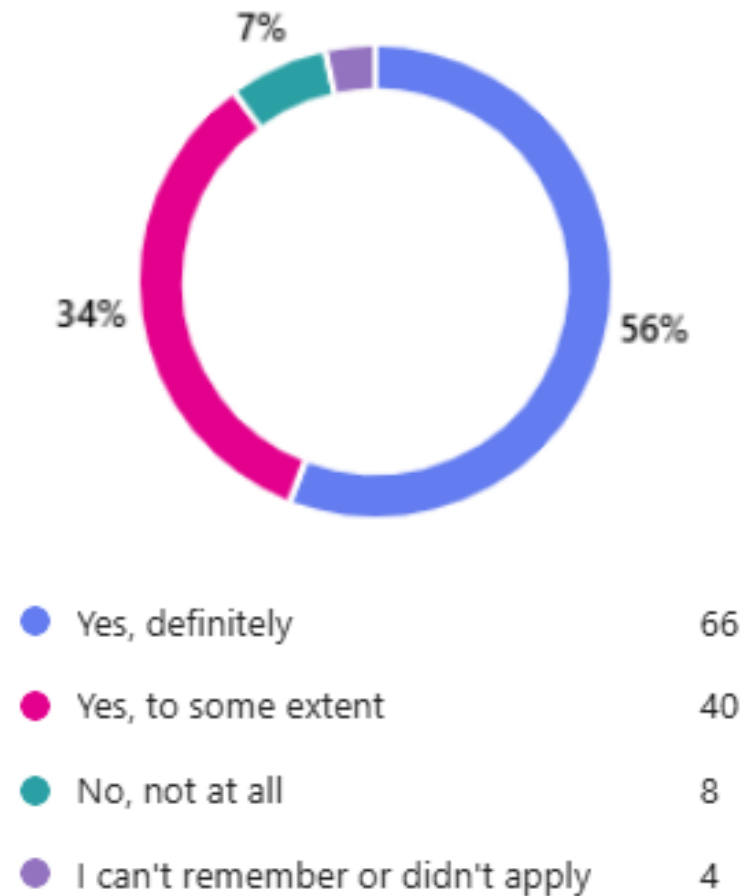
Question 17

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



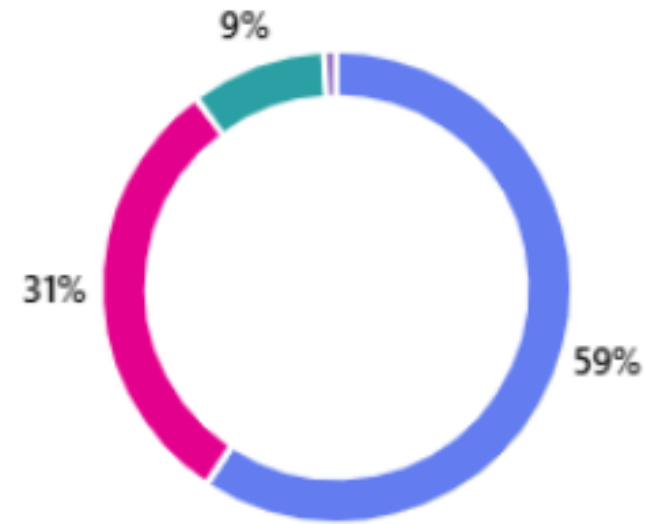
Question 18

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



Question 19

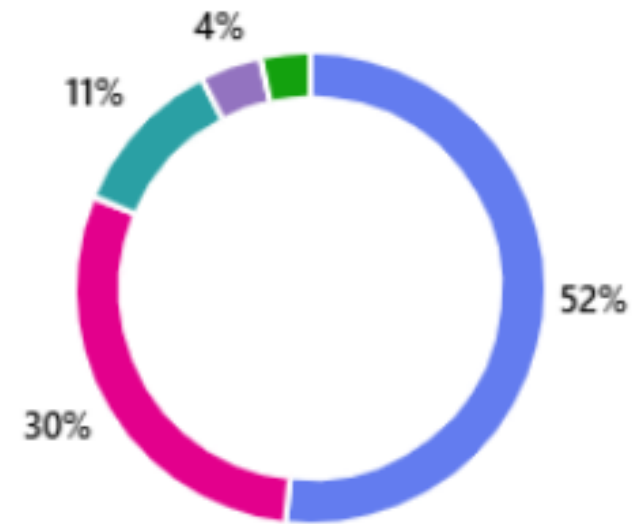
Thinking about the reason for your last appointment, were your needs met?



● Yes, definitely	70
● Yes, to some extent	36
● No, not at all	11
● I don't know	1

Question 20

Overall, how would you describe your experience of your GP practice?



● Very good	61
● Fairly good	35
● Neither good nor poor	13
● Fairly poor	5
● Very poor	4

THANK YOU

**Our Next Patient Survey will
go live in Summer 2026**