

Warmdene Surgery PPG Patient Survey 2025

This survey ran from 23rd October to 14th November 2025 and was available to complete on paper or electronically via a QR code link in the practice reception area

Key Statistics

- ▶ Over half the respondents (52%) rated the overall service at the surgery 5 out of 5 which is the same percentage as 2024. The average rating for this measure was 4.3 out of 5.
- ▶ 88% of patients rated us a 4 or 5 overall
- ▶ 52% of patients gave us 5 out of 5 overall
- ▶ Only 0.7% of patients rated the practice 1 or 2 overall
- ▶ 469 patients responded to the survey, compared to 386 last year, which was a 22% increase from 2024
- ▶ 61% of respondents were Female, 34% Male and 5% preferred not to say (increase from 2% of preferring not to say) [Slide 9](#)
- ▶ The age group with the highest response rate was age 56-65 (20%), this was the same as last year, followed by 66-55 (18%). Age 86+ and 16-25 (both 4%) were the lowest responders [Slide 8](#)
- ▶ 86% of the 469 respondents were White, with the next highest preferring not to say (5%) [Slide 10](#)
- ▶ 46% of respondents stated their religion with 24% stating they had no religion and 30% preferred not to say [Slide 11](#)
- ▶ 38% of respondents' day-to-day activities were limited because of health problems/disability. This is many more than last year's percentage of 25%. Of those affected, 30% were affected long term and 48% were living with a physical impairment [Slide 12](#)
- ▶ 14% of respondents were carers with 85% of those carers caring for a parent, partner or spouse or child with special needs [Slide 13](#)

Comments about Overall Service

"GP services are so oversubscribed, but we have found the surgery to be excellently managed with fantastic staff."

"Always been very supportive."

"Sometimes difficult to get advance GP appointment."

"Having to call @ 2pm for an afternoon appointment is a struggle for me as I work in a primary school, so be better if I could book afternoon appointment @ 8am before work."

"They are professional and empathetic. When I was in distress and booked me on a weekend to meet my needs"

"I just can't find a fault."

"Receptionists always helpful (short time waiting on phone.) Doctors & nurses very attentive."

"Since coming to Warmdene the service has been awesome. Always get an appointment and the staff are helpful + knowledgeable"

"Lovely doctors"

"Very good surgery just the crisis of appointments when you call at 8 o'clock."

"Time to get an appointment is around 2 weeks which is a long time if someone is suffering with something. I know all GPs are in the same boat."

"I don't feel I know my allocated GP or that the doctor knows me- a problem is dealt with at the time but not linked to general well-being."

"I love this surgery, feel supported & very lucky. "

"I've received empathetic, appropriate treatment in many ways which I value greatly."

"Everything good except waiting a long time to see a doctor and also sessions are so short."

"Because I have had a medical problem for a year now & I have seen 4 different doctors all with their own different opinions."

"Efficient, prompt and caring."

"Always efficient and polite"

"Every time I ring in, I have always been accommodated + been able to get an appointment. The doctors are all really friendly and really care."

"Not always available especially for home visits for 92-year-old."

"Always positive, nearly always get an appointment same day. Clean, plenty of seats, airy waiting area. Normally able to park, pharmacy attached."

Key Feedback Themes

- ▶ 48 patients (10%) mentioned the car park as an issue for them or an area of improvement
- ▶ There were 64 mentions of staff being helpful/efficient (14% of respondents)
- ▶ There were 41 mentions of staff being caring/friendly/polite
- ▶ 29 patients (6%) mentioned that they had difficulties with some areas of accessing the practice

Average ratings

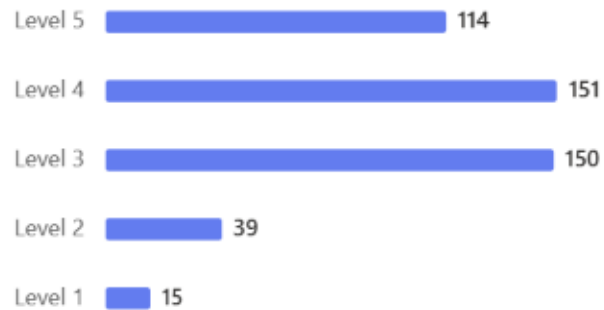
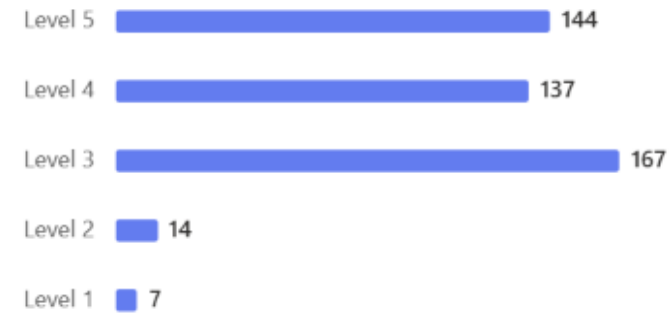
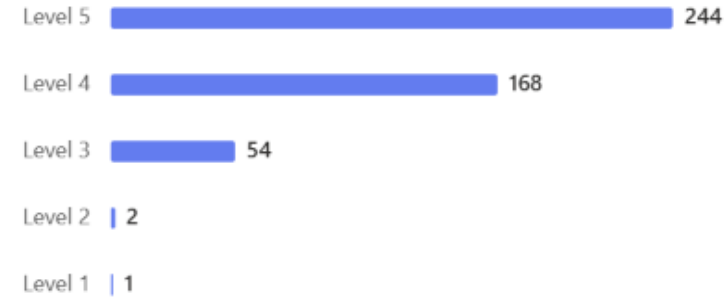
With 1 being poor and 5 being excellent how do you assess the overall service you receive at the surgery?



With 1 being poor and 5 being excellent how do you rate our website?

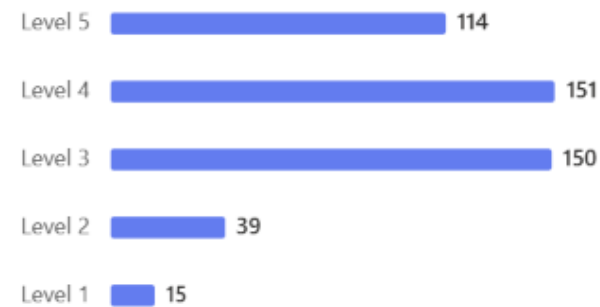


With 1 being poor and 5 being excellent how do you rate our booking system online?

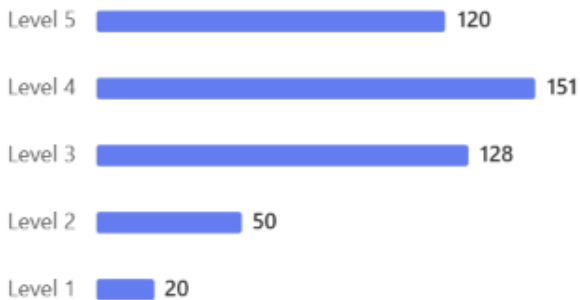


Average ratings

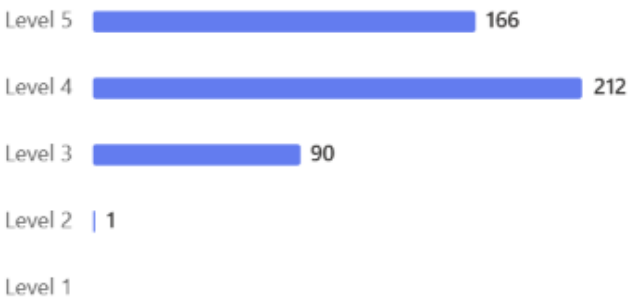
With 1 being poor and 5 being excellent how do you rate our booking system by phone?



With 1 being poor and 5 being excellent how do you rate the car park?



With 1 being poor and 5 being excellent how do you rate the waiting area?

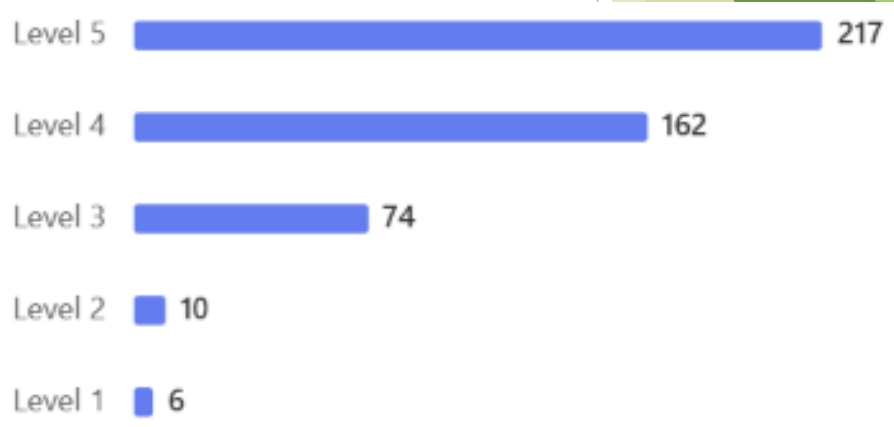
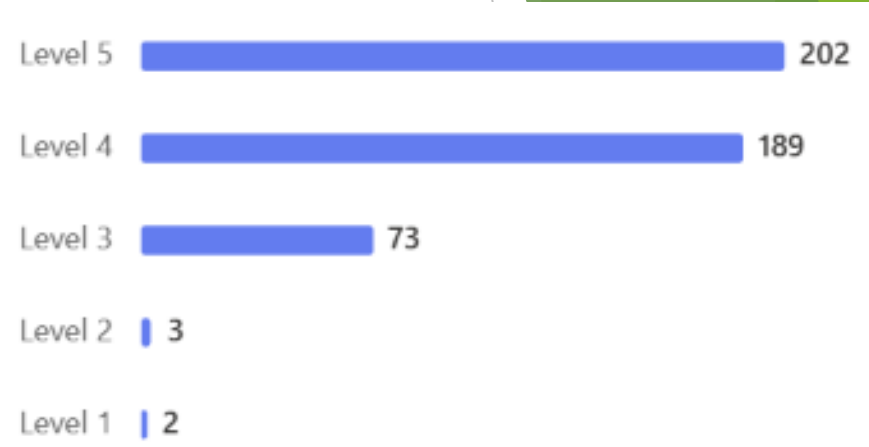


Average ratings

With 1 being poor and 5 being excellent how do you rate the different services offered?



With 1 being poor and 5 being excellent how do you rate our privacy?



Comments about website, booking systems, car park, waiting area, different services offered and privacy

"Communications need to be improved..."

"Overall good with a few places to improve website quite 'busy'"

"Car park is often full with parents taking children to school."

"Car park needs more spaces"

"...there are numerous clinics at Warmdene Surgery, even if our surgery is not the one offering it. I also appreciate that there is a skin clinic, an ear wax removal service as well as essential health appointments."

"Car park - if there were a pathway from the top of Carden hill / County Oak people may park on the street up there and walk down."

"...phones are off from 12-2, no information on website, I only found this out from a local Facebook group."

"Sometimes can't even get through."

"Not used website recently."

"Never seem to be able to book online, had to call."

"Repeat prescriptions online is good."

"The booking system both online and by phone is superb though you have to wait in a queue for long"

"Always a long wait on the phone."

5 mph is widely ignored. Suggest signs are painted on road, not just a small sign on a lamppost."

"No privacy at reception/on the phone (I can hear convos in the waiting room.)"

"If the waiting times were shorter the comfort of the chairs would not be a problem, they feel hard after a while."

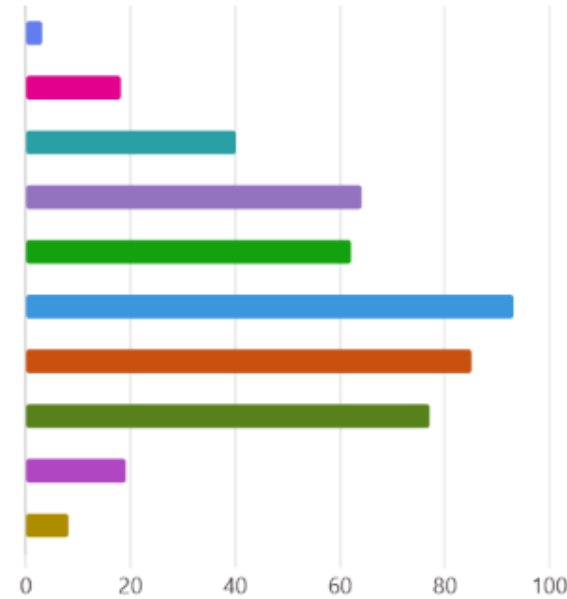
"All services are great and easy to access. Makes the whole process more enjoyable."

"...privacy to talk to reception is restricted."

"Information to NHS app would be helpful, choice of some more appointments please..."

Age of Respondents

Under 16	3
16 – 25	18
26 – 35	40
36 – 45	64
46 – 55	62
56 – 65	93
66 – 75	85
76 – 85	77
86+	19
Prefer not to say	8

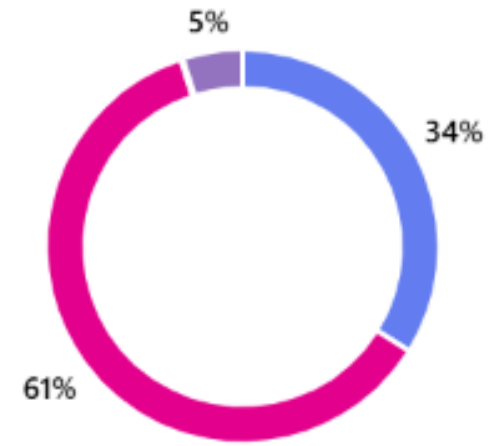


Key themes:

- 54% of respondents were aged 56-85
- Only 14% of responders were 35 or under
- The age group that gave the highest percentage of 5 ratings for overall service were 56-65 with 60% of the age group rating the practice a 5
- The age group that gave the lowest percentage of 5 ratings for overall service were 16-25 with only 27% of respondents rating the practice a 5

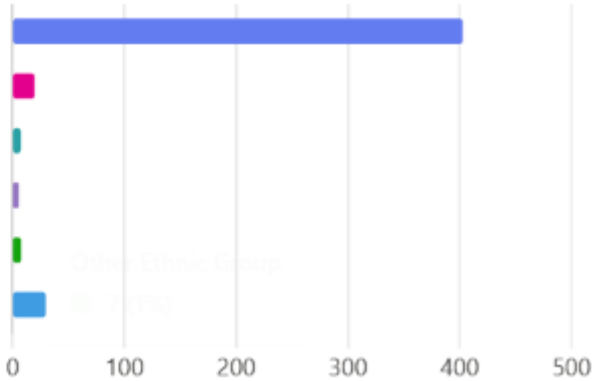
Gender of Respondents

● Male	159
● Female	286
● Prefer to self-describe	1
● Prefer not to say	23

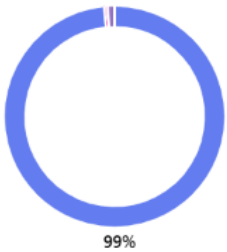


Ethnicity of Respondents

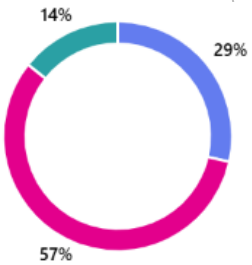
White	402
Asian or Asian British	19
Black or Black British	7
Mixed	5
Other Ethnic Group	7
Prefer not to say	29



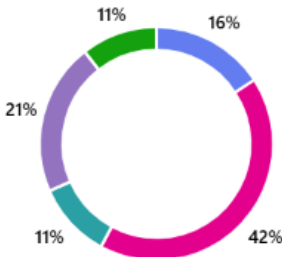
English / Welsh / Scottish / Northern Irish / British	396
Irish	2
Gypsy or Irish Traveller	0
Any other White background	4



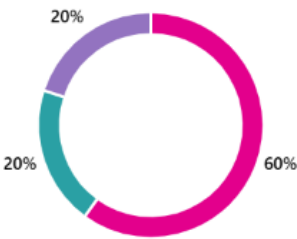
Arab	2
Any other ethnic group	4
Prefer not to say	1



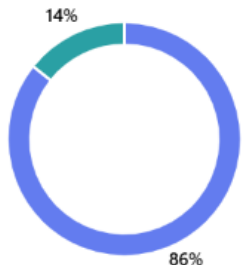
Bangladeshi	3
Indian	8
Pakistani	2
Chinese	4
Any other Asian background	2



Asian & White	0
Black African & White	3
Black Caribbean & White	1
Any other mixed background	1



African	6
Caribbean	0
Any other Black background	1



Religion of Respondents (self-described)

103 respondents (45%) answered CofE for this question.

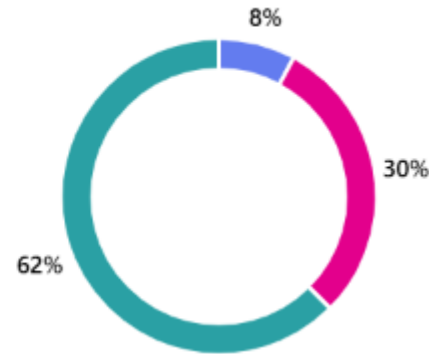


- I have no particular religion 106
- I prefer not to say 140



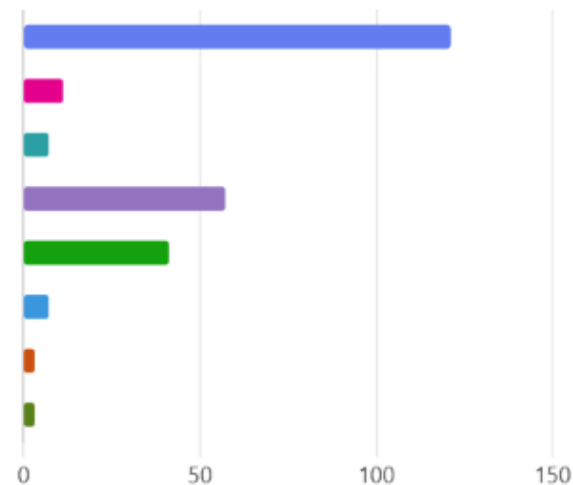
Are day-to-day activities limited due to health problems/disability?

● Yes, short term 0-12 months	37
● Yes, long term 12 months or more	139
● No	293



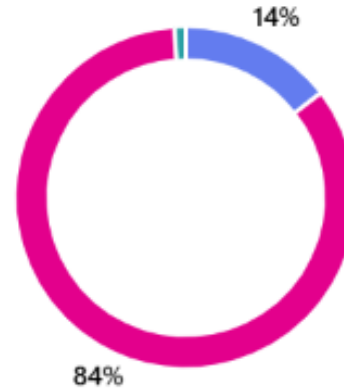
Please state the type of impairment

● Physical Impairment	121
● Sensory Impairment	11
● Learning Disability/Difficulty	7
● Long-standing illness	57
● Mental Health condition	41
● Autistic Spectrum	7
● Other Developmental Condition	3
● Other	3



Are you a carer?

Yes	68
No	396
Prefer not to say	5



Who do you care for?

Parent	22
Partner/Spouse	22
Child with special needs	20
Friend	1
Other family member	5
Other	5
Prefer not to say	0

