

Practice Overview 2014

Seaside Medical Centre

What this practice does best

92% of respondents with a preferred GP usually get to see or speak to that GP
(CCG (regional) average: **72%**)

91% of respondents find it easy to get through to this surgery by phone
(CCG (regional) average: **76%**)

96% of respondents would recommend this surgery to someone new to the area
(CCG (regional) average: **83%**)

What this practice could improve

57% of respondents usually wait 15 minutes or less after their appointment time to be seen
(CCG (regional) average: **70%**)

Patient Survey Response

91% find it easy to get through to this surgery by phone

99% find the receptionists at this surgery helpful

76% are satisfied with the level of privacy when speaking to receptionists at the surgery

92% with a preferred GP usually get to see or speak to that GP

89% were able to get an appointment to see or speak to someone the last time they tried

99% say the last appointment they got was convenient

94% describe their experience of making an appointment as good

57% usually wait 15 minutes or less after their appointment time to be seen

56% feel they don't normally have to wait too long to be seen

96% say the last GP they saw or spoke to was good at giving them enough time

97% say the last GP they saw or spoke to was good at listening to them

95% say the last GP they saw or spoke to was good at explaining tests and treatments

89% say the last GP they saw or spoke to was good at involving them in decisions about their care

98% say the last GP they saw or spoke to was good at treating them with care and concern

99% had confidence and trust in the last GP they saw or spoke to

77% say the last nurse they saw or spoke to was good at giving them enough time

75% say the last nurse they saw or spoke to was good at listening to them

75% say the last nurse they saw or spoke to was good at explaining tests and treatments

66% say the last nurse they saw or spoke to was good at involving them in decisions about their care

77% say the last nurse they saw or spoke to was good at treating them with care and concern

83% had confidence and trust in the last nurse they saw or spoke to

86% are satisfied with the surgery's opening hours

100% describe their overall experience of this surgery as good

96% would recommend this surgery to someone new to the area

50% say it's easy to telephone the out-of-hours service

32% feel they received out-of-hours care quickly

84% had confidence and trust in the out-of-hours clinician they saw or spoke to

49% describe their out-of-hours experience as good