

# Dr Sabat & partners

## Satisfaction with overall care received at the GP practice

How satisfied patients are with the overall quality of care they receive at this GP practice (score out of 200).

### Why this is important

Patients should feel that they have received a good overall standard of care from their GP practice. It is very important that patients feel satisfied by the standard of care they receive when they access health services. If they do they are more likely to follow medical advice and get a better health outcome. It has been shown that patients who are satisfied with their experience have better long-term prospects of recovery, and can even be less likely to suffer with depression or anxiety

### How this standard works

The aggregated percentage of patients gave positive answers to selected questions in the GP survey about their satisfaction with overall care received.

This indicator has two parts, each of which shows the percentage of positive answers to questions in the national GP survey. An overall score is made by adding up the percentage values of each part, presented as a score out of 200. The most recent results for each of the parts of this indicator are shown below. 'Data not available' means that a value could not be calculated for this organisation. There could be a number of reasons for this. For example, the indicator might not be applicable to this organisation; the organisation might be new; or data might not have been submitted or was of low quality.

This standard contributes to the Ensuring People Have a Positive Experience of care domain, in the NHS Outcomes Framework

### Data information

Format: score out of 200

What is better: higher values are better

Most recent data update: Quarter 4 2010-11

Source: National GP Patient Survey

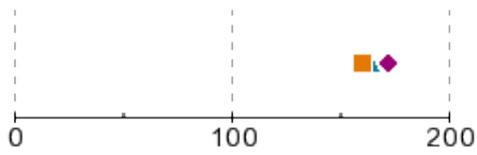
### Latest results

**The aggregated percentage of patients gave positive answers to selected questions in the GP survey about their satisfaction with overall care received.**

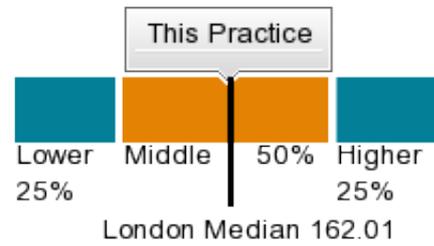
-  This practice 160.98
-  Greenwich 164.49
-  London 162.45
-  England 172.65

See below for component results

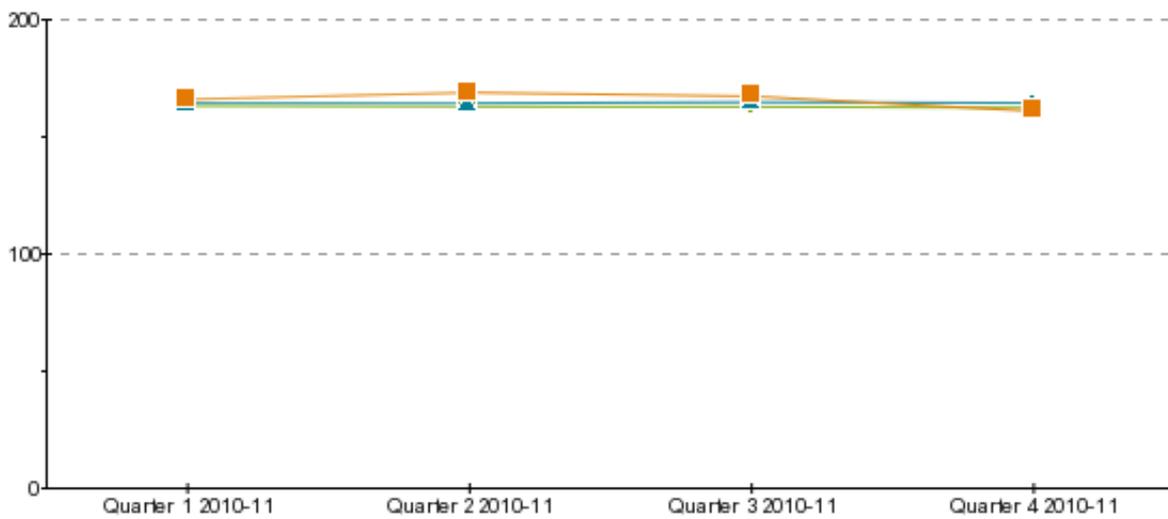
### Latest score comparison



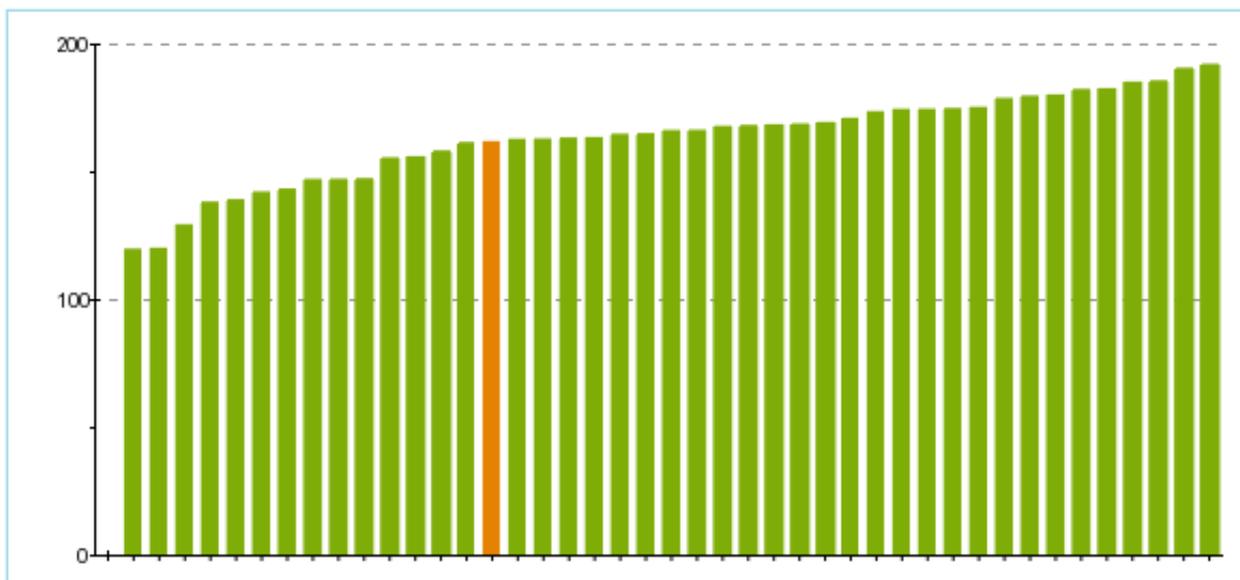
### Quartile position in London



### Trend over time



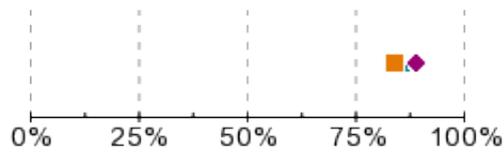
### Latest position for practice within Greenwich



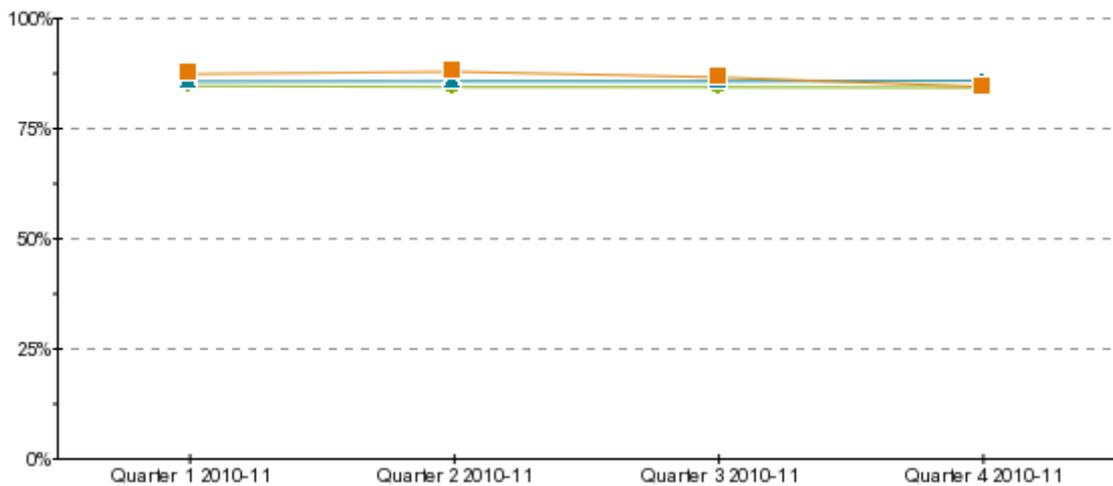
## Percentage of patients who gave a positive answer to 'in general, how satisfied are you with the care you get at your GP surgery or health centre?'

- ■ This practice 84.49%
- ▲ Greenwich 85.87%
- ● London 84.30%
- ◆ England 89.14%

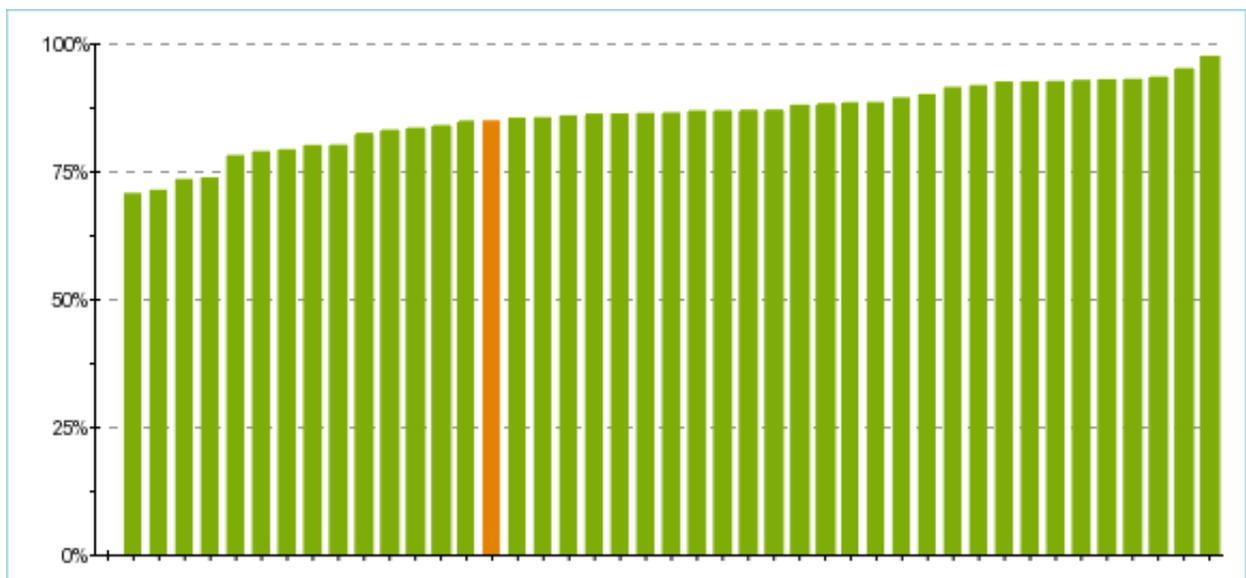
### Latest score comparison



### Trend over time



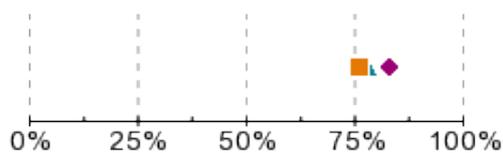
### Latest position for practice within Greenwich



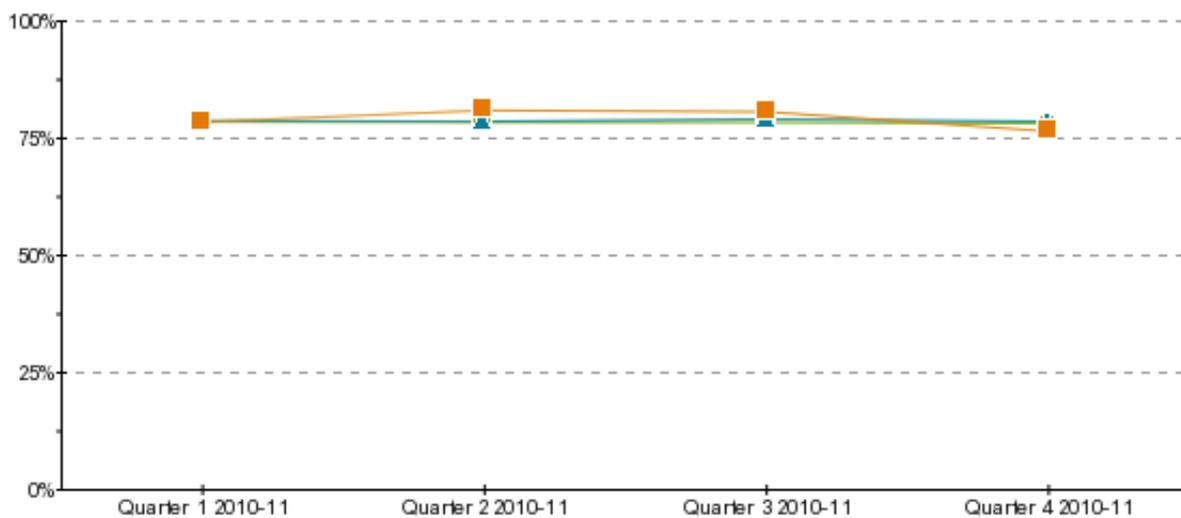
**Percentage of patients who gave a positive answer to 'would you recommend your GP surgery or health centre to someone who has just moved to your local area?'**

-  This practice 76.50%
-  Greenwich 78.62%
-  London 78.15%
-  England 83.51%

**Latest score comparison**



**Trend over time**



**Latest position for practice within Greenwich**

