

## Results from the 2019 GP Survey

Results were published on July 11 2019. Data was collected from January to March 2019.

### Park Road Group Practice

Park Road Surgery, 143 Park Road, Camberley, GU15 2NN

#### Where patient experience is best

These are the three results for this practice that are the highest compared to the CCG average.

95% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: **74%**National average: **68%**

74% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **66%**National average: **62%**

99% of respondents took the appointment they were offered

Local (CCG) average: **93%**National average: **94%**

#### Where patient experience could improve

These are the results for this practice that are the lowest compared to the CCG average.

86% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: **90%**National average: **89%**

84% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: **87%**National average: **87%**

51% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: **54%**National average: **48%**