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|-----------------------|-----------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|
| | Practice | CCG | | | | | | | | |
| RESPONSE RATE: | 44.09% | 35% | % Aged 18-24 | % Aged 25-34 | % Aged 35-44 | % Aged 45-54 | % Aged 55-64 | % Aged 65-74 | % Aged 75-84 | % Aged 85+ |
| Males | 49.74% | 53% | 6% | 9% | 13% | 25% | 16% | 18% | 10% | 4% |
| Females | 50.26% | 47% | | | | | | | | |

| | Practice 2012/13 | CCG average 2012/13 | CCG lower quartile 2012/13 | Practice 2011/12 | CCG average 2011/12 | CCG lower quartile 2011/12 |
|---|---------------------|---------------------------|-------------------------------------|---------------------|---------------------------|-------------------------------------|
| Accessing GP services | | | | | | |
| Ease of getting through by telephone (Havent tried answers removed) | 97% | 82% | 82% | 97% | 84% | 75% |
| Helpfulness of receptionists (Havent tried answers removed) | 100% | 91% | 86% | 97% | 92% | 88% |
| Making an appointment | | | | | | |
| Able to get an appointment or speak to | 95% | 87% | 84% | 98% | 87% | 84% |
| Convenience of appointment | 94% | 94% | 92% | 96% | 95% | 92% |
| Overall experience of making an appointment | 90% | 81% | 74% | 91% | 82% | 73% |
| Opening hours satisfaction | | | | | | |
| Overall satisfaction of opening hours (Not sure answers removed) | 91% | 88% | 84% | 81% | 88% | 84% |
| % of patients who are not sure when their GP surgery is open | 3% | 4% | 1% | 3% | 4% | 2% |
| Doctor satisfaction ('Does not apply' answers removed) | | | | | | |
| GP giving enough time | 91% | 86% | 84% | 97% | 87% | 83% |
| Rating of GP listening | 87% | 86% | 82% | 94% | 86% | 80% |
| Explaining tests and treatment | 93% | 94% | 91% | 91% | 84% | 79% |
| Involving decisions about care | 46% | 51% | 46% | 88% | 80% | 76% |
| Doctor treating with care and concern | 87% | 83% | 76% | 90% | 84% | 79% |
| Confidence and trust in doctor | 93% | 94% | 91% | 100% | 95% | 93% |
| Nurse satisfaction ('Does not apply' answers removed) | | | | | | |
| Nurse giving enough time | 98% | 92% | 89% | 92% | 93% | 91% |
| Nurse listening | 95% | 92% | 89% | 92% | 92% | 89% |
| Explaining tests and treatment | 94% | 91% | 87% | 90% | 91% | 88% |
| Involving decisions about care | 94% | 88% | 84% | 89% | 88% | 83% |
| Nurse treating with care and concern | 96% | 91% | 88% | 90% | 91% | 88% |
| Confidence and trust in nurse | 100% | 97% | 96% | 97% | 97% | 96% |
| Overall satisfaction | | | | | | |
| Overall experience of the GP Surgery | 83% | 87% | 87% | 90% | 88% | 83% |
| Recommend surgery to someone who has just moved to the local area | 85% | 78% | 78% | 84% | 78% | 70% |
| Patients who don't know whether they would recommend GP surgery to someone who has just moved to the local area | 0% | N/A | N/A | 2% | N/A | N/A |

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| | Bottom Quartile of CCG |
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