

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

LONSDALE MEDICAL CENTRE

NHS WEST KENT CCG

NATIONAL

**Q26 Is your GP surgery currently open at times that are convenient for you?**

	LONSDALE MEDICAL CENTRE	NHS WEST KENT CCG	NATIONAL
Yes	65 68%	5648 74%	719566 77%
No	20 21%	1544 20%	156085 17%
Don't know	10 11%	472 6%	61595 7%
<b>Total</b>	<b>95</b>	<b>7664</b>	<b>937247</b>

**Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?**

	LONSDALE MEDICAL CENTRE	NHS WEST KENT CCG	NATIONAL
Very easy	33 33%	2257 29%	273346 28%
Fairly easy	54 55%	3836 48%	451675 47%
Not very easy	9 9%	1204 15%	143112 15%
Not at all easy	0 0%	411 5%	64986 7%
Haven't tried	3 3%	208 3%	33606 3%
<b>Easy (total)</b>	<b>87 88%</b>	<b>6094 77%</b>	<b>725021 75%</b>
<b>Total</b>	<b>99</b>	<b>7917</b>	<b>966726</b>

**Q4 How helpful do you find the receptionists at your GP surgery?**

	LONSDALE MEDICAL CENTRE	NHS WEST KENT CCG	NATIONAL
Very helpful	61 62%	3810 48%	444927 46%
Fairly helpful	32 33%	3361 42%	404720 42%
Not very helpful	3 3%	485 6%	71998 7%
Not at all helpful	0 0%	131 2%	24951 3%
Don't know	3 3%	145 2%	19510 2%
<b>Helpful (total)</b>	<b>93 94%</b>	<b>7171 90%</b>	<b>849647 88%</b>
<b>Total</b>	<b>99</b>	<b>7931</b>	<b>966105</b>

**Q18 Overall, how would you describe your experience of making an appointment?**

	LONSDALE MEDICAL CENTRE	NHS WEST KENT CCG	NATIONAL
Very good	51 53%	2967 39%	329792 35%
Fairly good	32 34%	3127 41%	383126 41%
Neither good nor poor	9 9%	865 11%	124492 13%
Fairly poor	3 3%	463 6%	62586 7%
Very poor	0 0%	206 3%	33853 4%
<b>Good (total)</b>	<b>83 87%</b>	<b>6094 80%</b>	<b>712917 76%</b>
<b>Total</b>	<b>95</b>	<b>7628</b>	<b>933849</b>

**Q9 How often do you see or speak to the GP you prefer?**

	LONSDALE MEDICAL CENTRE	NHS WEST KENT CCG	NATIONAL
Always or almost always	23 35%	2437 51%	203672 40%
A lot of the time	16 25%	1084 23%	119975 23%
Some of the time	20 31%	1022 21%	152703 30%
Never or almost never	5 8%	231 5%	36048 7%
Not tried at this GP surgery	1 1%	35 1%	3153 1%
<b>Total</b>	<b>65</b>	<b>4808</b>	<b>515551</b>

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**Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time**

Very good	60	63%	4077	52%	461278	49%
Good	29	30%	2813	36%	353272	37%
Neither good nor poor	4	5%	582	7%	84320	9%
Poor	2	2%	131	2%	22826	2%
Very poor	0	0%	59	1%	10218	1%
Doesn't apply	0	1%	116	1%	15071	2%
<b>Good (total)</b>	<b>88</b>	<b>93%</b>	<b>6890</b>	<b>89%</b>	<b>814550</b>	<b>86%</b>
	95		7778		946985	

**Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care**

Very good	46	50%	3299	43%	376592	40%
Good	24	26%	2709	35%	332985	35%
Neither good nor poor	7	8%	817	11%	118479	13%
Poor	2	2%	161	2%	26496	3%
Very poor	0	0%	69	1%	12563	1%
Doesn't apply	14	15%	685	9%	74584	8%
<b>Good (total)</b>	<b>70</b>	<b>75%</b>	<b>6008</b>	<b>78%</b>	<b>709577</b>	<b>75%</b>
	93		7740		941698	

**Q19 How long after your appointment time do you normally wait to be seen?**

I don't normally have appointments at a particular time	1	1%	305	4%	30973	3%
Less than 5 minutes	5	5%	617	8%	89665	10%
5 to 15 minutes	66	69%	4222	55%	533105	57%
More than 15 minutes	21	22%	2177	28%	242249	26%
Can't remember	3	3%	346	5%	38148	4%
	95		7667		934140	

**Q22 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely	71	76%	5416	70%	608865	64%
Yes, to some extent	20	22%	1912	25%	265485	28%
No, not at all	1	1%	261	3%	41619	4%
Don't know/can't say	1	1%	148	2%	28207	3%
	94		7736		944176	

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**Q29** Would you recommend your GP surgery to someone who has just moved to your local area?

	LONSDALE MEDICAL CENTRE	NATIONAL
Yes, would definitely recommend	55 57%	467373 49%
Yes, would probably recommend	32 32%	292247 31%
Not sure	9 9%	102151 11%
No, would probably not recommend	1 1%	47433 5%
No, would definitely not recommend	0 0%	25511 3%
Don't know	1 1%	15628 2%
	<u>98</u>	<u>950343</u>