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The Pulteney Practice

Pulteney Street Surgery, 35 Great Pulteney Street, Bath, BA2 4BY

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

[?](#) Showing weighted results ▼

Your local GP services



80% find it easy to get through to this GP practice by phone

Local (CCG) average: 72% | National average: 65%

Show breakdown [+](#)



91% find the receptionists at this GP practice helpful

Local (CCG) average: 92% | National average: 89%

Show breakdown [+](#)



71% are satisfied with the general practice appointment times available

Local (CCG) average: 67% | National average: 63%

Show breakdown



64% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 50% | National average: 45%

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: 63% | National average: 60%

Show breakdown



86% were satisfied with the type of appointment they were offered

Local (CCG) average: 76% | National average: 73%

Show breakdown



94% took the appointment they were offered

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

Show breakdown



73% describe their experience of making an appointment as good

Local (CCG) average: 69% | National average: 65%

Show breakdown 

Your last appointment



84% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 72% | National average: 70%

Show breakdown 



86% 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: 89% | National average: 86%

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: 91% | National average: 88%

Show breakdown 



92% 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: 90% | National average: 87%

Show breakdown 



97% 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: 95% | 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: 97% | National average: 95%

Show breakdown 



98% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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

Show breakdown 



98% felt their needs were met during their last general practice appointment

Local (CCG) average: 96% | National average: 94%

Show breakdown 

Your health



81% 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: 77%

Show breakdown 

Overall experience



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

Local (CCG) average: 85% | National average: 82%

Show breakdown 

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