

## Whitecliff Group Practice

Whitecliff Mill Street, Blandford, DT11 7BH

Showing responses about **all questions** from

**all patients**

[?](#) Showing weighted results ▼

### Your local GP services



**90%** find it easy to get through to this GP practice by phone

Local (CCG) average: 84% | National average: 70%

Show breakdown [+](#)



**92%** find the receptionists at this GP practice helpful

Local (CCG) average: 93% | National average: 90%

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**53%** are satisfied with the general practice appointment times available

Local (CCG) average: 73% | National average: 66%

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**43%** usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 62% | National average: 50%

Show breakdown

## Making an appointment



**66%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 69% | National average: 62%

Show breakdown



**74%** were satisfied with the type of appointment they were offered

Local (CCG) average: 81% | National average: 74%

Show breakdown



**94%** took the appointment they were offered

Local (CCG) average: 97% | National average: 94%

Show breakdown



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

Local (CCG) average: 78% | National average: 69%

Show breakdown

## Your last appointment



**67%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 70% | National average: 69%

Show breakdown 



**87%** 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: 90% | National average: 87%

Show breakdown 



**90%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 92% | 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: 91% | National average: 87%

Show breakdown 



**98%** 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: 96% | National average: 93%

Show breakdown 



**99%** 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: 96%

Show breakdown 



**93%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 91% | National average: 87%

Show breakdown 



**96%** felt their needs were met during their last general practice appointment

Local (CCG) average: 96% | National average: 95%

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## Your health



**80%** 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: 83% | National average: 79%

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## Overall experience



**88%** describe their overall experience of this GP practice as good

Local (CCG) average: 89% | National average: 84%

Show breakdown 

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