

Provide feedback on this website

### The Pulteney Practice

Pulteney Street Surgery, 35 Great Pulteney Street, Bath, BA2 4BY

Showing responses about all questions from

all patients

? Showing weighted results ▼

### Your local GP services



80% find it easy to get through to this GP practice by phone

Show breakdown (+)



Local (CCG) average: 72% National average: 65%



91% find the receptionists at this GP practice helpful

Show breakdown (+)



Local (CCG) average: 92% National average: 89%

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71% are satisfied with the general practice appointment times available

Show breakdown (+)



Local (CCG) average: 67% National average: 63%



64% usually get to see or speak to their preferred GP when they would like to

Show breakdown (+)



Local (CCG) average: 50% | National average: 45%

## Making an appointment



59% were offered a choice of appointment when they last tried to make a general practice appointment

Show breakdown (+)



Local (CCG) average: 63% National average: 60%



86% were satisfied with the type of appointment they were offered

Show breakdown (+)



Local (CCG) average: 76% National average: 73%



94% took the appointment they were offered

Show breakdown (+)



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

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# 73% describe their experience of making an appointment as good

Show breakdown (+)



Local (CCG) average: 69% | National average: 65%

## Your last appointment



84% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Show breakdown (+)



Local (CCG) average: 72% National average: 70%



86% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 89% National average: 86%





93% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 91% National average: 88%

Show breakdown (+)

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Bull

92% 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: 90% National average: 87%



Show breakdown (+)



97% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 95% | National average: 93%





98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 97% | National average: 95%

Show breakdown +



98% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 89% | National average: 85%

Show breakdown 🛨

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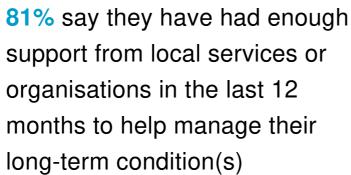
98% felt their needs were met during their last general practice appointment

Show breakdown (+)



Local (CCG) average: 96% National average: 94%

#### Your health



Local (CCG) average: 83% | National average: 77%

Show breakdown (+)

### **Overall experience**



93% describe their overall experience of this GP practice as good

Local (CCG) average: 85% National average: 82%

Show breakdown (+)

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