

# Analysis of the GP Patient Survey

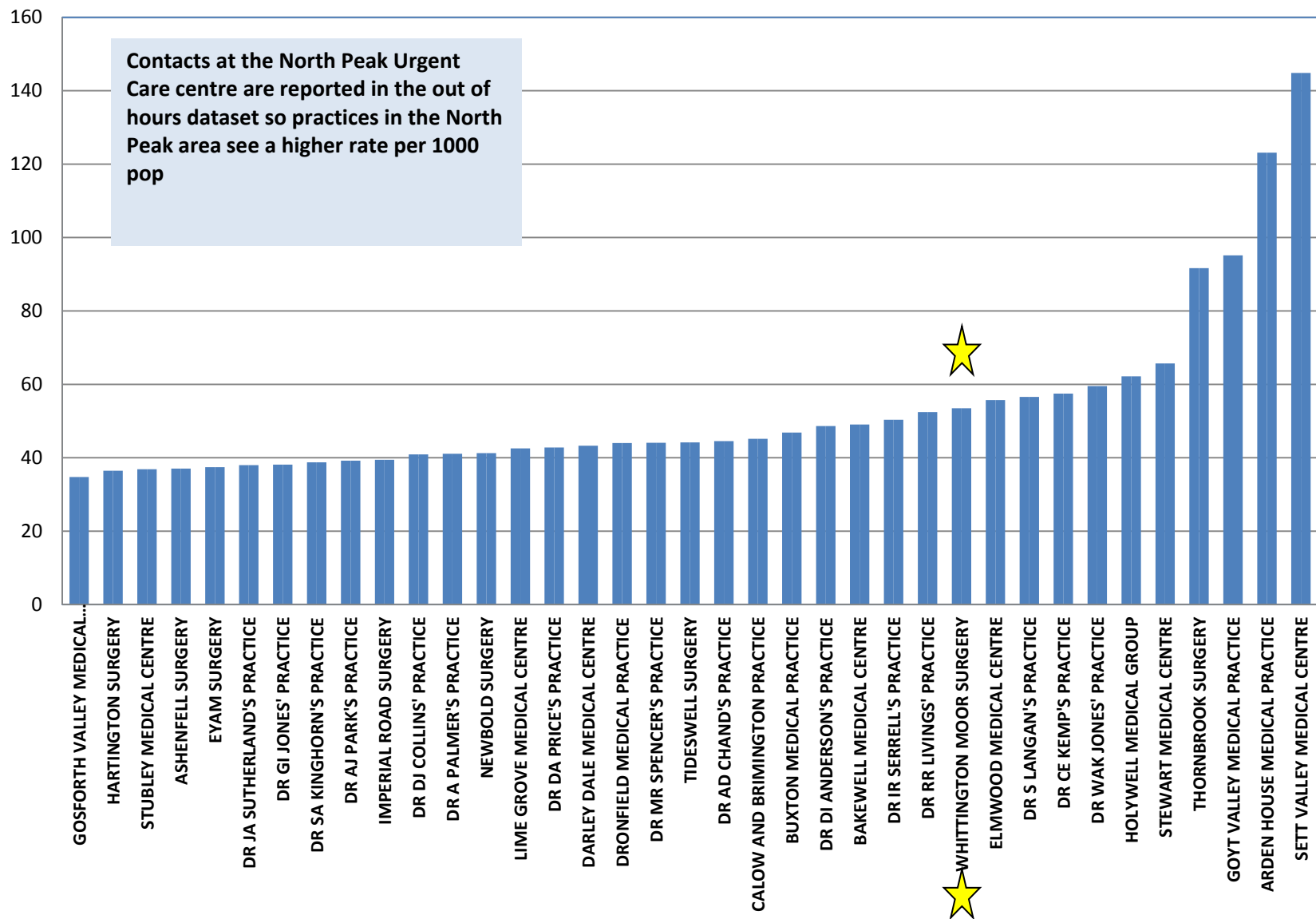
North Derbyshire CCG

Derbyshire Cluster Informatics Team

★ This star added to mark WMS results

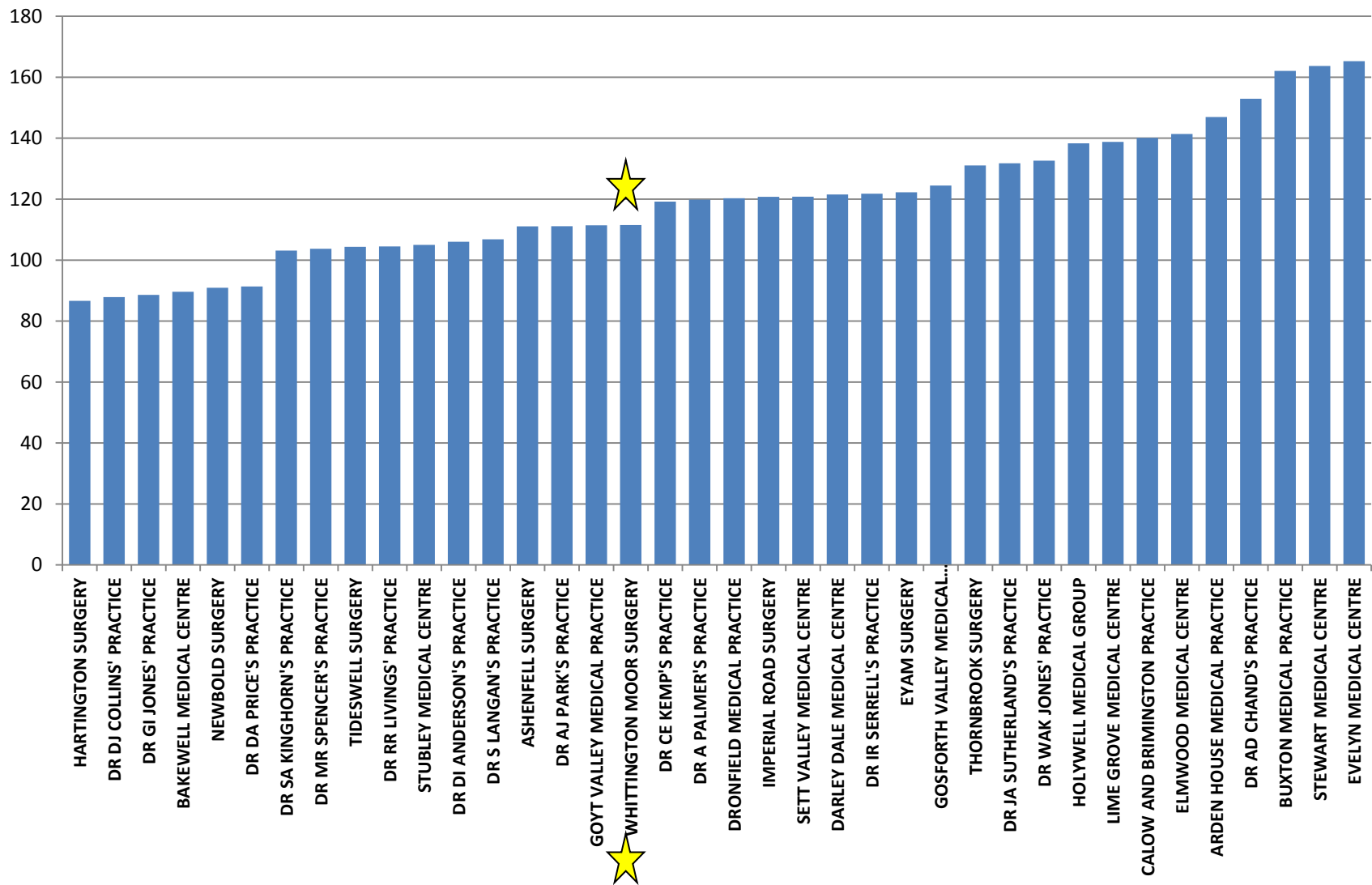
# Out Of Hours Contacts - April - September 2011 ,weighted rate per 1000 pop

Please note - for consistency, practice names have been altered to reflect those reported in the GP Patient Survey

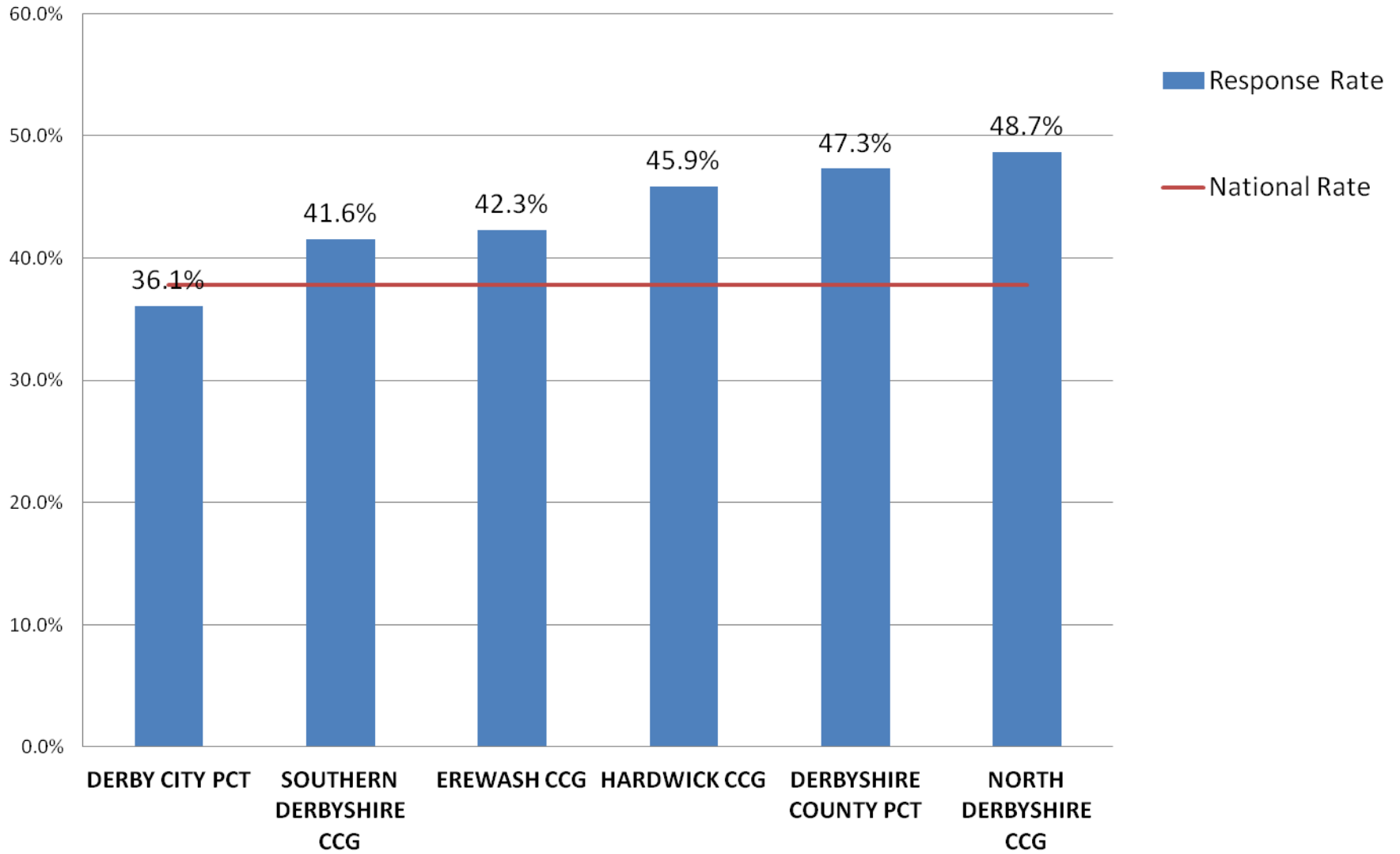


# A&E Attendances where no treatment given or patient provided with verbal advice/guidance, weighted rate per 1000 pop

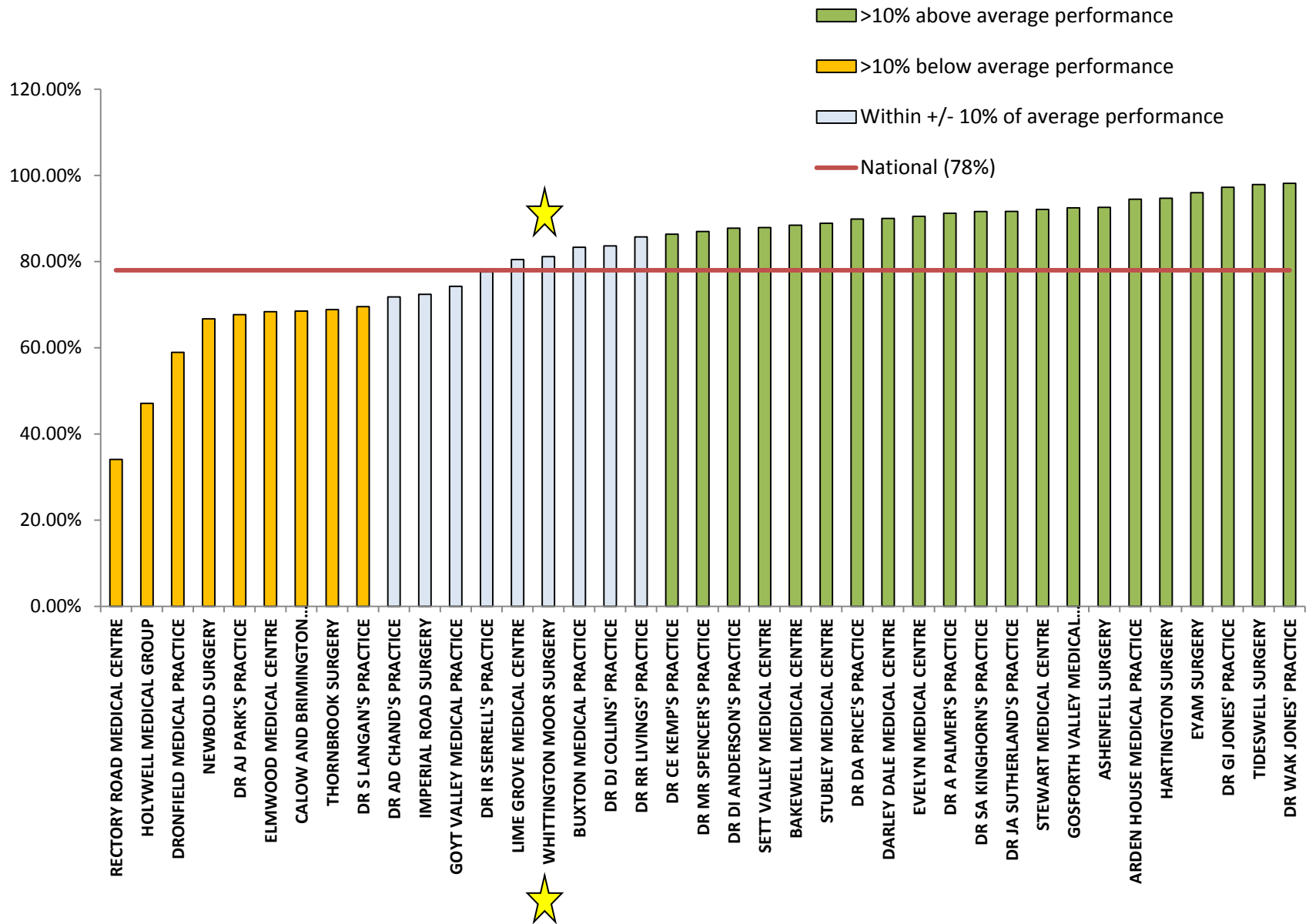
Please note - for consistency, practice names have been altered to reflect those reported in the GP Patient Survey



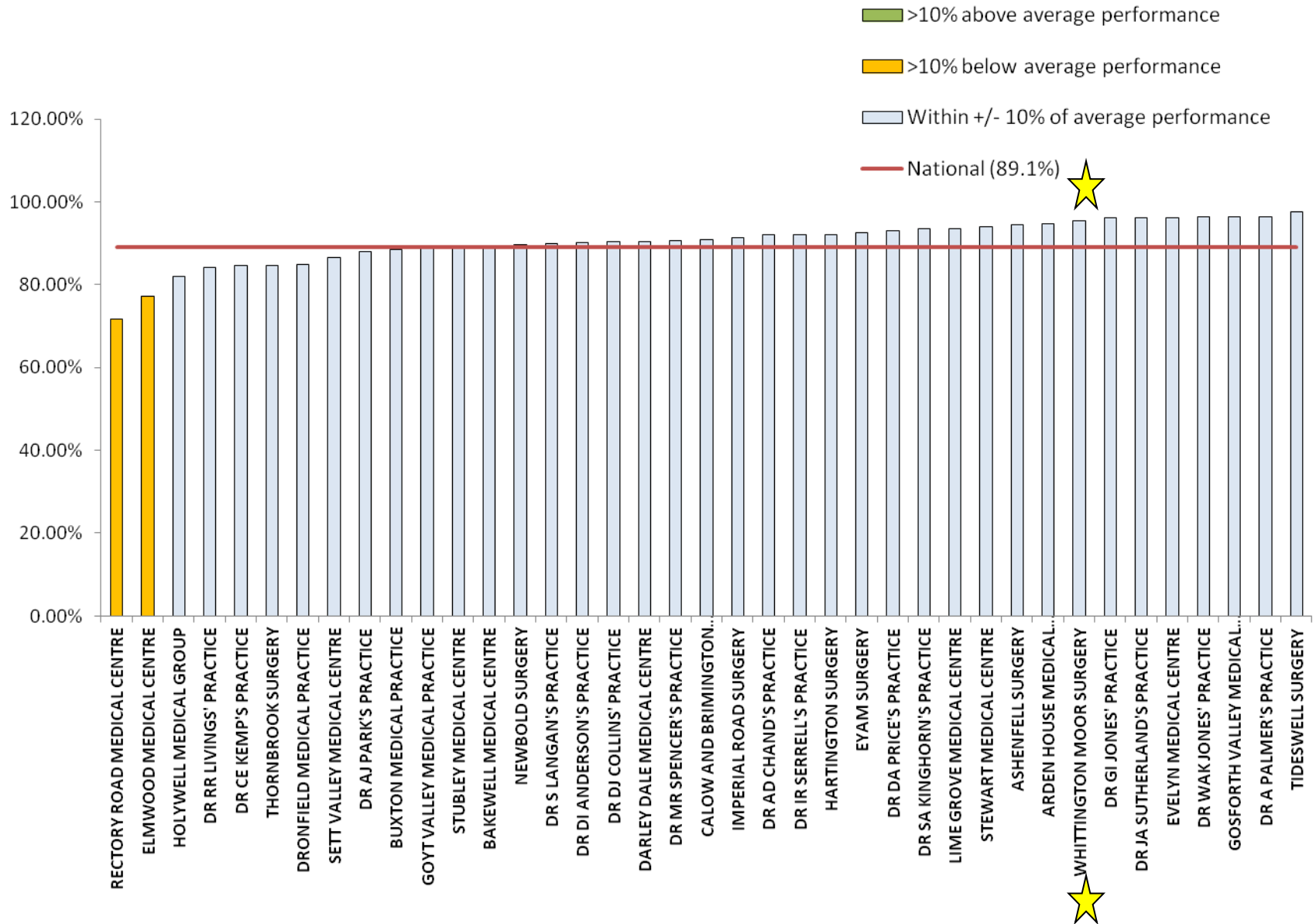
# GP Patient Survey – Response Rates



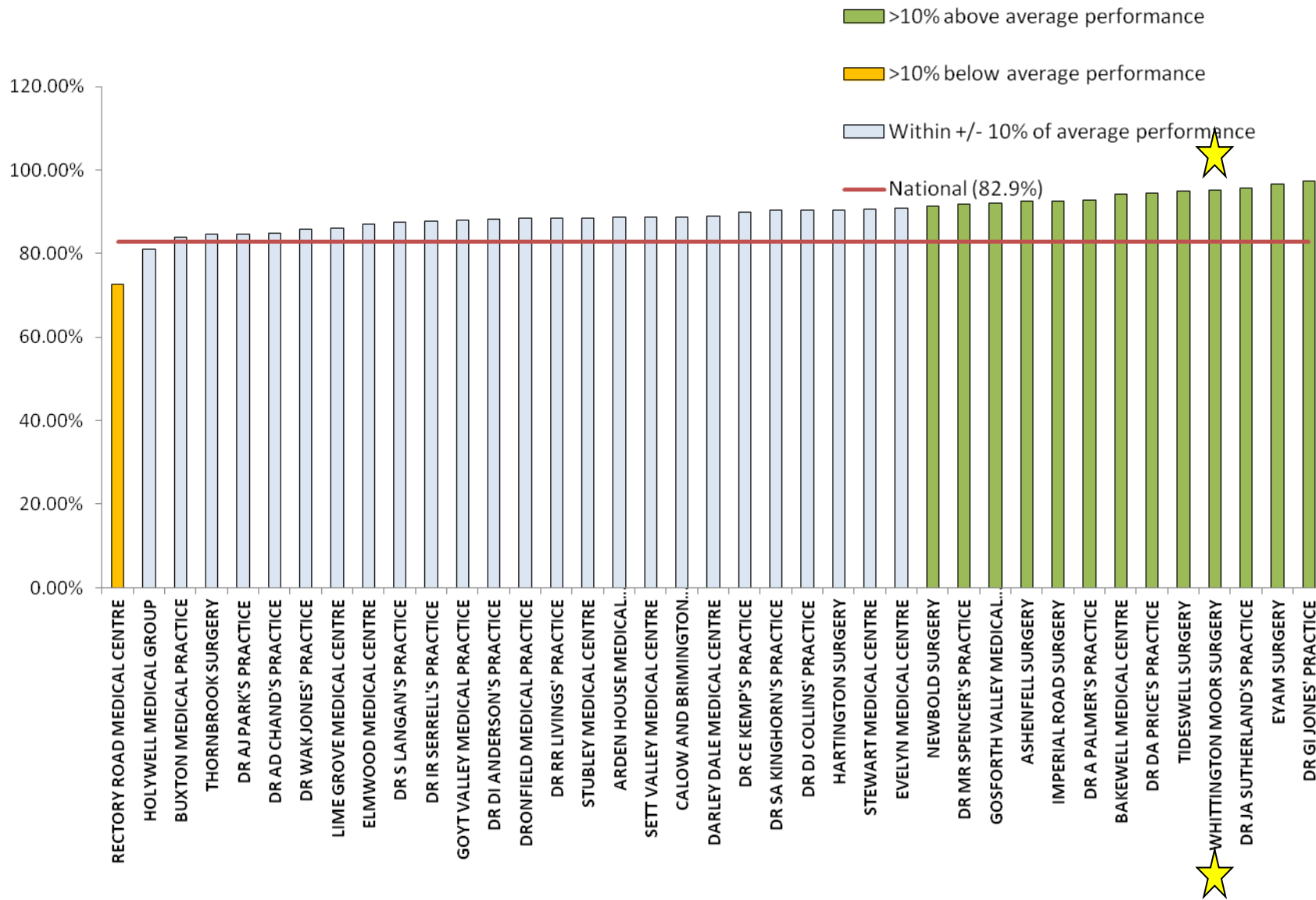
# Accessing Your GP Services - % rating it easy to get through to someone at GP surgery on the phone



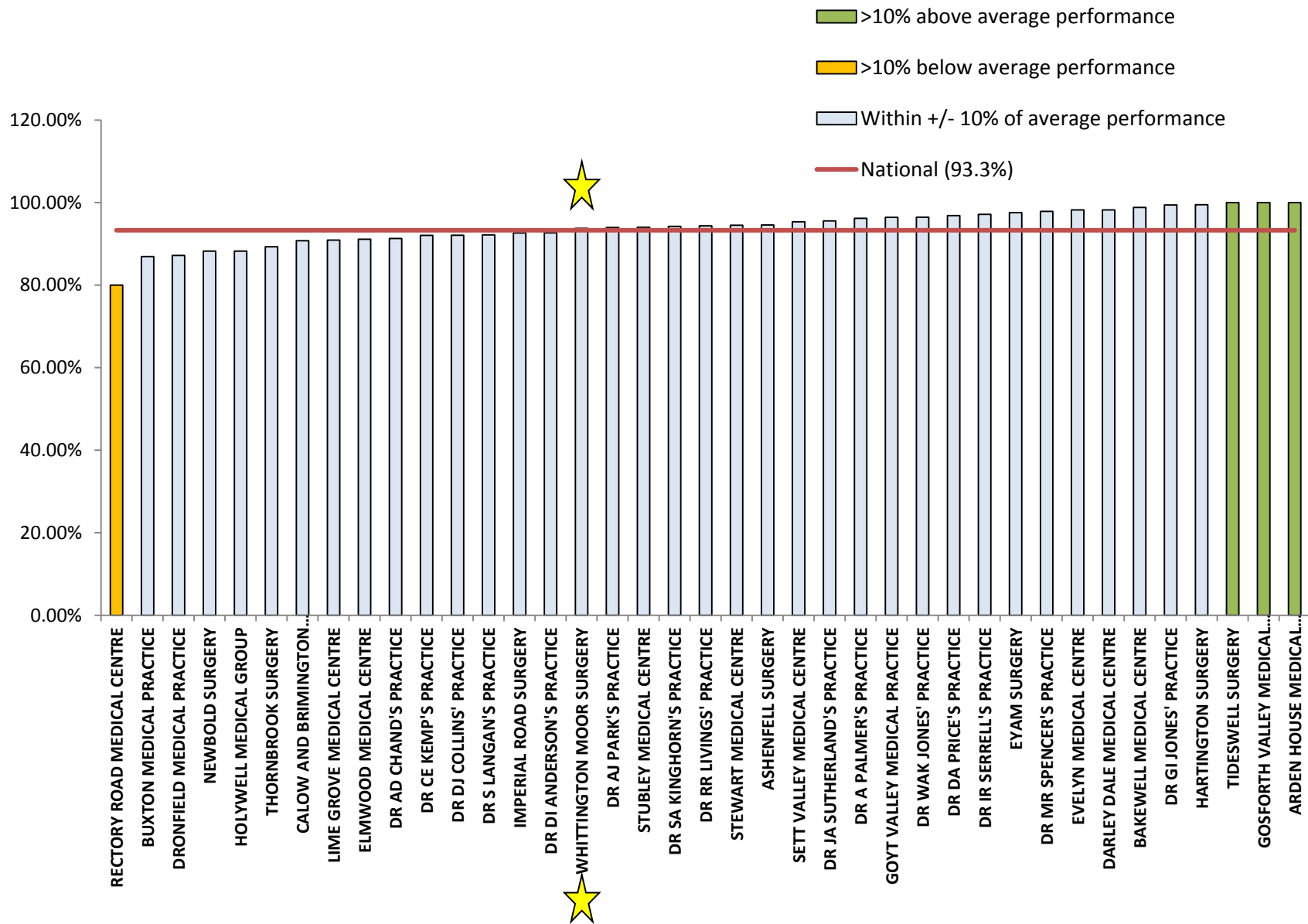
# Accessing Your GP Services - % rating the receptionists at GP surgery as helpful



# Accessing Your GP Services - % responses able to get an appointment to see or speak to someone

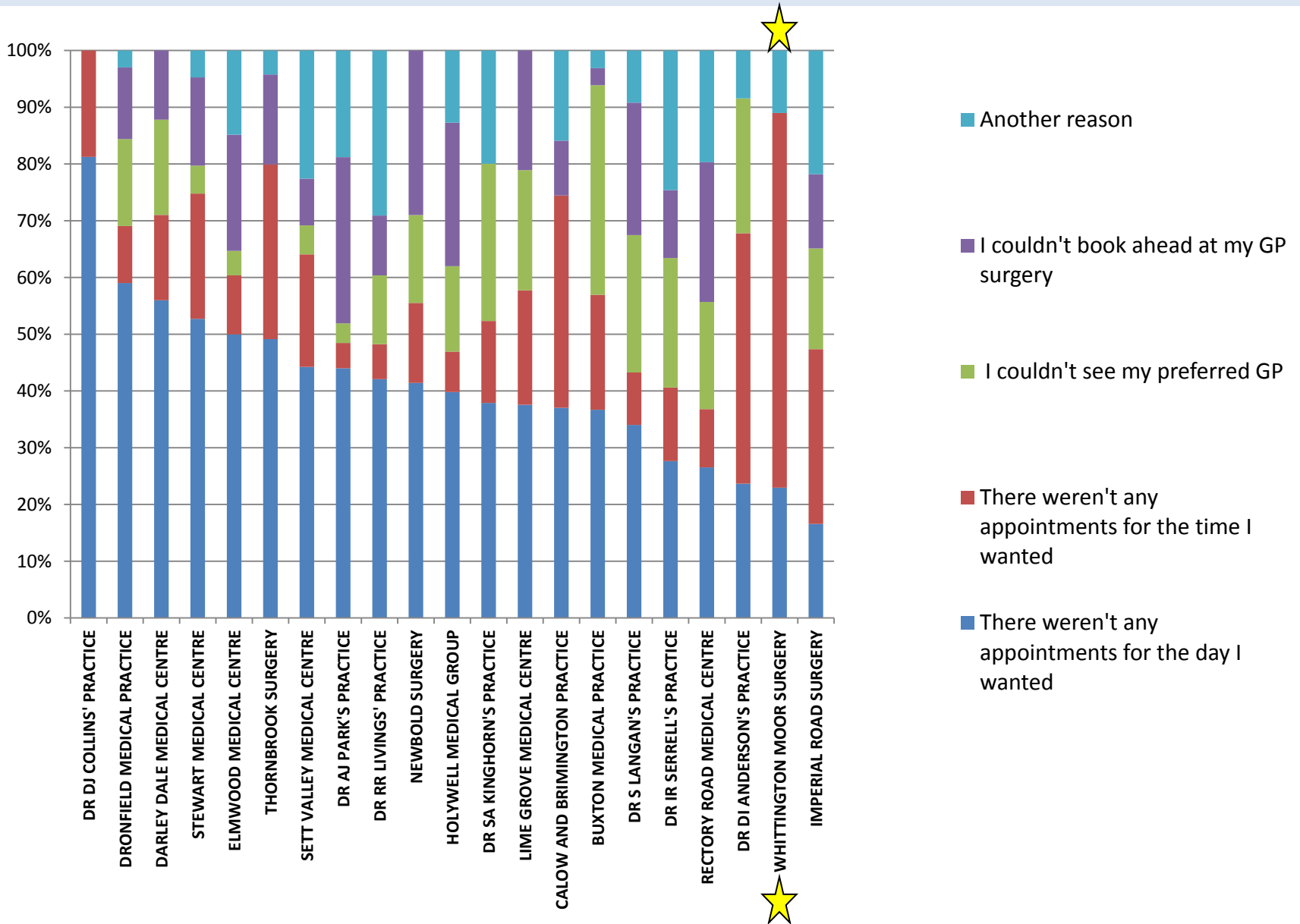


# Accessing Your GP Services - % responses rating the appointment given as convenient

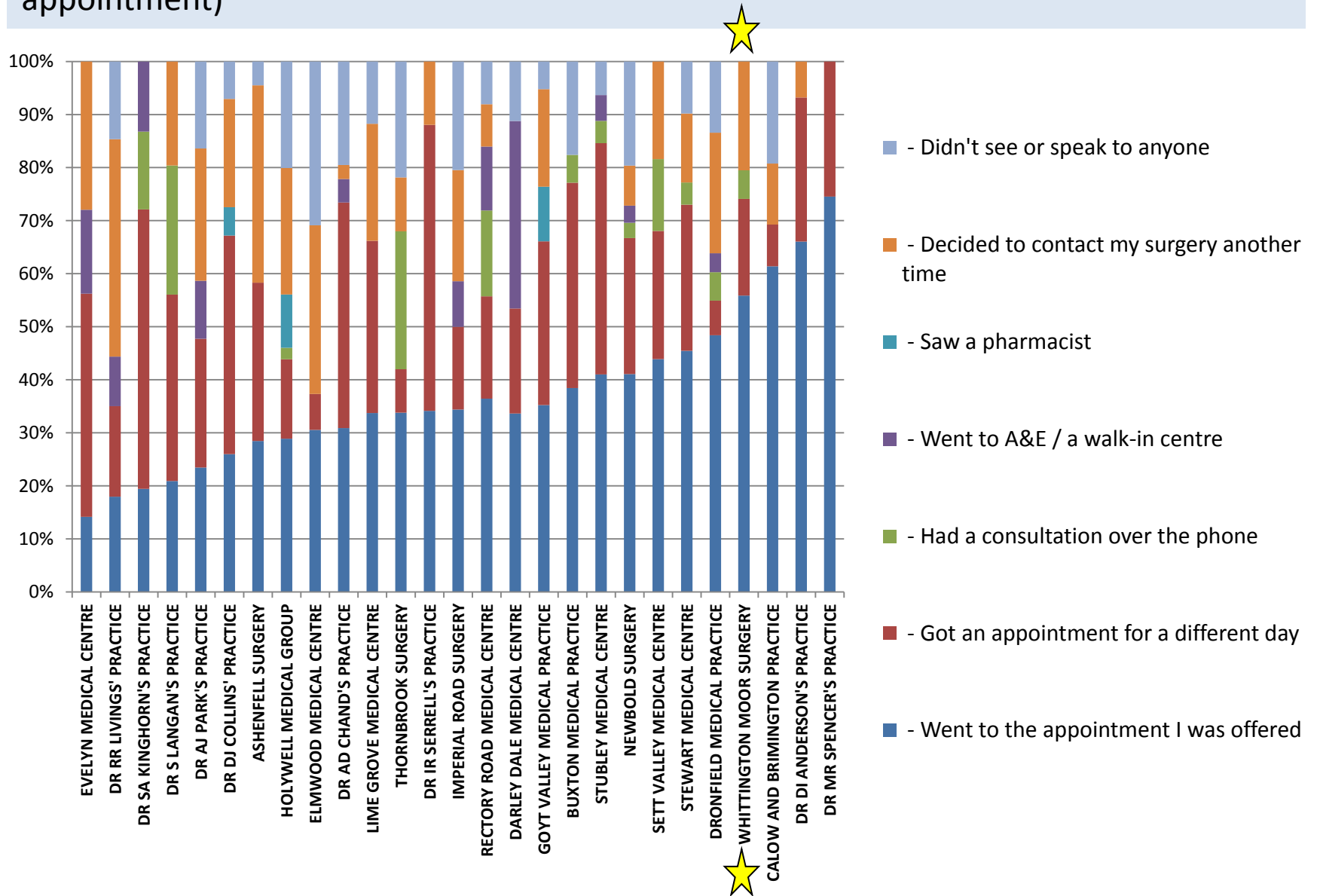




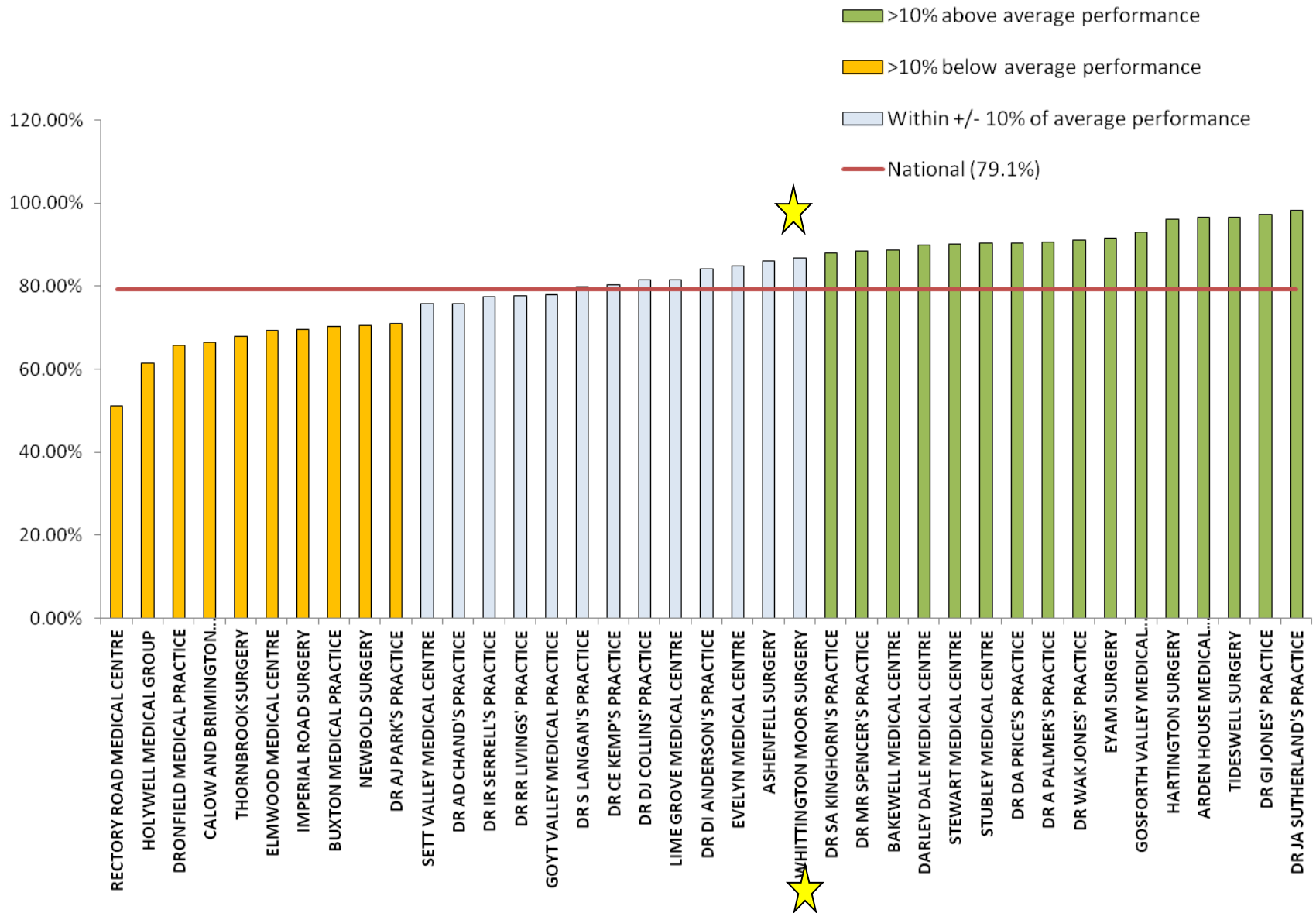
# Accessing Your GP Services – Reason for inability to get an appointment to see or speak to somebody (only covers responses that were unable to make an appointment)



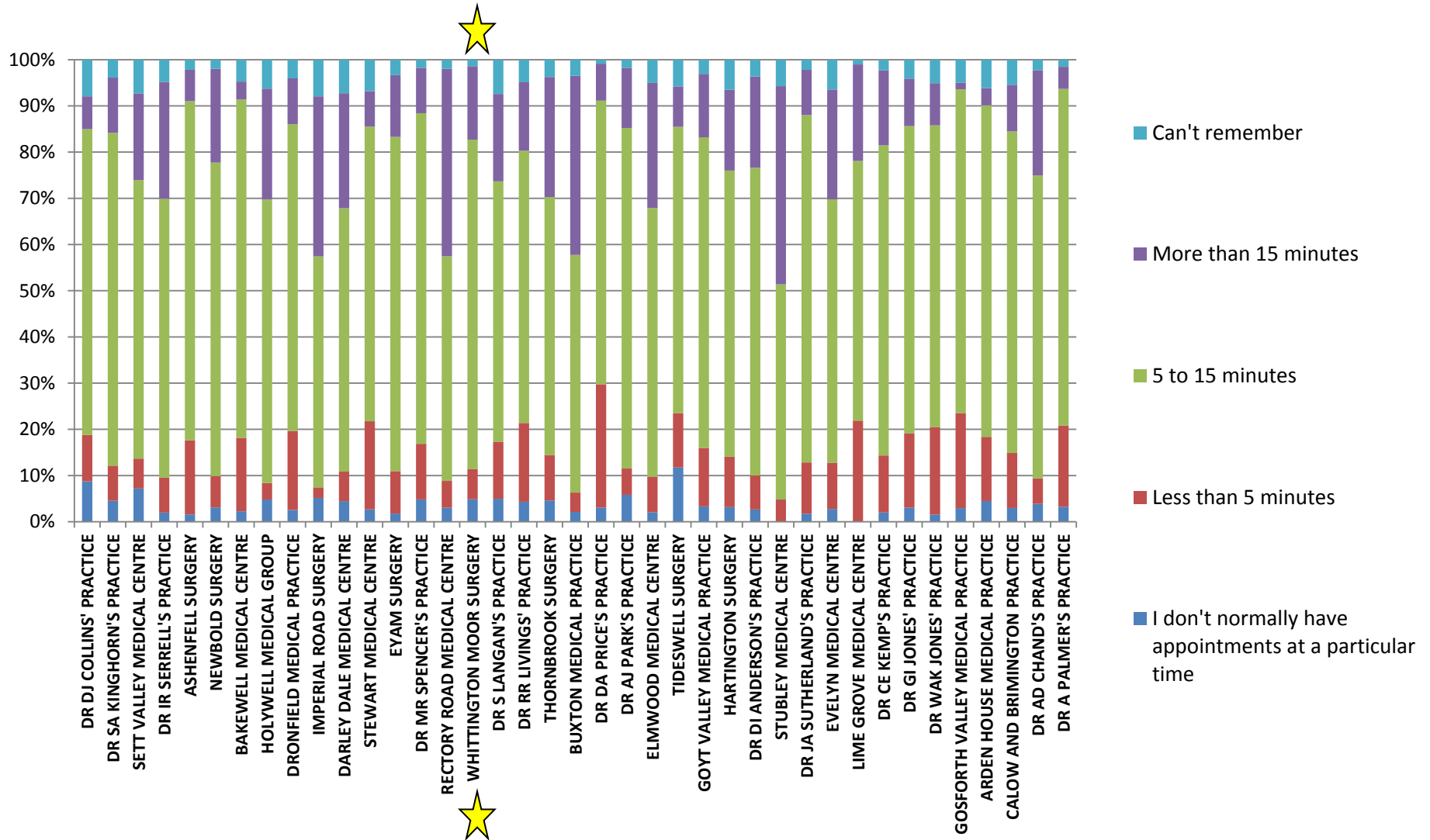
# Accessing Your GP Services –What did those patients that couldn't make an appointment do? (only covers responses of those that were unable to make an appointment)



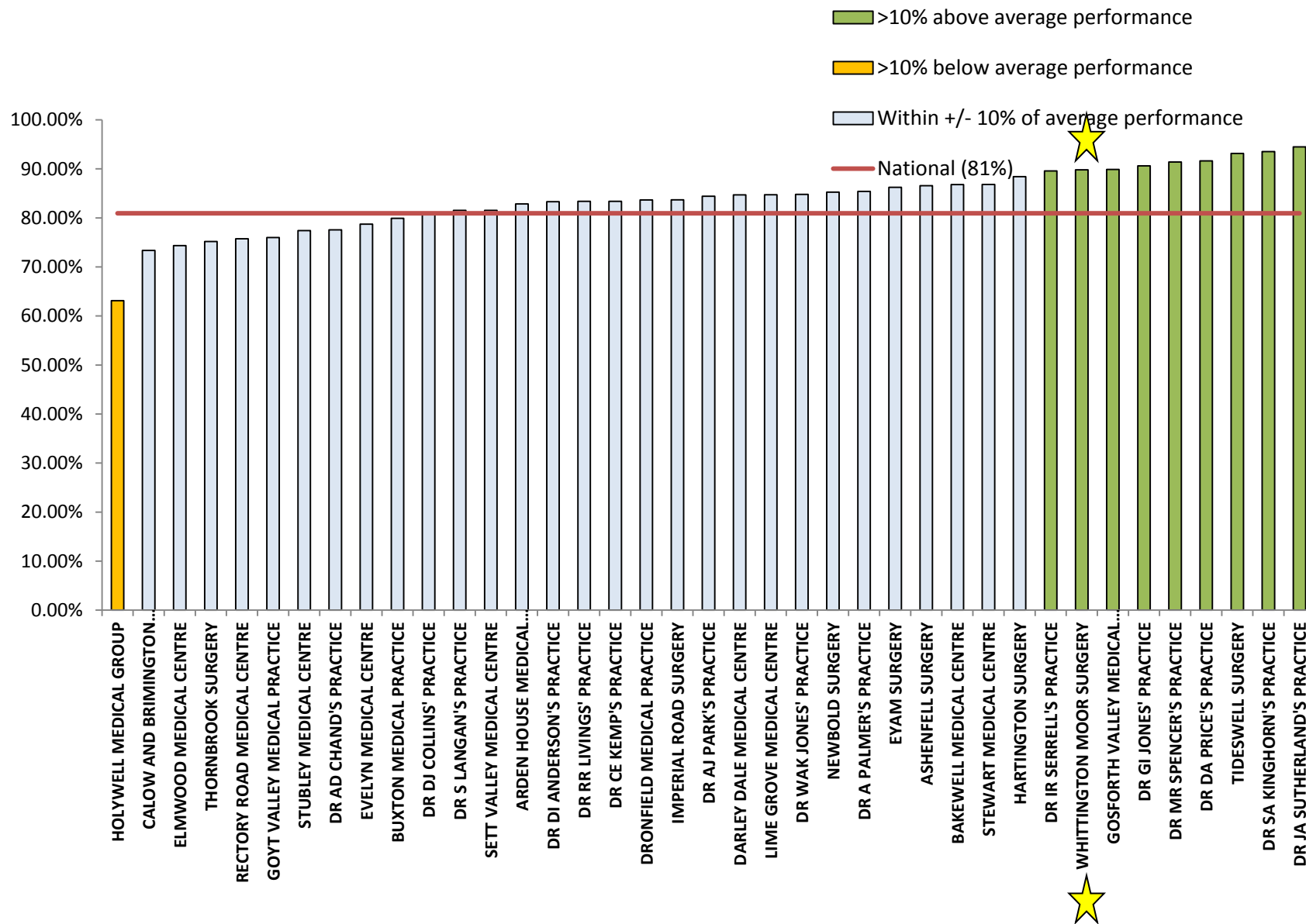
# Accessing Your GP Services - % responses rating their overall experience of making an appointment as good



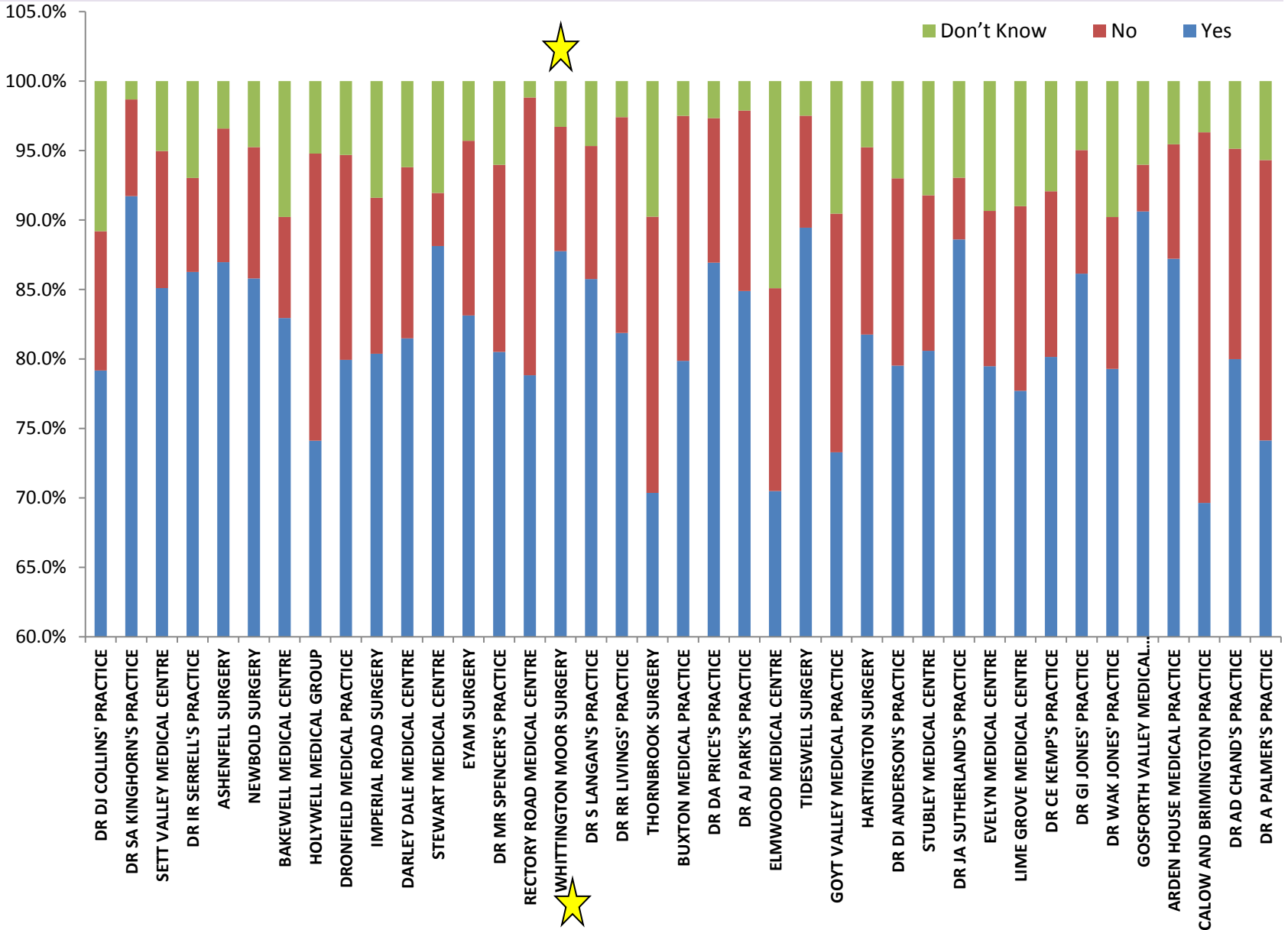
# Waiting times - How long after your appointment time do you normally wait to be seen?



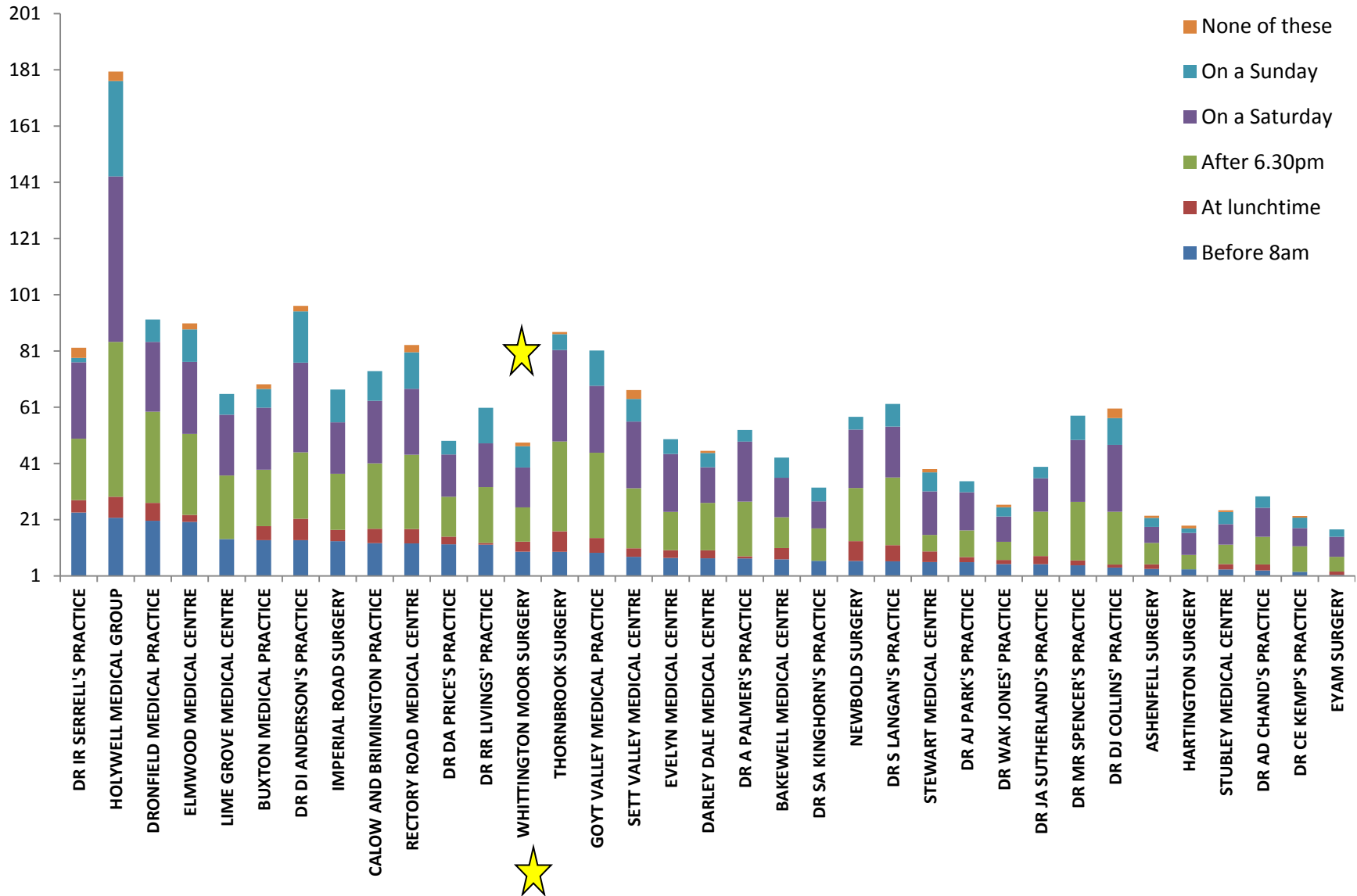
# Opening Hours - % responses satisfied with the opening hours of the GP surgery



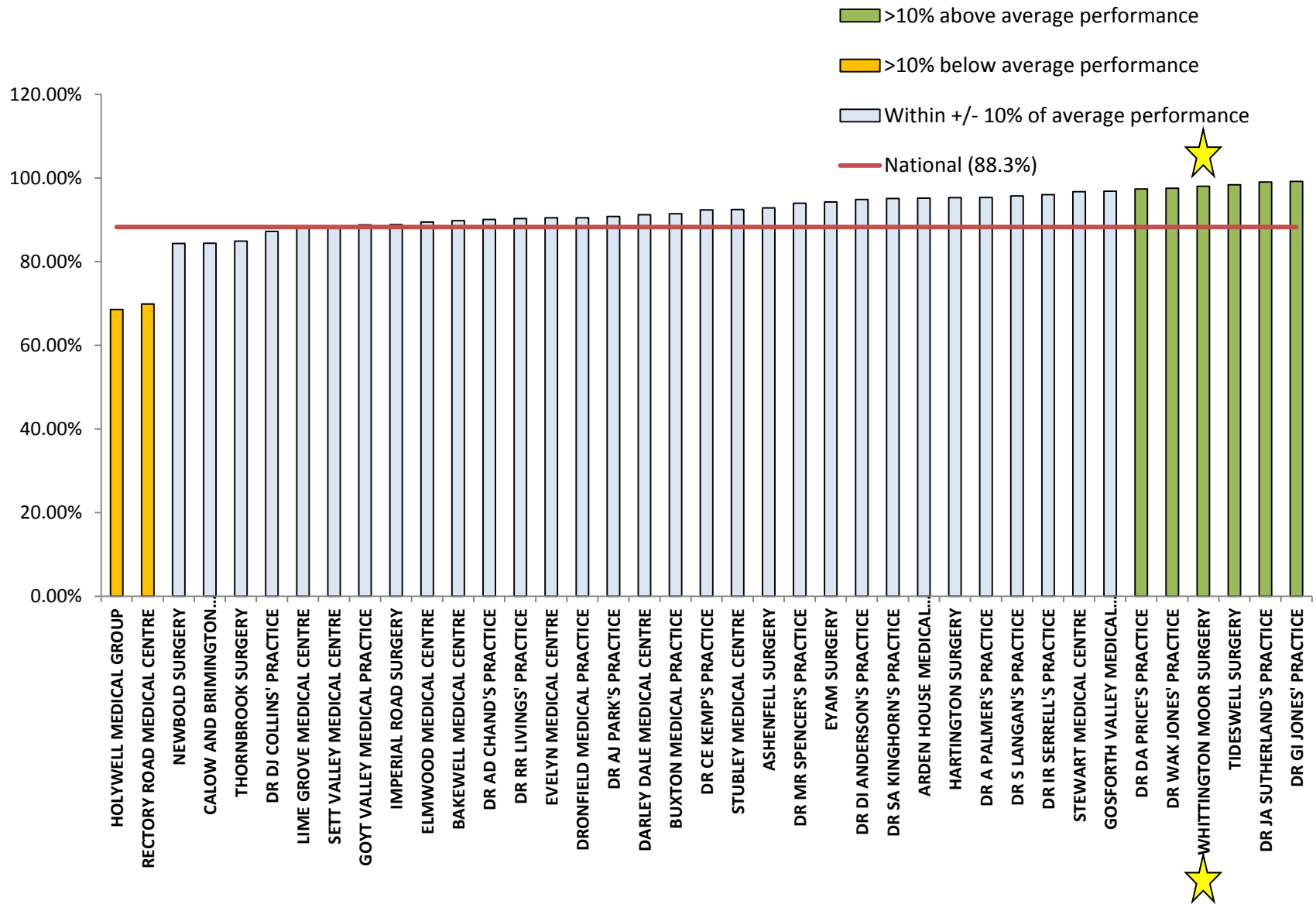
# Opening Hours - Is your GP surgery currently open at times that are convenient for you?



# Opening Hours –What additional opening hours would make it easier for you to see or speak to someone?

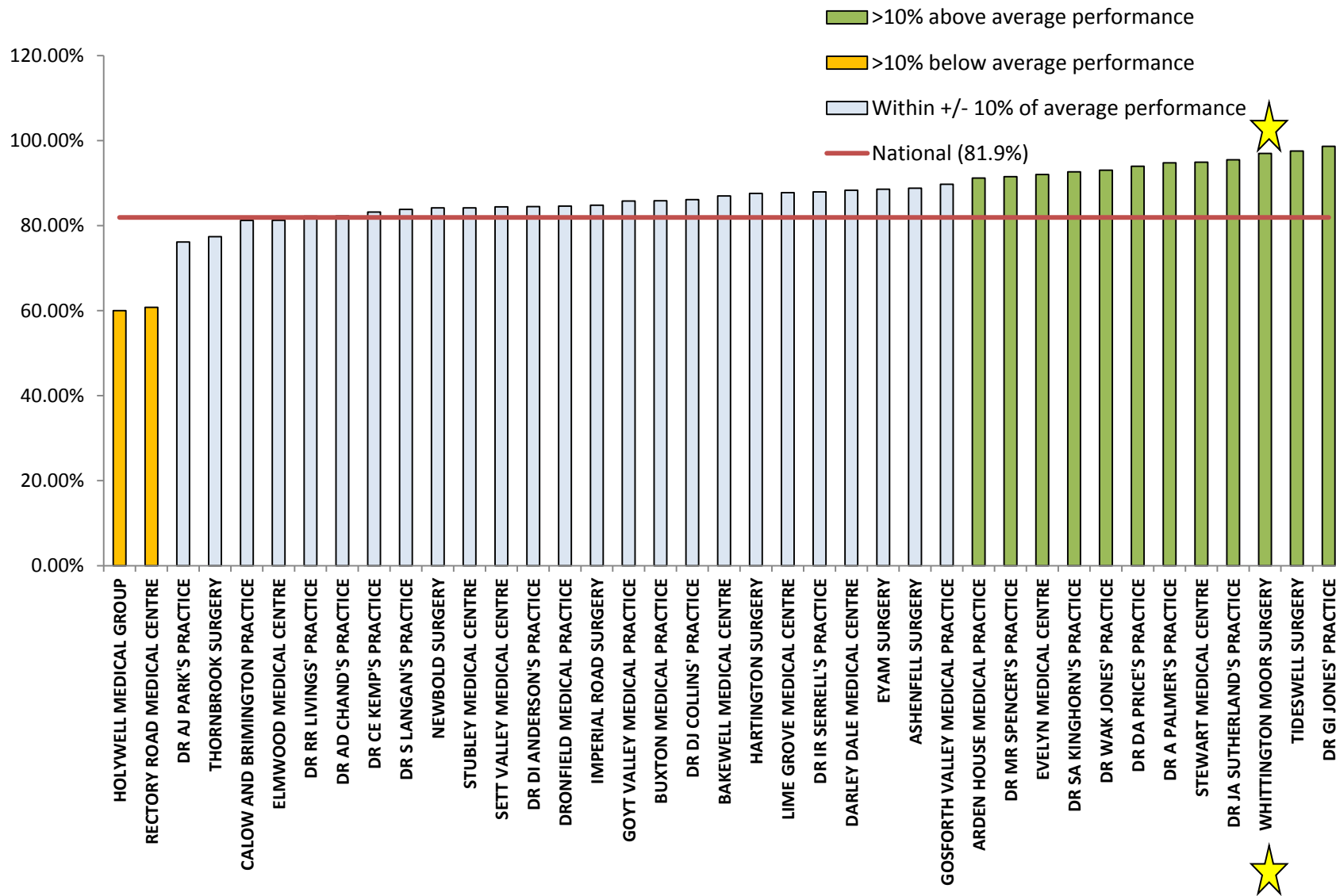


# Overall Experience- % responses rating their overall experience as good





# Overall Experience- % responses that would recommend their GP surgery to someone who had just moved to the local area



# Findings/Recommendations

- NDCCG had a better response rate than other CCGs in the Cluster and the national average
- 62% (24 of 39) practices in NDCCG were rated better than average when it came to making an appointment
- 83% of responses in NDCCG were satisfied with the opening hours of their GP surgery
- 90% of responses in NDCCG rated their overall experience of the GP surgery as good
- Need to investigate the variation that exists across practices in NDCCG