

Gnosall Health Centre Patient Survey Results

An overview of patient feedback collected across 2,838 active responses over a survey period spanning 726 days.



Survey at a Glance

2838

Active Responses

Total patients who completed the survey

04:58

Avg. Completion Time

Minutes and seconds per response

726

Days Active

Survey duration in days

2346

Positive Comments

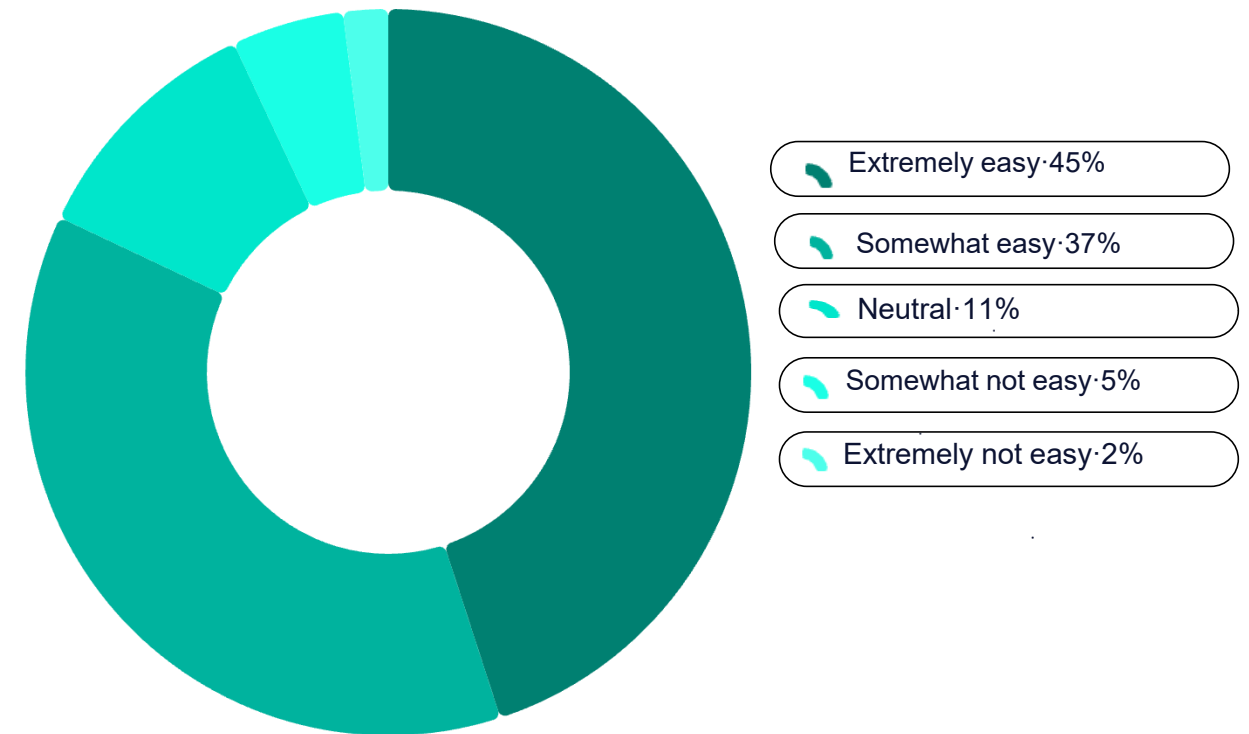
Responses to "What was good about your visit?"

Getting Through on the Phone

"Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?"

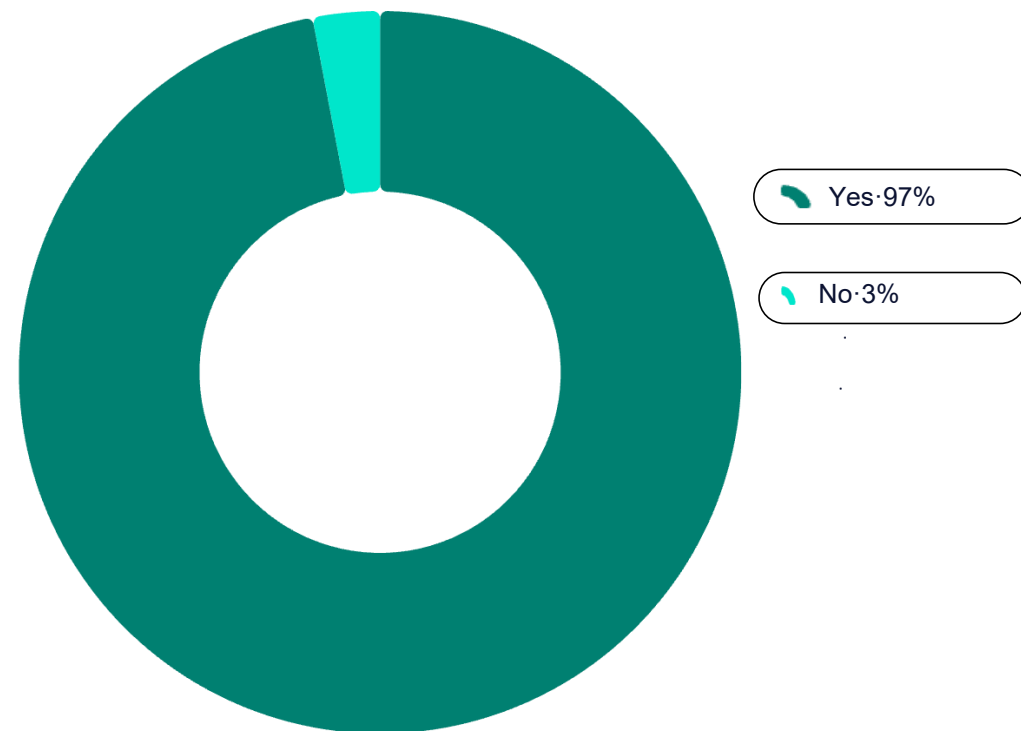
Key Finding

An overwhelming **82%** of patients find it easy to get through by phone — with 45% rating it **extremely easy** and 37% **somewhat easy**. Only 7% reported difficulty.



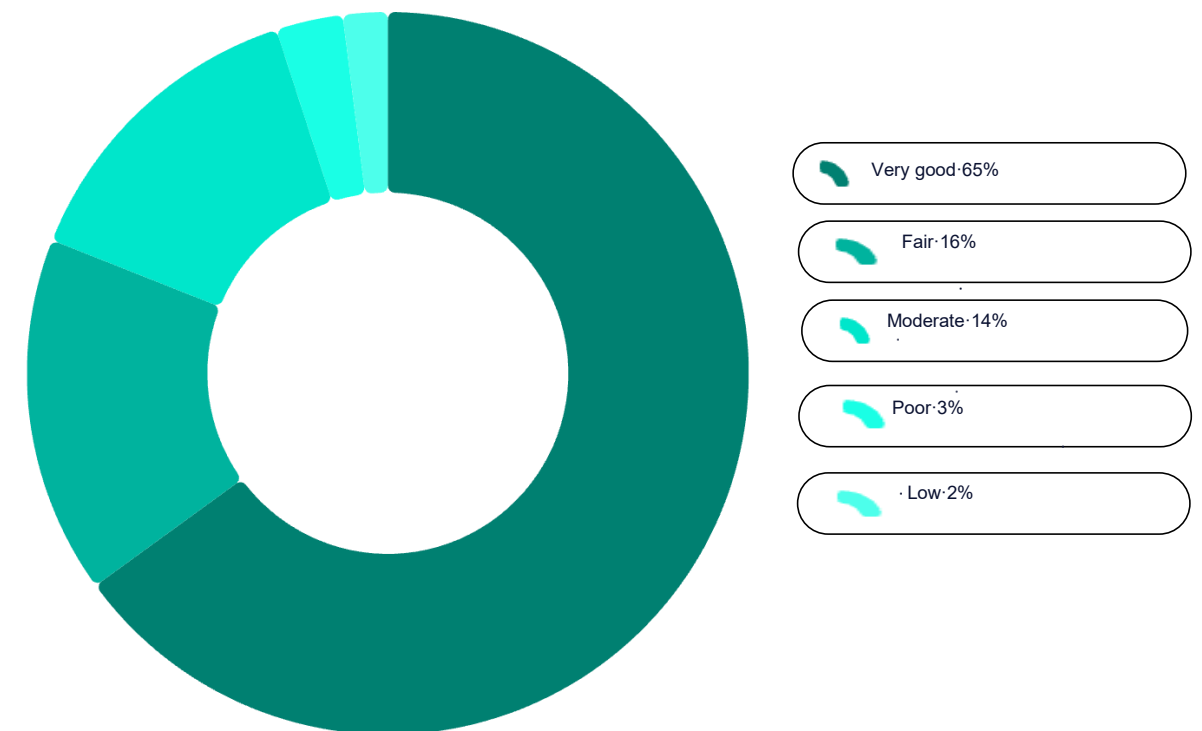
Appointment Satisfaction

Satisfied with Appointment Offered?



97% of patients (2,752 of 2,838) were satisfied with the appointment(s) they were offered.

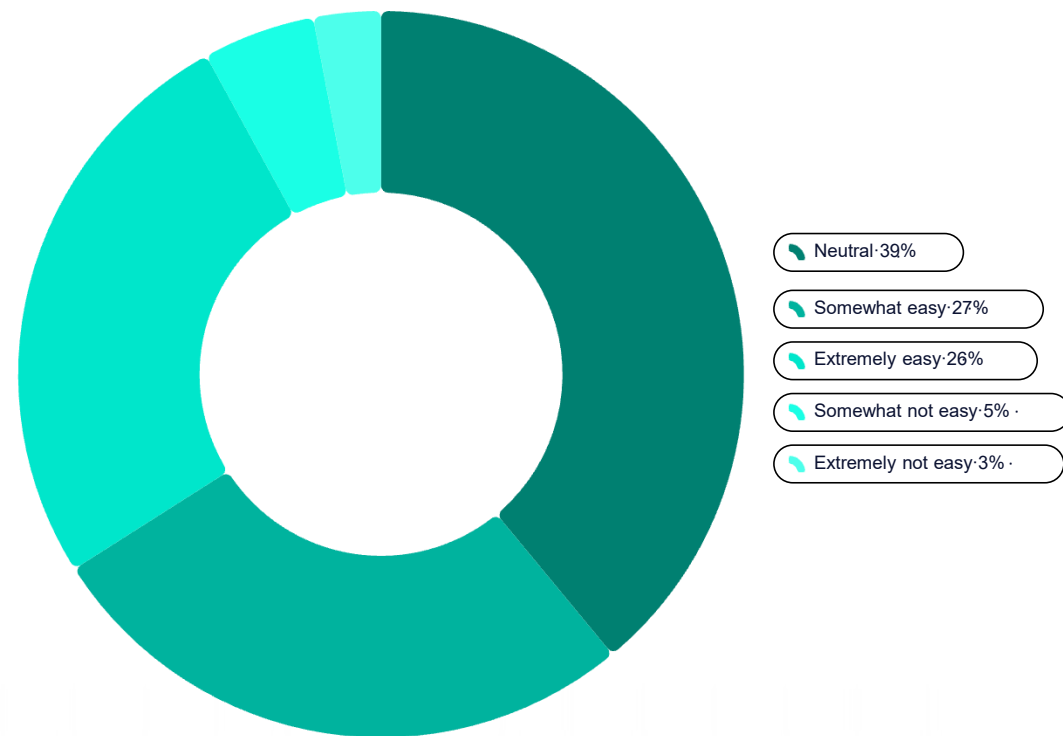
Overall Appointment-Making Experience



65% rated the appointment-making experience as **very good**, with a further 16% rating it fair.

GP Practice Website Usability

"How easy is it to use your GP practice's website to look for information or access services?"

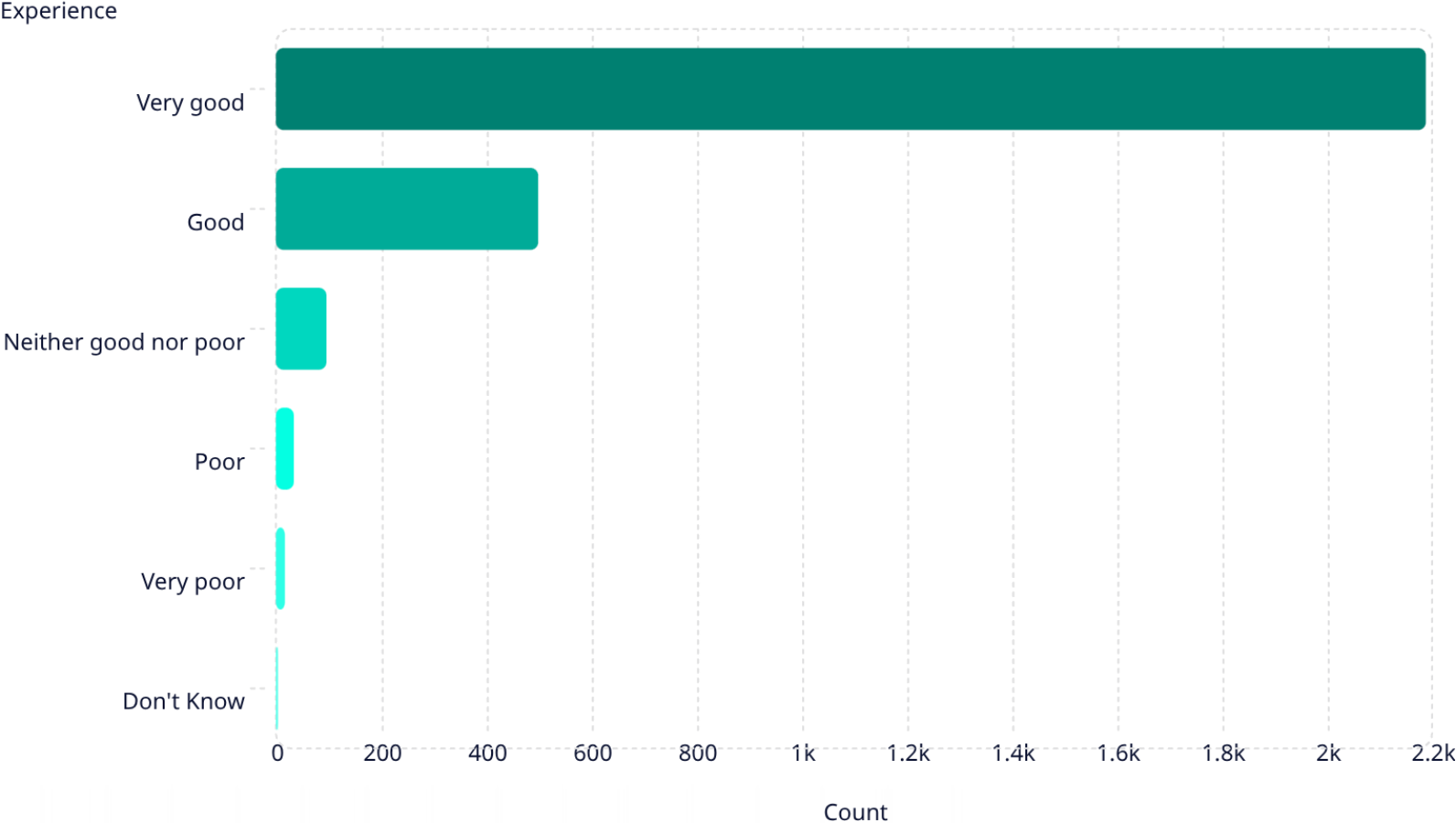


Website Usability Insight

53% of patients find the website easy to use (extremely or somewhat easy). However, 39% remain neutral – suggesting an opportunity to improve digital accessibility and awareness of online services.

Overall Service Experience

"Following your recent visit to Gnosall Health Centre, overall, how was your experience of our service?"



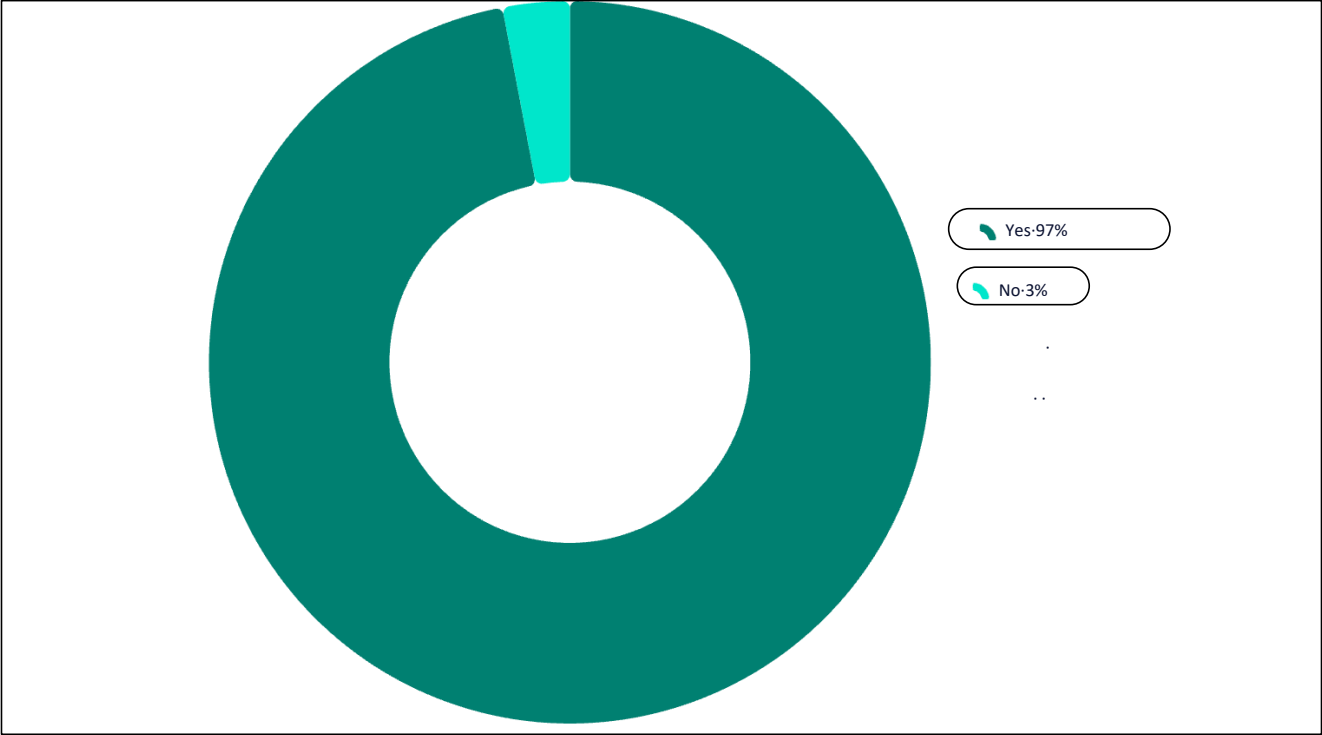
2,687 out of 2,838 patients (over 94%) rated their overall experience as **very good** or **good** – a strong indicator of consistent, high-quality care at Gnosall Health Centre.



Involvement in Care Decisions

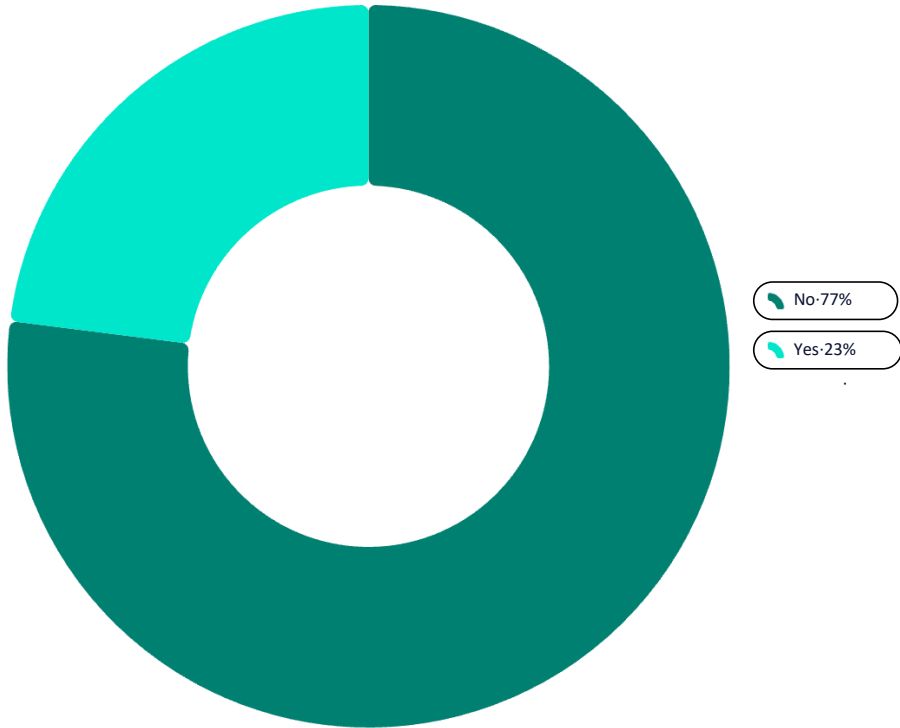
Patient Empowerment

97% of patients (2,743 of 2,838) felt they were involved as much as they wanted to be in decisions about their care and treatment during their last GP visit. Only 95 patients (3%) felt otherwise.



Follow-Up Contact & Q11: What Was Good?

Q9 – Willing to Be Contacted?



23% (22 patients) agreed to be contacted about their experience; 77% (73 patients) declined.

Q11 – What Was Good? (2,346 Responses)

"GP explained diagnosis & referral for X-ray"

"The Doctor was very good at listening and giving me the information I needed."

"Referral made."

Suggestions for Improvement

1,042 patients provided suggestions on how the practice could improve its service.

Continuity of Care

"Patients prefer to see permanent doctors at the practice rather than those only there temporarily."

Privacy of Comments

1,167 patients selected the option to keep their comments private (Q12), highlighting the importance of confidentiality in feedback collection.

Key Takeaways



Phone Access

82% find it easy to get through by phone



Appointment Satisfaction

97% satisfied; 65% rate experience as very good



Overall Experience

94%+ rated service as good or very good



Patient Involvement

97% felt involved in their care decisions



Website Opportunity

39% neutral on website usability – room to improve



PPG Engagement

210 patients (26%) interested in joining the PPG