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The Wellington Practice

Aldershot Centre For Hlth, Hospital Hill,
Aldershot, GU11 1AY

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Showing responses about **all questions** from

all patients

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Showing weighted results ▼

Your local GP services



80% find it easy to get through to
this GP practice by phone

[Hide breakdown](#)

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

Generally, how easy is it to get through to someone at your GP practice on the phone? Excluding 'Haven't tried'

	This practice	Local area (CCG)	National
Very easy	25% 12	18%	21%
Fairly easy	55% 27	48%	47%
Not very easy	17% 8	23%	20%
Not at all easy	3% 1	11%	12%

This practice

Local area (CCG)

National



Total Respondents 49

Total Respondents 10,340

Total Respondents 796,859

Showing weighted results



Please note: due to rounding, some figures may not add up to 100%



94% find the receptionists at this GP practice helpful

Hide breakdown

Local (CCG) average: 88% | National average: 89%

How helpful do you find the receptionists at your GP practice? Excluding 'Don't know'

	This practice	Local area (CCG)	National
Very helpful	58% 28	41%	45%
Fairly helpful	35% 17	47%	44%
Not very helpful	6% 3	9%	8%
Not at all helpful	0% 0	3%	3%
	Total Respondents 48	Total Respondents 10,513	Total Respondents 805,158

Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

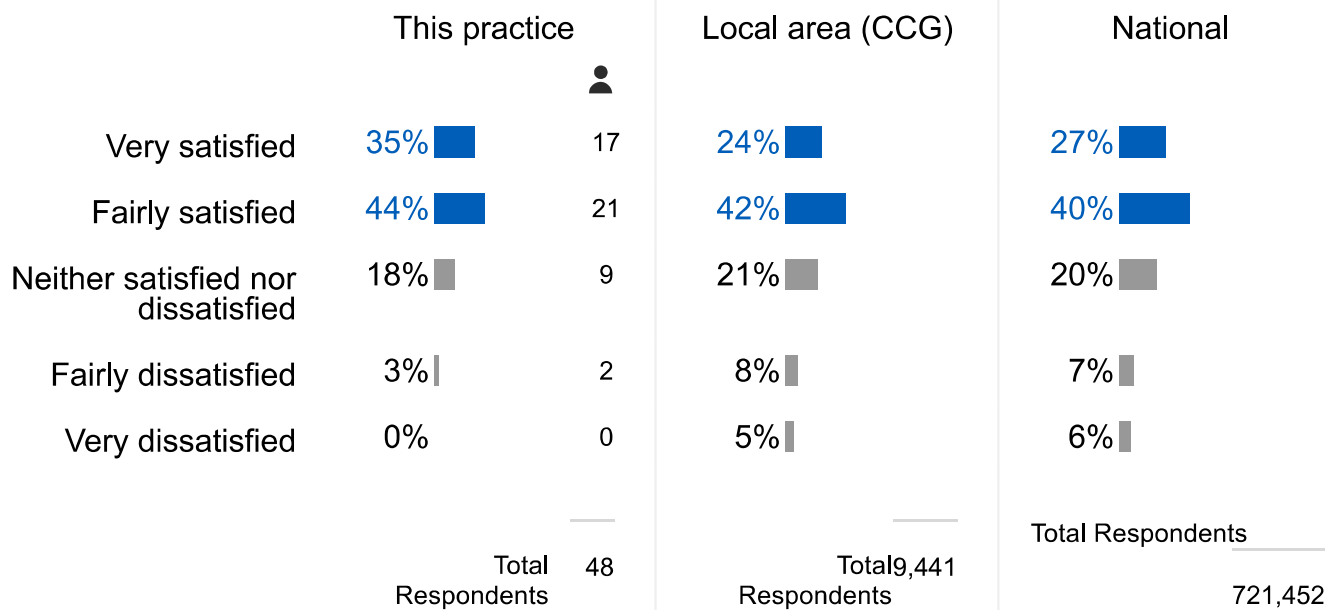


78% are satisfied with the general practice appointment times available

Hide breakdown

Local (CCG) average: 65% | National average: 67%

How satisfied are you with the general practice appointment times that are available to you? Excluding 'I'm not sure when I can get an appointment'



Showing weighted results

Please note: due to rounding, some figures may not add up to 100%

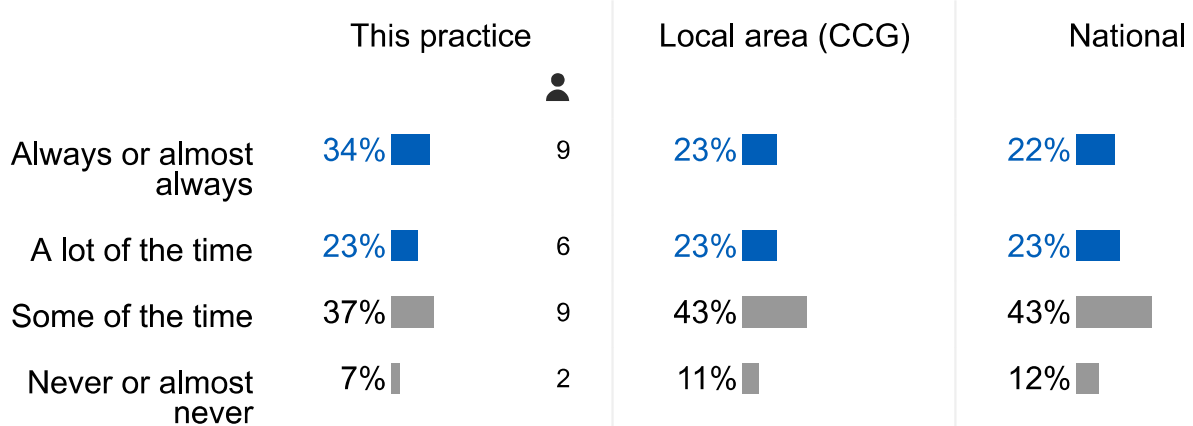


56% usually get to see or speak to their preferred GP when they would like to

[Hide breakdown](#)

Local (CCG) average: 46% | National average: 45%

How often do you see or speak to your preferred GP when you would like to? Excluding 'I have not tried'



This practice

Local area (CCG)

National



Total Respondents 26

Total Respondents 4,778

Total Respondents 343,371

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%

Making an appointment



87% were offered a choice of appointment when they last tried to make a general practice appointment

Hide breakdown

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

On this occasion, were you offered any of the following choices of appointment? Excluding 'Can't remember' and 'I did not need a choice'

	This practice		Local area (CCG)	National
Yes, a choice of place (for an appointment in person)	14%	5	13%	14%
Yes, a choice of time or day	70%	25	38%	40%
Yes, a choice of healthcare professional	6%	2	8%	8%
Yes, a choice of type of appointment (phone call, online, video call, in person)	25%	9	24%	24%
None of these	13%	5	33%	31%

This practice

Local area (CCG)

National

Total Respondents 35

Total Respondents 7,715

Total Respondents 583,387

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



92% were satisfied with the appointment they were offered

Hide breakdown

Local (CCG) average: 81% | National average: 82%

Were you satisfied with the appointment (or appointments) you were offered? Excluding 'I was not offered an appointment'

This practice

Local area (CCG)

National

Response	This practice	Local area (CCG)	National
Yes, and I accepted an appointment	92% (40)	81%	82%
No, but I still took an appointment	6% (3)	17%	16%
No, and I did not take an appointment	2% (1)	3%	2%
Total Respondents	43	9,226	704,869

92% 40

81%

82%

6% 3

17%

16%

2% 1

3%

2%

Total Respondents 43

Total Respondents 9,226

Total Respondents 704,869

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%

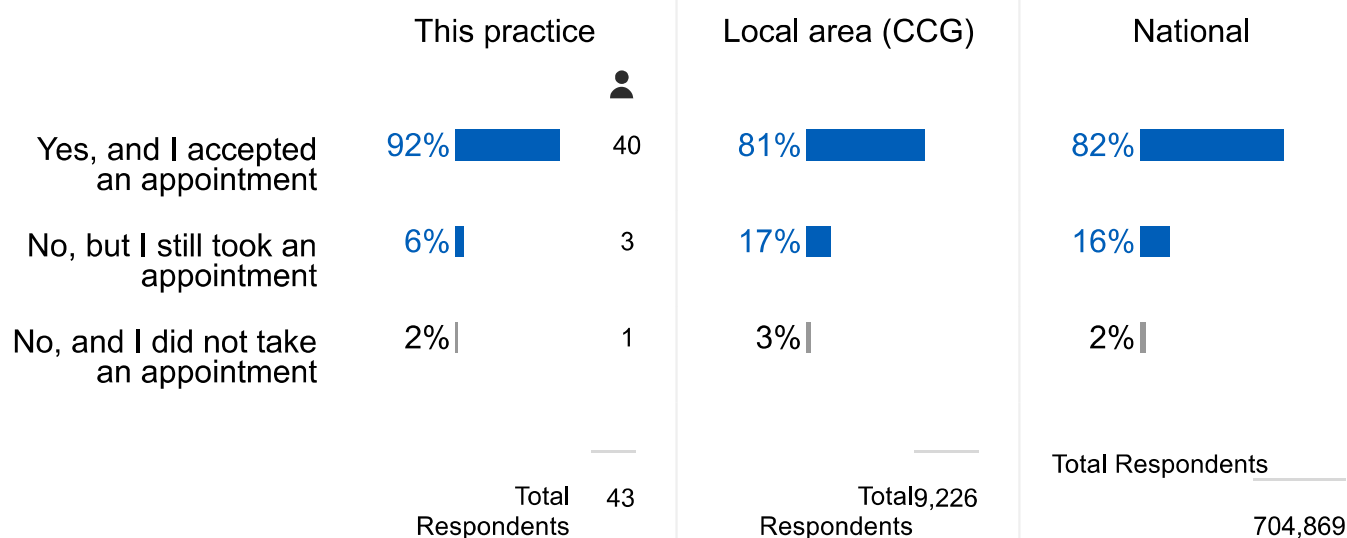


98% took the appointment they were offered

Hide breakdown

Local (CCG) average: 97% | National average: 98%

Were you satisfied with the appointment (or appointments) you were offered? Excluding 'I was not offered an appointment'



Showing weighted results

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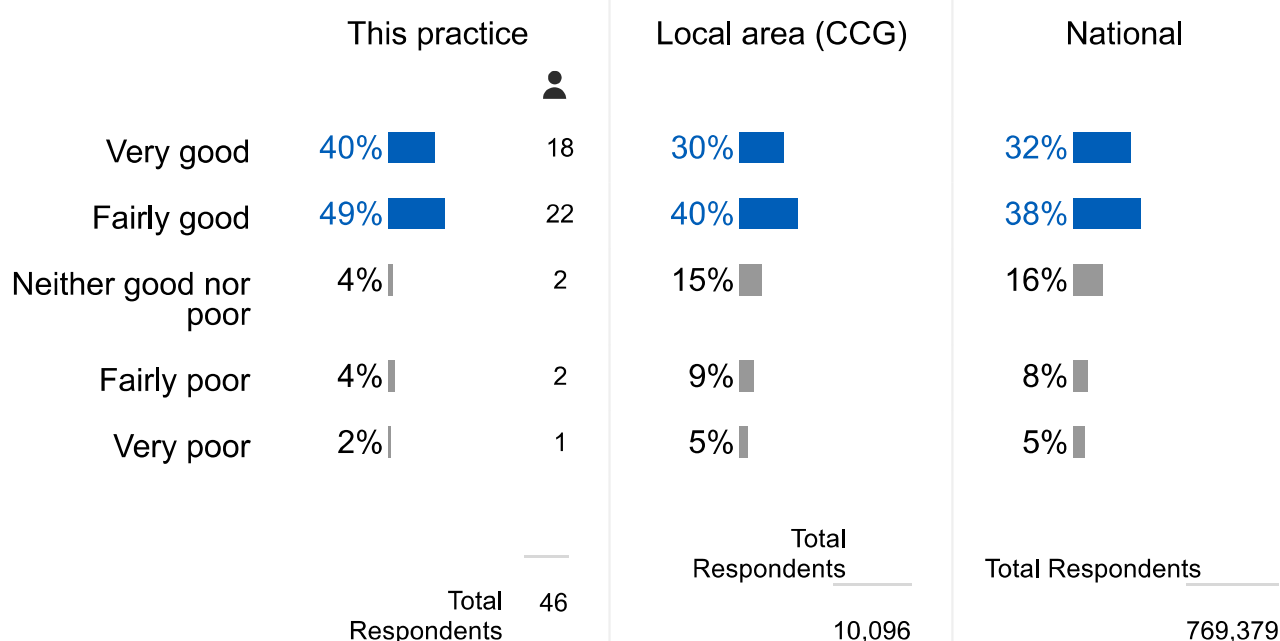


89% describe their experience of making an appointment as good

Hide breakdown

Local (CCG) average: 70% | National average: 71%

Overall, how would you describe your experience of making an appointment?



Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

Your last appointment

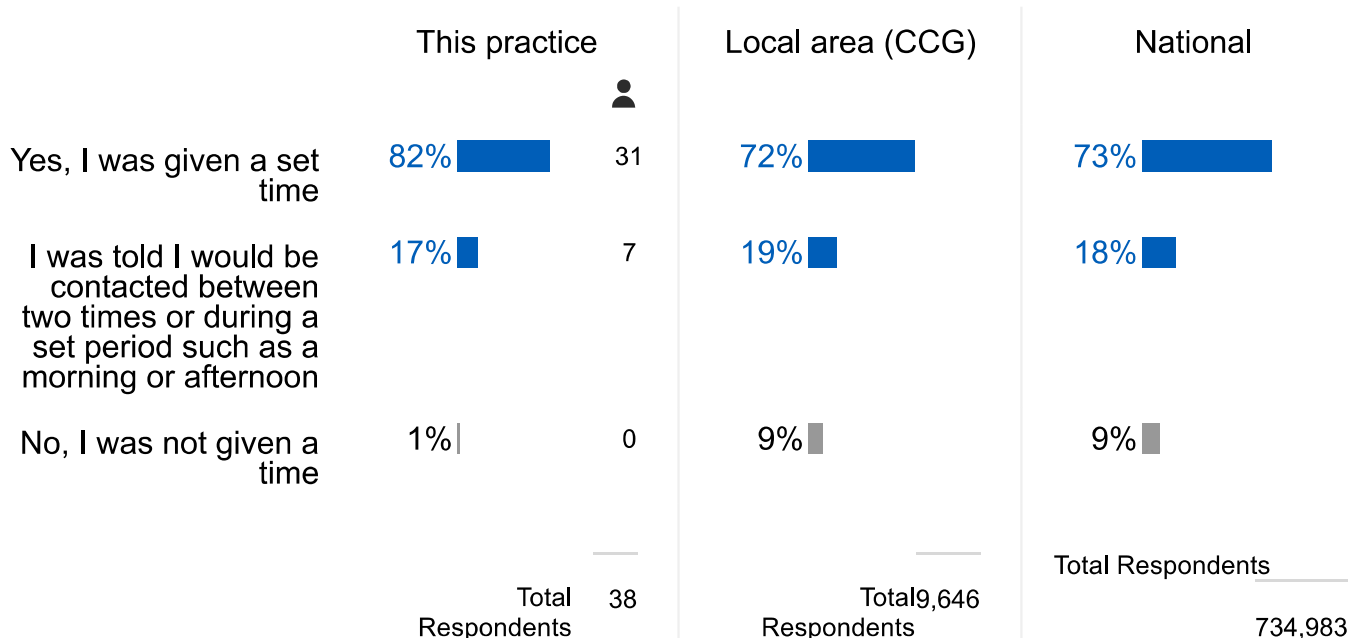


99% were given a time for their last general practice appointment

Hide breakdown

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

Last time you had a general practice appointment, were you given a time for the appointment? Excluding 'Can't remember/Don't know'



Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

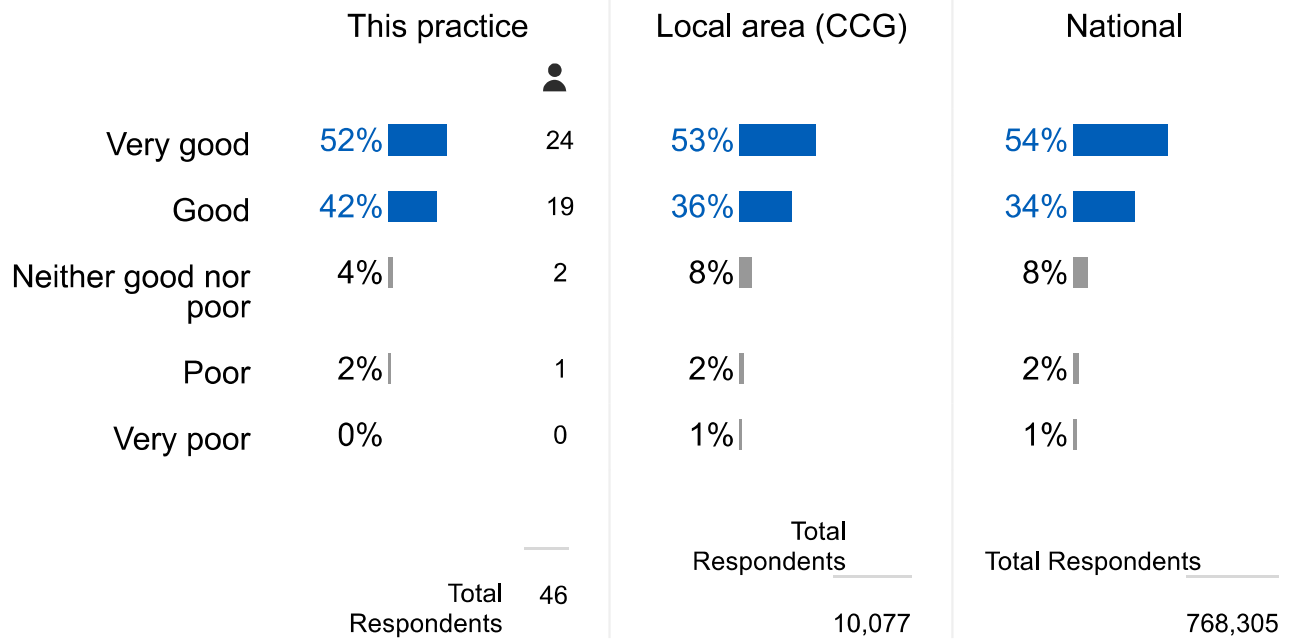


94% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Hide breakdown

Local (CCG) average: 88% | National average: 89%

Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time? Excluding 'Doesn't apply'



Showing weighted results

Please note: due to rounding, some figures may not add up to 100%

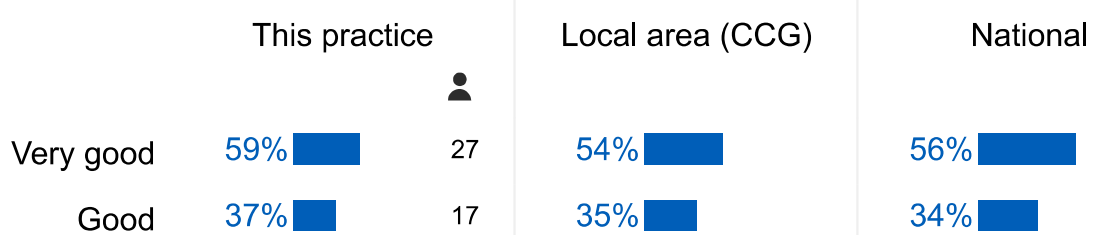


96% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment


[Hide breakdown](#)

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

Last time you had a general practice appointment, how good was the healthcare professional at listening to you? Excluding 'Doesn't apply'



	This practice	Local area (CCG)	National
Neither good nor poor	3% 1	7%	7%
Poor	2% 1	2%	2%
Very poor	0% 0	1%	1%
	Total Respondents 45	Total Respondents 9,944	Total Respondents 756,857

Showing weighted results 

Please note: due to rounding, some figures may not add up to 100%



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

Hide breakdown 

Local (CCG) average: 88% | National average: 88%

Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? Excluding 'Doesn't apply'

	This practice	Local area (CCG)	National
Very good	58% 26	55%	56%
Good	34% 15	33%	32%
Neither good nor poor	5% 2	8%	8%
Poor	1% 0	2%	2%
Very poor	1% 1	1%	1%
	Total Respondents 45	Total Respondents 10,021	Total Respondents 762,428

Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

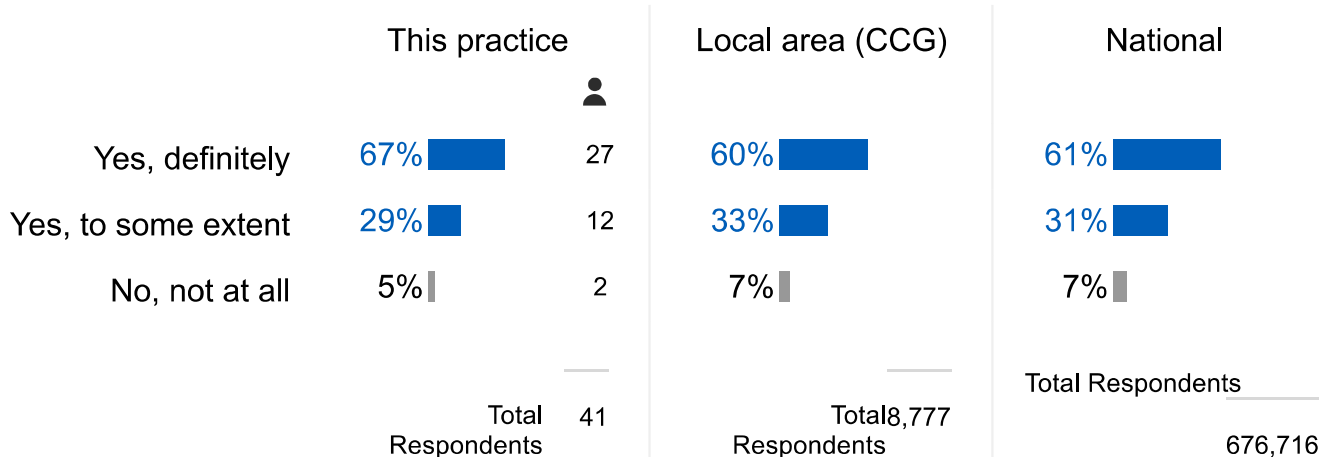


95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Hide breakdown

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

During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Excluding 'Don't know/Doesn't apply'



Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

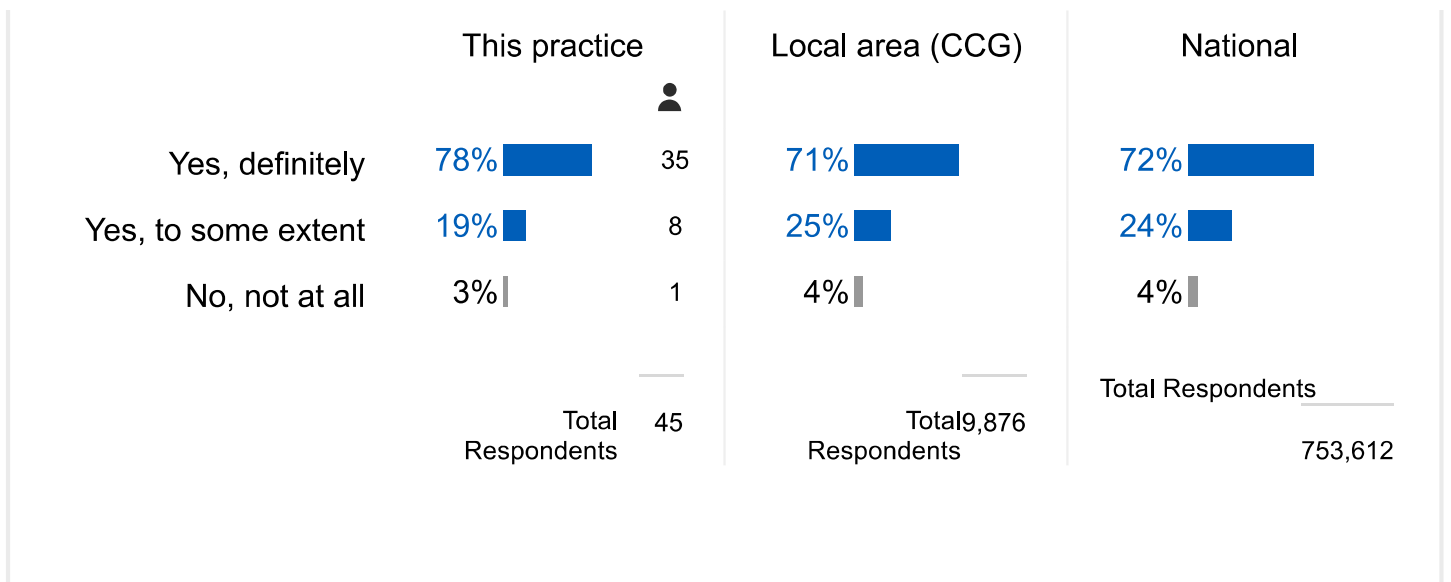



97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Hide breakdown

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

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? Excluding 'Don't know/Can't say'



Showing weighted results 

Please note: due to rounding, some figures may not add up to 100%

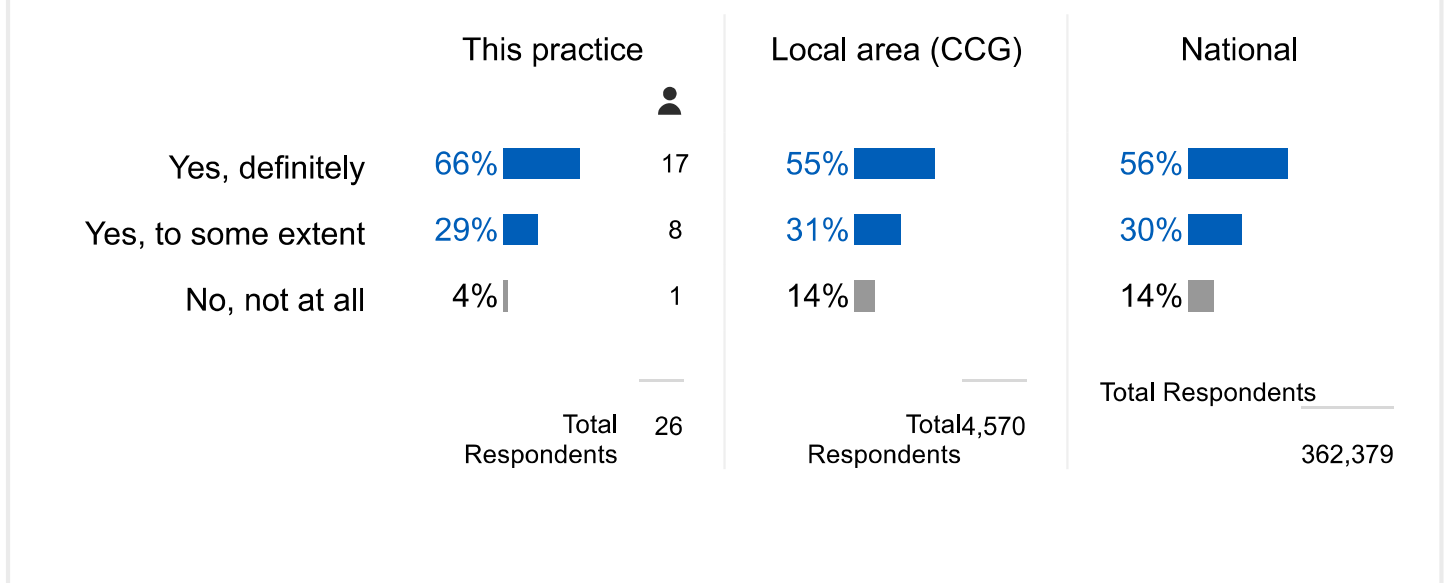


96% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

[Hide breakdown](#) 

Local (CCG) average: 86% | National average: 86%

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had? Excluding 'I did not have any mental health needs' and 'Did not apply to my last appointment'



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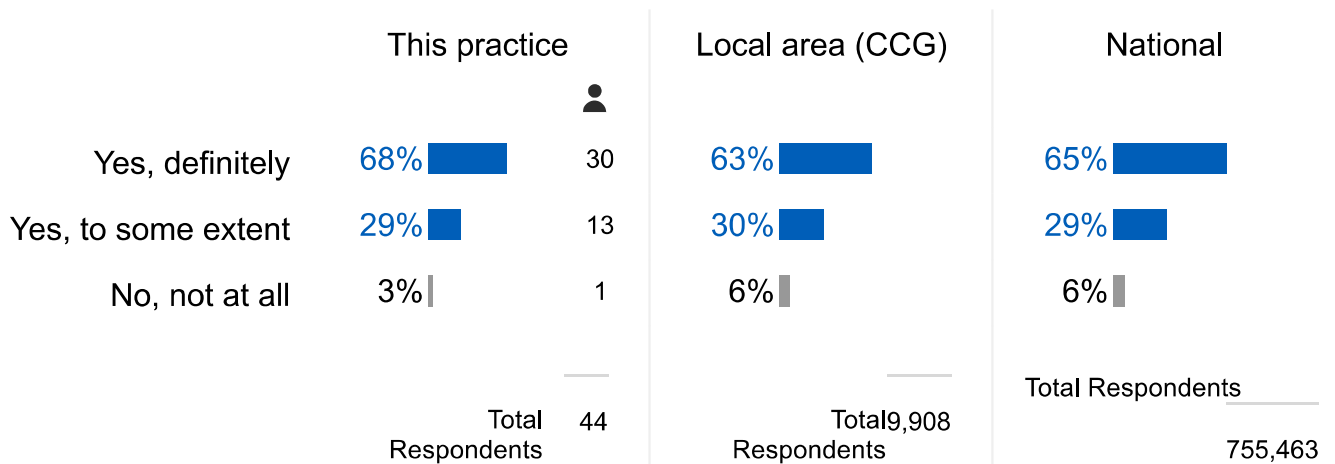


97% felt their needs were met during their last general practice appointment

Hide breakdown

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

Thinking about the reason for your last general practice appointment, were your needs met? Excluding 'Don't know/Can't say'



Showing weighted results

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Your health

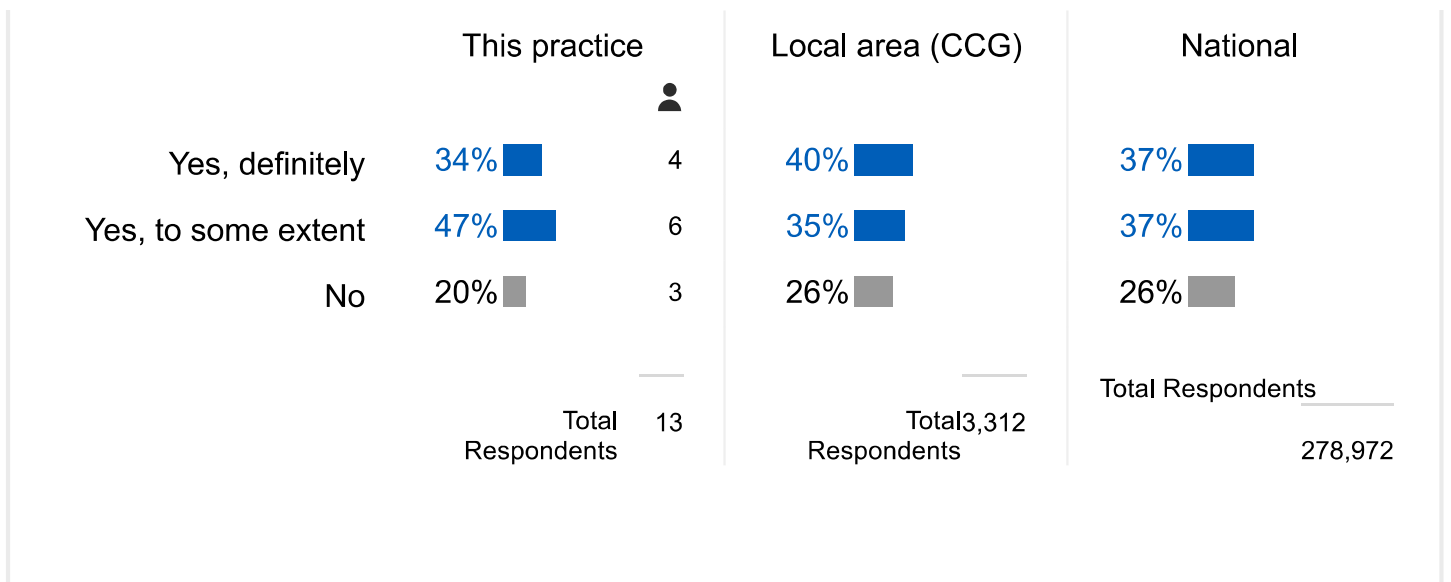


80% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Hide breakdown

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

In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? Excluding 'I haven't needed support' and 'Don't know/Can't say'



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Please note: due to rounding, some figures may not add up to 100%

Overall experience

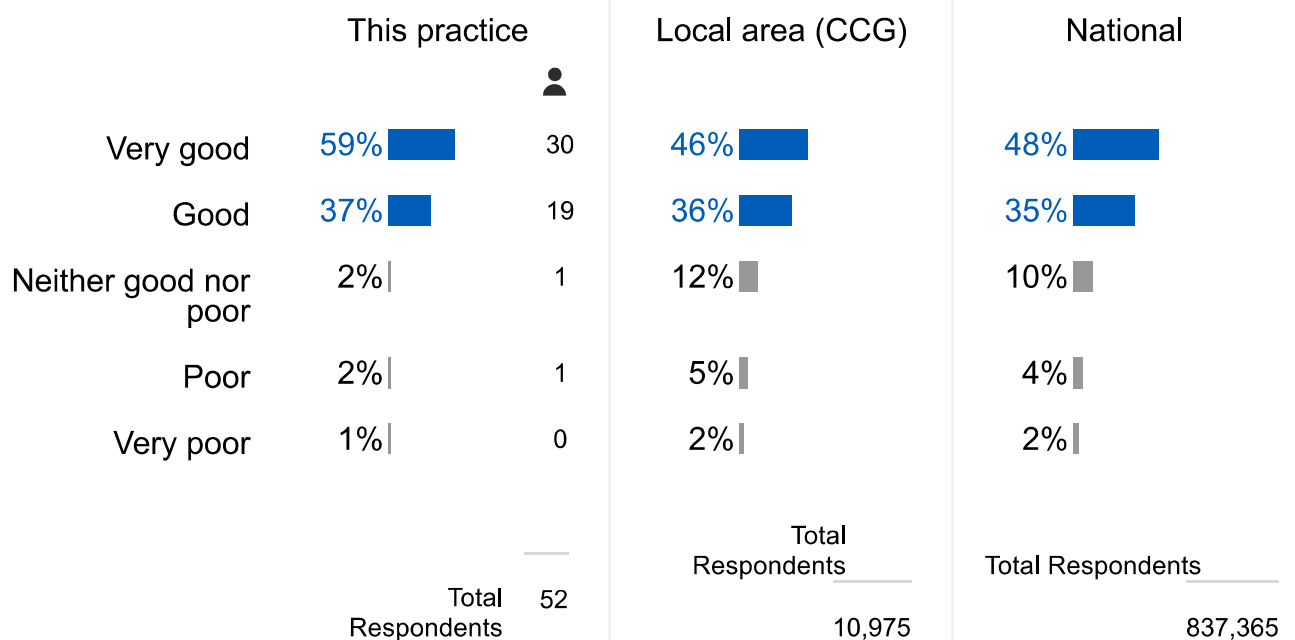


95% describe their overall experience of this GP practice as good

[Hide breakdown](#)

Local (CCG) average: 82% | National average: 83%

Overall, how would you describe your experience of your GP practice?



Showing weighted results



Please note: due to rounding, some figures may not add up to 100%

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