

2023 Selsey PG Survey			SELSEY PG	IPSOS MORI SURVEY								ChAMP	
Comparison : Selsey To ChAMP (This Year)				Cath	Lang	Lav	Park	SELS	South	Tang	Witt	Range	Selsey Rank
	IPSOS MORI	Total Responses	782	119	124	114	130	110	118	119	125		
PG Question No.	Question No.	Question											
Healthcare Professionals		Last time you saw or spoke to a Healthcare Professional from the Practice, how would you rate each of the following											
1 / 5	28	Listening to you	97%	98%	100%	89%	97%	98%	96%	100%	97%	89% - 100%	Jt 3 rd
3 / 7	29	Involving you in decisions about your care	97%	94%	97%	95%	97%	92%	88%	96%	91%	88% - 97%	6 th
Practice Staff													
4	2	How satisfied are you that members of the reception/admin staff at the Practice are helpful?	98%	82%	86%	82%	73%	90%	80%	96%	81%	73% - 96%	2 nd
Telephone													
9	1	How easy do you find it to get through to the Practice by phone?	64%	27%	70%	58%	19%	53%	26%	89%	37%	19% - 89%	4 th
Appointments													
17	16	When booking, how satisfied were you with the type of appointment(s) offered to you?	95%	71%	77%	69%	69%	79%	58%	91%	72%	58% - 91%	2 nd
Website													
19	4	If you have looked for information or services on the surgery website, how easy did you find this?	88%	57%	75%	60%	82%	78%	45%	82%	80%	45% - 82%	4 th
Overall													
20	32	Overall, how satisfied are you with Selsey Medical Practice?	95%	83%	94%	90%	86%	96%	69%	95%	89%	69% - 96%	1 st