

Provide feedback on this website

## Wyncroft Surgery

Wyncroft Surgery, 3 Priory Road, Bicknacre,  
CM3 4EY

Showing responses about **all questions** from  
**all patients**

 Showing weighted results ▼

### Your local GP services



**86%** find it easy to get through to  
this GP practice by phone

Local (CCG) average: 52% | National average: 68%

Show breakdown 



**90%** find the receptionists at this  
GP practice helpful

Local (CCG) average: 87% | National average: 89%

Show breakdown 



**79%** are satisfied with the general  
practice appointment times  
available

Local (CCG) average: 57% | National average: 65%

Show breakdown 



**82%** usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 46% | National average: 48%

Show breakdown

## Making an appointment



**70%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 54% | National average: 62%

Show breakdown



**84%** were satisfied with the type of appointment they were offered

Local (CCG) average: 73% | National average: 74%

Show breakdown



**96%** took the appointment they were offered

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

Show breakdown



**78%** describe their experience of making an appointment as good

Local (CCG) average: 61% | National average: 67%

Show breakdown

## Your last appointment



**87%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 64% | National average: 69%

Show breakdown 



**94%** 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: 84% | National average: 87%

Show breakdown 



**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: 86% | National average: 89%

Show breakdown 



**93%** 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: 85% | National average: 87%

Show breakdown 



**99%** 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: 93% | National average: 93%

Show breakdown 



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

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

Show breakdown 



**97%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 87% | National average: 86%

Show breakdown 



**97%** felt their needs were met during their last general practice appointment

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

Show breakdown 

## Your health



**92%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 76% | National average: 78%

Show breakdown 

## Overall experience



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

Local (CCG) average: 79% | National average: 83%

Show breakdown 

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