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## The Wellington Practice

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

Practice Summary (PowerPoint)

Practice overview

Patient experience

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Showing responses about **key questions** from

**all patients**

### Your local GP services



**59%** find it easy to get through to this GP practice by phone

Hide breakdown

ICS result: 49% | National result: 53%

Generally, how easy is it to get through to someone at your GP practice on the phone? Asked of all patients. Patients who selected "Haven't tried" have been excluded

	This practice	Local area (ICS)	National
Very easy	16%  7	11%	14%
Fairly easy	43%  19	37%	38%

	This practice	Local area (ICS)	National
Not very easy	29%  13	28%	25%
Not at all easy	12%  5	24%	22%
	Total respondents (weighted) 44	Total respondents (weighted) 8,760	Total respondents (weighted) 677,976
	Total respondents (unweighted) 106	Total respondents (unweighted) 7,678	Total respondents (unweighted) 687,159

Showing weighted results

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



## 87% find the receptionists at this GP practice helpful

[Hide breakdown](#)

ICS result: 80% | National result: 82%

How helpful do you find the receptionists at your GP practice? Asked of all patients. Patients who selected "Don't know" have been excluded

	This practice	Local area (ICS)	National
Very helpful	42%  18	33%	37%
Fairly helpful	46%  20	47%	45%
Not very helpful	11%  5	14%	12%
Not at all helpful	2%  1	6%	6%
	Total respondents (weighted) 43	Total respondents (weighted) 8,756	Total respondents (weighted) 676,660
	Total respondents (unweighted) 103	Total respondents (unweighted) 7,645	Total respondents (unweighted) 685,426

Showing weighted results



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



## 80% are satisfied with the general practice appointment times available

Hide breakdown

ICS result: 52% | National result: 55%

How satisfied are you with the general practice appointment times that are available to you? Asked of all patients. Patients who selected "I'm not sure when I can get an appointment" have been excluded

	This practice	Local area (ICS)	National
Very satisfied	28%  11	16%	20%
Fairly satisfied	52%  21	35%	35%
Neither satisfied nor dissatisfied	5%  2	23%	21%
Fairly dissatisfied	13%  5	12%	11%
Very dissatisfied	2%  1	13%	13%
	Total respondents (weighted) 40	Total respondents (weighted) 7,689	Total respondents (weighted) 597,149
	Total respondents (unweighted) 95	Total respondents (unweighted) 6,695	Total respondents (unweighted) 600,933

Showing weighted results



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

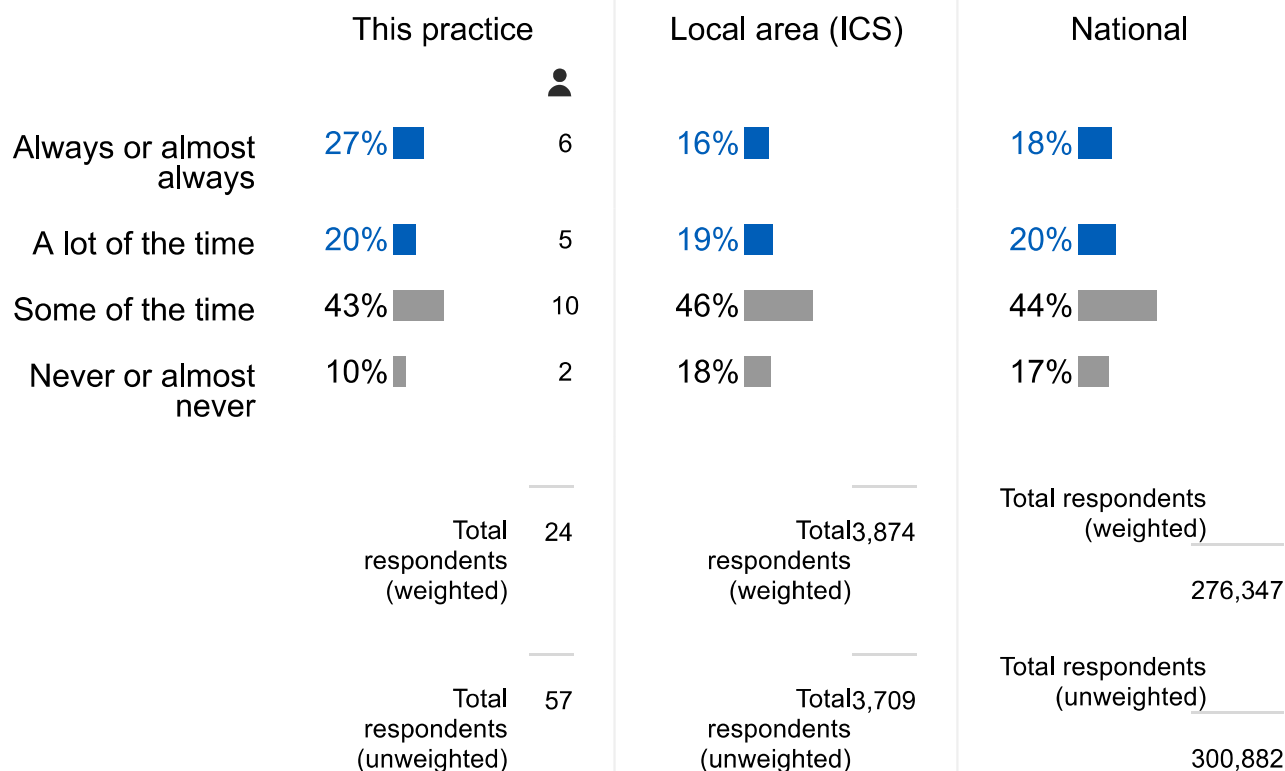


## 47% usually get to see or speak to their preferred GP when they would like to

Hide breakdown

ICS result: 36% | National result: 38%

How often do you see or speak to your preferred GP when you would like to? Asked of patients who have a GP they prefer to see or speak to. Patients who selected "I have not tried" have been excluded



Showing weighted results

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

## Making an appointment



**73%** were offered a choice of appointment when they last tried to make a general practice appointment

Hide breakdown

ICS result: 54% | National result: 59%

On this occasion, were you offered any of the following choices of appointment? Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected "I did not need a choice" or "Can't remember" have been excluded

	This practice	Local area (ICS)	National
Yes, a choice of place (for an appointment in person)	21%  7	13%	13%
Yes, a choice of time or day	50%  18	27%	31%
Yes, a choice of healthcare professional	11%  4	6%	7%
Yes, a choice of type of appointment (phone call, online, video call, in person)	20%  7	21%	22%
None of these	27%  10	46%	41%
	Total respondents (weighted) 35	Total respondents (weighted) 6,909	Total respondents (weighted) 532,808
	Total respondents (unweighted) 82	Total respondents (unweighted) 6,027	Total respondents (unweighted) 530,428

Showing weighted results

Please note: percentages may not sum to 100% as multiple responses are allowed



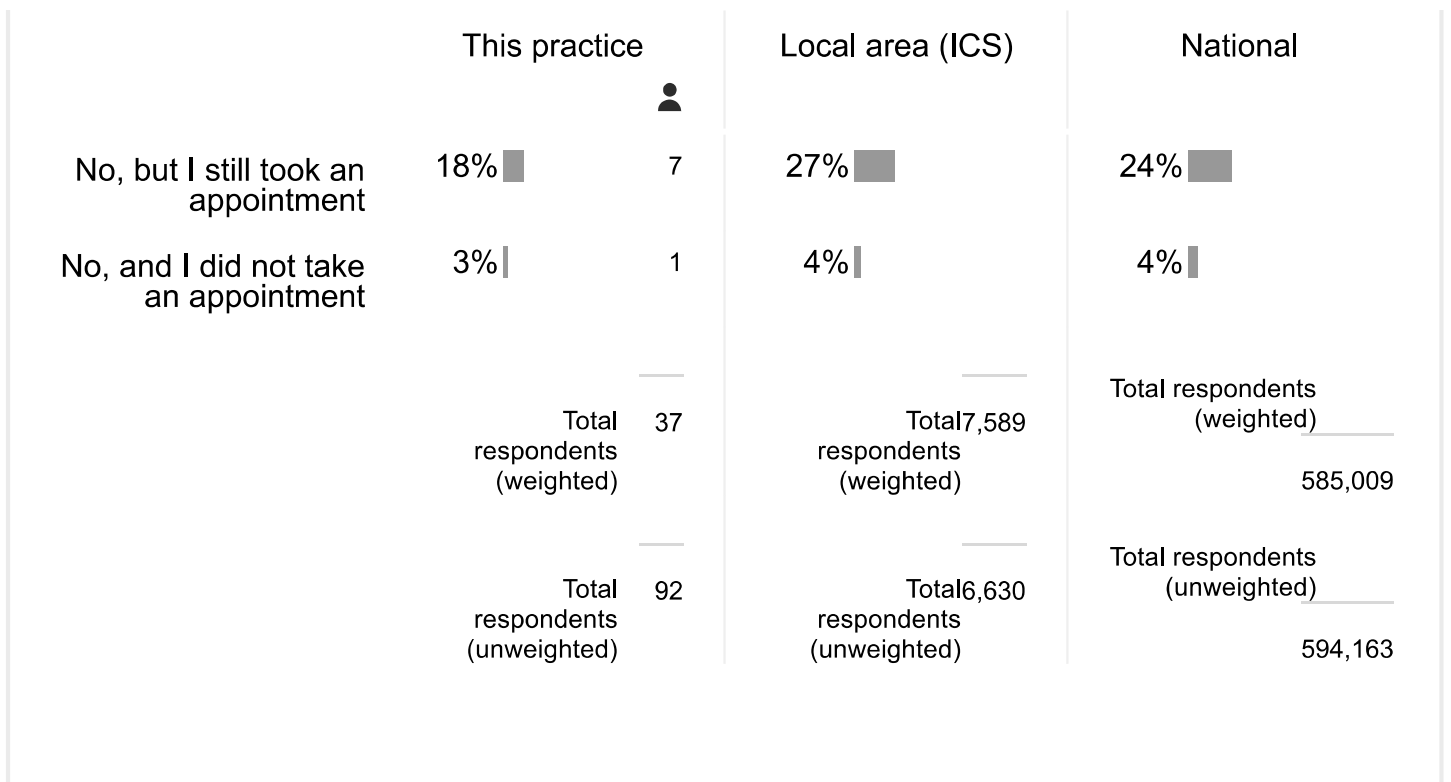
**79%** were satisfied with the appointment they were offered

Hide breakdown

ICS result: 68% | National result: 72%

Were you satisfied with the appointment (or appointments) you were offered? Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected "I was not offered an appointment" have been excluded

	This practice	Local area (ICS)	National
Yes, and I accepted an appointment	79%  29	68%	72%



Showing weighted results 

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

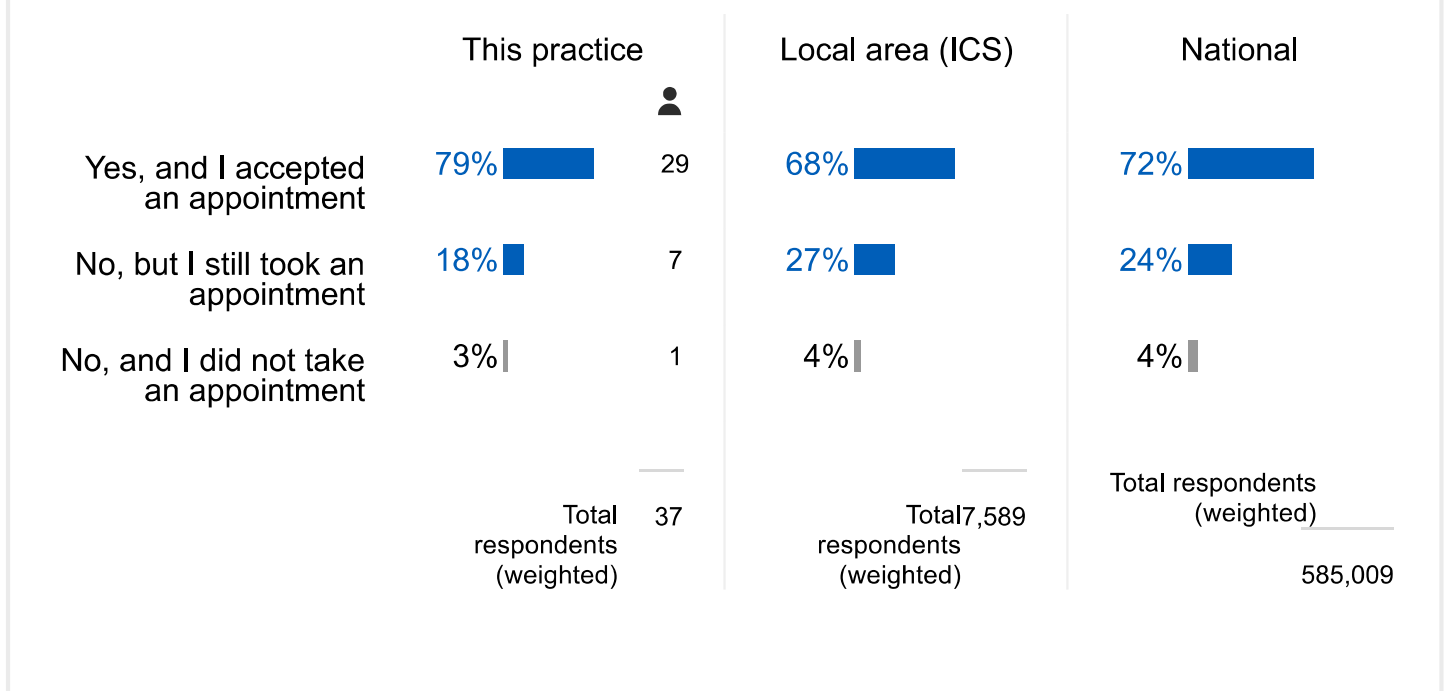


## 97% took the appointment they were offered

Hide breakdown 

ICS result: 96% | National result: 96%

Were you satisfied with the appointment (or appointments) you were offered? Asked of patients who have tried to make an appointment since being registered with current GP practice. Patients who selected "I was not offered an appointment" have been excluded



This practice

Local area (ICS)

National

Total respondents (unweighted) 92

Total respondents (unweighted) 6,630

Total respondents (unweighted) 594,163

Showing weighted results

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



**70%** describe their experience of making an appointment as good

Hide breakdown

ICS result: 53% | National result: 56%

Overall, how would you describe your experience of making an appointment? Asked of patients who have tried to make an appointment since being registered with current GP practice

	This practice	Local area (ICS)	National
Very good	32%  13	19%	23%
Fairly good	38%  16	34%	33%
Neither good nor poor	17%  7	20%	18%
Fairly poor	5%  2	15%	13%
Very poor	7%  3	12%	12%
	Total respondents (weighted) 42	Total respondents (weighted) 8,669	Total respondents (weighted) 666,553
	Total respondents (unweighted) 100	Total respondents (unweighted) 7,522	Total respondents (unweighted) 667,699

Showing weighted results

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

## Your last appointment



**90%** were given a time for their last general practice appointment

Hide breakdown

ICS result: 89% | National result: 90%

Were you given a time for the appointment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Can't remember / don't know" have been excluded

	This practice	Local area (ICS)	National
Yes, I was given a set time	69%  27	64%	68%
I was told I would be contacted between two times or during a set period such as a morning or afternoon	21%	25%	21%
No, I was not given a time	10%	11%	10%
	Total respondents (weighted) 39	Total respondents (weighted) 8,140	Total respondents (weighted) 632,290
	Total respondents (unweighted) 95	Total respondents (unweighted) 7,140	Total respondents (unweighted) 640,472

Showing weighted results

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



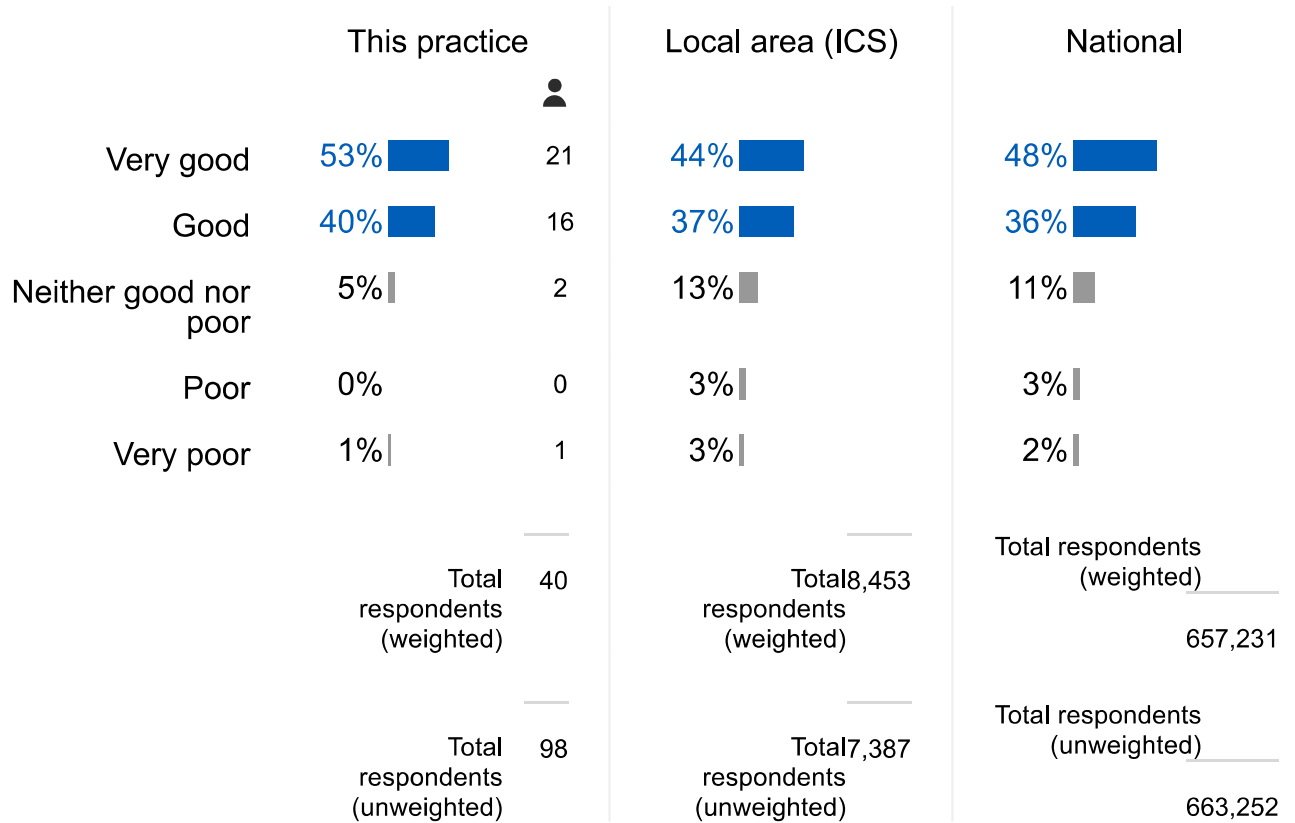
**93%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Hide breakdown



ICS result: 82% | National result: 83%

Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Doesn't apply" have been excluded



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 listening to them during their last general practice appointment

[Hide breakdown](#)

ICS result: 83% | National result: 85%

Last time you had a general practice appointment, how good was the healthcare professional at listening to you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Doesn't apply" have been excluded

	This practice	Local area (ICS)	National
Very good	57%  21	45% 	49% 
Good	37% 	38% 	36% 
Neither good nor poor	2% 	11% 	10% 
Poor	3% 	3% 	3% 
Very poor	0%	3% 	2% 
	Total respondents (weighted) 37	Total respondents (weighted) 8,415	Total respondents (weighted) 650,553
	Total respondents (unweighted) 93	Total respondents (unweighted) 7,317	Total respondents (unweighted) 652,716

Showing weighted results 

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









**91%** 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 !\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1\_img.jpg\)](#)

ICS result: 82% | National result: 83%

Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Doesn't apply" have been excluded

	This practice	Local area (ICS)	National
Very good	59%  21	46% 	49% 
Good	32% 	36% 	34% 

	This practice	Local area (ICS)	National
Neither good nor poor	7%  2	12%	11%
Poor	2%  1	4%	3%
Very poor	0%  0	3%	3%
	Total respondents (weighted) 36	Total respondents (weighted) 8,322	Total respondents (weighted) 642,484
	Total respondents (unweighted) 88	Total respondents (unweighted) 7,202	Total respondents (unweighted) 640,504

Showing weighted results

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



**92%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment


Hide breakdown

ICS result: 79% | National result: 81%

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? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I did not have any mental health needs" or "Did not apply to my last appointment" have been excluded

	This practice	Local area (ICS)	National
Yes, definitely	65%  16	47%	49%
Yes, to some extent	27%  7	32%	32%
No, not at all	8%  2	21%	19%

	This practice	Local area (ICS)	National
	👤		
Total respondents (weighted)	25	Total 3,939 respondents (weighted)	Total respondents (weighted) 316,379
Total respondents (unweighted)	54	Total 3,243 respondents (unweighted)	Total respondents (unweighted) 297,429

Showing weighted results 

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












**96%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Hide breakdown 

ICS result: 89% | National result: 90%

During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Don't know / doesn't apply" have been excluded

	This practice	Local area (ICS)	National
	👤		
Yes, definitely	59%  20	52% 	56% 
Yes, to some extent	37%  12	36% 	34% 
No, not at all	4%  1	11% 	10% 
Total respondents (weighted)	Total 34 respondents (weighted)	Total 7,446 respondents (weighted)	Total respondents (weighted) 581,395
Total respondents (unweighted)	Total 83 respondents (unweighted)	Total 6,494 respondents (unweighted)	Total respondents (unweighted) 587,718

Showing weighted results



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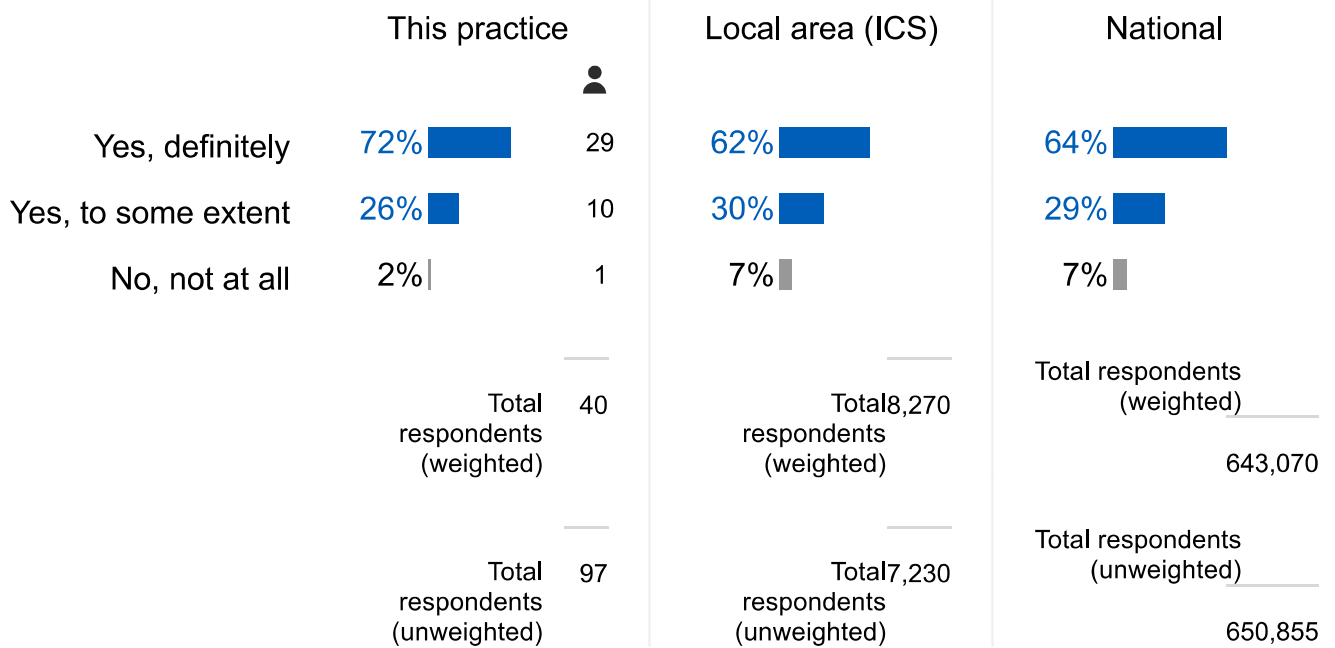


## 98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Hide breakdown

ICS result: 93% | National result: 93%

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Don't know / can't say" have been excluded



Showing weighted results



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

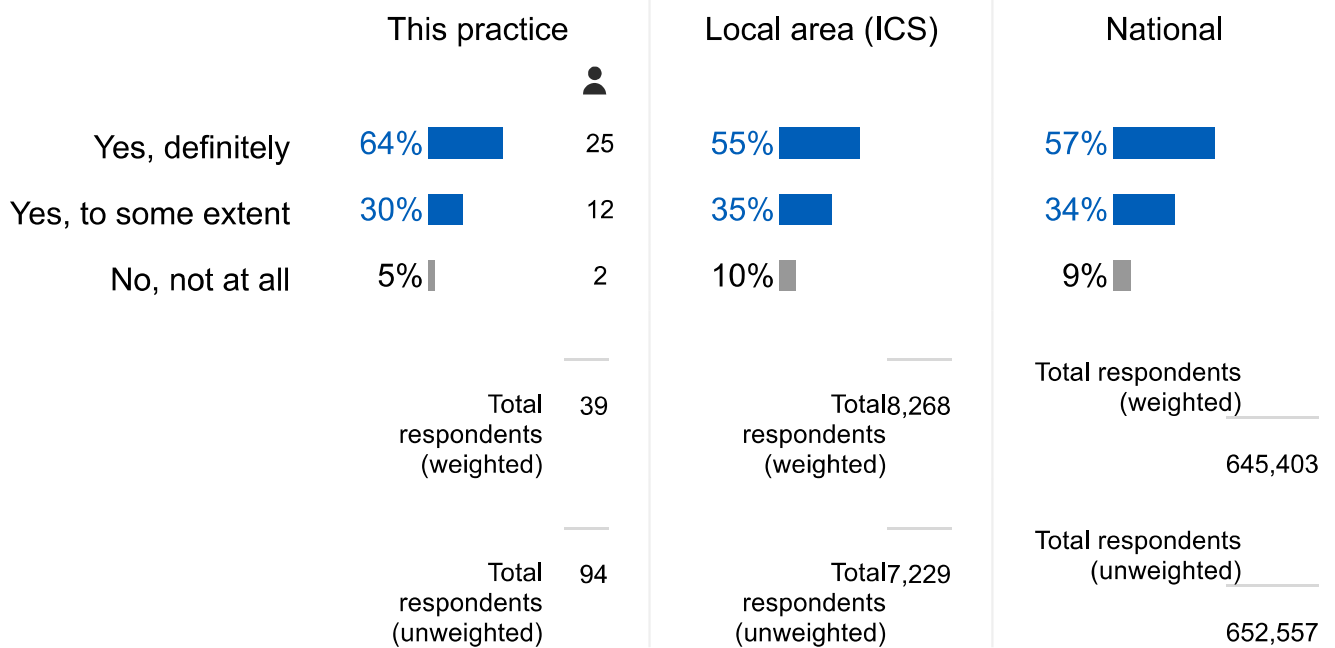



## 95% felt their needs were met during their last general practice appointment

Hide breakdown

ICS result: 90% | National result: 91%

Thinking about the reason for your last general practice appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "Don't know / can't say" have been excluded



Showing weighted results 

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

## Your health



**81%** 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 

ICS result: 65% | National result: 65%

In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? Asked of patients with a long-term condition, illness, or disability. Patients who selected "I haven't needed support" or "Don't know / can't say" have been excluded

	This practice	Local area (ICS)	National
Yes, definitely	31%  5	27%	28%
Yes, to some extent	50%  7	38%	37%
No	19%  3	35%	35%
	Total respondents (weighted) 15	Total respondents (weighted) 2,907	Total respondents (weighted) 247,606
	Total respondents (unweighted) 38	Total respondents (unweighted) 2,683	Total respondents (unweighted) 267,139

Showing weighted results

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

## Overall experience




**85%** describe their overall experience of this GP practice as good


Hide breakdown

ICS result: 70% | National result: 72%

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

	This practice	Local area (ICS)	National
Very good	43%  19	33%	38%
Good	41%  19	37%	35%
Neither good nor poor	6%  3	15%	14%
Poor	8%  4	9%	8%
Very poor	1%  0	6%	6%

	This practice 	Local area (ICS)	National
Total respondents (weighted)	45	Total 9,225 respondents (weighted)	Total respondents (weighted) 710,421
Total respondents (unweighted)	106	Total 7,983 respondents (unweighted)	Total respondents (unweighted) 709,235

Showing weighted results 

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

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