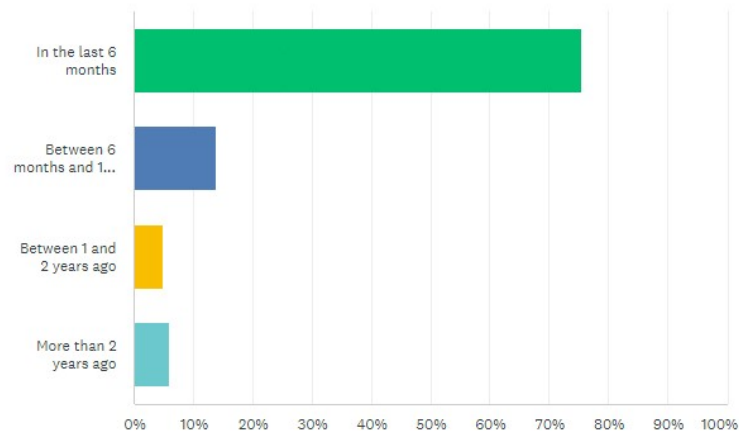




NHS Wales GP Experience
Patient Survey Results 2023/24

Q1: How recent was the experience you are thinking of?

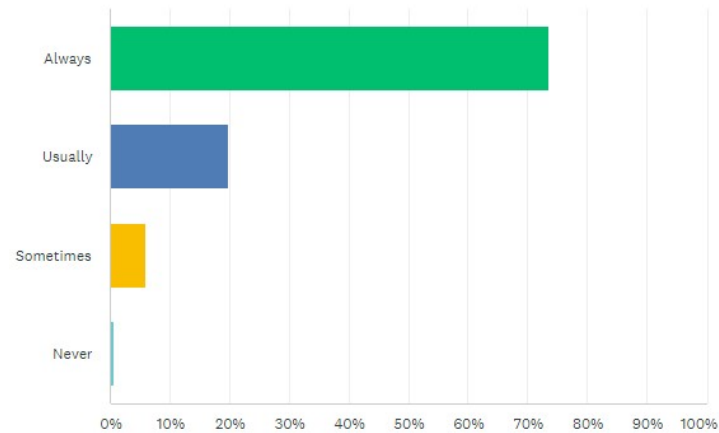
Answered: 269 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ In the last 6 months	75.46%	203
▼ Between 6 months and 1 year ago	13.75%	37
▼ Between 1 and 2 years ago	4.83%	13
▼ More than 2 years ago	5.95%	16
TOTAL		269

Q2: Thinking about your overall first impressions of the care you received: Did you feel that you were listened to?

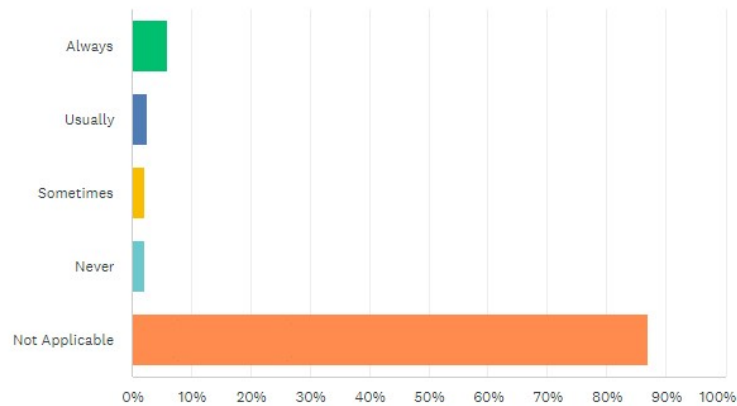
Answered: 268 Skipped: 3



ANSWER CHOICES	RESPONSES	
▼ Always	73.51%	197
▼ Usually	19.78%	53
▼ Sometimes	5.97%	16
▼ Never	0.75%	2
TOTAL		268

Q3: Were you able to speak in Welsh to staff if you needed to?

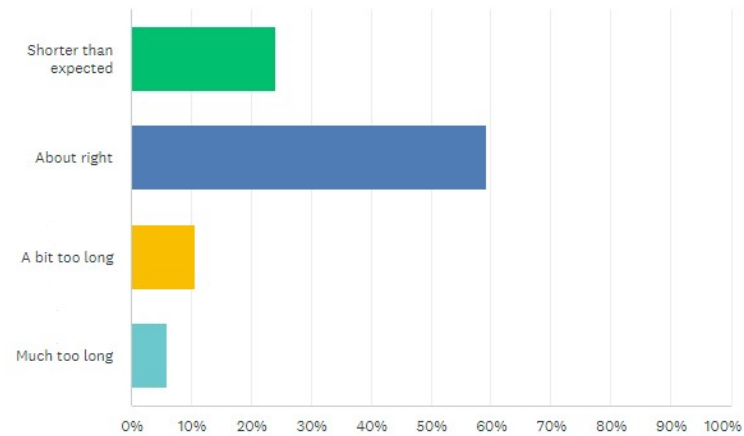
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES
Always	5.93% 16
Usually	2.59% 7
Sometimes	2.22% 6
Never	2.22% 6
Not Applicable	87.04% 235
TOTAL	270

Q4: From the time you realised you needed to use this service, was the time you waited:

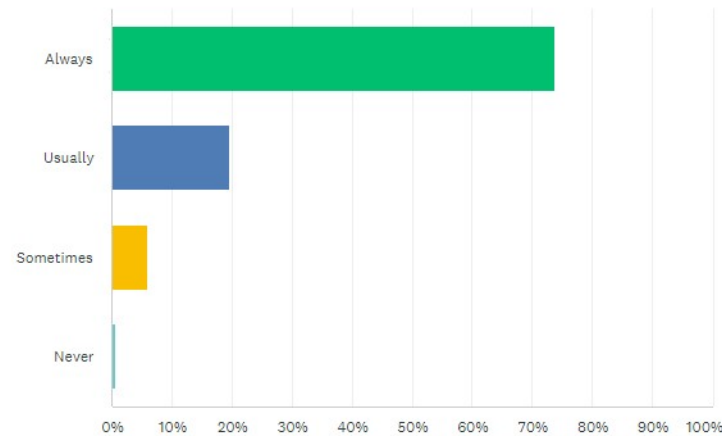
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Shorter than expected	24.07% 65
▼ About right	59.26% 160
▼ A bit too long	10.74% 29
▼ Much too long	5.93% 16
TOTAL	270

Q5: Thinking about the place where you received your care: Did you feel well cared for?

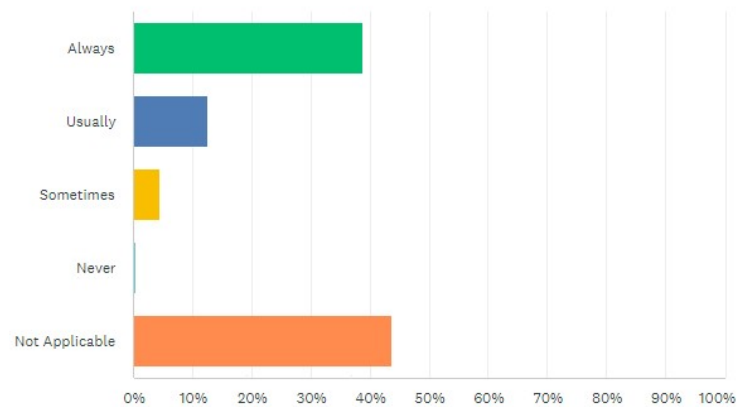
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ Always	73.70%	199
▼ Usually	19.63%	53
▼ Sometimes	5.93%	16
▼ Never	0.74%	2
TOTAL		270

Q6: If you asked for assistance, did you get it when you needed it?

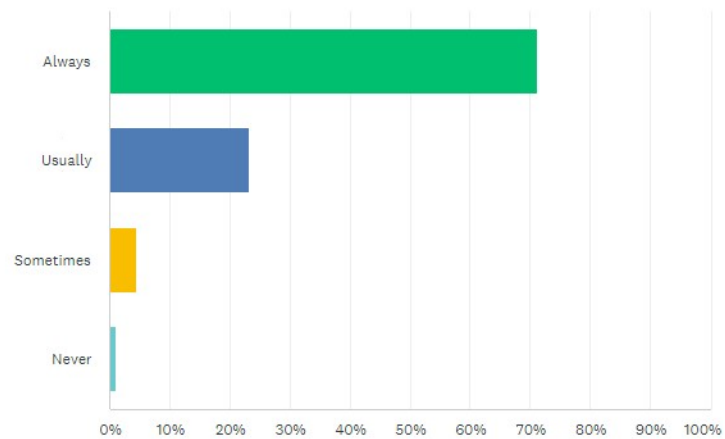
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	38.89%	105
Usually	12.59%	34
Sometimes	4.44%	12
Never	0.37%	1
Not Applicable	43.70%	118
TOTAL		270

Q7: Thinking about your understanding and involvement in care: Did you feel you understood what was happening in your care?

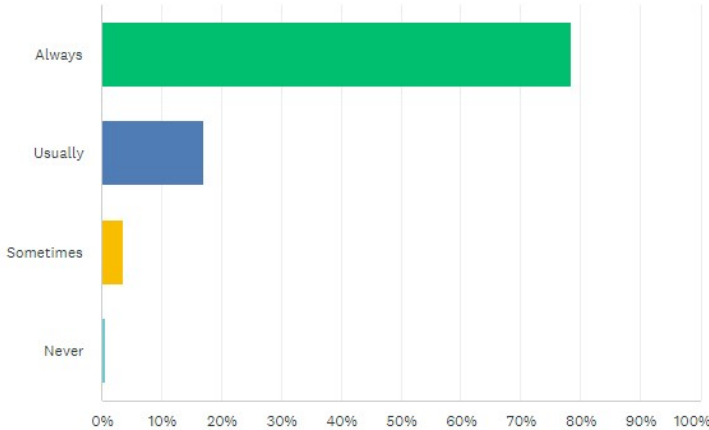
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES
Always	71.11% 192
Usually	23.33% 63
Sometimes	4.44% 12
Never	1.11% 3
TOTAL	270

Q8: Were things explained to you in a way that you could understand?

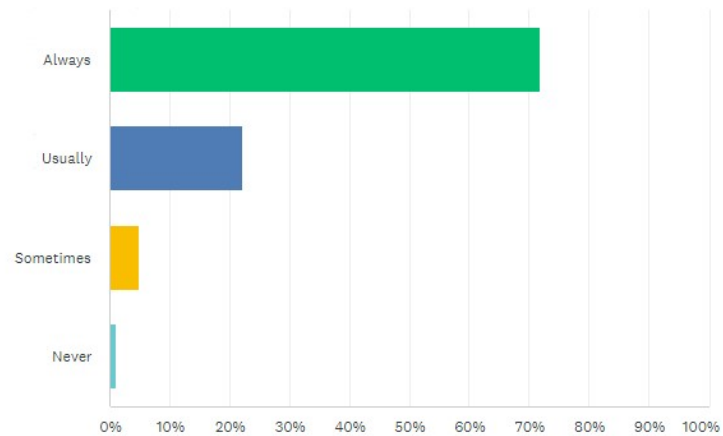
Answered: 269 Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	78.44%	211
Usually	17.10%	46
Sometimes	3.72%	10
Never	0.74%	2
TOTAL		269

Q9: Were you involved as much as you wanted to be in decisions about your care?

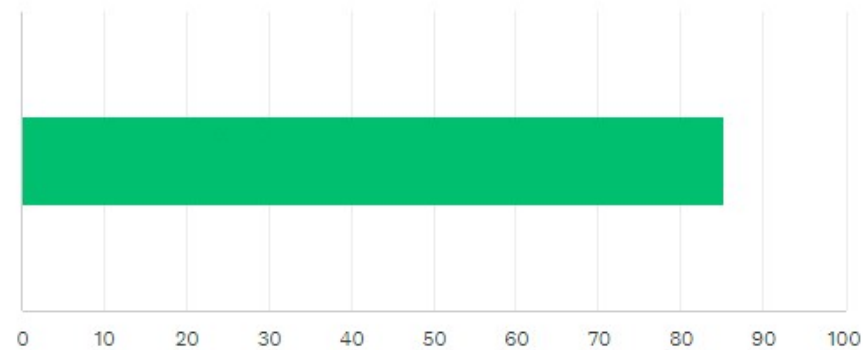
Answered: 267 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Always	71.91%	192
▼ Usually	22.10%	59
▼ Sometimes	4.87%	13
▼ Never	1.12%	3
TOTAL		267

Q10: Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

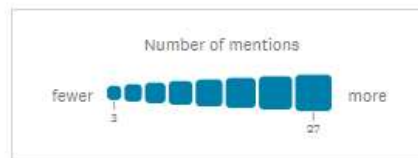
Answered: 268 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	85	22,883	268
Total Respondents: 268			

Q11: Thinking of your responses:

Was there anything particularly good about your experience that you would like to tell us about?

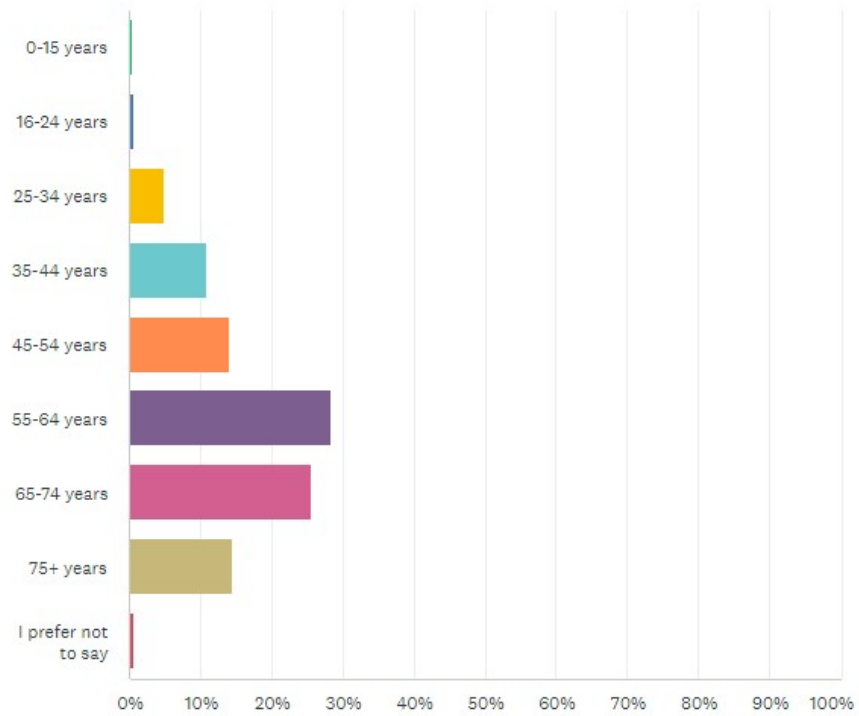


Q13: Equality Monitoring

- We are committed to ensuring that everyone receives fair and equal respect. Whatever your age, disability, ethnicity, faith, gender reassignment or sexual identity, you can expect to be treated with dignity. We can only achieve this with your help by providing the information below. Data will be used for monitoring purposes only and held in strictest confidence. Your identity will not be disclosed to anyone.

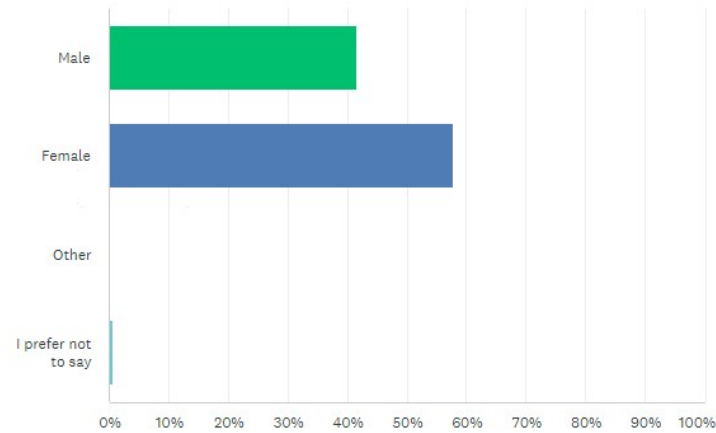
Q14: What is your age?

Answered: 269 Skipped: 2



Q15: What is your gender?

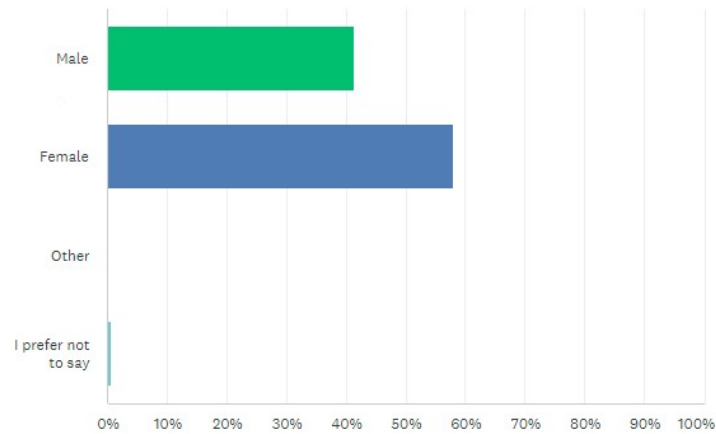
Answered: 270 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Male	41.48% 112
▼ Female	57.78% 156
▼ Other	0.00% 0
▼ I prefer not to say	0.74% 2
TOTAL	270

Q16: At birth, were you described as:

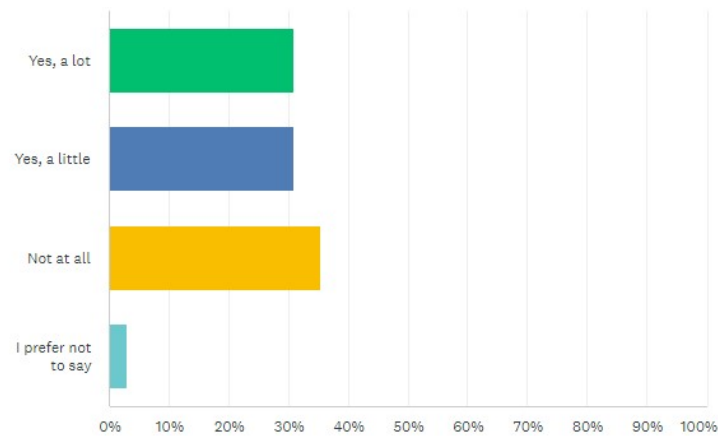
Answered: 269 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Male	41.26%	111
▼ Female	57.99%	156
▼ Other	0.00%	0
▼ I prefer not to say	0.74%	2
TOTAL		269

Q17: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

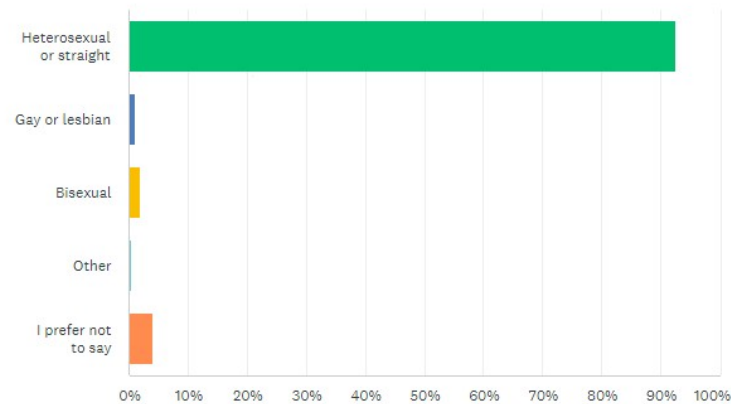
Answered: 269 Skipped: 2



ANSWER CHOICES	RESPONSES	
▼ Yes, a lot	30.86%	83
▼ Yes, a little	30.86%	83
▼ Not at all	35.32%	95
▼ I prefer not to say	2.97%	8
TOTAL		269

Q18: Which of the following options best describes how you think of yourself?

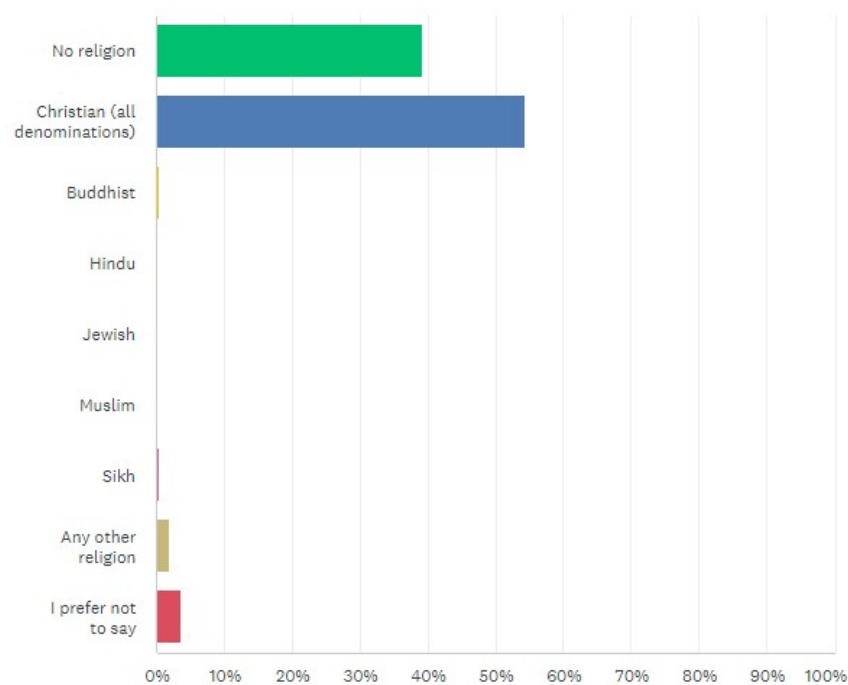
Answered: 268 Skipped: 3



ANSWER CHOICES	RESPONSES	
▼ Heterosexual or straight	92.54%	248
▼ Gay or lesbian	1.12%	3
▼ Bisexual	1.87%	5
▼ Other	0.37%	1
▼ I prefer not to say	4.10%	11
TOTAL		268

Q19: What is your religion? (Please choose one option that best describes your religion)

Answered: 270 Skipped: 1



Q20: What is your ethnic group? (Please choose one option that best describes your ethnic group or background)

Answered: 245 Skipped: 26

