

Results from the 2019 survey

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Dr Degun & Dr Macaulay

93 The Knares, Lee Chapel South,
Basildon, SS16 5SB

Where patient experience is best



-  **59%** of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 47% National average: 48%

-  **91%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
Local (CCG) average: 84% National average: 86%

-  **95%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Where patient experience could improve



-  **50%** of respondents are satisfied with the general practice appointment times available
Local (CCG) average: 58% National average: 65%

-  **76%** of respondents 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: 83% National average: 87%

-  **79%** of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
Local (CCG) average: 85% National average: 89%

Local (CCG) average: 92% National average: 93%

Comparisons to the local (CCG) or national average may not be statistically significant.



388

Surveys sent out



112

Surveys sent back



29%

Completion rate

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Showing responses about all questions from
all patients

Showing weighted results ▼

Your local GP services



59% find it easy to get through
to this GP practice by phone

Local (CCG) average: 62% National average: 68%

Show breakdown



85% find the receptionists at
this GP practice helpful

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

Show breakdown



50% are satisfied with the general practice appointment times available

Local (CCG) average: 58% National average: 65%

Show breakdown



59% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 47% National average: 48%

Show breakdown

Making an appointment



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

Local (CCG) average: 56% National average: 62%

Show breakdown



65% were satisfied with the type of appointment they were offered

Local (CCG) average: 69% National average: 74%

Show breakdown



95% took the appointment they were offered

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

Show breakdown



64% describe their experience of making an appointment as good

Local (CCG) average: 62% National average: 67%

Show breakdown 

Your last appointment



61% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

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

Show breakdown 



76% 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: 83% National average: 87%

Show breakdown 



79% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

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

Show breakdown 



82% 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: 84% National average: 87%

Show breakdown 



95% 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: 92% National average: 93%

Show breakdown 



93% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 94% National average: 95%

Show breakdown



91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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

Show breakdown



95% felt their needs were met during their last general practice appointment

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

Show breakdown

Your health



74% 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: 75% National average: 78%

Show breakdown 

Overall experience



80% describe their overall experience of this GP practice as good

Local (CCG) average: 80% National average: 83%

Show breakdown 

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Your local GP services

Dr Degun & Dr Macaulay

Add Practice

Add Practice

% of patients who find it easy to get through to this GP practice by phone

59%

Local (CCG) average: 62%
National average: 68%

Show breakdown

% of patients who find the receptionists at this GP practice helpful

85%

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

Show breakdown

% of patients
who are satisfied
with the general
practice
appointment
times available

50%

Local (CCG)
average: 58%
National average:
65%

Show
breakdown 

% of patients
who usually get
to see or speak
to their preferred
GP when they
would like to

59%

Local (CCG)
average: 47%
National average:
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Show
breakdown 

Making an appointment

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

59%

Local (CCG)
average: 56%
National average:
62%

Show
breakdown 

% of patients who were satisfied with the type of appointment they were offered

65%

Local (CCG) average: 69%
National average: 74%

Show breakdown 

% of patients who took the appointment they were offered

95%

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

Show breakdown 

% of patients who describe their experience of making an appointment as good

64%

Local (CCG) average: 62%
National average: 67%

Show breakdown 

Your last appointment

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

61%

Local (CCG) average: 69%
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Show breakdown 

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

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Local (CCG) average: 83%
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Show breakdown 

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

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% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

82%

Local (CCG) average: 84%
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Show breakdown 

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

95%

Local (CCG)
average: 92%
National average:
93%

Show
breakdown 

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

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Local (CCG)
average: 94%
National average:
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Show
breakdown 

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

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Local (CCG) average: 84%
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Show breakdown 

% of patients who felt their needs were met during their last general practice appointment

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Local (CCG) average: 93%
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Your health

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

74%

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Show
breakdown 

Overall experience

% of patients who describe their overall experience of this GP practice as good

80%

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breakdown 

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