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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

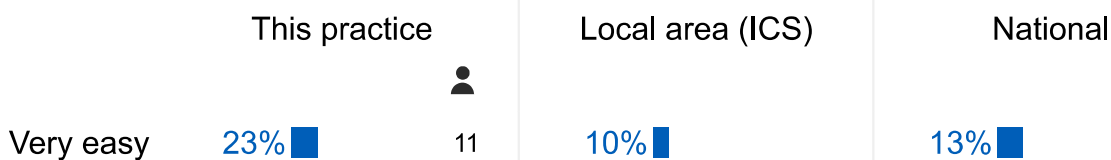


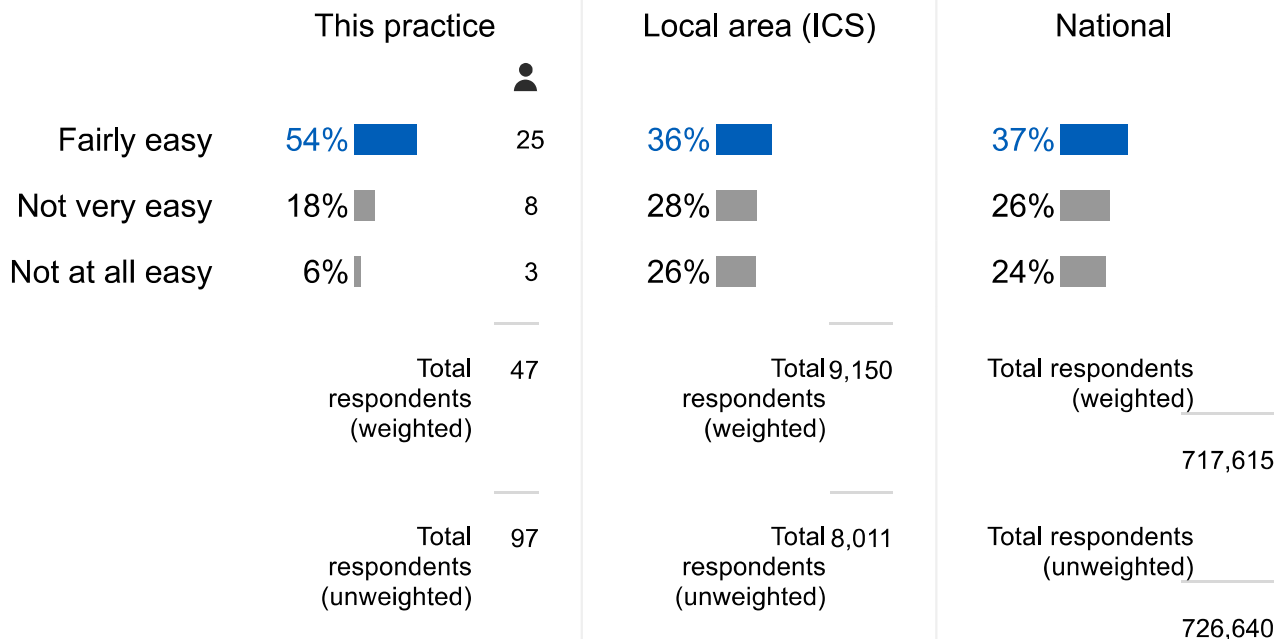
76% find it easy to get through to this GP practice by phone

Hide breakdown

ICS result: 46% | National result: 50%

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





Showing weighted results

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

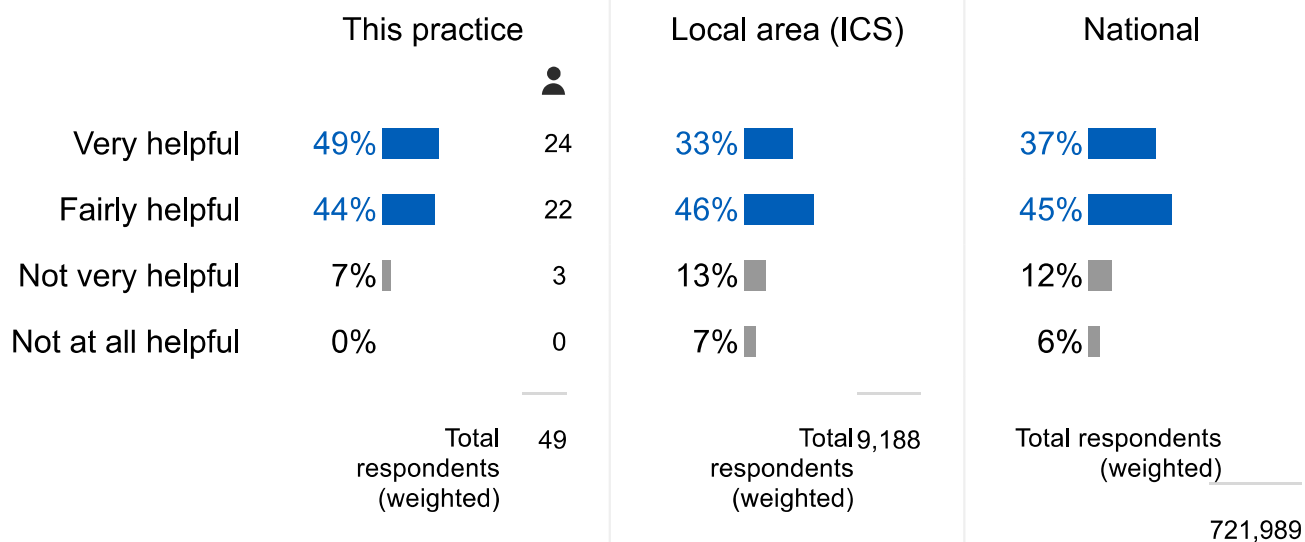


93% find the receptionists at this GP practice helpful

Hide breakdown

ICS result: 79% | 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


Total respondents (unweighted) 100

Total 8,062 respondents (unweighted)

Total respondents (unweighted) 731,343

Showing weighted results 

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








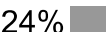









80% are satisfied with the general practice appointment times available

[Hide breakdown !\[\]\(0d5ec72f61334709c3fc9450209b754f_img.jpg\)](#)

ICS result: 48% | National result: 53%

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	31%  14	15% 	19% 
Fairly satisfied	49%  23	33% 	34% 
Neither satisfied nor dissatisfied	16%  7	24% 	21% 
Fairly dissatisfied	2%  1	13% 	12% 
Very dissatisfied	2%  1	16% 	14% 
	Total respondents (weighted) 46	Total 8,011 respondents (weighted)	Total respondents (weighted) 636,821
	Total respondents (unweighted) 95	Total 6,988 respondents (unweighted)	Total respondents (unweighted) 641,571

Showing weighted results 

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

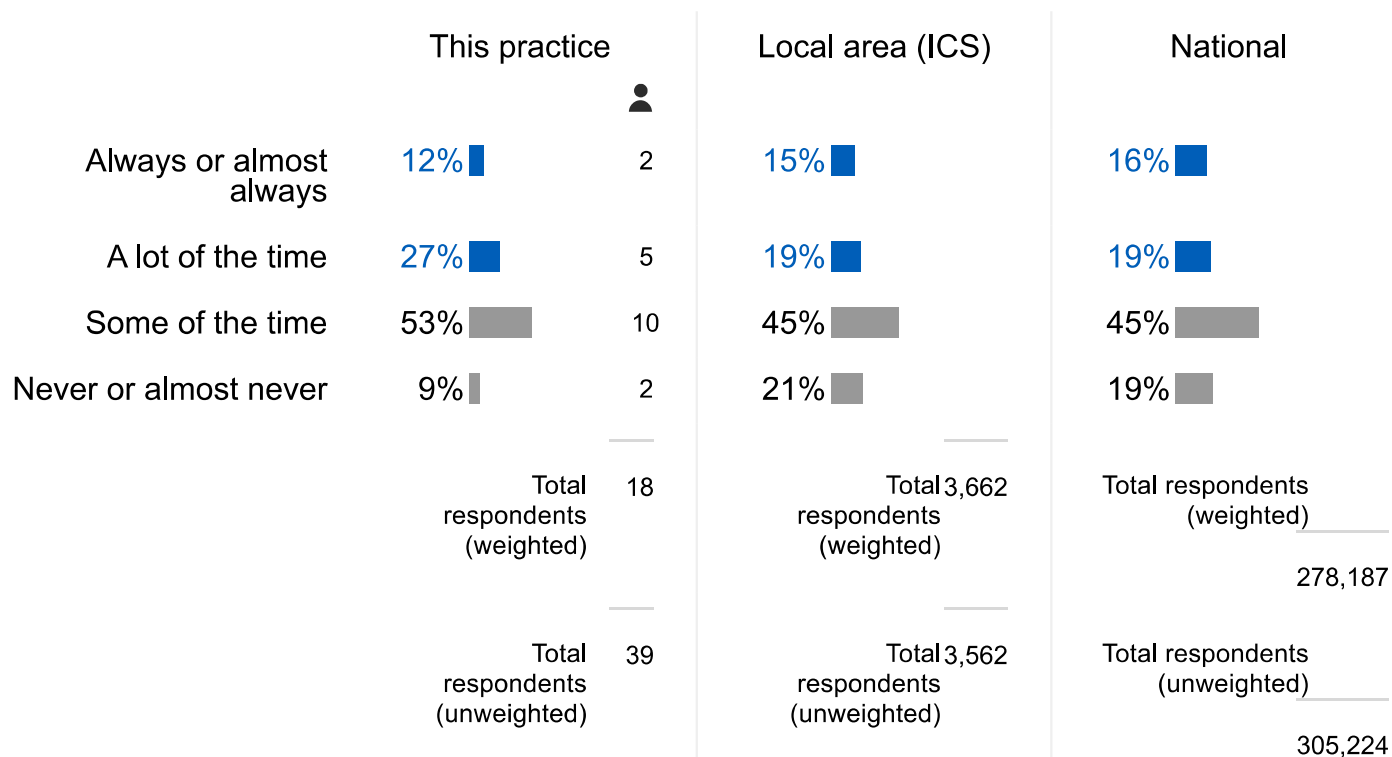


38% usually get to see or speak to their preferred GP when they would like to

Hide breakdown 

ICS result: 35% | National result: 35%

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

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



80% were offered a choice of appointment when they last tried to make a general practice appointment

Hide breakdown

ICS result: 54% | National result: 59%

remember" have been excluded

	This practice	Local area (ICS)	National
Yes, a choice of place (for an appointment in person)	12% 4	15%	17%
Yes, a choice of time or day	60% 21	29%	33%
Yes, a choice of healthcare professional	7% 3	6%	7%
Yes, a choice of type of appointment (in person, on the phone, by video call, by messaging online or by text message)	18% 6	18%	20%
None of these	20% 7	46%	41%
	Total respondents (weighted) 35	Total 7,347 respondents (weighted)	Total respondents (weighted) 568,422
	Total respondents (unweighted) 70	Total 6,394 respondents (unweighted)	Total respondents (unweighted) 565,787

Showing weighted results

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

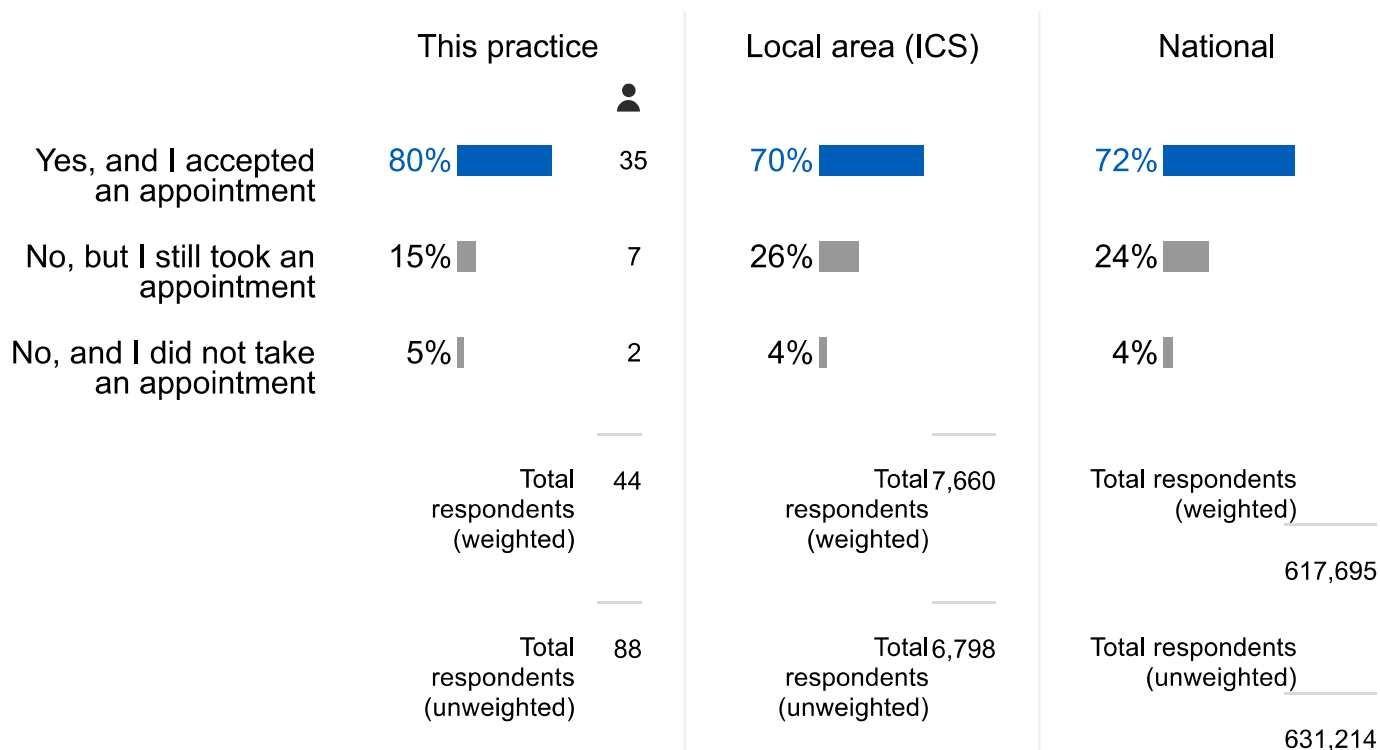


80% were satisfied with the appointment they were offered

Hide breakdown

ICS result: 70% | 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



Showing weighted results

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

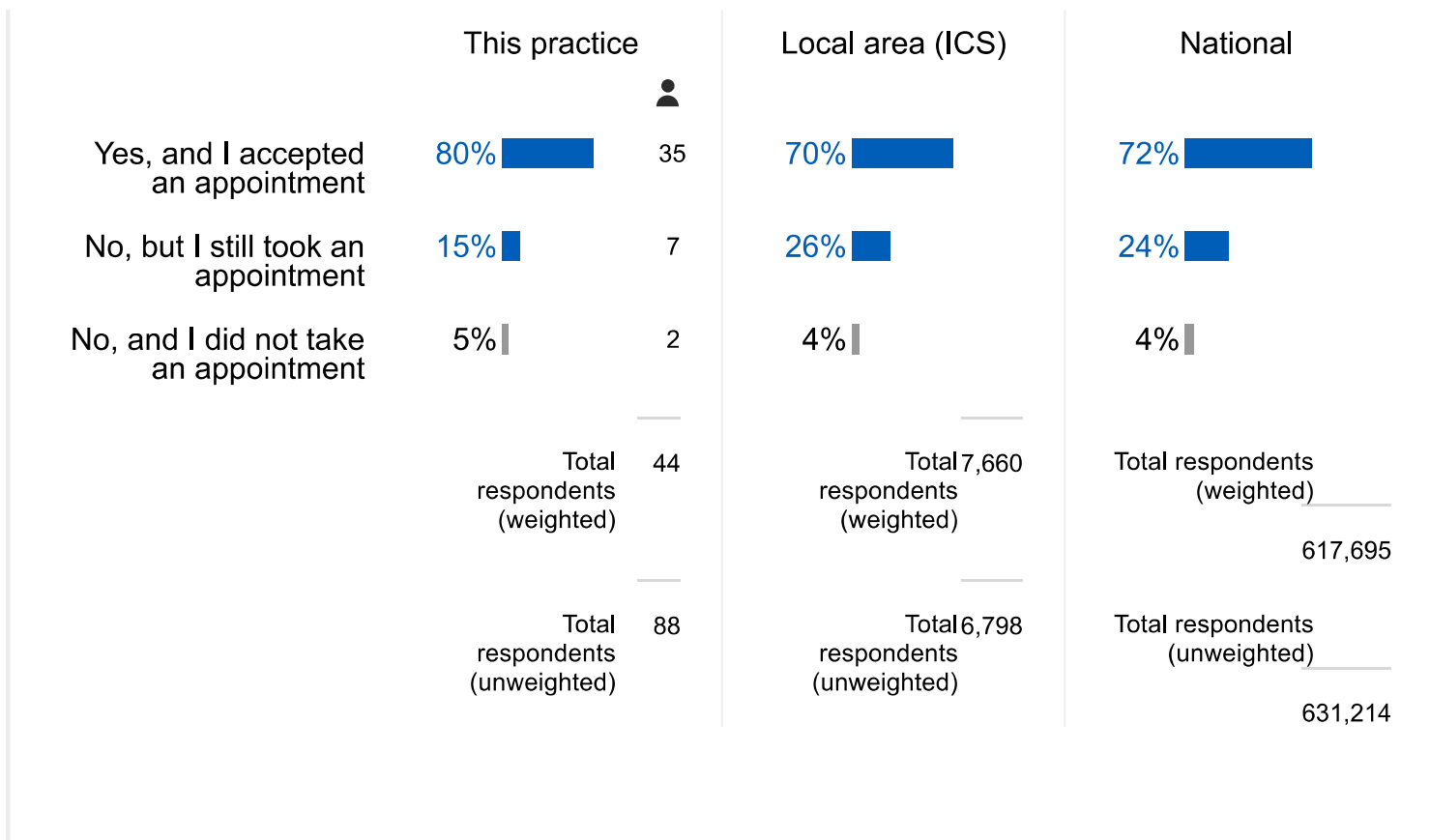


95% took the appointment they were offered

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



Showing weighted results

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

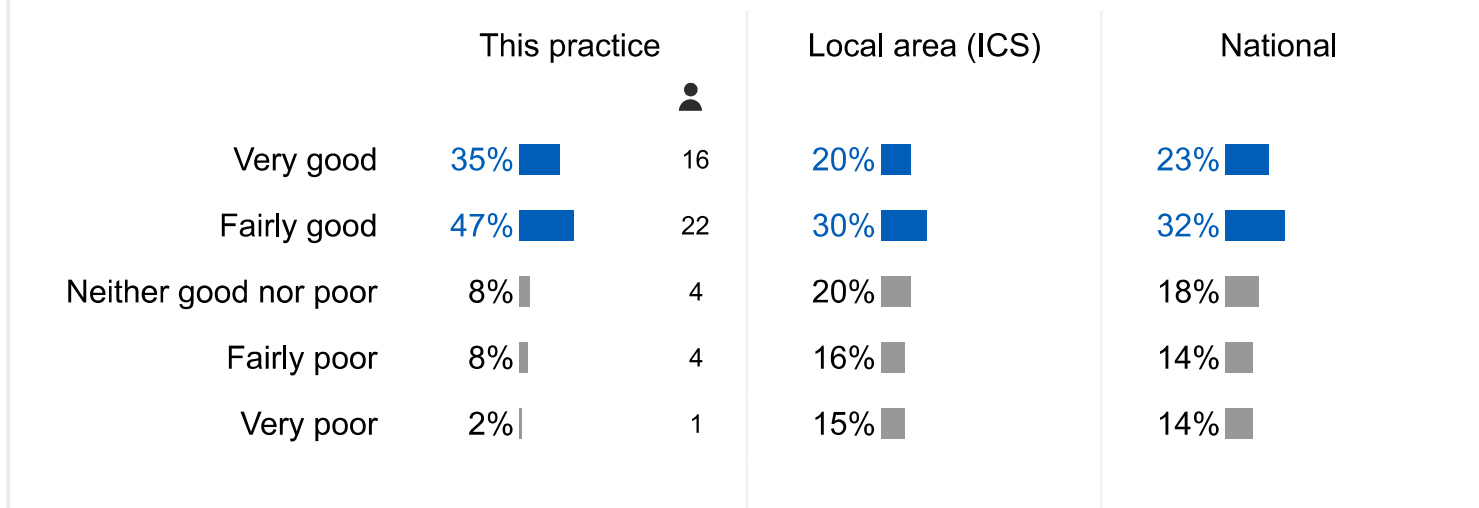


82% describe their experience of making an appointment as good

Hide breakdown

ICS result: 49% | National result: 54%

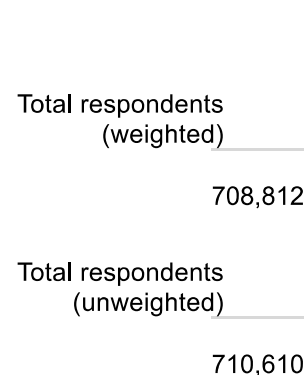
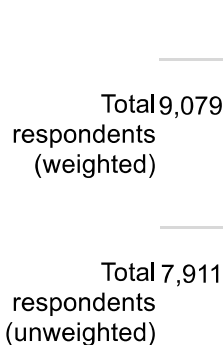
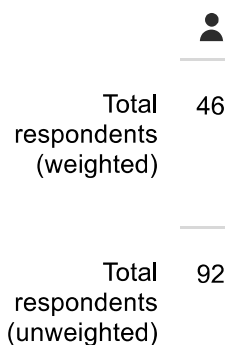
Overall, how would you describe your experience of making an appointment? Asked of patients who have tried to make an appointment since being registered with current GP practice



This practice

Local area (ICS)

National



Showing weighted results

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

Your last appointment



98% were given a time for their last general practice appointment

Hide breakdown

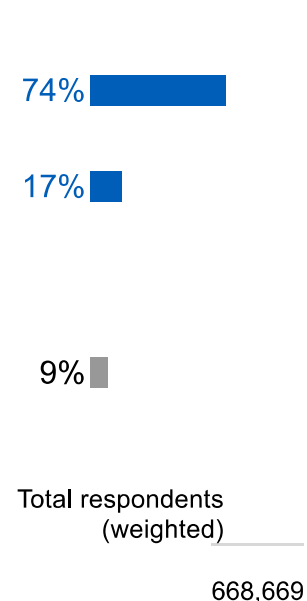
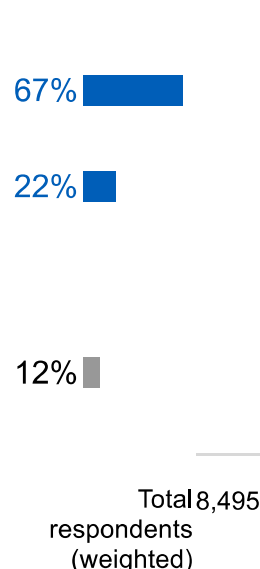
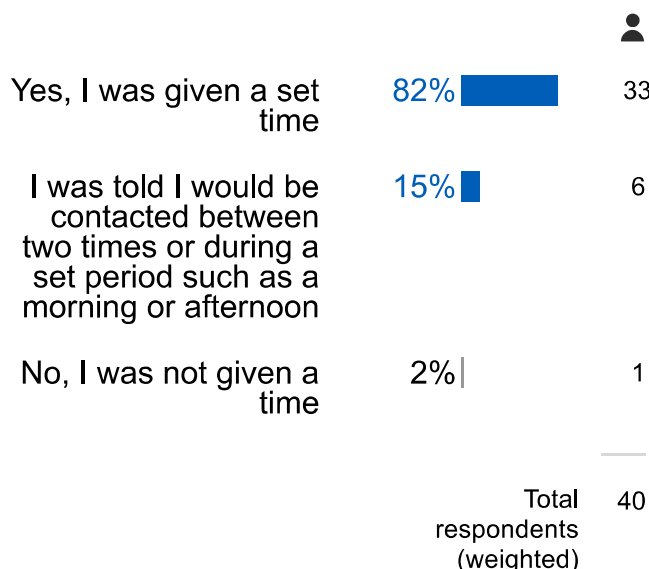
ICS result: 88% | National result: 91%

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



This practice

Local area (ICS)

National


 Total respondents (unweighted) 87

Total 7,446 respondents (unweighted)

Total respondents (unweighted) 678,212

Showing weighted results 

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



86% 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: 81% | National result: 84%

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

This practice

Local area (ICS)


National

	This practice	Local area (ICS)	National
Very good	45%  19	43% 	48% 
Good	41% 	39% 	35% 
Neither good nor poor	12% 	13% 	11% 
Poor	0%	3% 	3% 
Very poor	2% 	3% 	2% 
	Total respondents (weighted) 42	Total 8,841 respondents (weighted)	Total respondents (weighted) 691,901

This practice

Local area (ICS)

National


Total respondents (unweighted) 90

Total 7,746 respondents (unweighted)

Total respondents (unweighted) 699,079

Showing weighted results 

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


















87% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

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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	50%  21	44% 	49% 
Good	37%  15	39% 	36% 
Neither good nor poor	7%  3	10% 	10% 
Poor	4%  2	4% 	3% 
Very poor	2%  1	3% 	2% 
	Total respondents (weighted) 42	Total 8,804 respondents (weighted)	Total respondents (weighted) 686,035

This practice

Local area (ICS)

National


Total respondents (unweighted) 87

Total 7,678 respondents (unweighted)

Total respondents (unweighted) 689,523

Showing weighted results 

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



88% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

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ICS result: 82% | National result: 84%

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

	This practice	Local area (ICS)	National
Very good	49%  20	44% 	50% 
Good	40%  17	37% 	34% 
Neither good nor poor	3%  1	12% 	11% 
Poor	6%  2	3% 	3% 
Very poor	2%  1	3% 	2% 
	Total respondents (weighted) 42	Total 8,717 respondents (weighted)	Total respondents (weighted) 676,306

This practice

Local area (ICS)

National


 Total respondents (unweighted) 87

Total 7,541 respondents (unweighted)

Total respondents (unweighted) 675,108

Showing weighted results 

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



78% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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ICS result: 80% | 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

	This practice	Local area (ICS)	National
Yes, definitely	44%  6	45% 	49% 
Yes, to some extent	34%  5	35% 	32% 
No, not at all	22%  3	20% 	19% 
	Total respondents (weighted) 14	Total 4,033 respondents (weighted)	Total respondents (weighted) 328,102
	Total respondents (unweighted) 30	Total 3,337 respondents (unweighted)	Total respondents (unweighted) 310,113

Showing weighted results

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



97% 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% 22	52%	56%
Yes, to some extent	37% 14	37%	34%
No, not at all	3% 1	11%	10%
	Total respondents (weighted) 37	Total 7,726 respondents (weighted)	Total respondents (weighted) 614,779
	Total respondents (unweighted) 82	Total 6,785 respondents (unweighted)	Total respondents (unweighted) 622,446

Showing weighted results

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



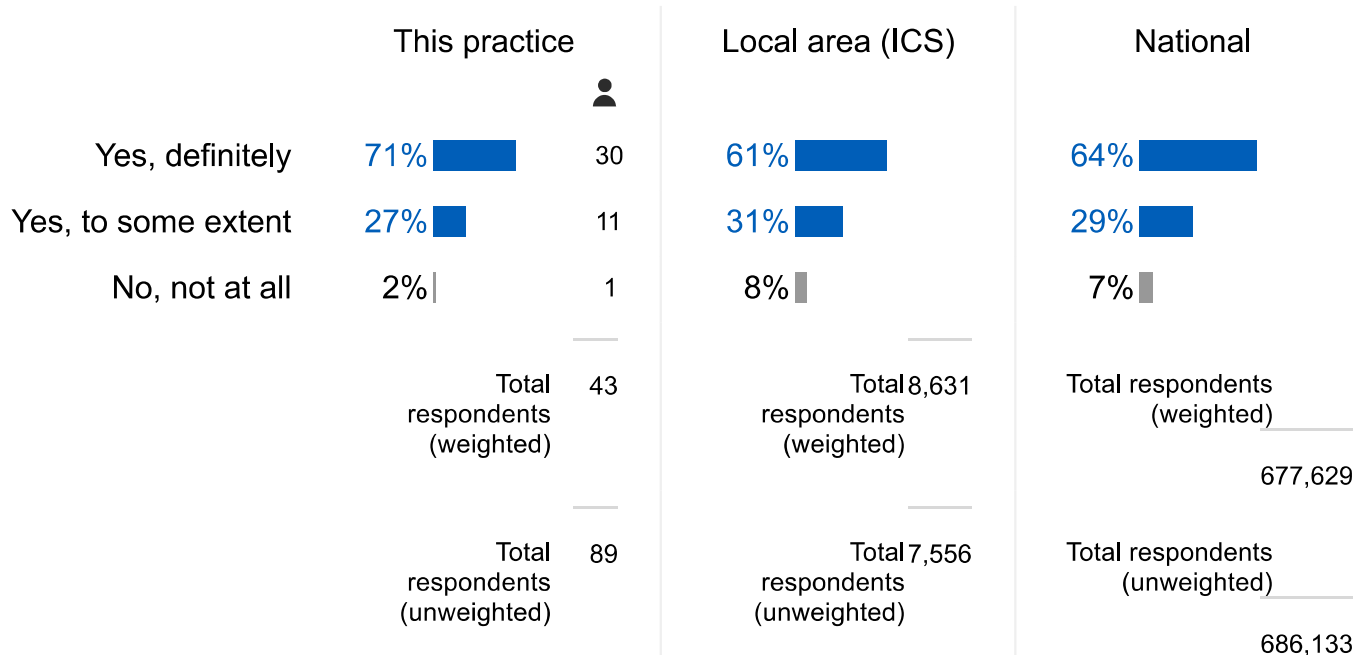
98% had confidence and trust in the healthcare professional they

Hide breakdown

saw or spoke to during their last general practice appointment

ICS result: 92% | 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%

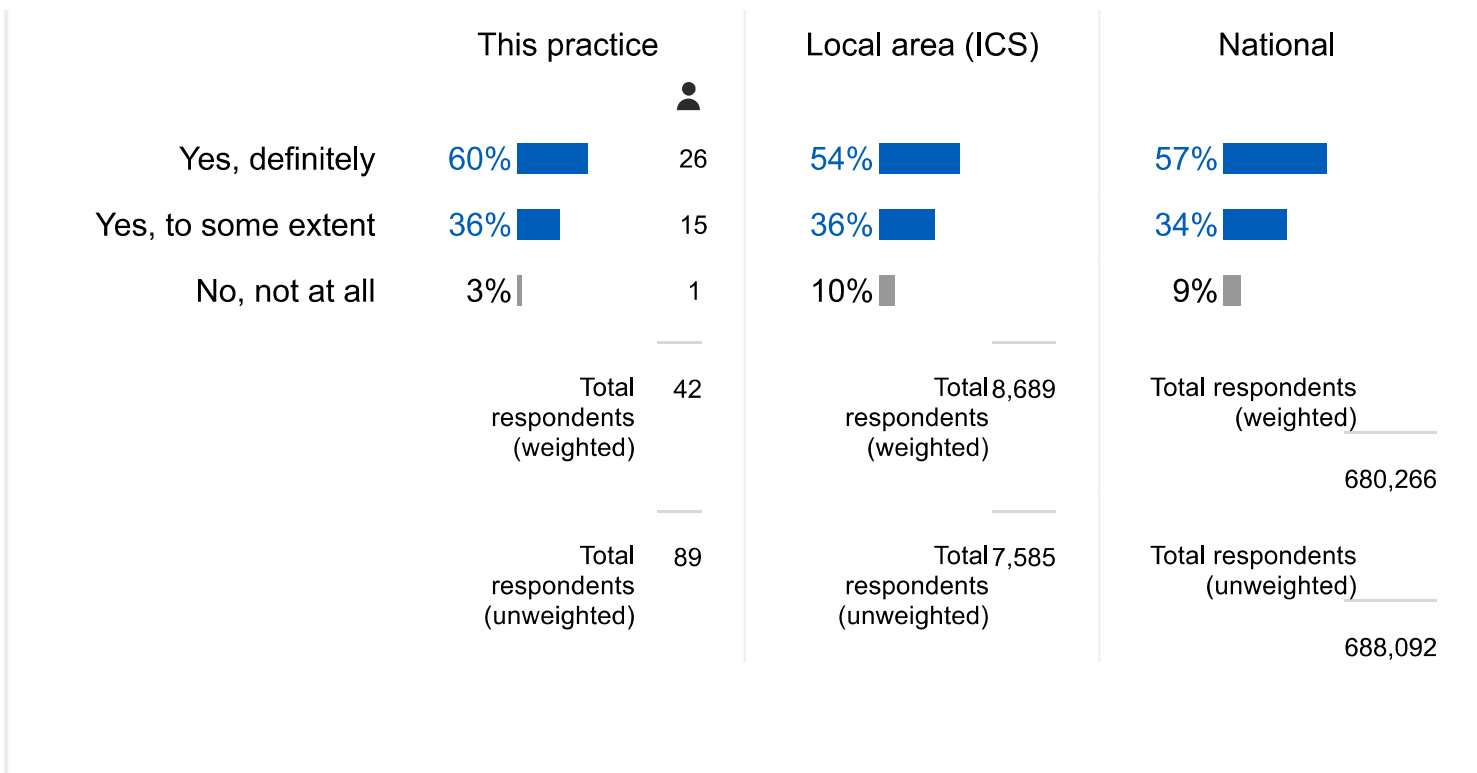


97% felt their needs were met during their last general practice appointment

[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

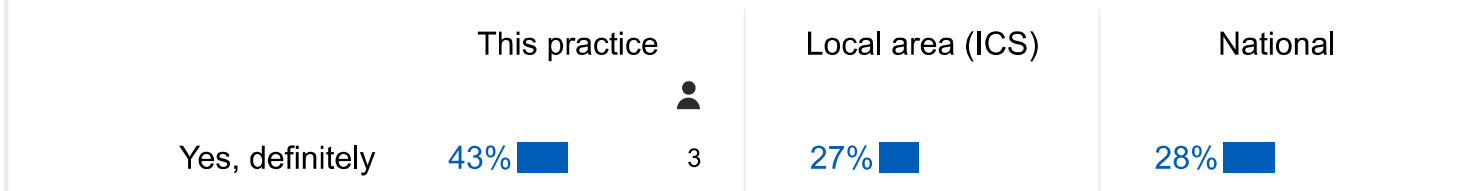


87% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

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, to some extent	44% 3	39%	37%
No	13% 1	35%	35%
	Total respondents (weighted) 8	Total 3,101 respondents (weighted)	Total respondents (weighted) 273,208
	Total respondents (unweighted) 22	Total 2,875 respondents (unweighted)	Total respondents (unweighted) 293,843

Showing weighted results

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

Overall experience




90% describe their overall experience of this GP practice as good

Hide breakdown

ICS result: 67% | National result: 71%


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

	This practice	Local area (ICS)	National
Very good	47% 23	32%	37%
Good	43% 21	36%	35%
Neither good nor poor	10% 5	16%	15%
Poor	0% 0	9%	8%
Very poor	0% 0	7%	6%

This practice	Local area (ICS)	National
 Total respondents (weighted) 49	Total 9,601 respondents (weighted)	Total respondents (weighted) 750,056
Total respondents (unweighted) 101	Total 8,313 respondents (unweighted)	Total respondents (unweighted) 749,020

Showing weighted results 

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

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