

GP Patient Experience Survey: CCG Trends

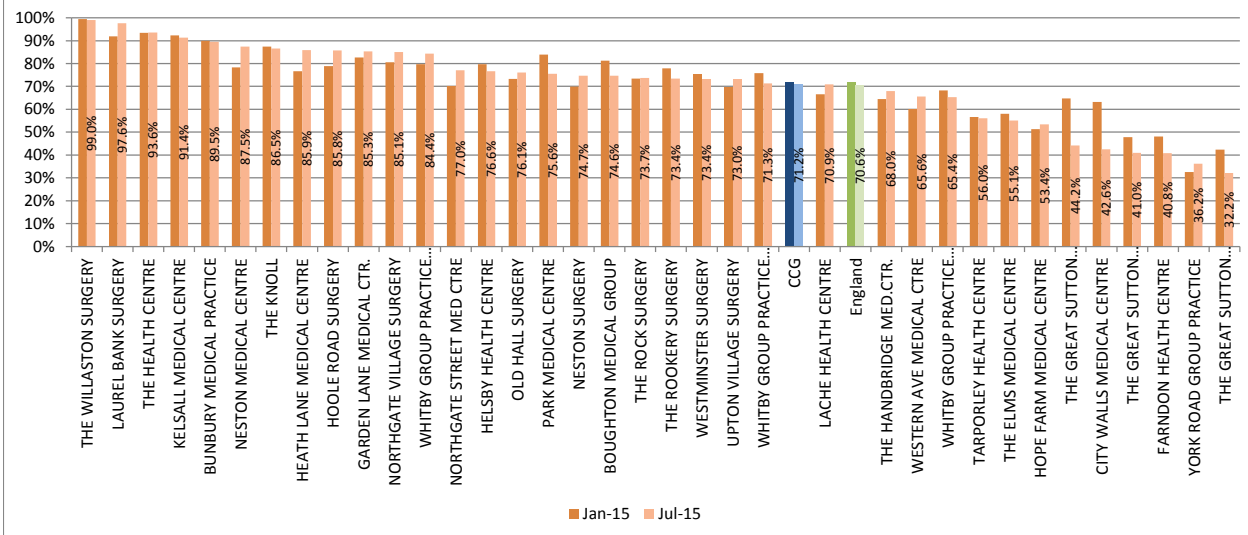
Practice reports (Jan and Jul 2015 publications).
GP Practices in England.

NB: results for the survey are weighted. Information on the weighting can be found at www.gp-patient.co.uk/faq/weighting.
Results for questions with fewer than 10 respondents have been suppressed to protect privacy.

Section 1: Accessing Your GP Services

Generally how easy is to get through to somebody at your GP surgery on the phone?

% responding fairly easy or very easy



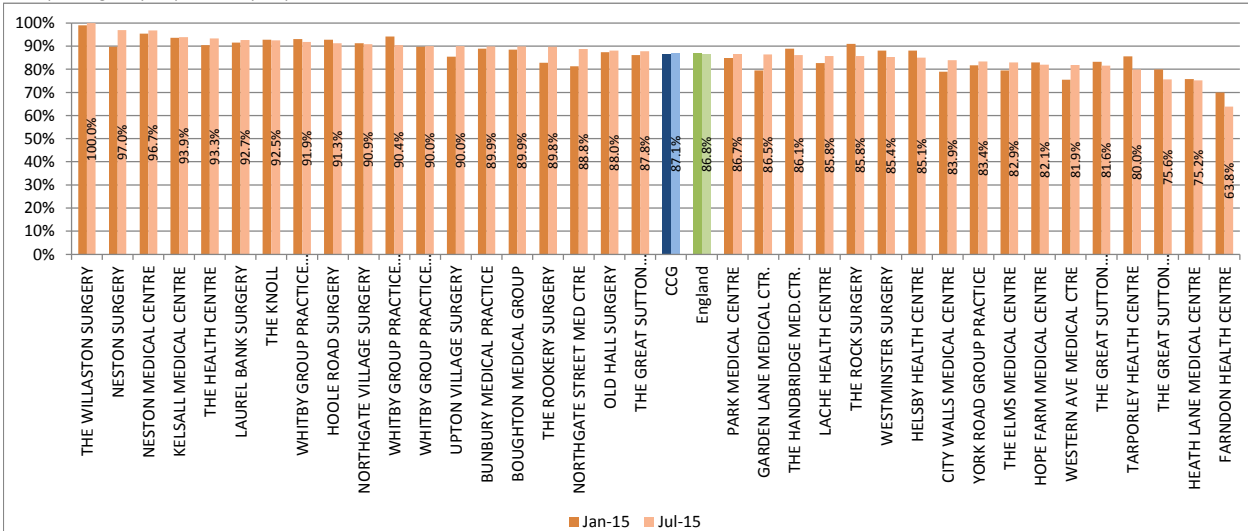
Overall, the CCG attainment for this question has stayed roughly the same, with only a 0.65% reduction and performance remains above the National average of 70.6%. 64.9% of practices are performing above the National average for this question, an increase of nearly 10% on last year. Willaston is reporting 98.97% satisfaction in getting through on the phone.

Although a 3.7% increase has been seen at York Road when compared to the previous publication, performance remains significantly low with only 5% stating that they get through on the phone very easily and 31% reporting fairly easily.

The Great Sutton Medical Centre and City Walls Medical Centre have both seen substantial drops (20.5% and 20.7% respectively) in the proportion of patients responding that it easy to get an appointment. 7 of the 9 practices in the bottom quartile for the CCG have seen drops in performance for this publication

How helpful do you find the receptionists at your GP surgery?

% responding fairly helpful or very helpful



CCG performance has increased slightly on the previous results and is now 0.6% above the national average. 35% of practices have seen a decrease in performance for this measure although most of these reductions are less than 2%. One of the largest increases in performance was at Neston Surgery, with 97% of patients now reporting that they find the receptionists helpful, an increase of over 7%.

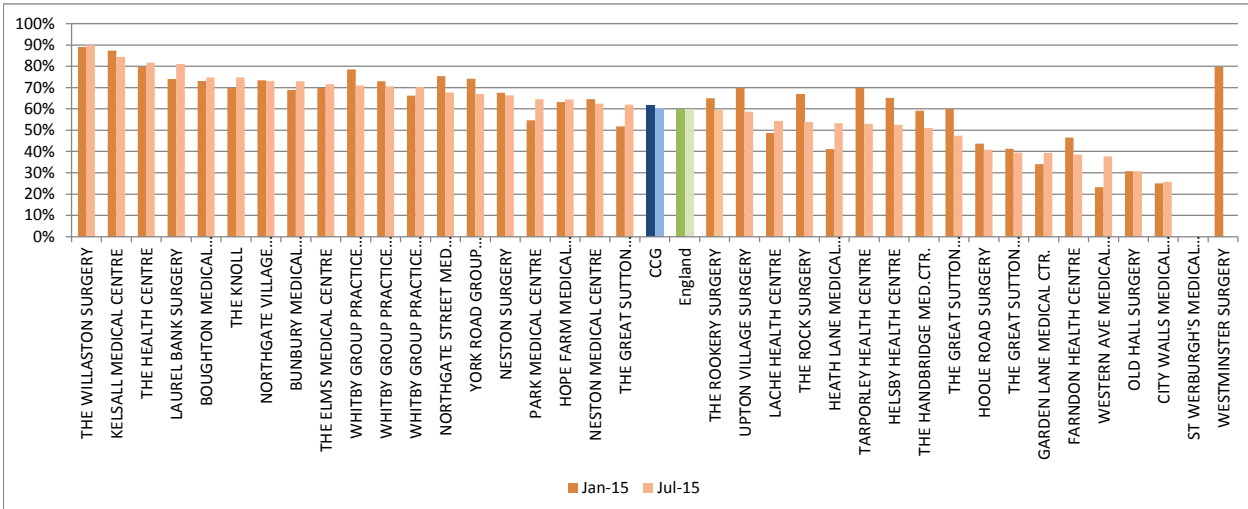
How do you normally book appointments to see a GP or nurse at your GP surgery?

January 2015 publication

	In person	By phone	by fax	Online	Doesn't apply
HELSEBY HEALTH CENTRE	27%	86%	0%	11%	1%
BUNBURY MEDICAL PRACTICE	13%	91%	0%	9%	0%
HEATH LANE MEDICAL CENTRE	22%	95%	0%	3%	1%
THE ROCK SURGERY	26%	87%	0%	13%	*
TARPORLEY HEALTH CENTRE	18%	95%	0%	2%	2%
WHITBY GROUP PRACTICE SURGERY	17%	98%	0%	2%	0%
THE KNOLL	29%	87%	0%	5%	0%
THE HEALTH CENTRE	14%	92%	0%	9%	1%
BOUGHTON MEDICAL GROUP	15%	90%	0%	23%	0%
LAUREL BANK SURGERY	22%	95%	0%	2%	2%
PARK MEDICAL CENTRE	19%	89%	0%	0%	2%
THE GREAT SUTTON MED.CTR. (GREEN)	19%	94%	0%	5%	1%
NESTON SURGERY	26%	87%	1%	0%	1%
YORK ROAD GROUP PRACTICE	50%	86%	0%	2%	2%
THE ELMS MEDICAL CENTRE	24%	90%	1%	2%	1%
NORTHGATE STREET MED CTR	27%	91%	0%	3%	0%
GARDEN LANE MEDICAL CTR.	22%	84%	0%	0%	5%
CITY WALLS MEDICAL CENTRE	17%	95%	0%	1%	1%
WHITBY GROUP PRACTICE SURGERY	13%	98%	0%	0%	0%
HOPE FARM MEDICAL CENTRE	29%	88%	0%	5%	3%
WHITBY GROUP PRACTICE SURGERY (RED)	18%	90%	0%	1%	3%
THE GREAT SUTTON MED.CTR. (RED)	22%	87%	0%	13%	5%
THE GREAT SUTTON MED.CTR. (BLUE)	28%	78%	0%	8%	7%
UPTON VILLAGE SURGERY	27%	91%	0%	0%	1%
THE HANDBRIDGE MED.CTR.	22%	92%	0%	7%	1%
HOOLE ROAD SURGERY	22%	93%	0%	0%	3%
THE WILLASTON SURGERY	25%	97%	0%	0%	0%
LACHE HEALTH CENTRE	17%	91%	0%	2%	0%
OLD HALL SURGERY	25%	96%	0%	9%	1%
KELSALL MEDICAL CENTRE	19%	94%	0%	7%	1%
NORTHGATE VILLAGE SURGERY	22%	88%	0%	9%	2%
NESTON MEDICAL CENTRE	21%	95%	0%	0%	0%
FARNDON HEALTH CENTRE	23%	92%	0%	0%	4%
WESTMINSTER SURGERY	24%	90%	0%	1%	*
THE ROOKERY SURGERY	23%	98%	0%	0%	0%
WESTERN AVE MEDICAL CTRE	33%	88%	0%	*	1%
ST WERBURGH'S MEDICAL PRACTICE	~	~	~	~	~
CCG	22.8%	91.0%	0.1%	4.5%	1.5%
England	27.8%	87.4%	*	5.9%	1.5%
CCG (Jan-15)	23.2%	92.2%	0.1%	3.9%	1.3%
England (Jan-15)	29.3%	88.4%	*	5.2%	1.4%

The proportion of patients booking online has increased by 0.6% with this publication, a figure similar to the national picture. The largest numbers of patients booking online continues to be seen at Boughton Medical Group, with 10% more people than the second highest practice. 10 practices are still showing data that 0% of patients are booking online, up from 8 last year.

How often do you see or speak to the GP you prefer?
 % responding always or a lot of the time



The CCG attainment for this question is similar to the previous publication, with a slight drop of 1.6% on the previous publication. This is above the national average but only by 0.5%. City Walls, Old Hall and Western Avenue continue to be the lowest performers for this group, although the latter has seen a substantial increase of 14.3%.
 The largest reduction has been seen at Tarporley Health centre, taking it below the national average. There is also an apparent drop for Westminster surgery but this is only the case because the data has been suppressed due to a lack of responses.

Section 2: Making an Appointment

Last time you wanted to see or speak to a GP or nurse from your GP surgery, when did you want to speak to them?

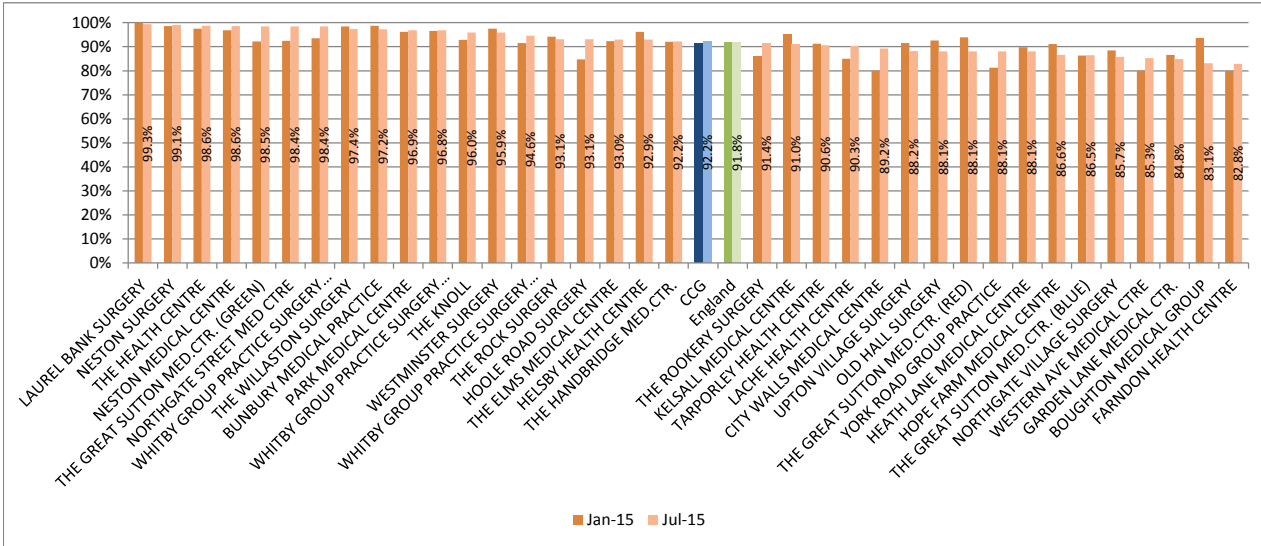
	On the same day	Next working day	A few days later	A week or more later	No specific day	Can't remember
HELSEBY HEALTH CENTRE	59%	3%	20%	3%	12%	3%
BUNBURY MEDICAL PRACTICE	28%	10%	43%	5%	15%	0%
HEATH LANE MEDICAL CENTRE	27%	7%	24%	9%	23%	10%
THE ROCK SURGERY	21%	12%	36%	15%	13%	4%
TARPORLEY HEALTH CENTRE	49%	6%	20%	8%	14%	3%
WHITBY GROUP PRACTICE (GREEN)	64%	9%	9%	2%	15%	1%
THE KNOLL	22%	8%	40%	8%	19%	2%
THE HEALTH CENTRE	34%	10%	27%	11%	15%	4%
BOUGHTON MEDICAL GROUP	36%	6%	24%	11%	18%	5%
LAUREL BANK SURGERY	34%	8%	37%	4%	16%	1%
PARK MEDICAL CENTRE	56%	7%	8%	2%	22%	4%
THE GREAT SUTTON MED.CTR. (GREEN)	59%	9%	13%	4%	14%	2%
NESTON SURGERY	66%	2%	11%	1%	13%	5%
YORK ROAD GROUP PRACTICE	43%	12%	16%	12%	17%	1%
THE ELMS MEDICAL CENTRE	48%	6%	29%	6%	9%	1%
NORTHGATE STREET MED CTR	48%	4%	24%	3%	18%	4%
GARDEN LANE MEDICAL CTR.	33%	8%	21%	5%	30%	4%
CITY WALLS MEDICAL CENTRE	59%	5%	10%	8%	14%	4%
WHITBY GROUP PRACTICE (BLACK)	61%	5%	18%	0%	12%	4%
HOPE FARM MEDICAL CENTRE	51%	6%	22%	6%	9%	5%
WHITBY GROUP PRACTICE (RED)	52%	13%	12%	2%	17%	3%
THE GREAT SUTTON MED.CTR. (RED)	39%	3%	17%	8%	27%	7%
THE GREAT SUTTON MED.CTR. (BLUE)	57%	5%	18%	6%	13%	1%
UPTON VILLAGE SURGERY	33%	14%	22%	6%	24%	1%
THE HANDBRIDGE MED.CTR.	35%	12%	23%	8%	18%	3%
HOOLE ROAD SURGERY	40%	14%	19%	5%	13%	9%
THE WILLASTON SURGERY	44%	6%	26%	8%	16%	0%
LACHE HEALTH CENTRE	36%	9%	23%	6%	25%	1%
OLD HALL SURGERY	48%	5%	21%	3%	16%	8%
KELSALL MEDICAL CENTRE	44%	8%	21%	6%	20%	1%
NORTHGATE VILLAGE SURGERY	26%	6%	45%	9%	13%	2%
NESTON MEDICAL CENTRE	60%	10%	15%	3%	13%	0%
FARNDON HEALTH CENTRE	44%	6%	22%	8%	20%	1%
WESTMINSTER SURGERY	62%	18%	6%	2%	11%	0%
THE ROOKERY SURGERY	46%	17%	25%	3%	9%	1%
WESTERN AVE MEDICAL CTR	58%	9%	13%	4%	14%	2%

ST WERBURGH'S MEDICAL PRACTICE		~	~	~	~	~	~
CCG		45%	8%	22%	6%	16%	3%
England		40%	10%	23%	7%	15%	4%

CCG (Jan-15)		47%	9%	21%	5%	15%	3%
England (Jan-15)		41%	11%	24%	7%	14%	3%

An appointment on the same day is still the preferred time scale, with 45% reporting this was what they were looking for. Responses have stayed broadly similar to the previous publication. The Whitby Group (Green and Black) and Neston practices show the highest preference for this type of appointment, while the Rock has the lowest.

Last time you wanted to see or speak to a GP or nurse from your GP surgery how convenient was the appointment you were able to get?
 % responding fairly convenient or very convenient



The results for this measure continue to be high, with all practices seeing results higher than 80%. Only 14 practices have results that are lower than 90%, the lowest being Farndon with 83%. Laurel Bank, the Health Centre and the Neston surgeries all have 99% of patients reporting that their appointment was convenient.

If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

	Weren't any appointments for the day wanted	Weren't any appointments for the time wanted	Couldn't see preferred GP	Couldn't book ahead at GP surgery	Another reason
HELSEBY HEALTH CENTRE	37%	13%	44%	5%	0%
BUNBURY MEDICAL PRACTICE	~	~	~	~	~
HEATH LANE MEDICAL CENTRE	13%	35%	32%	16%	4%
THE ROCK SURGERY	57%	7%	12%	14%	9%
TARPORLEY HEALTH CENTRE	62%	16%	0%	13%	10%
WHITBY GROUP PRACTICE (GREEN)	~	~	~	~	~
THE KNOLL	30%	39%	10%	15%	6%
THE HEALTH CENTRE	~	~	~	~	~
BOUGHTON MEDICAL GROUP	43%	39%	0%	9%	9%
LAUREL BANK SURGERY	~	~	~	~	~
PARK MEDICAL CENTRE	~	~	~	~	~
THE GREAT SUTTON MED.CTR. (GREEN)	34%	0%	21%	34%	11%
NESTON SURGERY	~	~	~	~	~
YORK ROAD GROUP PRACTICE	61%	4%	8%	22%	6%
THE ELMS MEDICAL CENTRE	51%	15%	5%	11%	18%
NORTHGATE STREET MED CTR	~	~	~	~	~
GARDEN LANE MEDICAL CTR.	47%	12%	10%	0%	31%
CITY WALLS MEDICAL CENTRE	26%	0%	12%	44%	19%
WHITBY GROUP PRACTICE (BLACK)	~	~	~	~	~
HOPE FARM MEDICAL CENTRE	45%	45%	0%	7%	3%
WHITBY GROUP PRACTICE (RED)	~	~	~	~	~
THE GREAT SUTTON MED.CTR. (RED)	82%	10%	0%	8%	0%
THE GREAT SUTTON MED.CTR. (BLUE)	60%	22%	9%	0%	9%
UPTON VILLAGE SURGERY	34%	36%	20%	6%	2%
THE HANDBRIDGE MED.CTR.	48%	15%	14%	10%	13%
HOOLE ROAD SURGERY	~	~	~	~	~
THE WILLASTON SURGERY	~	~	~	~	~
LACHE HEALTH CENTRE	49%	23%	10%	12%	5%
OLD HALL SURGERY	50%	21%	19%	0%	10%
KELSALL MEDICAL CENTRE	~	~	~	~	~
NORTHGATE VILLAGE SURGERY	53%	18%	12%	7%	10%
NESTON MEDICAL CENTRE	~	~	~	~	~
FARNDON HEALTH CENTRE	46%	0%	13%	22%	19%
WESTMINSTER SURGERY	~	~	~	~	~
THE ROOKERY SURGERY	~	~	~	~	~
WESTERN AVE MEDICAL CTRE	24%	25%	0%	32%	20%
ST WERBURGH'S MEDICAL PRACTICE	~	~	~	~	~
CCG	45%	19%	12%	14%	10%
England	48%	18%	9%	14%	11%
CCG (Jan-15)	45%	18%	10%	16%	12%
England (Jan-15)	48%	18%	10%	13%	11%

As with the last publication, there are low response rates to this question and as such a number of results have been suppressed. The biggest reason for appointments not being convenient was because there were no appointments on the saem day. Great Sutton Medical Centre (Red) has the highest number of patients reporting this as a problem, with 82%.

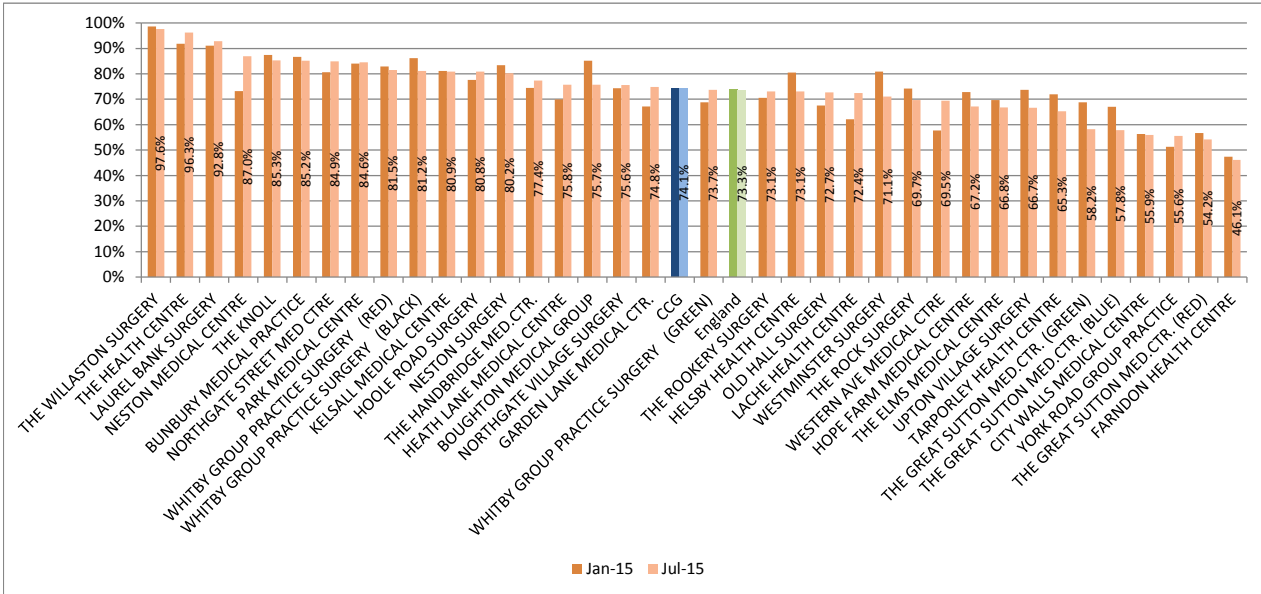
What did you do on that occasion?

	Went to the appointment offered	Got an appointment for a different day	Had a consultation over the phone	Went to A&E / a walk-in centre	Saw a pharmacist	Decided to contact surgery another time	Didn't see or speak to anyone
HELSEBY HEALTH CENTRE	32%	64%	0%	0%	0%	5%	0%
BUNBURY MEDICAL PRACTICE	36%	26%	0%	11%	0%	21%	6%
HEATH LANE MEDICAL CENTRE	47%	27%	16%	0%	0%	4%	6%
THE ROCK SURGERY	58%	23%	0%	0%	0%	14%	5%
TARPORLEY HEALTH CENTRE	25%	23%	0%	17%	11%	19%	16%
WHITBY GROUP PRACTICE SURGERY THE KNOLL	33%	32%	16%	0%	5%	0%	14%
THE HEALTH CENTRE	~	~	~	~	~	~	~
BOUGHTON MEDICAL GROUP	34%	34%	0%	0%	0%	25%	8%
LAUREL BANK SURGERY	~	~	~	~	~	~	~
PARK MEDICAL CENTRE	~	~	~	~	~	~	~
THE GREAT SUTTON MED.CTR. (GREEN)	33%	31%	11%	10%	10%	10%	9%
NESTON SURGERY	~	~	~	~	~	~	~
YORK ROAD GROUP PRACTICE	17%	29%	24%	10%	0%	5%	15%
THE ELMS MEDICAL CENTRE	35%	10%	0%	8%	3%	32%	12%
NORTHGATE STREET MED CTR	~	~	~	~	~	~	~
GARDEN LANE MEDICAL CTR.	26%	12%	11%	9%	17%	8%	17%
CITY WALLS MEDICAL CENTRE	17%	0%	30%	8%	0%	33%	11%
WHITBY GROUP PRACTICE SURGERY	~	~	~	~	~	~	~
HOPE FARM MEDICAL CENTRE	45%	23%	9%	4%	3%	11%	11%
WHITBY GROUP PRACTICE SURGERY (RED)	~	~	~	~	~	~	~
THE GREAT SUTTON MED.CTR. (RED)	18%	37%	9%	0%	8%	11%	16%
THE GREAT SUTTON MED.CTR. (BLUE)	38%	21%	0%	8%	12%	0%	21%
UPTON VILLAGE SURGERY	36%	9%	3%	9%	2%	17%	24%
THE HANDBRIDGE MED.CTR.	57%	25%	0%	4%	4%	6%	8%
HOOLE ROAD SURGERY	~	~	~	~	~	~	~
THE WILLASTON SURGERY	~	~	~	~	~	~	~
LACHE HEALTH CENTRE	32%	32%	10%	4%	0%	3%	18%
OLD HALL SURGERY	20%	39%	8%	15%	0%	18%	0%
KELSALL MEDICAL CENTRE	~	~	~	~	~	~	~
NORTHGATE VILLAGE SURGERY	50%	14%	24%	0%	0%	12%	0%
NESTON MEDICAL CENTRE	~	~	~	~	~	~	~
FARNDON HEALTH CENTRE	25%	20%	14%	8%	0%	9%	29%
WESTMINSTER SURGERY	~	~	~	~	~	~	~
THE ROOKERY SURGERY	18%	25%	0%	7%	0%	29%	22%
WESTERN AVE MEDICAL CTR	35%	12%	13%	14%	7%	11%	9%
ST WERBURGH'S MEDICAL PRACTICE	~	~	~	~	~	~	~
CCG	33%	25%	9%	6%	4%	13%	12%
England	37%	21%	6%	10%	3%	13%	13%
CCG (Jan-15)	36%	18%	10%	7%	3%	14%	13%
England (Jan-15)	37%	22%	6%	10%	3%	13%	12%

The majority of patients offered an inconvenient appointment either went to the appointment they were offered or attended one on a different day. 12% of patients decided to not see or speak to anyone, a decrease on the previous publication. The highest of these was seen at Farndon Health Centre, where 29% responded that they did not see anyone. 6% of patients are choosing to attend A&E or a walk-in centre when they are unable to get an appointment. The largest percentage of these responses came from Tarporley Health Centre (17%), representing a 13% increase on the previous publication. The largest percentage in the previous publication came from Upton Village Surgery, and they have seen a considerable reduction in these responses, down 13%

Overall, how would you describe your experience of making an appointment?

% responding fairly good or very good

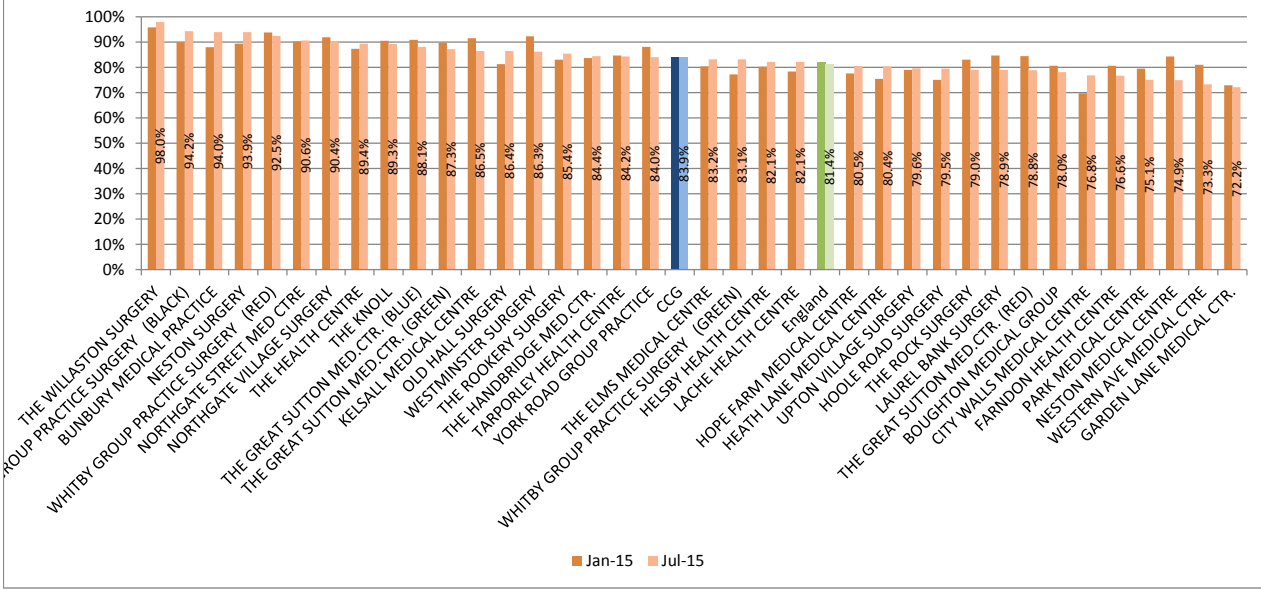


There is a considerable variance between practices for the overall patient experience of making an appointment with just over 50% achieving above the National average of 73.3%. Farndon Health Centre has again recorded the lowest overall patient experience for making an appointment, which is evident through the poor score recorded across a range of access questions for this practice. Significant reductions in patient experience have been seen at Great Sutton - Green(-11%) and Westminster (-10%). However, positive performance has been seen at Neston Medical Centre, Western Avenue and Lache, which have all had a 10% or higher increase.

Section 4: Last GP Appointment

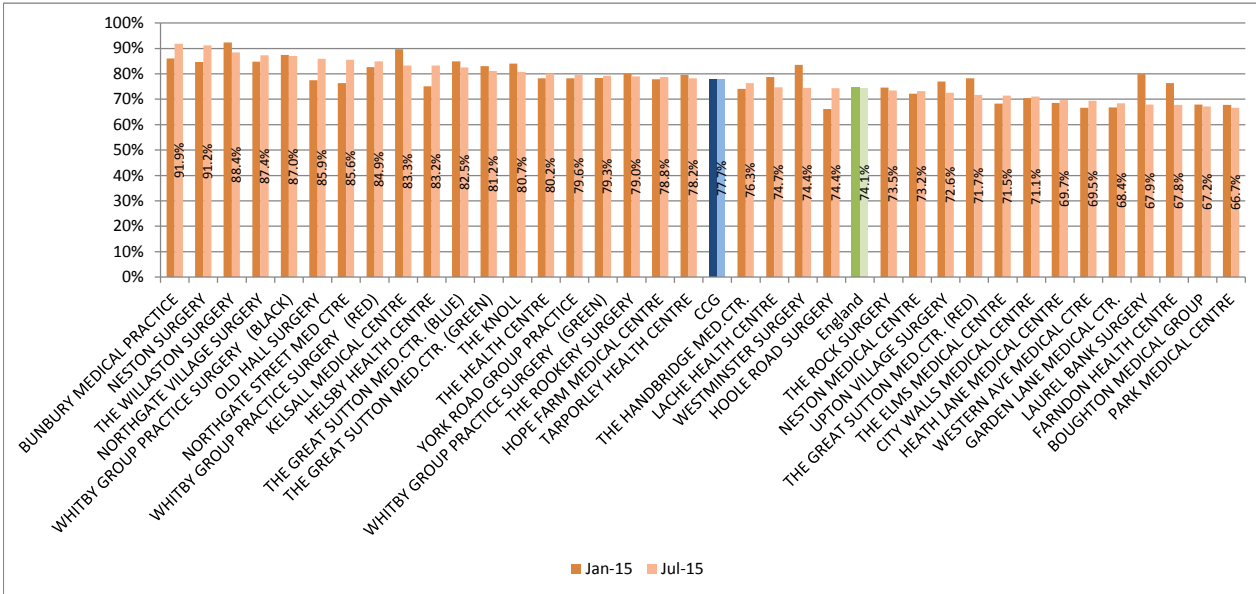
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at explaining tests and treatments?

% responding good or very good



62.2% of practices achieved higher than the national average, a slight increase on the previous publication. However this is still more than 15% less than the results for the publication a year ago. Willaston remains the highest performer while Garden Lane is now the worst. The biggest decrease has been seen at Neston Medical Centre, falling 9% and now performing significantly worse than the national and CCG averages.

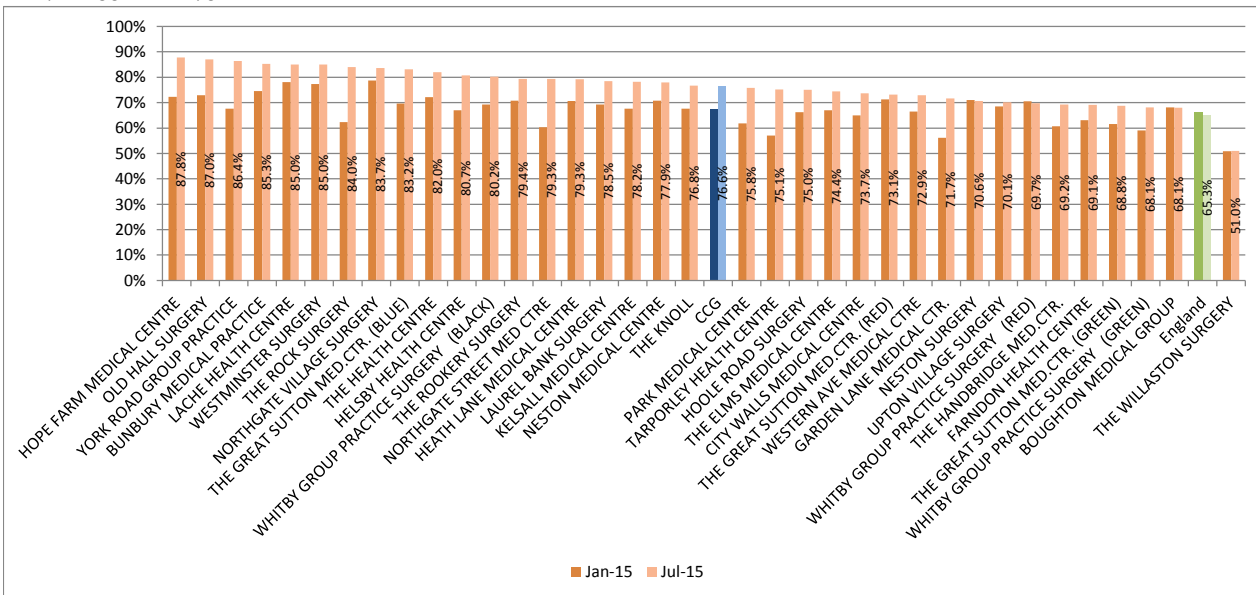
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at involving you in decisions about your care?
 % responding good or very good



The CCG average remains comfortably above the national average, achieving an almost identical result to the previous publication. The biggest decrease in performance has been seen at Laurel Bank Surgery, which received 12% fewer positive responses to the previous publication. This has been sufficient to move them from the top third of practices to the bottom four overall.

Section 5: Last Nurse Appointment

Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at involving you in decisions about your care?
 % responding good or very good

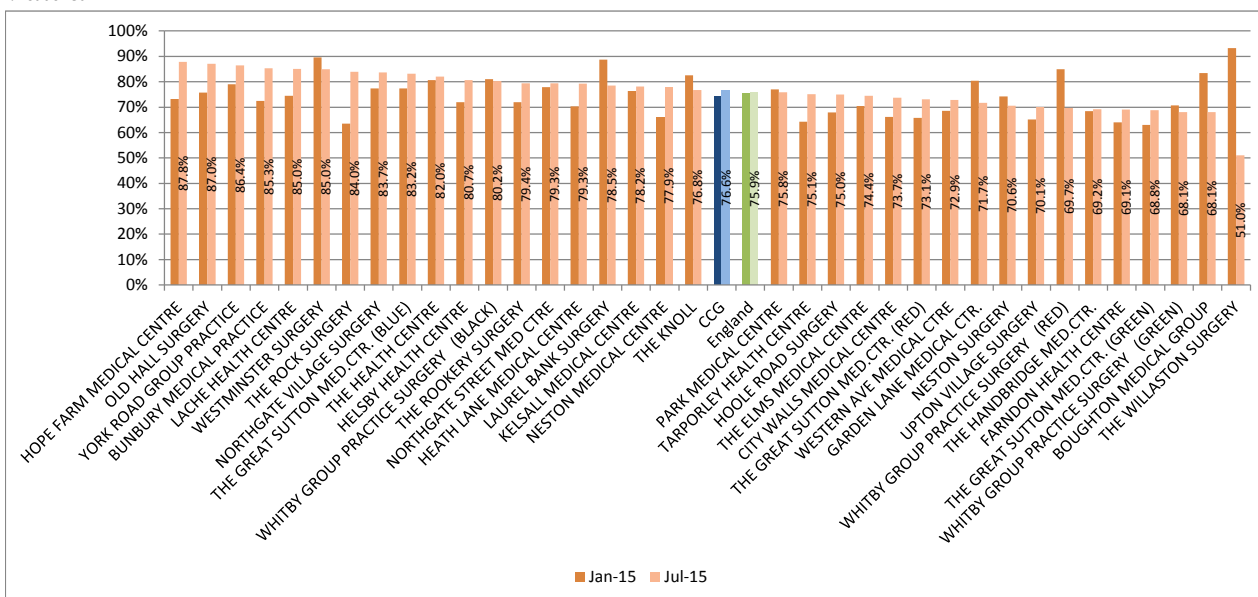


This has been an almost universally positive measure, with only 3 practices showing any sort of decline in performance. For the CCG as a whole the number of positive responses has increased 9%. This is contrast to the national results where there was been a 1% decline, meaning that all but one of the CCG's practices are above the national average. The largest increase in performance was seen at the Rock Surgery, where results increased by 22%.

Section 7: Opening hours

How satisfied are you with the hours that your GP surgery is open?

% satisfied

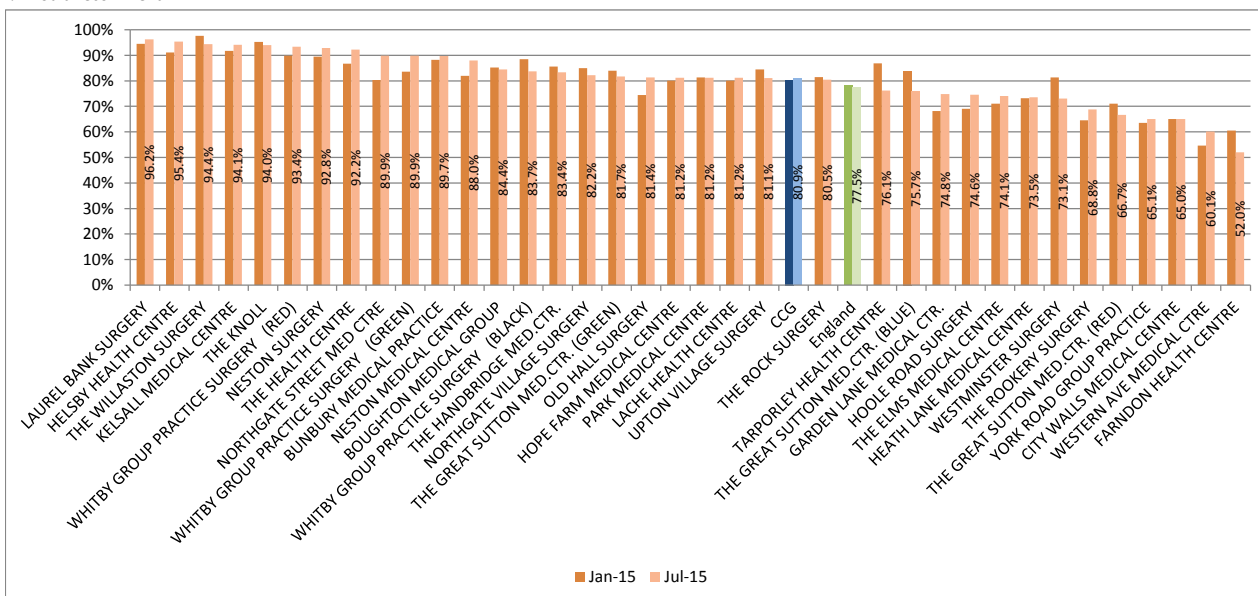


Just over half of practices are reporting satisfaction with opening hours higher than the national average, with the CCG on the whole performing at the same level as the national result. There has been some large differences in the results for this publication compared to the previous one - both positive and negative. A number of practices have seen increases of greater than 10% with the Rock Surgery rising 20% to 84%. Willaston has seen the most dramatic decrease of any of the practices for any of the questions, falling 42% for this publication. This has moved Willaston from the top performing practice in January to the worst performing this month. It should be noted that the response rate for this question was lower than the majority of other practices, although similar to the response rate for a number of other questions.

Section 8: Overall Experience

Would you recommend your GP surgery to someone who has just moved to your local area?

% would recommend



The majority of practices achieved above the national average for this measure, and performance overall has slightly increased. Laurel Bank and Helsby achieved the highest scores, overtaking Willaston and the Knoll from the previous publication. Northgate Street Medical Centre has experienced the greatest increase in performance (10%) while Tarporley has seen the biggest decrease (-11%).