



## Wollaton Park Medical Centre

Wollaton Park, Nottingham, NG8 1FG

Showing responses about **all questions** from all patients

Showing weighted results

### Your local GP services



**74%** find it easy to get through to this GP practice by phone

Show breakdown

Local (CCG) average: 70% | National average: 70%



**92%** find the receptionists at this GP practice helpful

Show breakdown

Local (CCG) average: 91% | National average: 90%



**69%** are satisfied with the general practice appointment times available

Local (CCG) average: 68% National average: 66%

Show breakdown



**39%** usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 52% National average: 50%

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## Making an appointment



**66%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 67% National average: 62%

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**77%** were satisfied with the type of appointment they were offered

Local (CCG) average: 73% National average: 74%

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**97%** took the appointment they were offered


Local (CCG) average: 93% National average: 94%

Show breakdown



**77%** describe their experience of making an appointment as good

Local (CCG) average: 68% | National average: 69%


Show breakdown 

## Your last appointment



**74%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment


Local (CCG) average: 67% | National average: 69%

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**93%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment


Local (CCG) average: 85% | National average: 87%

Show breakdown 



**92%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 87% | National average: 89%

Show breakdown 



**93%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment


Local (CCG) average: 85% | National average: 87%

Show breakdown 



**98%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 91% | National average: 93%

Show breakdown 



**98%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 93% National average: 96%

Show breakdown



**88%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 85% National average: 87%

Show breakdown



**97%** felt their needs were met during their last general practice appointment

Local (CCG) average: 93% National average: 95%

Show breakdown

## Your health



**87%** say they have had enough support in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 77% National average: 79%

Show breakdown

## Overall experience



**90%** describe their overall experience of this GP practice as good

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Local (CCG) average: 82% | National average: 84%

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