



Here's what our patients think of us.....

	The Island Surgery	Castle Point Consortium	East Of England	England as a whole
Ease of getting through on the phone	96%	80%	77%	77%
Able to see a doctor fairly quickly	81%	83%	82%	80%
Able to book ahead for an appointment with a doctor in the past 6 months	90%	76%	74%	73%
Frequency of seeing preferred doctor	99%	79%	74%	73%
Satisfaction with opening hours	91%	86%	83%	83%
Average	91%	81%	78%	77%

Source: National GP Survey Apr 2010 - Mar 2011

Excludes patients who answered Haven't tried, Don't know or Can't remember.