

## GP Patient Survey Results Comparison 2025

	QUESTION	National	ICB	Park Lane 23-24	Park Lane 24-25	Park Farm	Brook	Vernon Street	Derwent Valley Medical Practice	Friar Gate Surgery	Derby Family	Mickleover Medical Centre	Mickleover Surgery	Macklin Street	Appletree	Wilson Street	Horizon
Your GP Practice Services	% of patients who find it easy to get through to this GP practice by phone	53	49	80	73	48	61	58	35	53	33	20	28	45	41	32	57
	% of patients who find it easy to contact this GP practice using their website	51	46	80	81	44	50	65	26	80	34	31	27	52	37	39	63
	% of patients who find it easy to contact this GP practice using the NHS App	49	45	74	64	42	50	53	31	49	31	14	41	46	52	37	53
	% of patients who find the reception and administrative team at this GP practice helpful	83	84	92	97	78	86	87	82	79	62	82	79	87	86	76	90
	% of patients who usually get to see or speak to their preferred healthcare professional when they would like to	40	35	66	55	34	69	19	22	39	25	22	31	23	37	11	27
Your Last Contact	% of patients who knew what the next step would be after contacting their GP practice	83	82	89	92	80	78	88	67	76	63	86	78	70	89	58	86
	% of patients who knew what the next step would be within two days of contacting their GP practice	93	94	98	99	95	98	94	92	89	92	92	94	97	95	94	96
	% of patients who describe their experience of contacting their GP practice as good	70	68	87	86	66	73	69	55	64	55	65	59	62	65	54	75
Your Last Appointment	% of patients who were offered a choice of time or day when they last tried to make a general practice appointment	54	53	55	60	51	53	54	42	45	47	36	29	41	51	34	59
	% of patients who were offered a choice of location when they last tried to make a general practice appointment	14	17	5	7	18	9	26	27	19	6	7	10	15	9	11	32
	% of patients who felt they waited about the right amount of time for their last general practice appointment	67	67	75	84	71	68	84	61	55	51	63	72	67	64	62	87
	% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	87	87	94	98	88	83	85	81	76	78	84	96	90	94	82	89
	% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	86	87	95	97	85	79	82	83	79	75	88	90	87	94	74	84
	% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment	74	74	86	88	69	71	77	66	67	71	62	67	70	81	71	82
	% of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment	92	93	99	99	90	90	90	90	91	84	91	94	94	97	98	91
	% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	93	93	99	99	90	86	94	95	89	84	96	95	97	99	92	93
	% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	91	92	94	98	95	90	91	85	88	77	90	93	99	98	93	93
	% of patients who felt their needs were met during their last general practice appointment	90	91	94	97	95	84	93	93	83	87	89	95	91	97	88	89
Your Health	% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses	69	69	81	91	73	61	71	68	76	53	60	71	54	81	55	74
Overall	% of patients who describe their overall experience of this GP practice as good	75	76	92	97	77	74	79	68	65	63	69	79	76	76	63	79