











Coleford Medical Practice - Patient Survey results

19 May 2025






Overall experience

1. Overall, how would you describe your experience of the GP Practice over the last 12 months?				
Answer Choices			Response Percent	Response Total
1	Very good		40.67%	403
2	Good		26.74%	265
3	Satisfactory		21.90%	217
4	Poor		8.17%	81
5	Very poor		2.52%	25
			answered	991
			skipped	12





Communications: telephone, face-to-face, online

2. Generally, how easy is it to get through to someone at the GP practice on the phone?				
Answer Choices			Response Percent	Response Total
1	Very easy		13.64%	136
2	Easy		38.01%	379
3	Difficult		31.09%	310
4	Very difficult		10.43%	104
5	Haven't tried		6.82%	68
			answered	997
			skipped	6




3. How helpful do you find the Care Navigators/Receptionists at the GP practice?

Answer Choices			Response Percent	Response Total
1	Very helpful		36.31%	362
2	Helpful		44.13%	440
3	Not very helpful		11.43%	114
4	Unhelpful		4.21%	42
5	Don't know		3.91%	39
			answered	997
			skipped	6

4. Which of the following general practice online services have you used in the past 12 months? (please select all that apply). By "online" we mean using a website or smartphone app.

Answer Choices			Response Percent	Response Total
1	Ordering repeat prescriptions online		65.06%	646
2	Accessing my medical records online		35.95%	357
3	Had an online consultation or appointment (for example completed an online form or had a video call)		18.63%	185
4	None of these		24.57%	244
			answered	993
			skipped	10

5. Do you visit the GP practice website?

Answer Choices			Response Percent	Response Total
1	Yes		50.35%	501
2	No		48.24%	480
3	I have no access to internet		1.41%	14
			answered	995
			skipped	8

6. How easy is it to use the GP practice's website to look for information or access services

Answer Choices			Response Percent	Response Total
1	Very easy		18.15%	141
2	Easy		51.61%	401
3	Difficult		23.42%	182
4	Very difficult		6.82%	53
			answered	777
			skipped	226







7. Are you aware if you register for Online Requests on the GP practice website, you can:

Answer Choices	Yes	No	Response Total
Order repeat medicines	94.83% 477	5.17% 26	503
View your medical records	85.43% 428	14.57% 73	501
		answered	503
		skipped	500

8. How do you normally order repeat medicines (please select all that apply):







Answer Choices			Response Percent	Response Total
1	Use the GP practice website Online Requests		87.31%	406
2	Telephone the GP practice		8.17%	38
3	Visit the GP practice		10.97%	51
			answered	465
			skipped	538

9. Which of the following ways of communicating with the GP practice do you use (please select all that apply):






Answer Choices			Response Percent	Response Total
1	Mobile phone for receiving texts		85.57%	427
2	Telephone (landline)		54.71%	273
3	e-Consult (or other online consultation service)		24.65%	123
4	Email		25.85%	129
5	Letter by post		4.61%	23
6	Video call		1.00%	5
			answered	499
			skipped	504

Appointments





10. As far as you are aware, what general practice appointment times are available to you? (please select all that apply)

Answer Choices			Response Percent	Response Total
1	Before 8am on at least one weekday		3.63%	36
2	Weekdays between 8am and 6.30pm		57.46%	570
3	After 6.30pm on a weekday		4.33%	43
4	On a Saturday		6.25%	62
5	On a Sunday		1.21%	12
6	Don't know		40.12%	398
			answered	992
			skipped	11





11. How satisfied are you with the general practice appointment times that are available to you?

Answer Choices			Response Percent	Response Total
1	Very satisfied		14.46%	142
2	Satisfied		44.09%	433
3	Dissatisfied		14.05%	138
4	Very dissatisfied		8.66%	85
5	I'm not sure when I can get an appointment		18.74%	184
			answered	982
			skipped	21







12. Overall, how would you describe your experience of making an appointment?

Answer Choices			Response Percent	Response Total
1	Very good		19.75%	191
2	Good		47.47%	459
3	Poor		23.58%	228
4	Very poor		9.20%	89
			answered	967
			skipped	36

13. How do you usually try and book an appointment? (select all that apply)

Answer Choices			Response Percent	Response Total
1	In person		32.39%	319
2	By phone, through my practice		78.17%	770
3	By automated telephone booking		3.15%	31
4	In another way		7.92%	78
			answered	985
			skipped	18





14. Who was your last general practice appointment with?

Answer Choices			Response Percent	Response Total
1	A GP		36.86%	366
2	A nurse		47.83%	475
3	A general practice pharmacist		4.53%	45
4	A mental health professional		0.20%	2
5	Another healthcare professional		4.83%	48
6	Don't know / not sure who I saw		5.74%	57
			answered	993
			skipped	10





15. Last time you had a general practice appointment, how good was the healthcare professional at each of the following

Answer Choices	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Response Total
Giving you enough time	50.71% 502	28.59% 283	14.85% 147	2.22% 22	1.62% 16	2.02% 20	990
Listening to you	49.59% 488	28.25% 278	14.74% 145	2.85% 28	2.03% 20	2.54% 25	984
Treating you with care and concern	50.86% 502	28.06% 277	13.78% 136	3.14% 31	2.23% 22	1.93% 19	987
						answered	992
						skipped	11










16. Thinking about the reason for your last general practice appointment, were your needs met?

Answer Choices			Response Percent	Response Total
1	Yes, definitely		61.54%	608
2	Yes, to some extent		27.73%	274
3	No, not at all		8.00%	79
4	Don't know/prefer no to say		2.73%	27
			answered	988
			skipped	15

21. Are you:

Answer Choices			Response Percent	Response Total
1	Male		42.77%	426
2	Female		55.52%	553
3	Transgender		0.10%	1
4	Non-binary		0.00%	0
5	Prefer to self describe		0.00%	0
6	Prefer not to say		1.61%	16
			answered	996
			skipped	7

22. Which age group are you:

Answer Choices			Response Percent	Response Total
1	Under 18		0.30%	3
2	18-25		1.50%	15
3	26-35		3.11%	31
4	36-45		6.12%	61
5	46-55		11.63%	116
6	56-65		27.98%	279
7	66-75		29.59%	295
8	Over 75		18.25%	182
9	Prefer not to say		1.50%	15
			answered	997
			skipped	6

24. Which best describes your ethnicity?

Answer Choices			Response Percent	Response Total
1	White British	<div></div>	94.76%	941
2	White Other	<div></div>	1.41%	14
3	Asian or Asian British	<div></div>	0.50%	5
4	Black or Black British	<div></div>	0.10%	1
5	Chinese	<div></div>	0.30%	3
6	Mixed	<div></div>	0.30%	3
7	Prefer not to say	<div></div>	2.01%	20
8	Other (please specify):	<div></div>	0.60%	6
			answered	993
			skipped	10
Other (please specify): (6)				
1	Arabic			
2	White English			
3				
4	European			
5				
6				

25. Do you consider yourself to have a disability? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	No	<div></div>	61.91%	608
2	Mental health problem	<div></div>	9.27%	91
3	Visual Impairment	<div></div>	2.44%	24
4	Learning difficulties	<div></div>	1.12%	11
5	Hearing impairment	<div></div>	7.74%	76
6	Long term condition	<div></div>	19.96%	196
7	Physical disability	<div></div>	13.14%	129
8	Prefer not to say	<div></div>	4.89%	48
			answered	982
			skipped	21