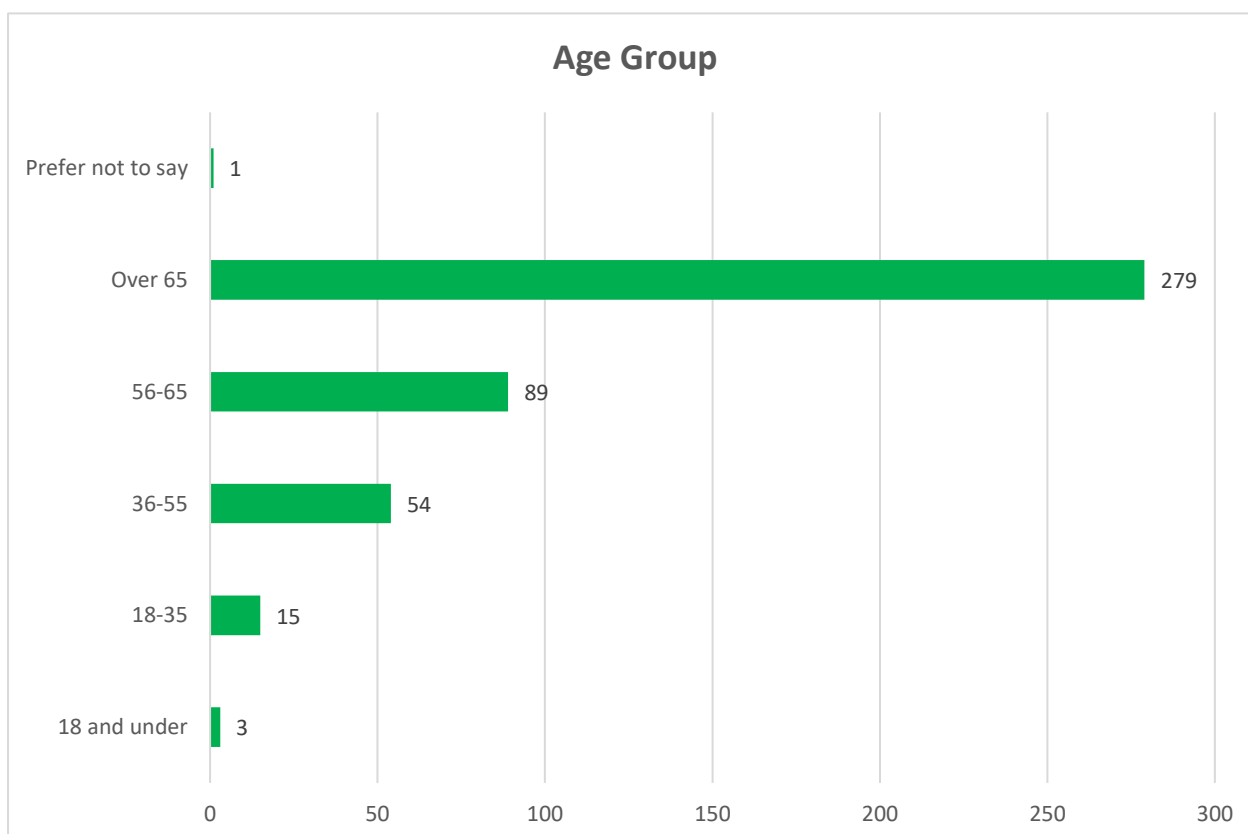
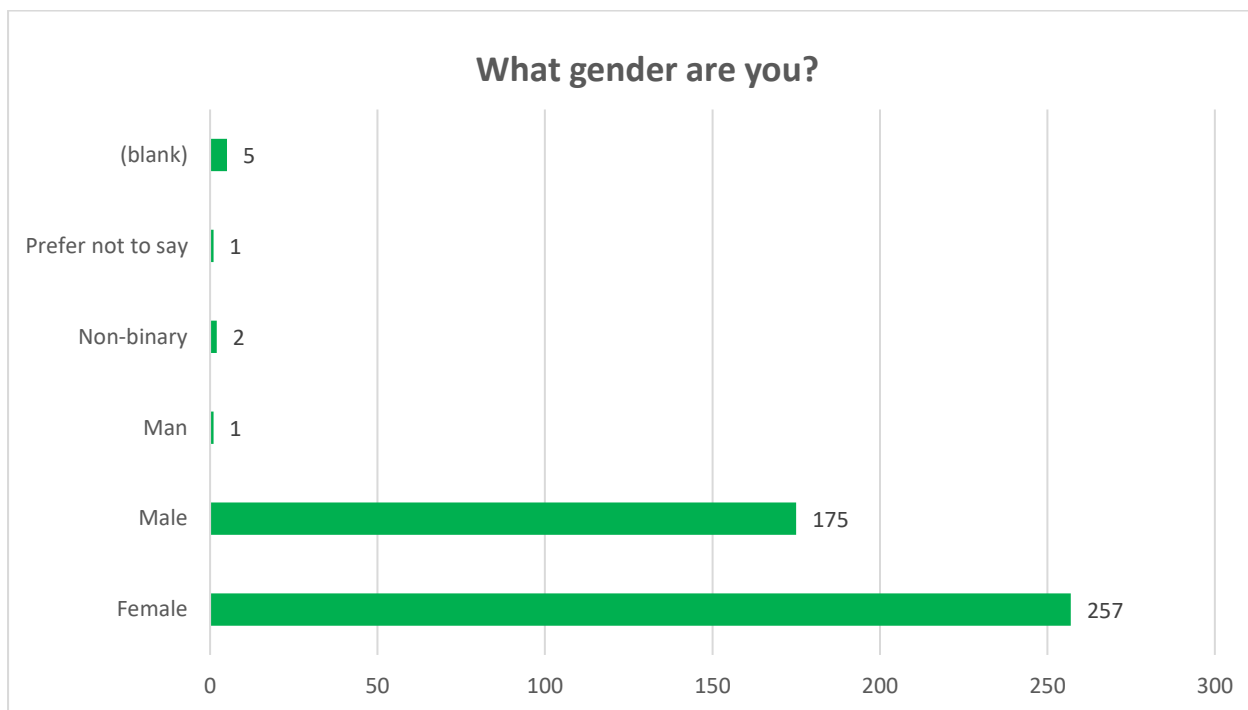


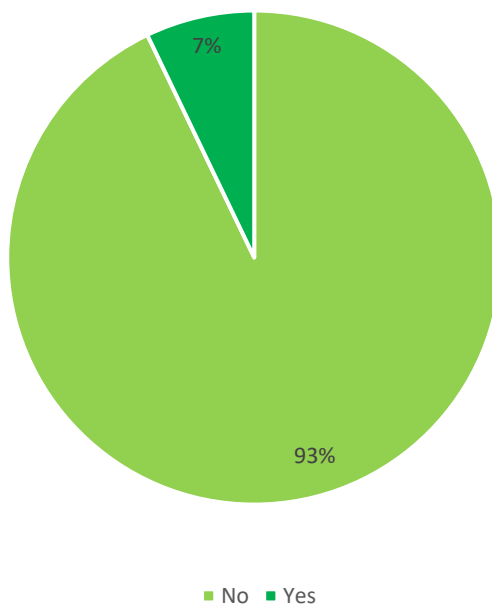


GP Patient Survey 2025 Results

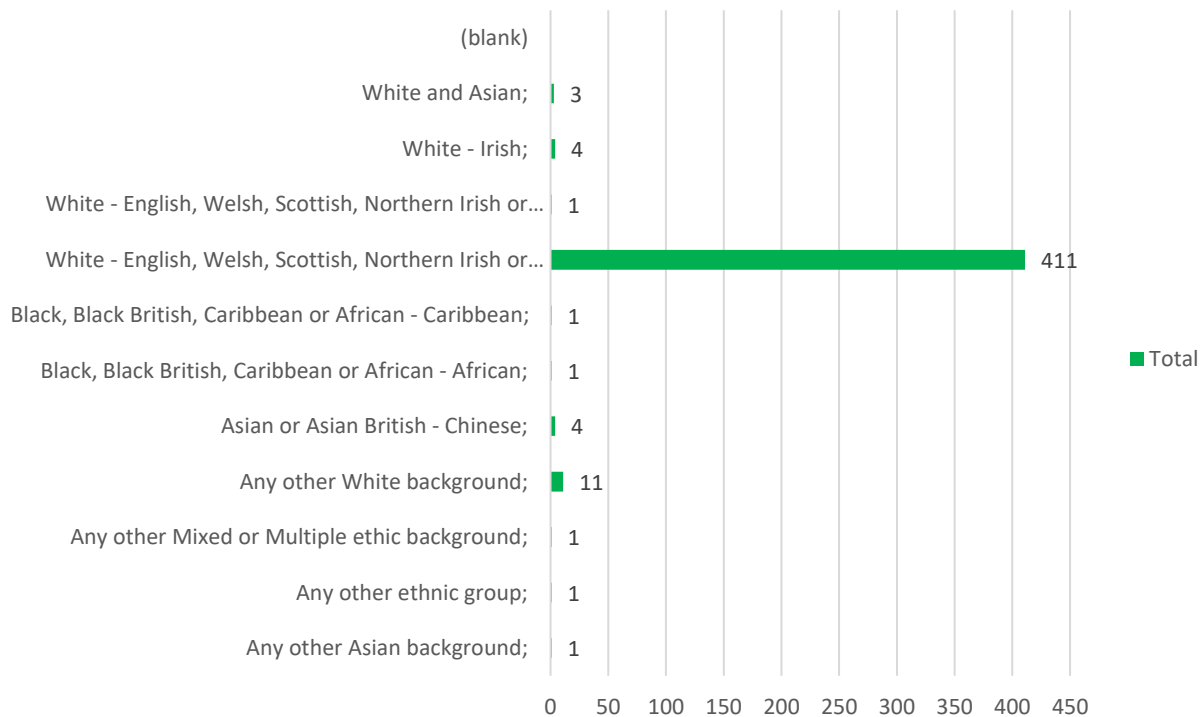




Are you a Carer?

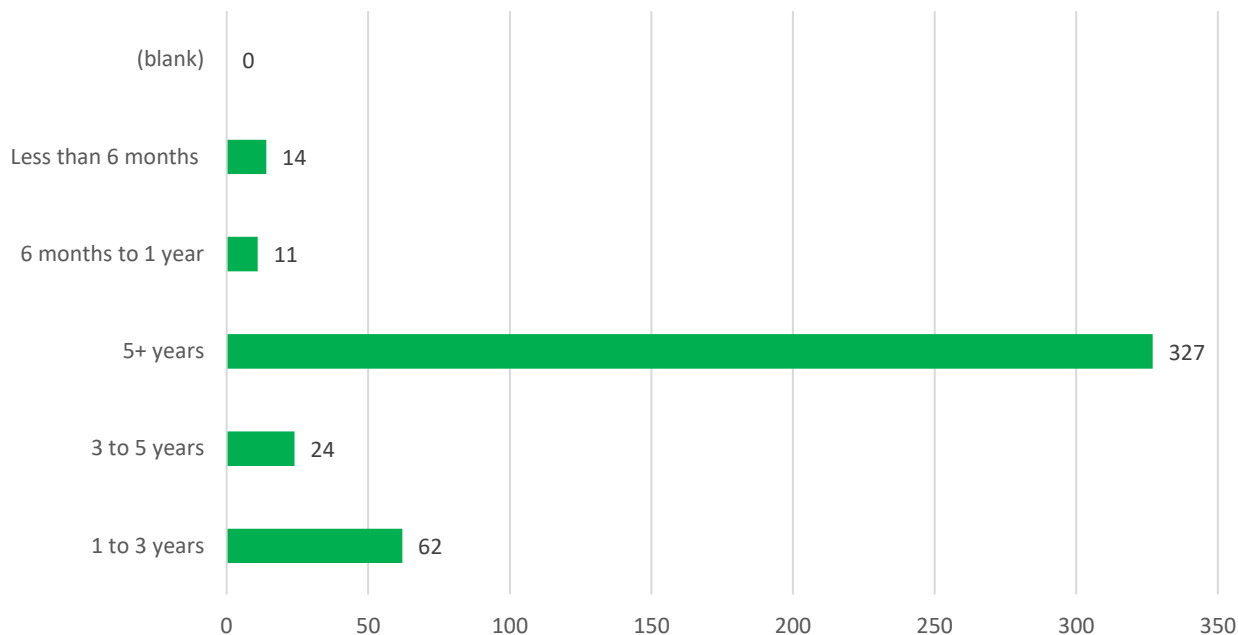


What is your Ethnicity?

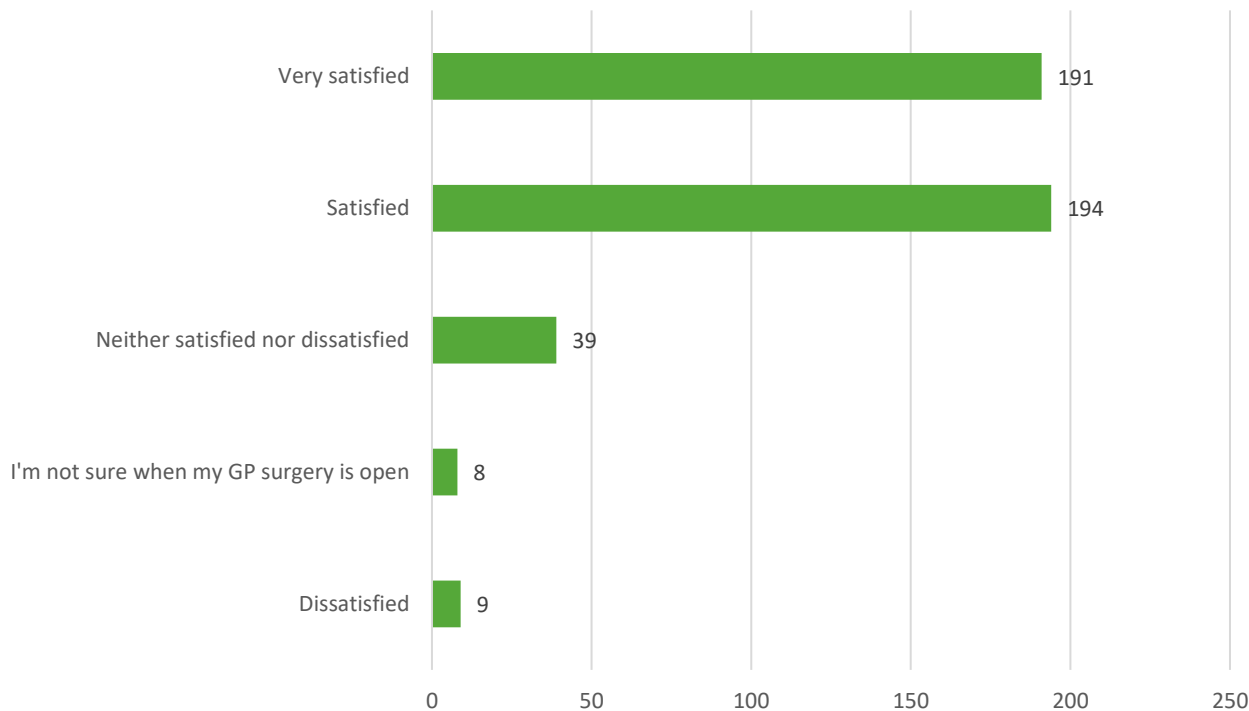




How long have you been a registered patient at IWMP?

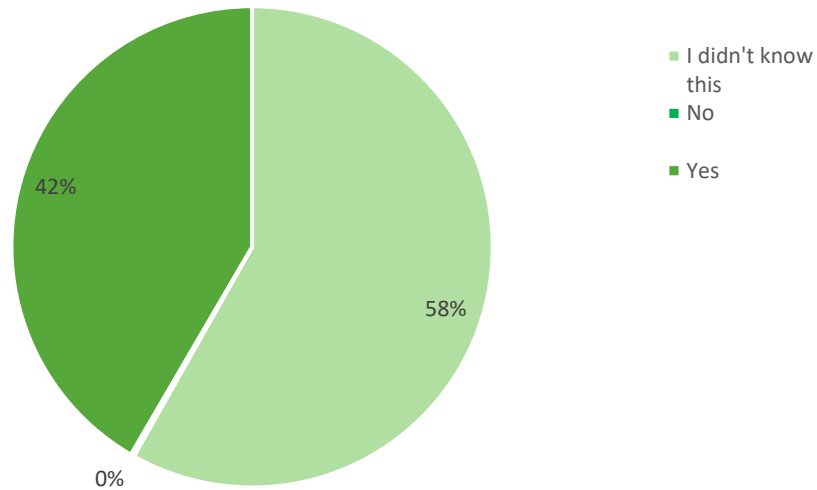


How satisfied are you with the hours that the Practice is open?

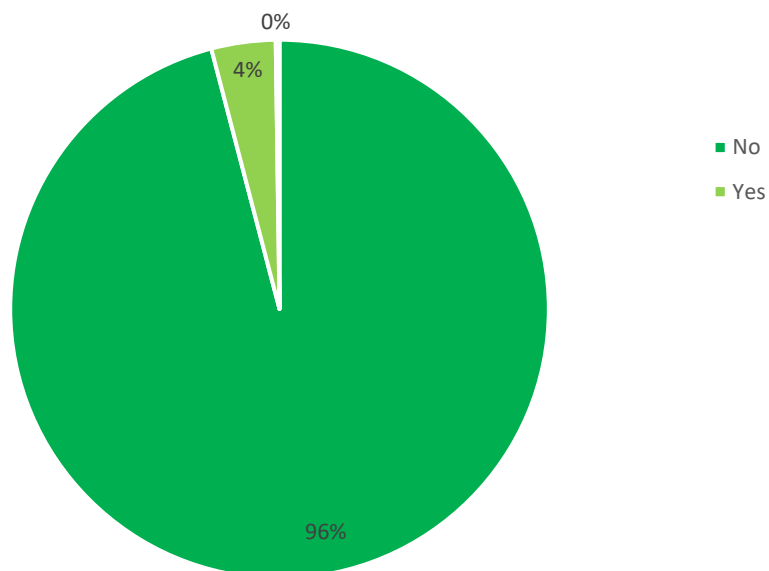




Do you know that the Practice offers extended access telephone appointments?

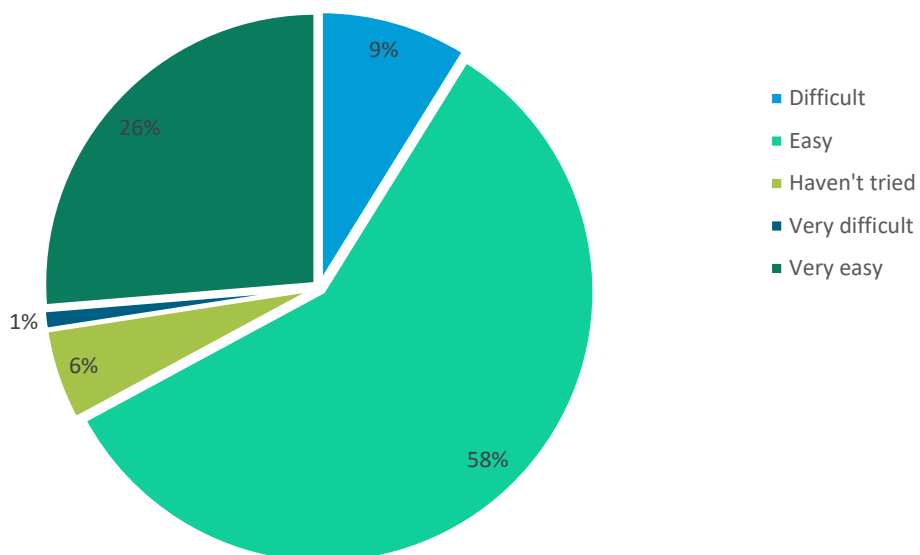


Have you ever used these evening telephone appointments?

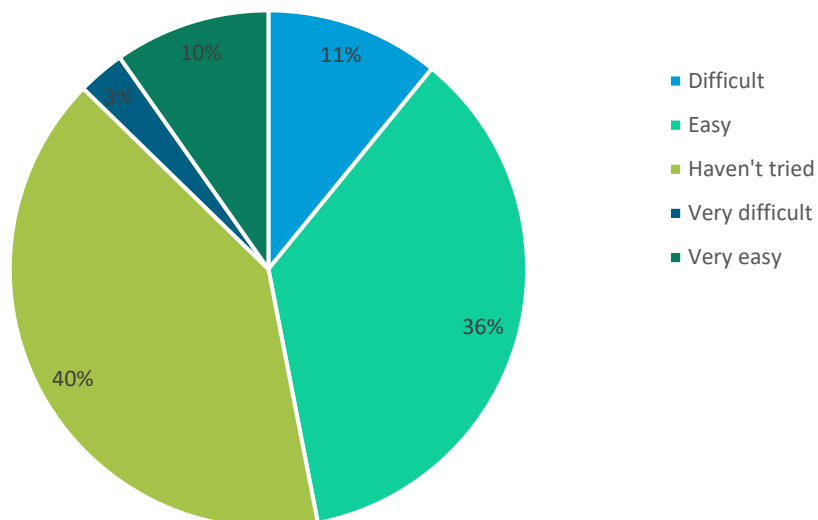




How easy is it to get through to the Practice by telephone?

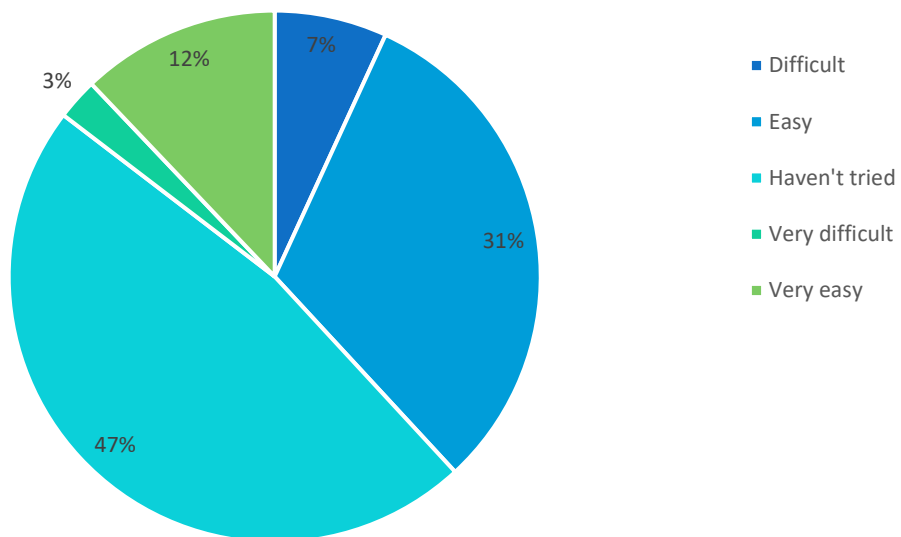


How easy is it to book in to speak to a GP on the telephone when you have a question or need medical advice?

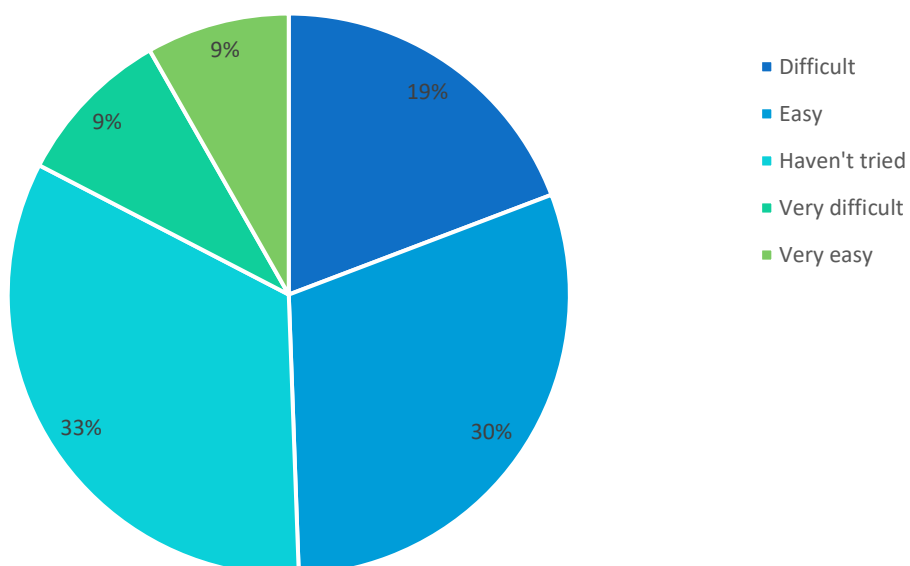




How easy is it to get test results on the telephone?

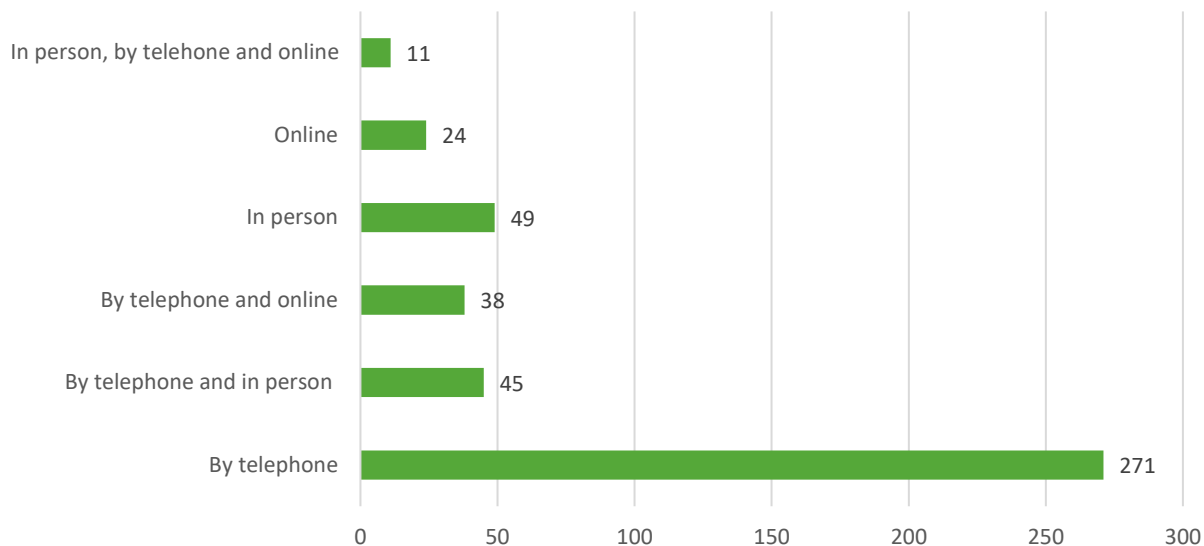


How easy is it to book a same day appointment?

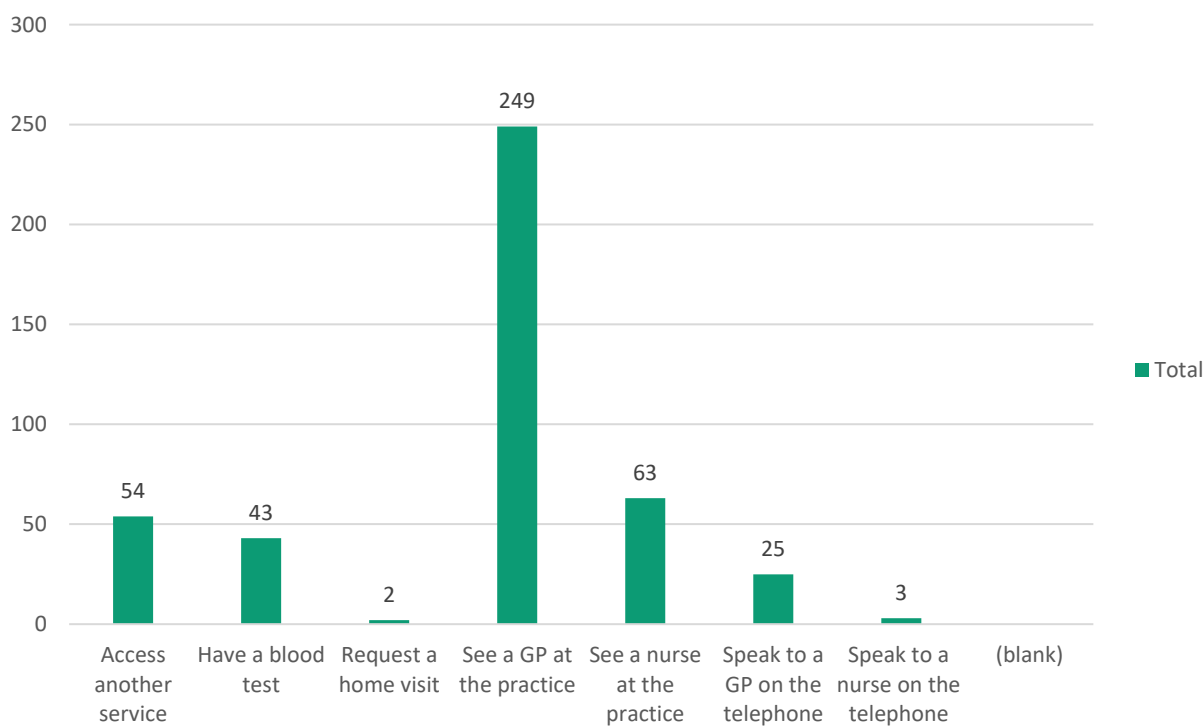




How do you normally book appointments to see a GP, Nurse or other service at the Practice?

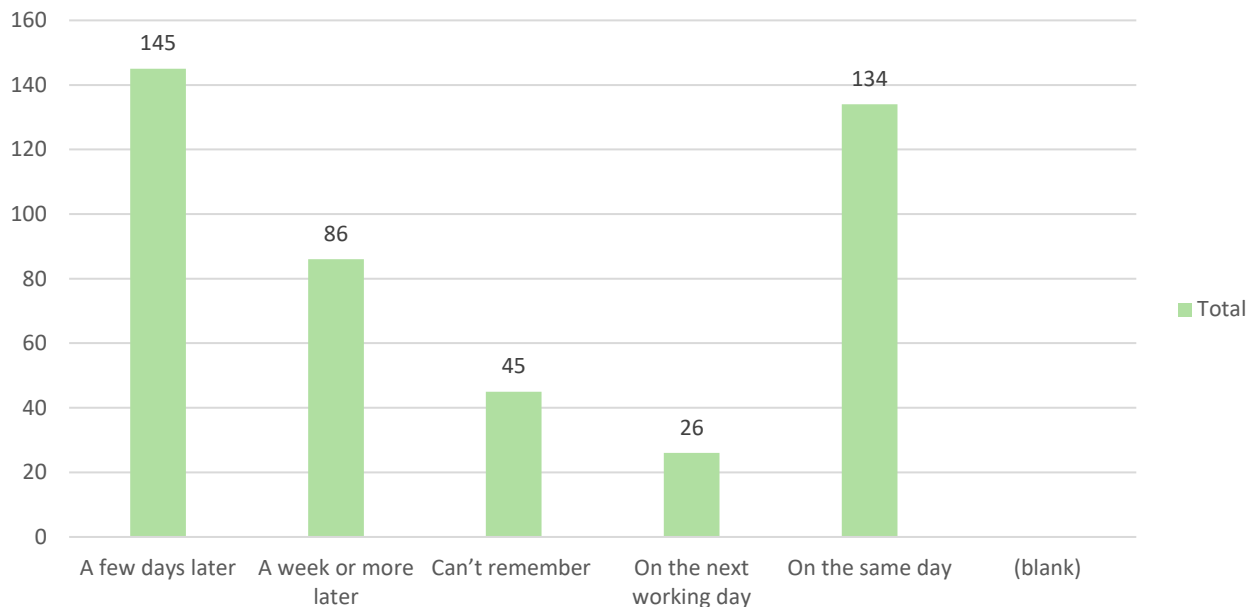


Last time you contacted the GP Practice did you want to....?

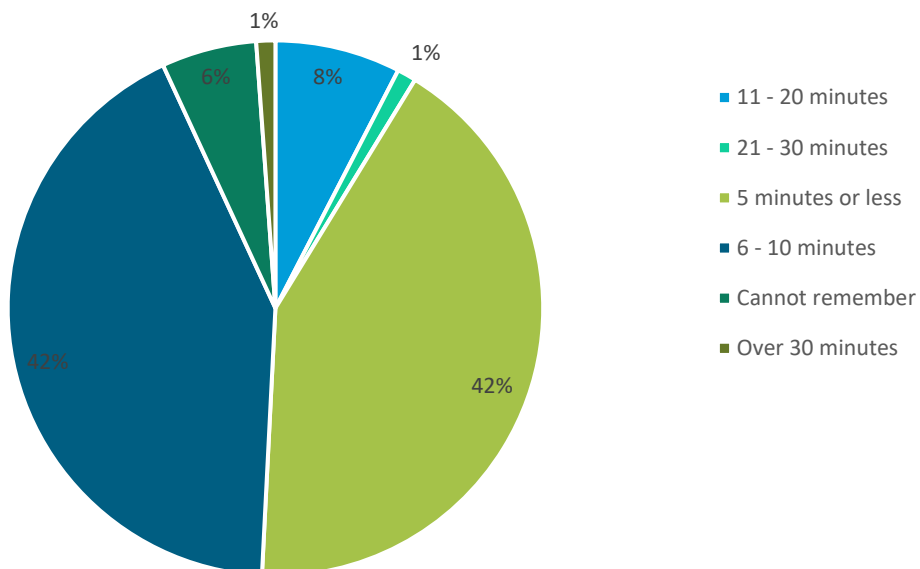




How long after initially contacting the GP Practice did you see or speak to them?

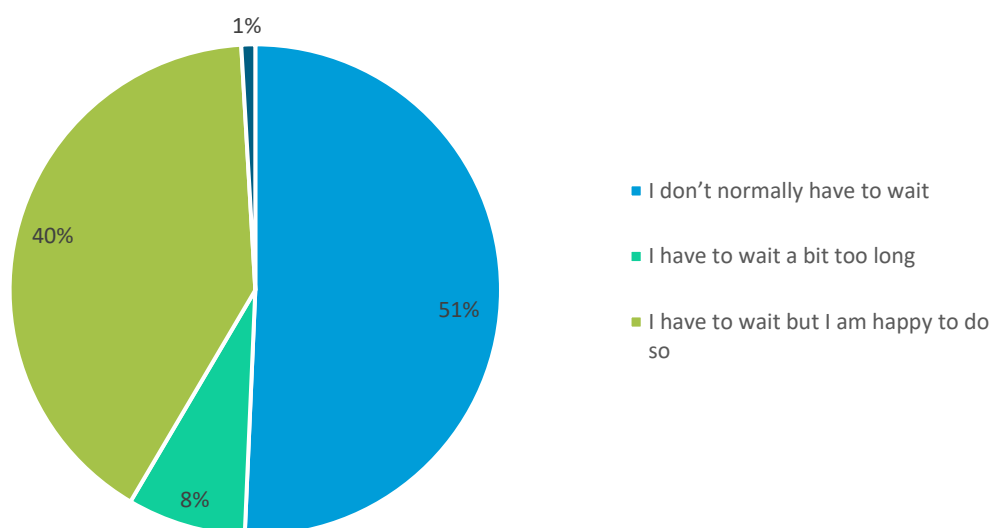


Thinking about your appointment how long did you wait for your consultation to begin?

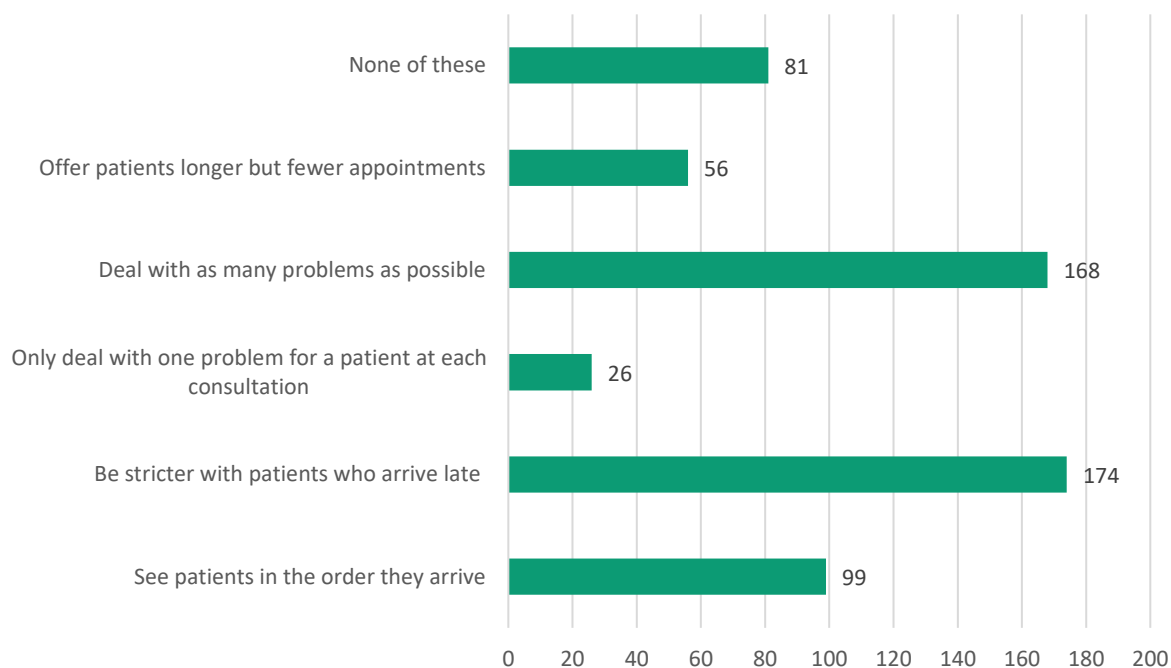




How do you feel about how long you normally have to wait?

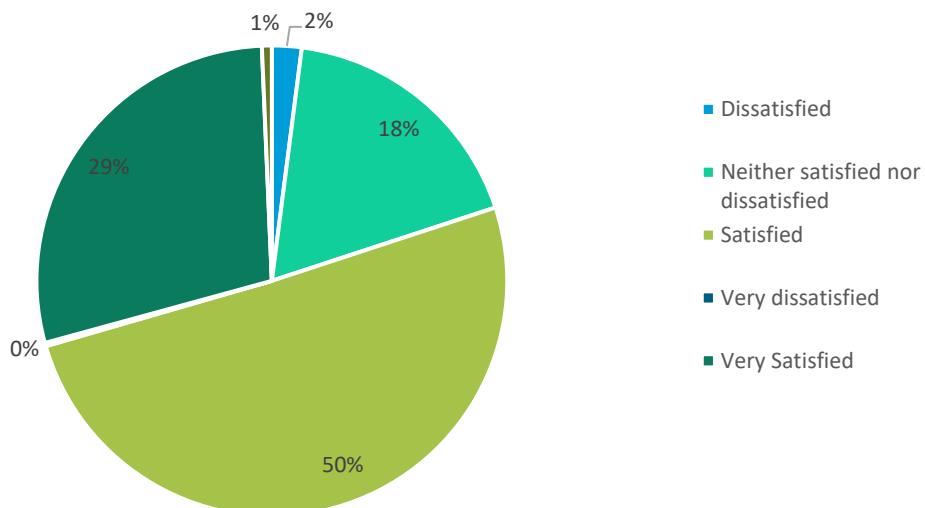


In order to reduce waiting times, should we...

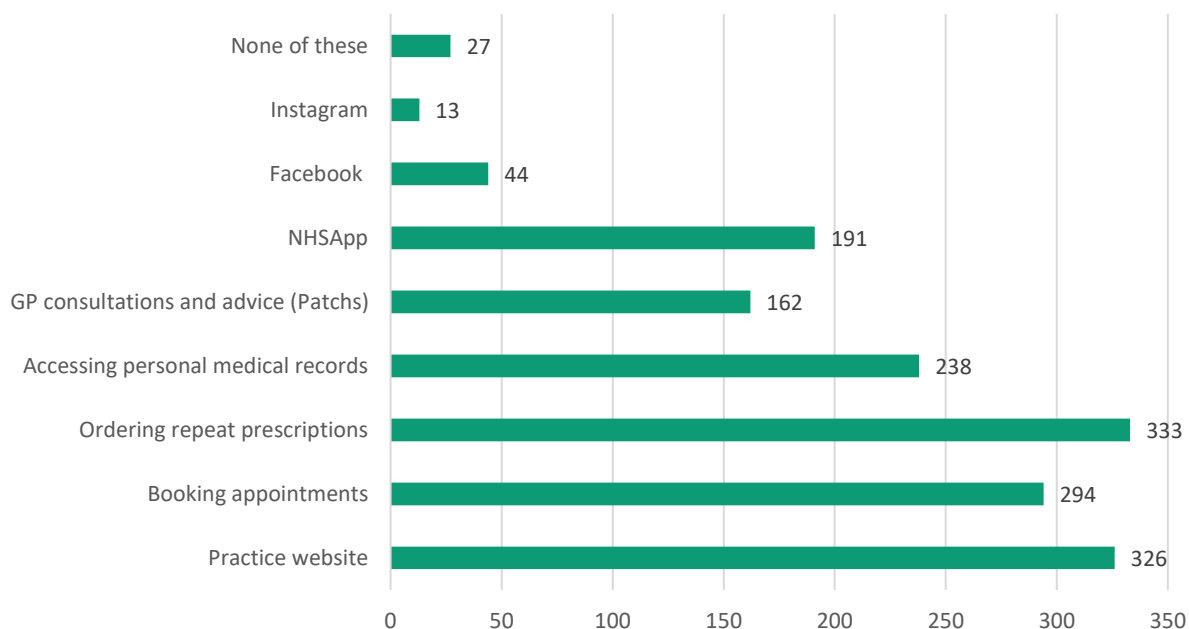




**How would you rate the length of time you are allocated
with your GP/Practice Nurse/Health Care Professional?**

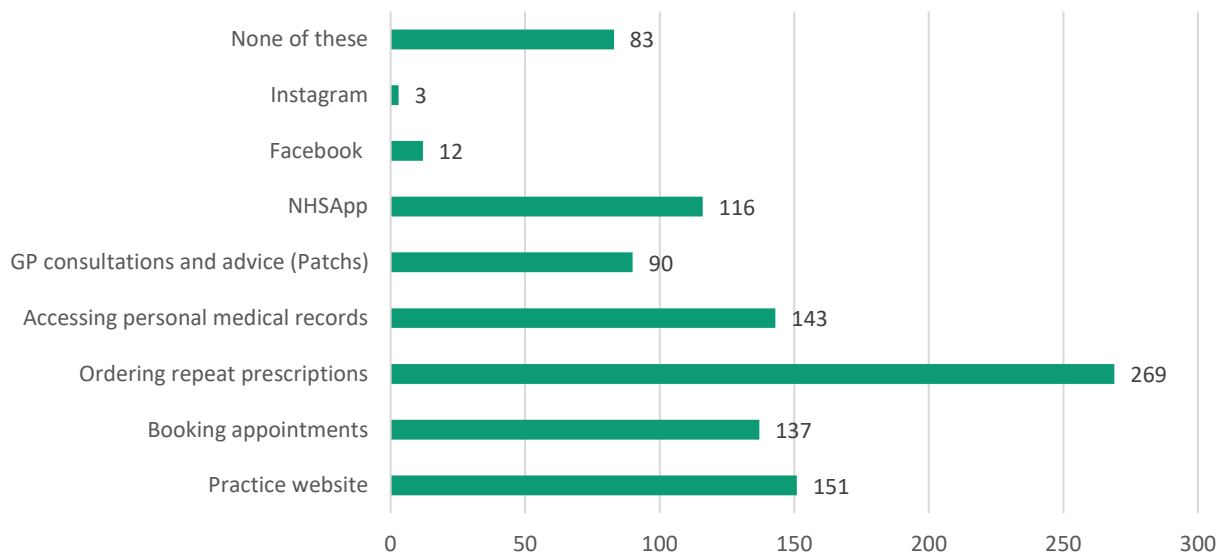


**As far as you know, which of the following online services
does your GP Practice offer?**

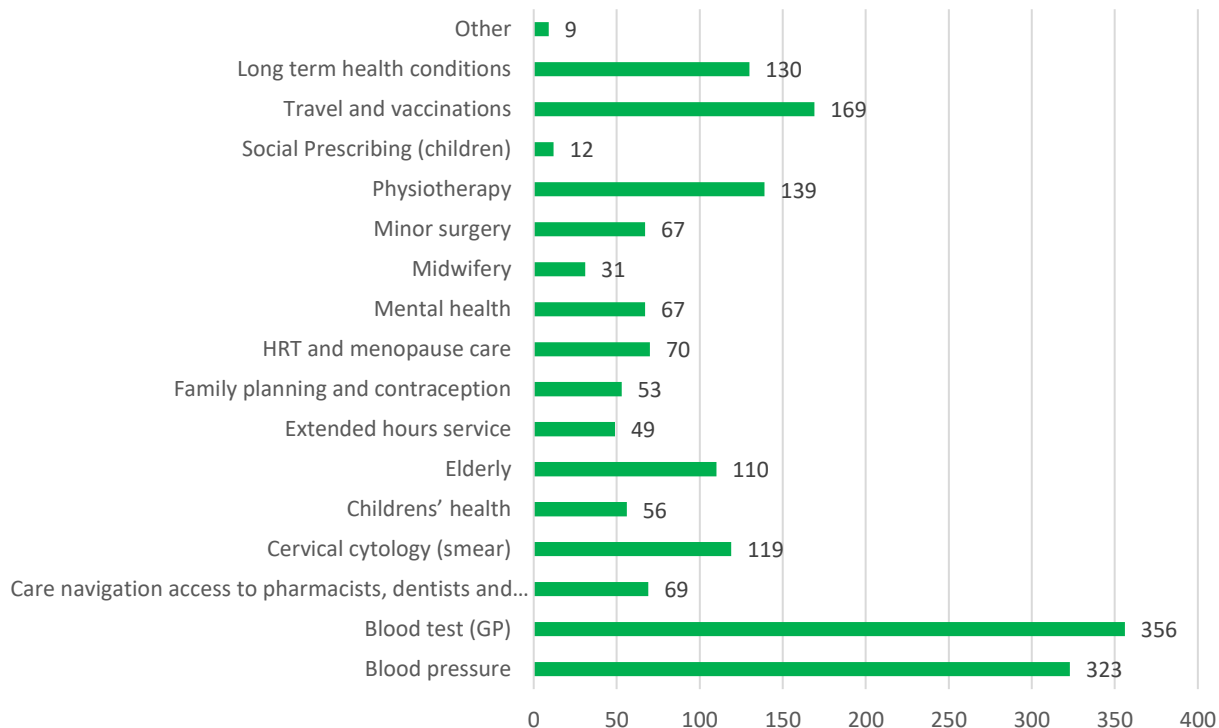




In the past 6 months, which of the following online services have you used at your GP Practice?

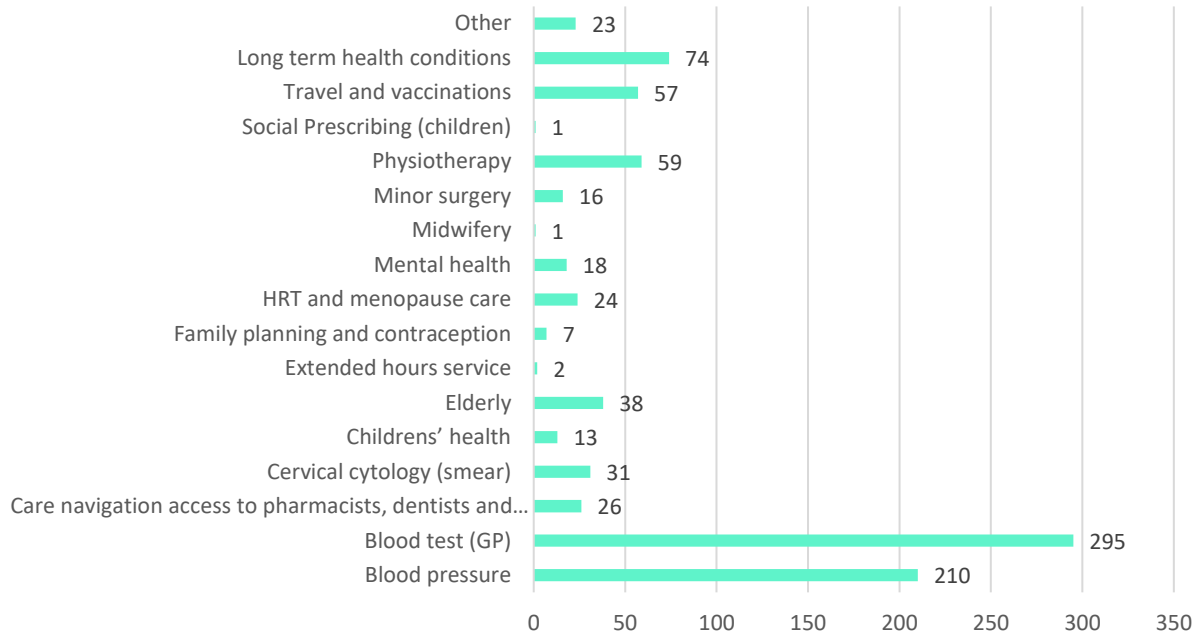


Are you aware of the following services provided by the Practice?

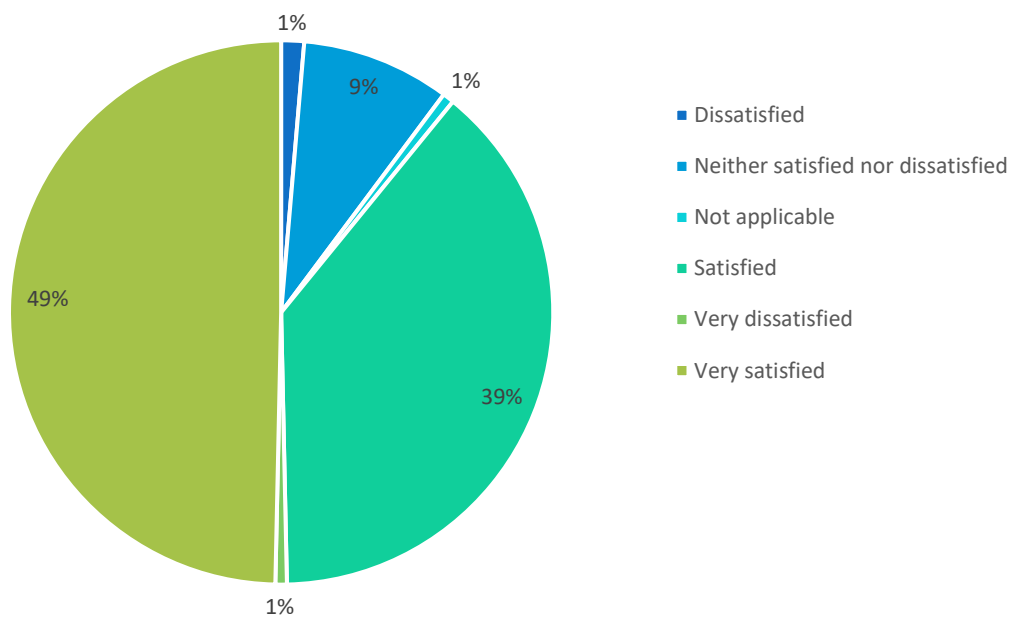




Which of the following services have you used in the last 12 months?

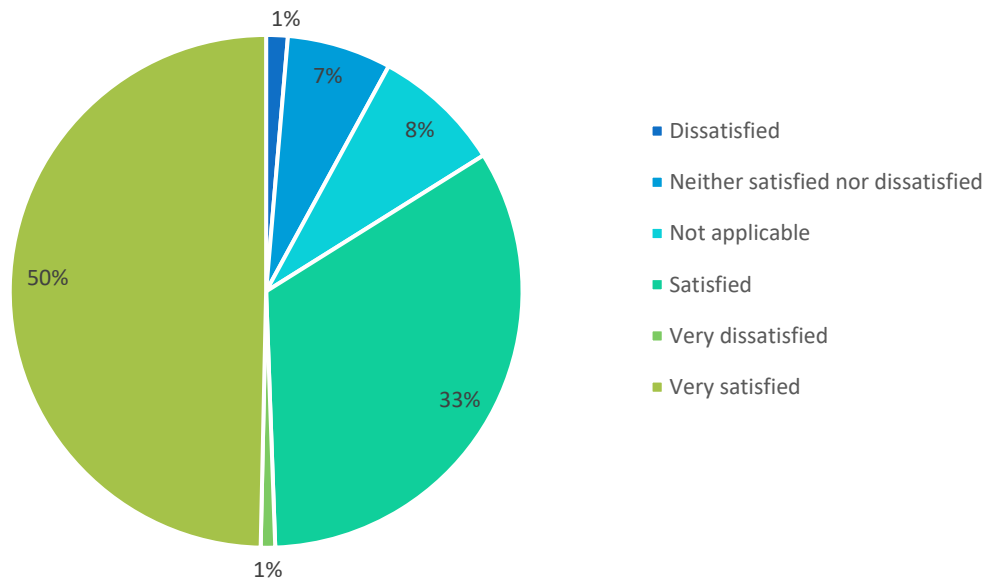


Overall, how satisfied are you with the service you get from the GP?

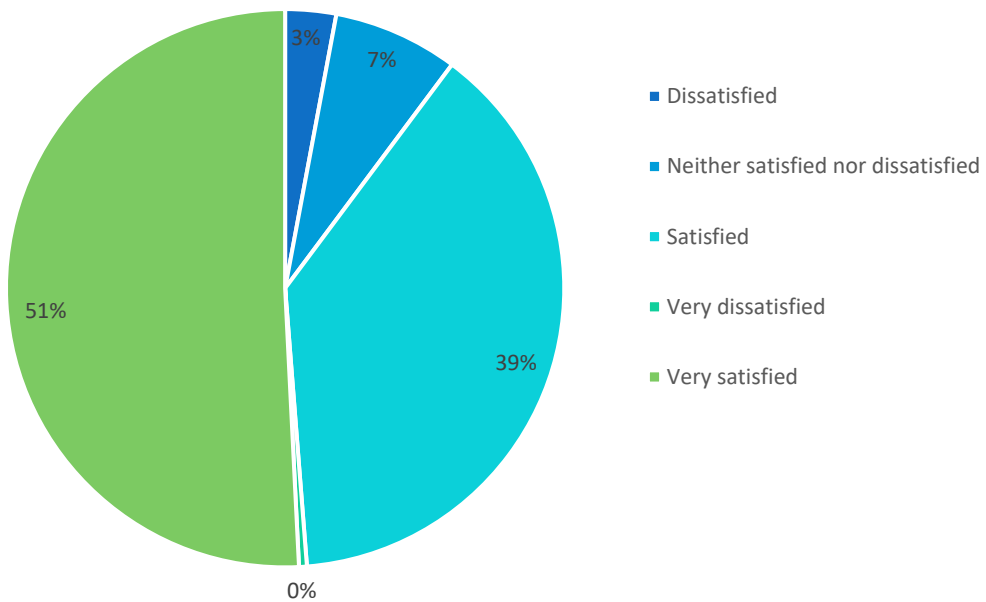




Overall, how satisfied are you with the service you get from the Practice Nurse?

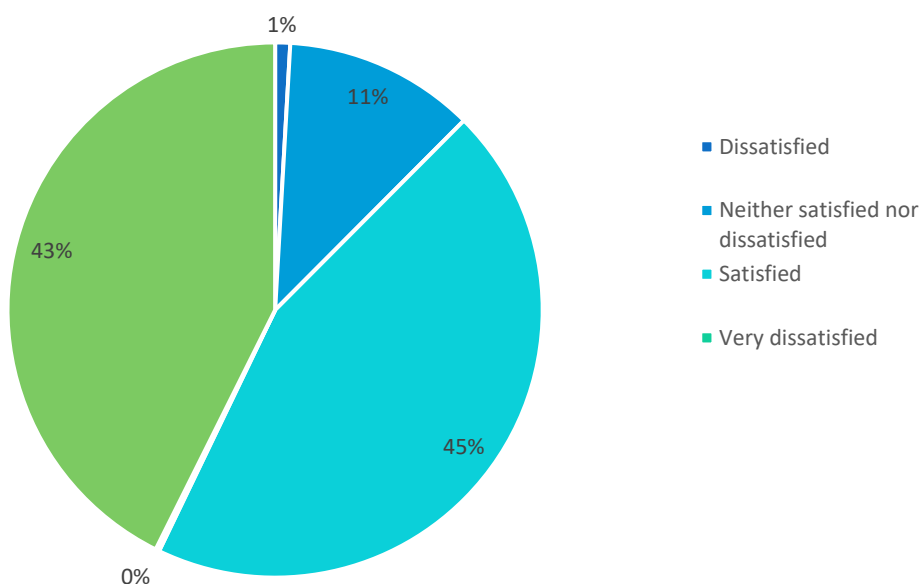


Overall, how satisfied are you with the service you get from the Reception & Administration staff?

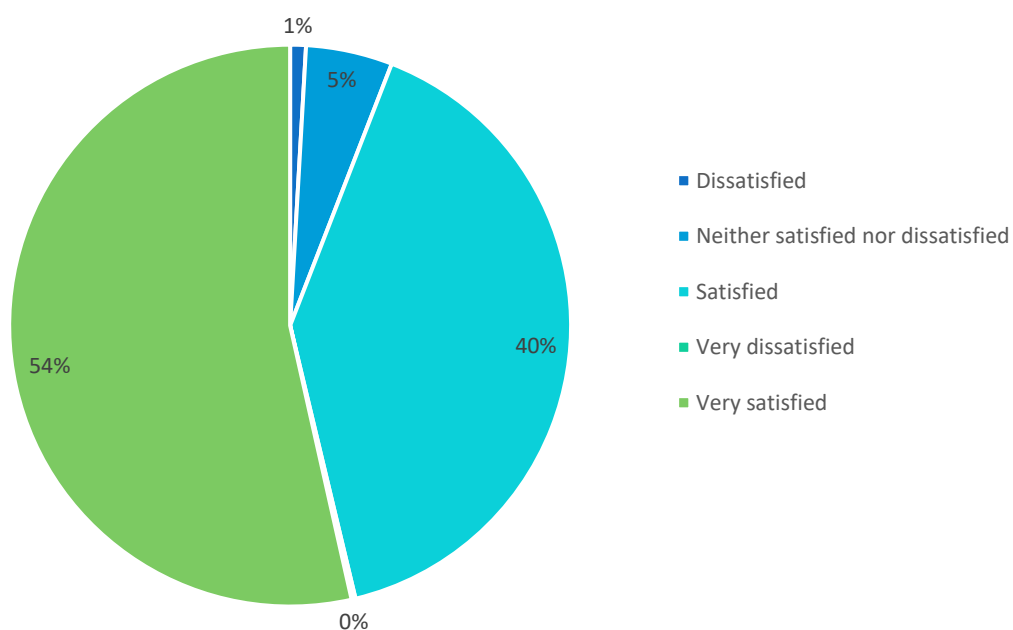




Overall, how satisfied are you with our range of services?

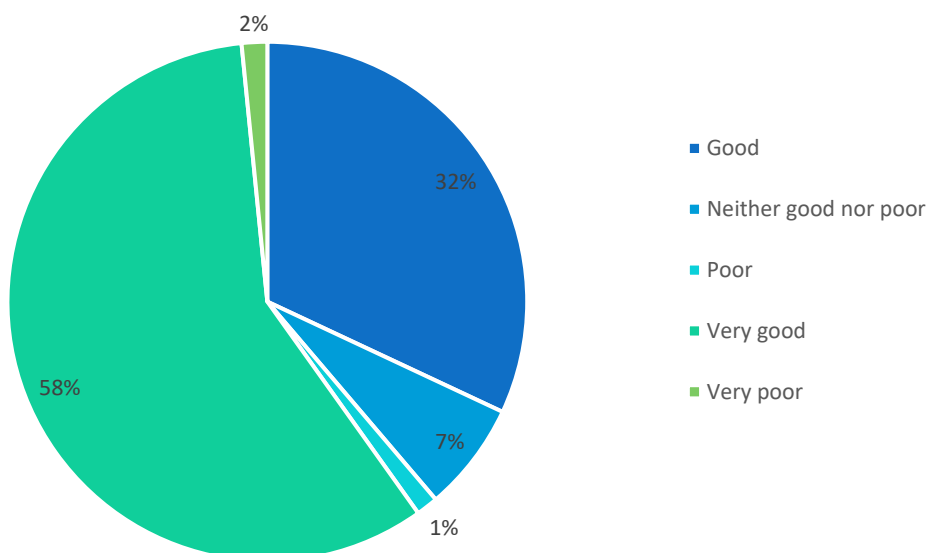


Overall, how satisfied are you with the cleanliness and appearance of the Practice?

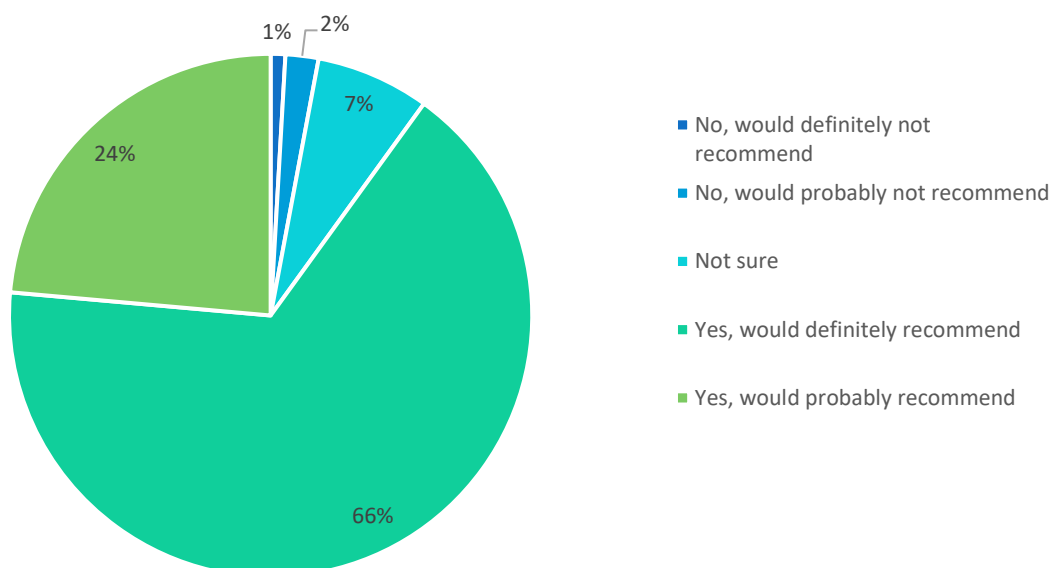




Overall how would you describe your experience of Ilkley & Wharfedale Medical Practice?

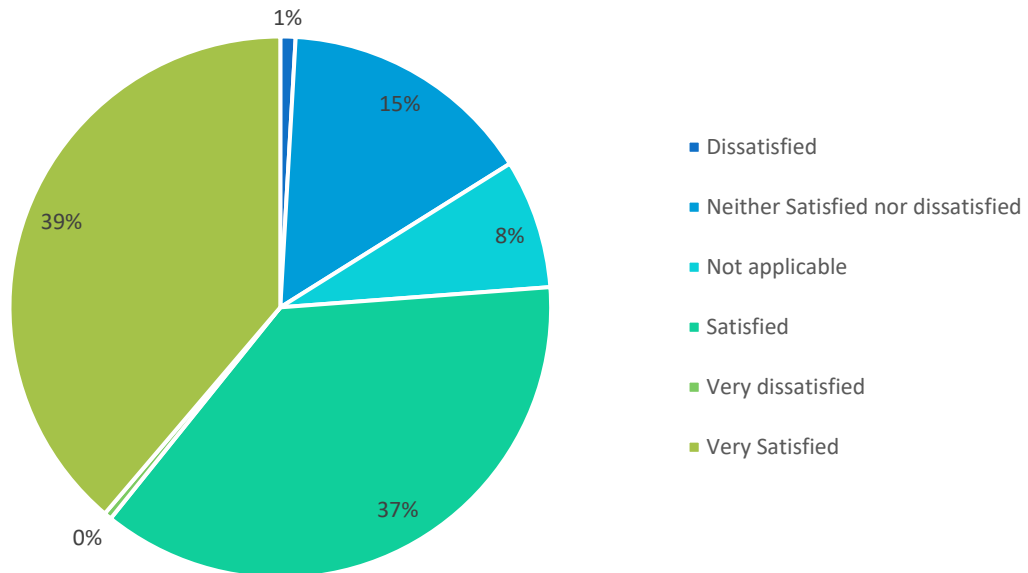


How likely are you to recommend Ilkley & Wharfedale Medical Practice to a friend, family member or someone who has moved to your local area?

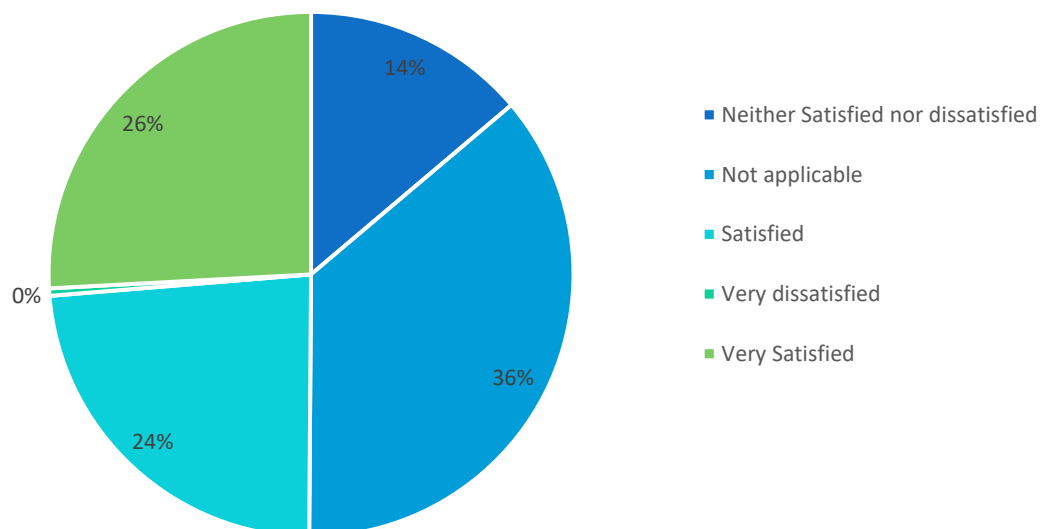




How satisfied are you that the GP practice shares your information appropriately with other health care professionals involved in your care?



How satisfied are you that consent is sought and your wishes respected when a request is received which requires disclosure of your confidential information (i.e. from solicitors on your behalf)?





Is there any way we can improve the overall care and services we provide?

Category	Detail
Men's Health	<ul style="list-style-type: none">• Prostate checks• PSA Bloods
Health Checks	<ul style="list-style-type: none">• For the elderly and vulnerable• MOT's e.g. blood pressure readings• Pain management• Preventative health advice• Screening for age related diseases
Mental Health	<ul style="list-style-type: none">• Adult Social Prescriber• Consultations with a mental health practitioner• Bereavement Counselling
Out of hours GP Access	
Blood Tests	<ul style="list-style-type: none">• Appointment availability• Secondary care bloods• Sharing of test results from hospitals to Practice• Not having to go to Airedale to have bloods taken
Ears	<ul style="list-style-type: none">• Ear wax removal
Other checks	<ul style="list-style-type: none">• ECG• Ultrasound
Women's Health	<ul style="list-style-type: none">• Well woman clinics• Gynaecology• Breast checks• Menopause
Travel Clinic	<ul style="list-style-type: none">• Availability of appointments
Health Visitors and Midwifery	<ul style="list-style-type: none">• Baby weigh in• Access to health visitors and midwives
Other	<ul style="list-style-type: none">• Information and advice on diet and exercise• Continuity – seeing the same GP for the same problem• Access to medical record• Ability to book appointments online• Improved liaison with specialists in secondary care

If you have used any of our online services (including our website), is there any way they could be improved?

- Better provision to book appointments online
- Option to have a virtual consultation
- Promoting the NHS App and educating patients on how to use it
- Being able to view documents, letters etc across different devices
- Website navigation

Is there any way we can improve the overall care and services we provide?

(excluding feedback already included above)

- Make the registration process easier
- Ensure patients know who their named GP is
- Improve the car park
- Receptionists on front desk to only deal with face to face queries, calls should be taken elsewhere
- Assistance to be available for self-check in
- Be provided with a specific call time with the Pharmacist
- More GPs and more GP appointments
- Ability to discuss more than one problem at an appointment
- Reduce the call wait time
- Sometimes the doctors look too casual
- Remove glass screen at Reception

Positive feedback from survey responses

- "You provide an excellent service with care and compassion"
- "Receptionists very kind and helpful"
- "The best team I have ever experienced"
- "You run a brilliant service. Thank you"
- "The practice is well run"
- "You are perfect!"
- "At all levels IWMP provide excellent service, thank-you"
- "My doctors have been wonderful."