



## Results from the 2017 survey ?


### The Pulteney Practice

35 Great Pulteney Street, Bath, BA2 4BY


#### What this practice **does best** ?


 **81%** of respondents usually wait 15 minutes or less after their appointment time to be seen  
Local (CCG) average: 71% | National average: 64%


 **97%** of respondents say the last GP they saw or spoke to was good at treating them with care and concern  
Local (CCG) average: 89% | National average: 86%

 **99%** of respondents describe their overall experience of this surgery as good  
Local (CCG) average: 93% | National average: 85%

#### What this practice **could improve**

?  
 **86%** of respondents find the receptionists at this surgery helpful  
Local (CCG) average: 91% | National average: 87%

 **91%** of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments  
Local (CCG) average: 92% | National average: 90%

 **85%** of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care  
Local (CCG) average: 86% | National average: 85%

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



**221**

Surveys sent out



**106**

Surveys sent



**48%**

Completion

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