**White Rose Surgery/Rycroft Primary Care Centre/South Hiendley Surgery**

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|  | **2022** | **2023** |
| **YOUR LOCAL GP SERVICES** |  |  |
| % of patients who find it easy to get through to this GP practice by phone | **51%** | **56%** |
| % of patients who find the receptionists at this GP practice helpful | **85%** | **86%** |
| % of patients who are satisfied with the general practice appointment times available | **63%** | **65%** |
| % of patients who usually get to see or speak to their preferred GP when they would like to | **36%** | **44%** |
| **MAKING AN APPOINTMENT** |  |  |
| % of patients who were offered a choice of appointment when they last tried to make a general practice appointment | **72%** | **64%** |
| % of patients who were satisfied with the type of appointment they were offered | **74%** | **84%** |
| % of patients who took the appointment they were offered | **98%** | **100%** |
| % of patients who describe their experience of making an appointment as good | **61%** | **66%** |
| **YOUR LAST**  **APPOINTMENT** |  |  |
| % of patients who were given a time for their last general practice appointment | **94%** | **92%** |
| % of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment | **81%** | **89%** |
| % of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment | **78%** | **88%** |
| % of patients who say the healthcare professional they saw of spoke to was good at treating them with care and concern during their last general practice appointment | **82%** | **86%** |
| % 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 | **89%** | **97%** |
| % of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment | **90%** | **95%** |
| % of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment | **72%** | **78%** |
| % of patients who felt that their needs were met during their last general practice appointment | **95%** | **92%** |
| **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 condition | **73%** | **70%** |
| **OVERALL EXPERIENCE** |  |  |
| **% of patients who describe their overall experience of this GP practice as good** | **75%** | **84%** |