

## GP Patient Survey Results Comparison 2025

	QUESTION	National	ICB	Park Lane 23-24	Park Lane 24-25
Your GP Practice Services	% of patients who find it easy to get through to this GP practice by phone	53	49	80	73
	% of patients who find it easy to contact this GP practice using their website	51	46	80	81
	% of patients who find it easy to contact this GP practice using the NHS App	49	45	74	64
	% of patients who find the reception and administrative team at this GP practice helpful	83	84	92	97
	% of patients who usually get to see or speak to their preferred healthcare professional when they would like to	40	35	66	55
Your Last Contact	% of patients who knew what the next step would be after contacting their GP practice	83	82	89	92
	% of patients who knew what the next step would be within two days of contacting their GP practice	93	94	98	99
	% of patients who describe their experience of contacting their GP practice as good	70	68	87	86
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
	% of patients who were offered a choice of location when they last tried to make a general practice appointment	14	17	5	7
	% of patients who felt they waited about the right amount of time for their last general practice appointment	67	67	75	84
	% 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
	% 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
	% 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
	% 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
	% 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
	% 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
	% of patients who felt their needs were met during their last general practice appointment	90	91	94	97
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
Overall	% of patients who describe their overall experience of this GP practice as good	75	76	92	97