

Botley Medical Centre
Elms Road, Botley, Oxford, OX2 9JS

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Practice
overview

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

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 Showing weighted

Your local GP services



65% find it easy to get through to
this GP practice by phone

Show
breakdown

Local (CCG) average: 79% | National average: 68%



84% find the receptionists at this
GP practice helpful

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breakdown

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



53% are satisfied with the general
practice appointment times
available

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breakdown



38% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 58% | National average: 45%

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breakdown

Making an appointment



54% were offered a choice of appointment when they last tried to make a general practice appointment

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

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breakdown



71% were satisfied with the appointment they were offered

Local (CCG) average: 86% | National average: 82%

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95% took the appointment they were offered

Local (CCG) average: 98% | National average: 98%

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breakdown



58% describe their experience of making an appointment as good

Local (CCG) average: 78% | National average: 71%

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breakdown

Your last appointment



last general practice appointment

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

breakdown



80% 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: 91% | National average: 89%

Show breakdown



86% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 93% | National average: 89%

Show breakdown



85% 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: 92% | National average: 88%

Show breakdown



89% were involved as much as they wanted to be in decisions

Show breakdown

appointment

Local (CCG) average: 95% | National average: 93%



95% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

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breakdown

Local (CCG) average: 97% | National average: 96%



89% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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breakdown

Local (CCG) average: 90% | National average: 86%



92% felt their needs were met during their last general practice appointment

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breakdown

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

Your health



76% say they have had enough support from local services or organisations in the last 12

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breakdown

long-term condition(s)

Local (CCG) average: 79% | National average: 74%

Overall experience



66% describe their overall experience of this GP practice as good

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breakdown

Local (CCG) average: 88% | National average: 83%



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