

# NHS Choices Survey August 2018

## Comparison to 2017, Other Local and National Results

Survey Results 2018		
		Previous 2017 (a)
<b>1. Support Services</b>		
<b>1.1</b>	Easy to get thro' by phone	71%
<b>1.2</b>	Found receptionist helpful	89%
<b>1.3</b>	Satisfied with appointment times available	
<b>1.4</b>	Got to see or speak to preferred GP	66%
<b>1.5</b>	Got appointment last time they tried	84%
<b>1.6</b>	Satisfied with type of appointment offered	
<b>1.7</b>	Last appointment convenient/taken	86%
<b>1.8</b>	Felt making appointment was good	81%
<b>2. Healthcare professional (HP)</b>		
<b>2.1</b>	Waited 15 mins or less after appointment time	64%
<b>2.2</b>	HP seen or spoken to good at giving enough time	76%
<b>2.3</b>	HP seen or spoke to good at listening	78%

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2.4	HP treated patient with care & concern during last appointment	
2.5	HP involved patient in decisions about their care and treatment	70%
2.6	Patient had confidence and trust in last HP seen or spoken to	96%
2.7	Patient felt HP recognised or understood any mental health needs at last appointment	
2.8	Patient felt needs were met during last appointment	
<b>3. Other</b>		
3.1	Patient had enough support in last 12 months to manage long-term conditions	
3.2	Overall all experience of surgery as good	90%

Comparison figures in **Blue** are "Better than or equal, **Red** are Worse than"

New questions for 2018 Survey

# NHS Choices Survey August 2018

## Comparison to 2017, Other Local and National Results

Lincoln House				Local CCG Average (c)	National Average (d)
Current 2018 (b)	To previous (b to a)	To Local (b to c)	To National (b to d)		
65%	-6%	-8%	-5%	73%	70%
88%	-1%	-3%	8%	91%	80%
74%		7%	8%	67%	66%
58%	-8%	5%	8%	53%	50%
71%	-13%	4%	9%	67%	62%
76%		-1%	2%	77%	74%
94%	8%	-1%	0%	95%	94%
74%	-7%	2%	5%	72%	69%
65%	1%	-4%	-4%	69%	69%
84%	8%	-4%	-3%	88%	87%
88%	10%	-2%	-1%	90%	89%

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87%		-2%	0%	89%	87%
95%	25%	1%	2%	94%	93%
98%	2%	1%	2%	97%	96%
94%		5%	7%	89%	87%
96%		1%	1%	95%	95%
85%		5%	6%	80%	79%
89%	-1%	2%	5%	87%	84%

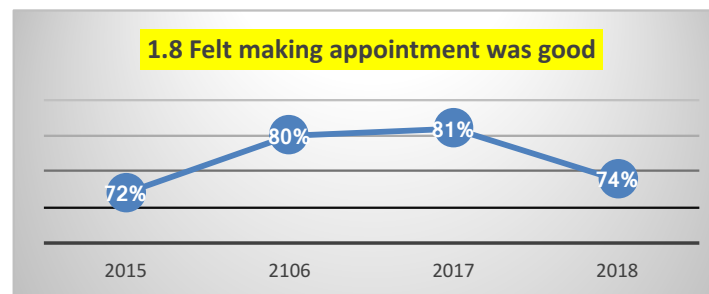
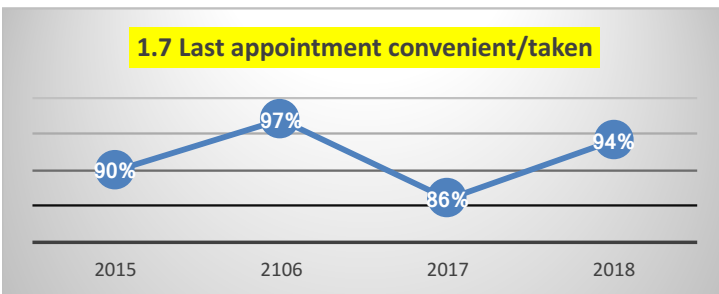
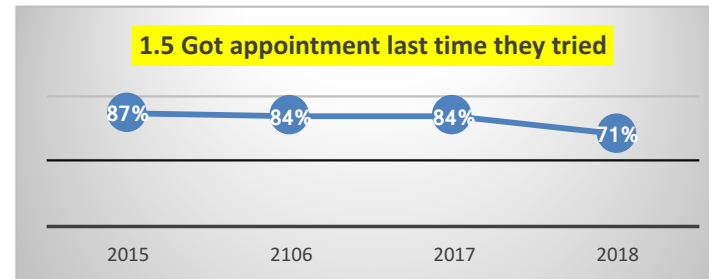
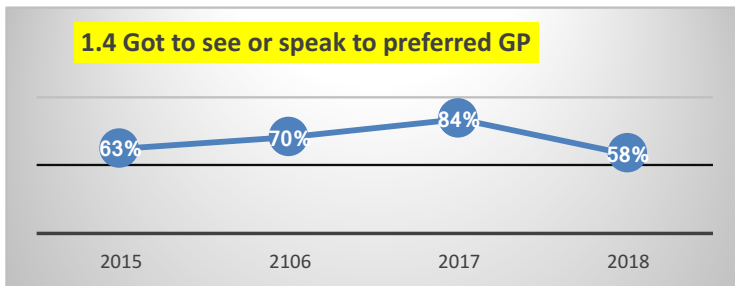
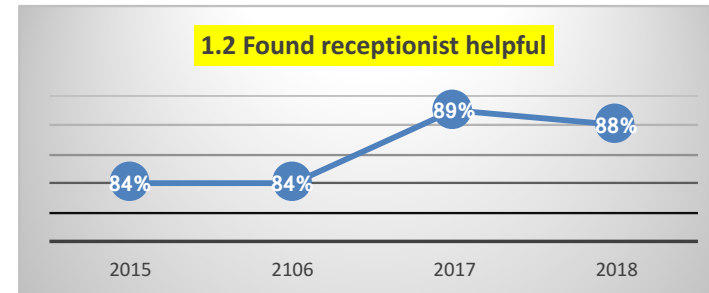
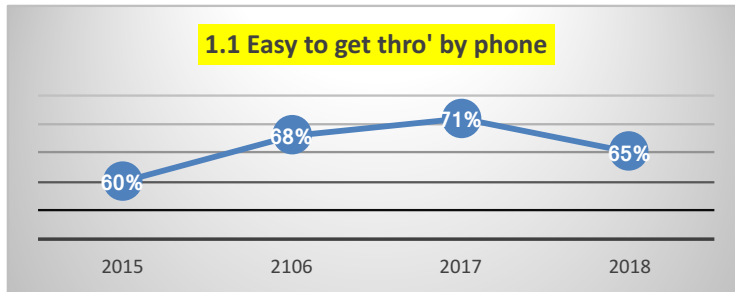
## NHS Choices Survey Comparison 2015 to 2018

Survey Results Comparison 2015 to 2018					
		2015	2016	2017	2018
<b>1. Support Services</b>					
1.1	Easy to get thro' by phone	60%	68%	71%	65%
1.2	Found receptionist helpful	84%	84%	89%	88%
1.3	Satisfied with appointment times available				74%
1.4	Got to see or speak to preferred GP	63%	70%	84%	58%
1.5	Got appointment last time they tried	87%	84%	84%	71%
1.6	Satisfied with type of appointment offered				76%
1.7	Last appointment convenient/taken	9+0%	97%	86%	94%
1.8	Felt making appointment was good	72%	80%	81%	74%
<b>2. Healthcare professional (HP)</b>					
2.1	Waited 15 mins or less after appointment time	58%	56%	64%	65%
2.2	HP seen or spoken to good at giving enough time	89%	92%	88%	84%
2.3	HP seen or spoken to good at listening	89%	91%	88%	88%
2.4	HP treated patient with care & concern during last appointment				87%
2.5	HP involved patient in decisions about their care and treatment	89%	89%	83%	95%
2.6	Patient had confidence and trust in last HP seen or spoken to	98%	99%	97%	98%
2.7	Patient felt HP recognised or understood any mental health needs at last appointment				94%
2.8	Patient felt needs were met during last appointment				96%
<b>3. Other</b>					
3.1	Patient had enough support in last 12 months to manage long-term conditions				85%
3.2	Overall all experience of surgery as good	81%	86%	90%	89%

### Notes

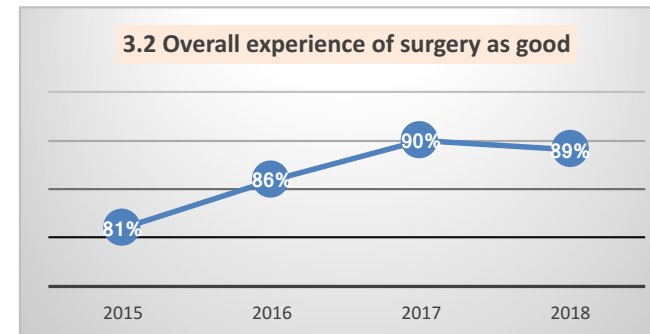
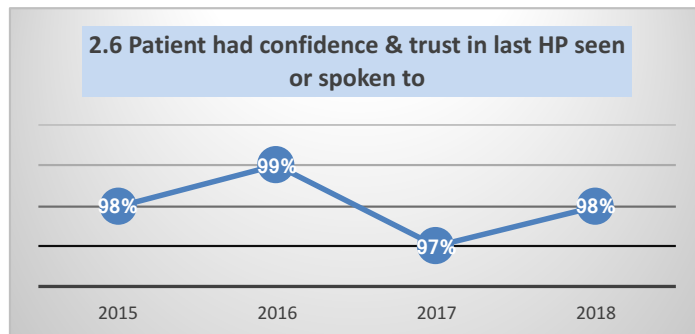
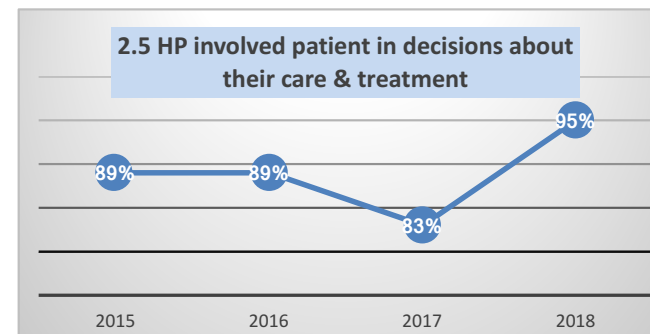
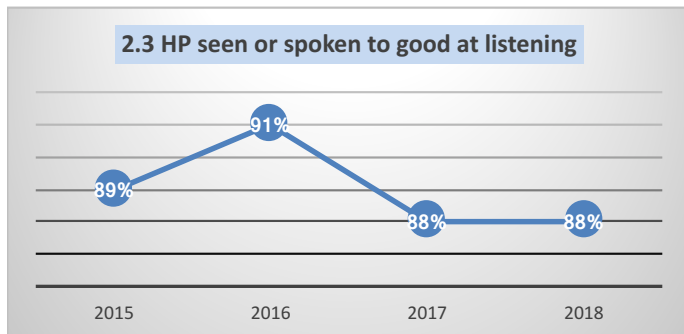
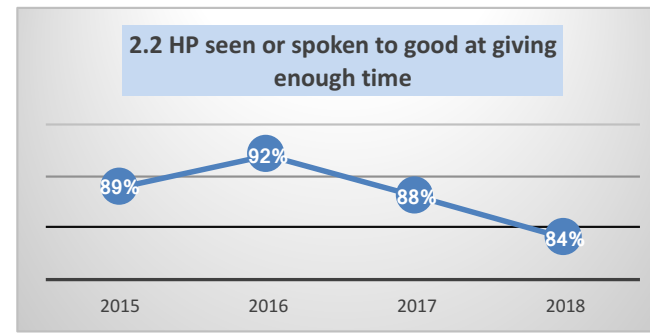
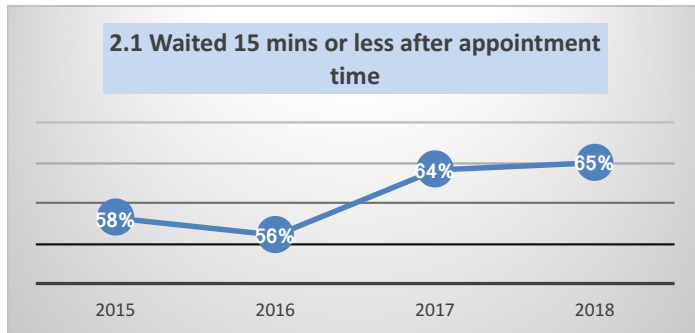
- 1 Health Professional historical data is an annual average of individual results for GP's and Nurses
- 2 No historical data available for new questions 2018 (2.4, 2.7 & 2.8)

## NHS Choices Survey Support Services Results 2015 to 2018



	2015	2016	2017	2018
<b>1.1</b>	60%	68%	71%	65%
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>1.2</b>	84%	84%	89%	88%
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>1.4</b>	63%	70%	84%	58%
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>1.5</b>	87%	84%	84%	71%
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>1.7</b>	90%	97%	86%	94%
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>1.8</b>	72%	80%	81%	74%

## NHS Choices Survey August 2018 Healthcare Professional and Other



	2015	2016	2017	2018
<b>2.1</b>	58%	56%	64%	65%
<b>2.2</b>	89%	92%	88%	84%
<b>2.3</b>	89%	91%	88%	88%
<b>2.5</b>	89%	89%	83%	95%
<b>2.6</b>	98%	99%	97%	98%

NHS Choices Survey August 2018  
Healthcare Professional and Other

3.2	81%	86%	90%	89%
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