

## CENTRAL SURGERY SAWBRIDGEWORTH 2025 PATIENT SURVEY ANALYSIS

This analysis utilises the quantitative answers of the 727 patients who completed the 2025 online survey (a 27% increased response rate c.f. 2024). The percentages shown in Col A represent mainly the sum of the two positive percentage scores (Very & Fairly). These quantitative results should be read alongside the AI enhanced, free text qualitative analysis of positive and negative themes. The colour highlights suggest **green for good aspects of the perceived surgery performance** whereas **red highlights are for areas where further discussion** may be required.

### KEY TO DATA

**A** 2025 Survey “Very” & “Fairly” total percentage (adjusted for “N/As”) – 727 responses

**B** 2024 Survey “Very” & “Fairly” total percentage (adjusted for “N/As”) – 573 responses

**C** 2023 equivalent figure # – 94 responses

(# a very small sample subject to a wide statistical variance)

#### 1. Telephone access – Do you find it easy to get through to this surgery by telephone?

A	B	C
70	65	67

#### 2. Reception – Do you find the receptionists helpful?

A	B	C
88	87	92

#### 3. Follow ups – If you need to contact the surgery for a follow up do you normally get to speak/see/deal with the same GP?

A	B	C
29	24	21

#### 4. Would you be happy to see any doctor?

A	B	C
82	82	73

#### 5. Were you able to get an appointment to see or speak to someone last time you tried?

A	B	C
81	79	81

6. Were you able to see your GP/a GP on the day that you wanted to?

A	B	C
57	57	57

7. Do you feel that you have to wait too long to get an appointment? (“No” answer)

A	B	C
56	48	32

8. Would you describe your experience of making an appointment as good?

A	B	C
67	60	62

9. Was the last GP you saw or spoke to good at treating you with care and concern?

A	B	C
91	91	92

10. Was the last GP you saw or spoke to good at explaining tests and treatments?

A	B	C
88	89	73

11. Was the last GP you saw or spoke to good at involving you in decisions about your care?

A	B	C
85	84	72

12. Have you had difficulties collecting a prescription? (“No” answer)

A	B	C
83	83	81

13. Have you had to go into the surgery to speak to reception about a prescription issue in the last 12 months? (“No” answer)

A	B	C
59	61	61

**14. Do you understand the difference between repeat prescriptions and repeat dispensing?**

A	B	C
62	63	73

**15. Are you satisfied with the surgery opening hours?**

A	B	C
86	82	96

**16. How would you describe your overall experience of the surgery?**

A	B	C
84	84	77

**17. Are you a carer?**

A	B	C
11	8	12

5.2% registered with the surgery (2024 – 3.7%)

5.6% not registered with the surgery (2024 4.3%)

**S4. How easy is it to use the NHS App/ Practice website to look for information or access services?**

A	B	C
80	73	n/a

**S5. How do you rate the telephone call back service?**

A	B	C
89	79	n/a

[NB from the 2024 responses, it is clear that many confused the “8am call back” telecoms option and the 10/14 day wait for an “online referral call back” – the 2025 question was reworded].

**S6. How often do you read the monthly PPG Newsletter? (“Every”, “Most” & “Some” answers)**

A	B	C
70	n/a	n/a