

Burgess Road Surgery

357A Burgess Road, Bassett, SO16 3BD

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

 Showing weighted results ▼



94% find it easy to get through to this surgery by phone

Local (CCG) average: 67% | National average: 71%

Show breakdown 



87% find the receptionists at this surgery helpful

Local (CCG) average: 84% | National average: 87%

Show breakdown 



68% usually get to see or speak to their preferred GP

Local (CCG) average: 59% | National average: 56%

Show breakdown 



87% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 82% | National average: 84%

Show breakdown



88% say the last appointment they got was convenient

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

Show breakdown



84% describe their experience of making an appointment as good

Local (CCG) average: 71% | National average: 73%

Show breakdown



69% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 60% | National average: 64%

Show breakdown



57% feel they don't normally have to wait too long to be seen

Local (CCG) average: 51% | National average: 58%

Show breakdown



89% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 86%

Show breakdown



91% say the last GP they saw or spoke to was good at listening to them

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

Show breakdown 



87% say the last GP they saw or spoke to was good at explaining tests and treatments

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

Show breakdown 



86% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%

Show breakdown 



86% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 84% | National average: 86%

Show breakdown 



100% had confidence and trust in the last GP they saw or spoke to

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

Show breakdown 



98% say the last nurse they saw or spoke to was good at giving them enough time

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

Show breakdown 



98% say the last nurse they saw or spoke to was good at listening to them

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

Show breakdown 



92% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 89% | National average: 90%

Show breakdown 



86% say the last nurse they saw or spoke to was good at involving them in decisions about their care

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

Show breakdown 



88% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% | National average: 91%

Show breakdown 



100% had confidence and trust
in the last nurse they saw or
spoke to

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

Show breakdown 



85% are satisfied with the
surgery's opening hours

Local (CCG) average: 74% | National average: 76%

Show breakdown 



92% describe their overall
experience of this surgery as
good

Local (CCG) average: 81% | National average: 85%

Show breakdown 



85% would recommend this
surgery to someone new to the
area

Local (CCG) average: 71% | National average: 77%

Show breakdown 

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey
© 2017 GP Patient Survey