

	Question	Ashville August 2023 Survey Result (Summer)	Ashville March 2024 Survey Result 2024 (Winter)	Ashville March 2025 Survey Result 2025 (Winter)	National Survey Averages 2025
	Number of Responses	413	463	459	Awaiting survey results
	Patient Population at the Practice	12755	12821	13122	
1	Generally, how easy is it to get through to this GP practice on the telephone?	81%	72%	86%	
2	How easy is it to use this GP practices website to look for information or access services	93%	82%	90%	
3	Overall, how would you describe your experience of the online triage service available on our website	94%	80%	85%	
4	Were you satisfied with the appointment (or appointments) you were offered?	89%	91%	93%	
5	Overall, how would you describe your experience of making an appointment?	75%	75%	84%	
6	Overall, how would you describe your experience of this GP practice?	90%	85%	92%	

Comments

Modern General Practice was implemented 23rd May 2023 with significant improvements seen from the NHS survey as demonstrated above

The number of responses in the Ashville surveys are more representative of our practice population than the NHS survey

Accurx patient triage was implemented in May 2023 and we wanted to know patients views on this hence the reason for question 3

We have made significant improvements from Winter 2024 to Winter 2025, especially when there was unprecedented demand across General Practice and our patient numbers have increased by 301 patients from March 2024 to March 2025

Patient numbers have increased since winter 2024 and the satisfaction has increased too