

# Analysis of National GP Patient Survey by NHS North Derbyshire CCG GP Practice

December 2013 and January 2015 edition of the GP Patient Survey.

Aggregated data collected during January-March 2013 and July-September 2013 and January-March 2014 and July-September 2014.

January 2015

# Introduction

Following the comparative analysis of the June 2013 and July 2014 GP Patient Survey for GP Practices within North Derbyshire CCG, a further request was received from North Derbyshire CCG to conduct an updated comparative analysis on key questions resulting from the December 2013 GP Survey alongside that of the January 2015 GP Patient Surveys at GP practice level.

The data is derived from the GP Patient Survey of December 2013 and January 2015. The data is weighted and aggregated from survey collected during January-March 2013 and July-September 2013 [December 13 update] and January-March 2014 and July-September 2014 [January 15 update].

The subsequent slides show the results for 13 key questions resulting from the GP Patient Survey by GP Practices within North Derbyshire CCG.

There are a total of 38 GP Practices listed within the survey results for North Derbyshire CCG.

The December 2013 update generated 4,792 responses to the survey. This equated to a response rate of 45.5%. Nationally, England had a response rate of just under 35%.

The January 2015 update had 4,508 responses at a response rate of over 45%. England as a whole, had a response rate of just over 33%.

# Explanatory Notes

The report consist of charts and tables derived from the December 2013 and January 2015 GP Patient Survey updates. For the first 9 questions there are 2 charts and 1 table. These comprise of 1 chart depicting the actual percentage results for each practice within North Derbyshire CCG for both survey results. The graph also show the averages for North Derbyshire CCG and England as a whole for January 2015 GP surveys.

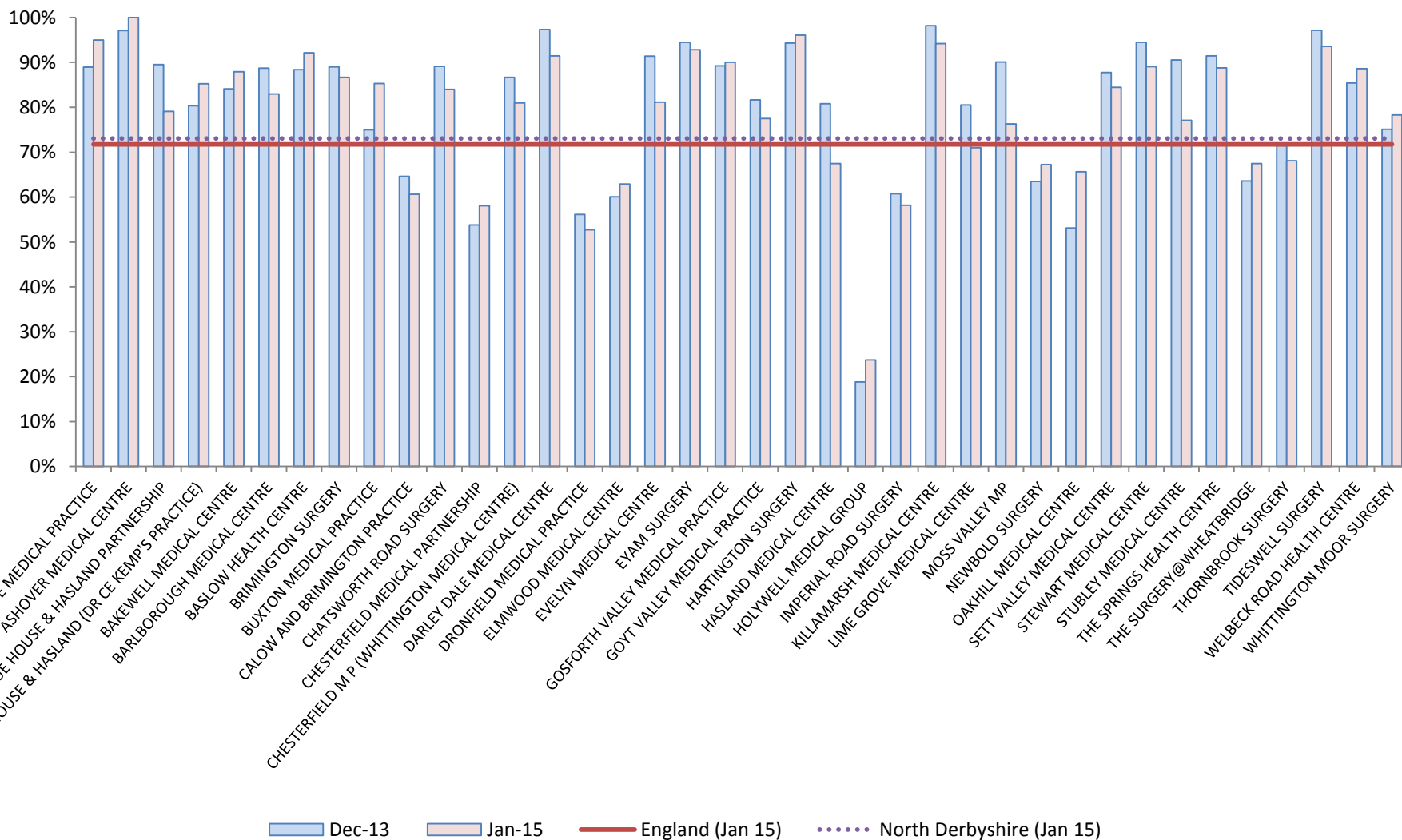
The second chart depicts the percentage point change between the two surveys. The table in the question grouping depicts the rank of the GP practices compared to the North Derbyshire cohort of practices and whether its rank has increased, decreased or stayed the same since the last survey.

The final questions (10-13) are compiled into tables showing the percentage answered and the percentage variance between the two surveys.

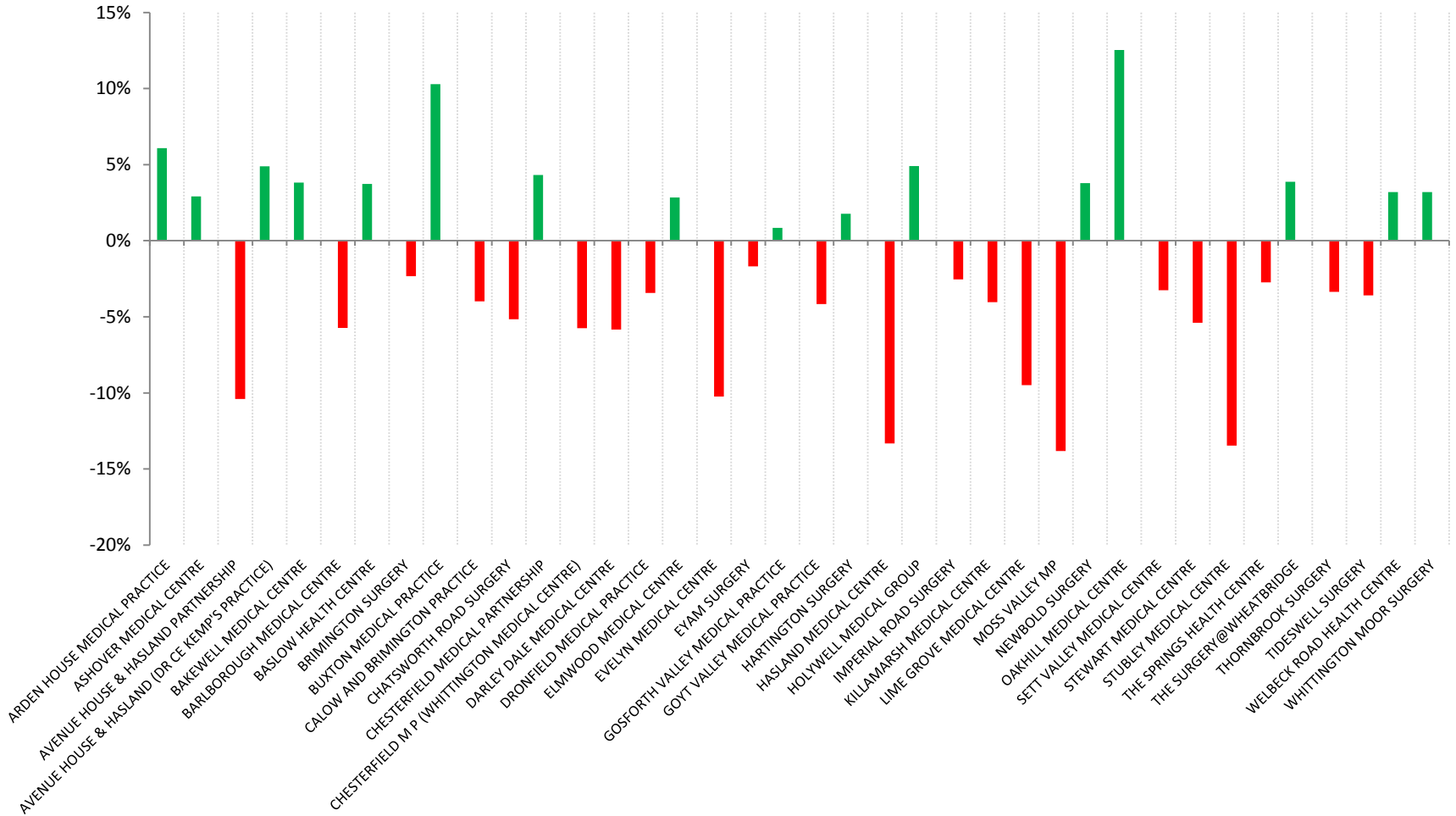
For full methodology on how the results are calculated please see the 'Methodology' section at the end of this report.

- The term Percentage [%] variance is the actual percentage point difference. E.g. 90% to 95% will be an increase of 5% points.

## Q1 Percentage rating it easy to get through to someone at GP surgery on the phone [Dec 13 & Jan 15]



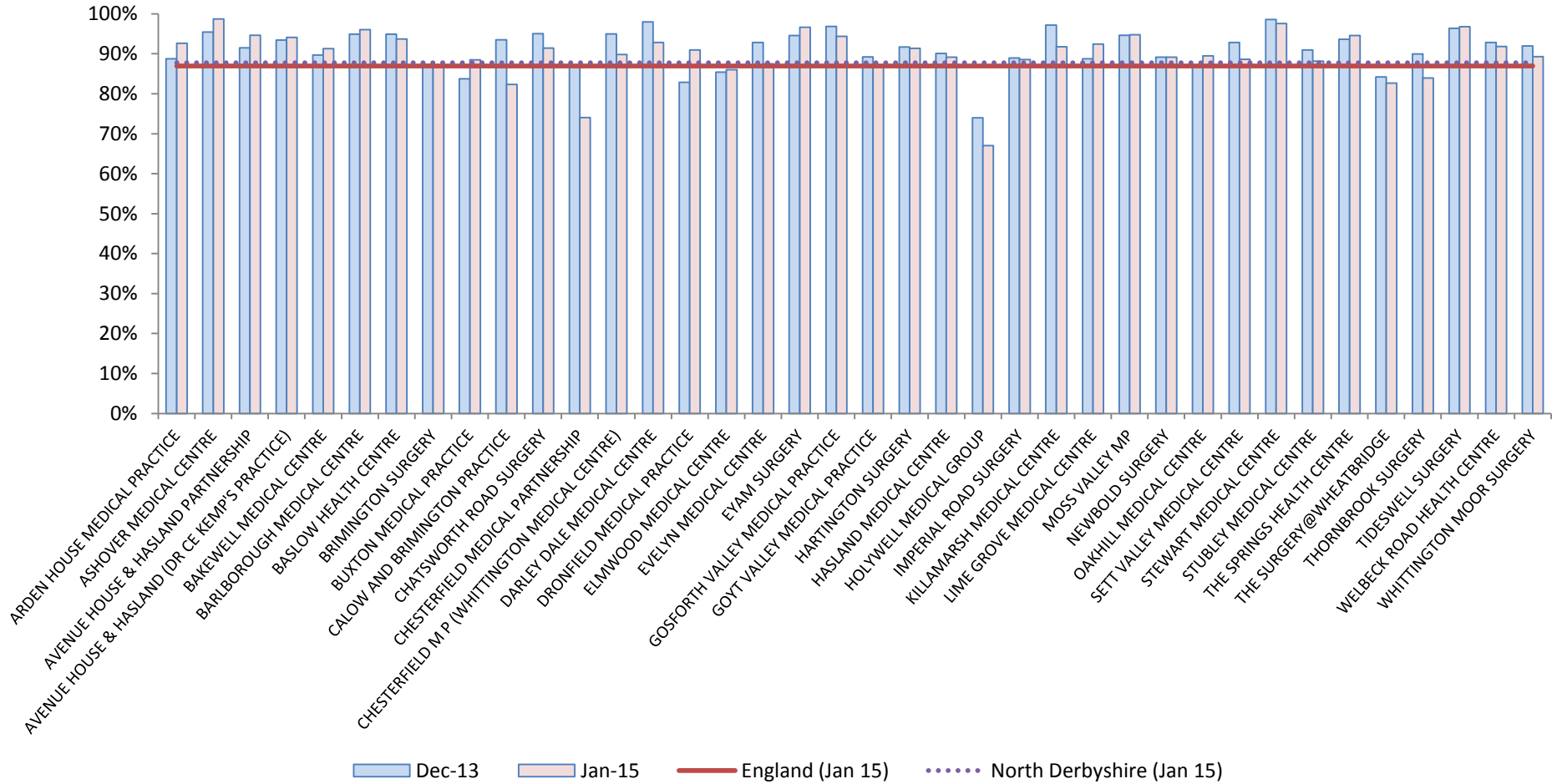
**Q1 Rating it easy to get through to someone at GP surgery on the phone - % variance between Dec 13 & Jan 15**



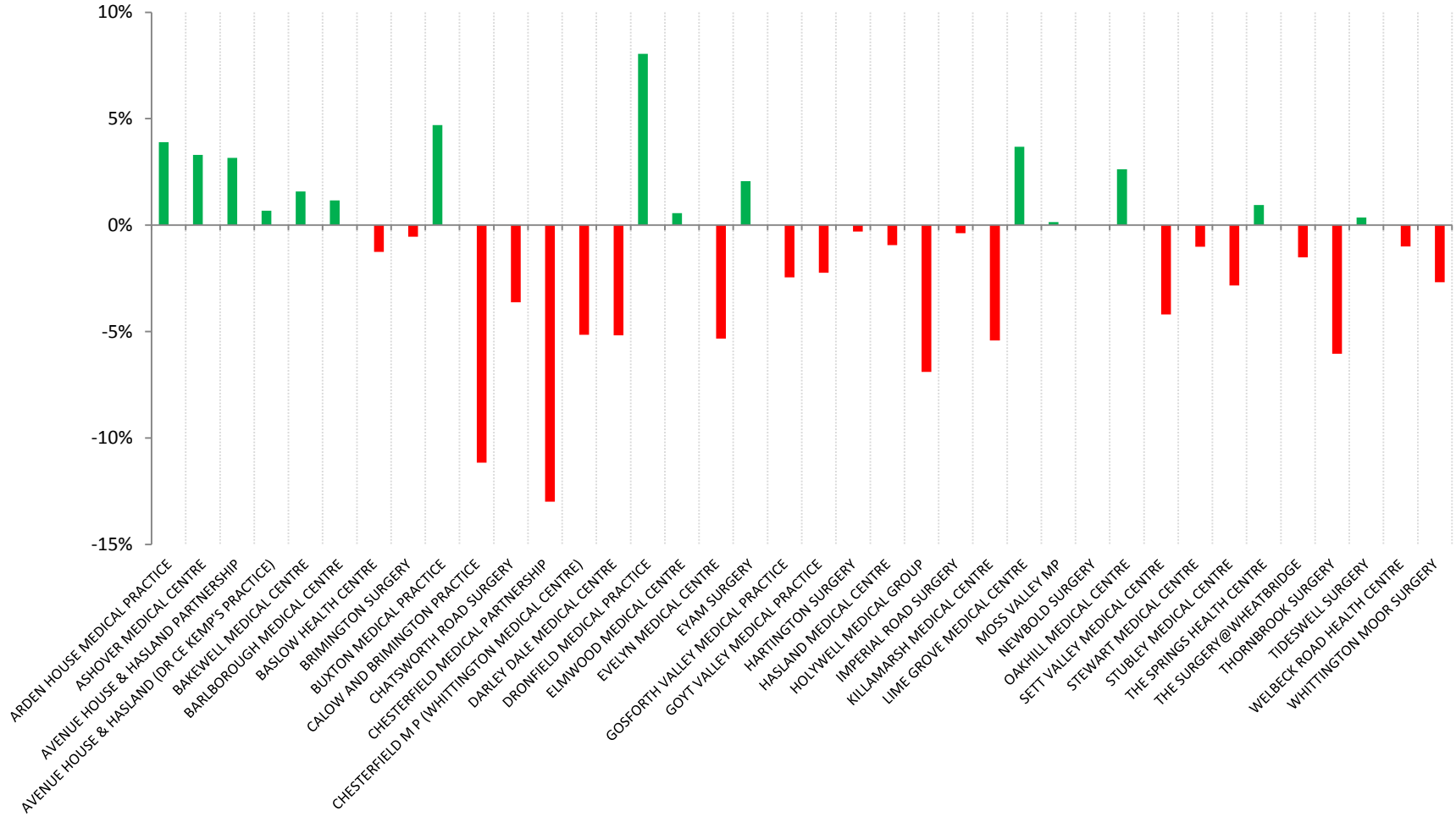
Where do the North Derbyshire CCG GP Practices rank with each other for the question of the ease to get through to someone at the GP surgery on the phone?

| Q1                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 16          | 3           | Increased       |
| ASHOVER MEDICAL CENTRE                | 4           | 1           | Increased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 12          | 22          | Decreased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 26          | 16          | Increased       |
| BAKEWELL MEDICAL CENTRE               | 22          | 13          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 17          | 19          | Decreased       |
| BASLOW HEALTH CENTRE                  | 18          | 7           | Increased       |
| BRIMINGTON SURGERY                    | 15          | 14          | Increased       |
| BUXTON MEDICAL PRACTICE               | 28          | 15          | Increased       |
| CALOW AND BRIMINGTON PRACTICE         | 30          | 34          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 14          | 18          | Decreased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 36          | 36          | Same            |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 20          | 21          | Decreased       |
| DARLEY DALE MEDICAL CENTRE            | 2           | 8           | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 35          | 37          | Decreased       |
| ELMWOOD MEDICAL CENTRE                | 34          | 33          | Increased       |
| EVELYN MEDICAL CENTRE                 | 9           | 20          | Decreased       |
| EYAM SURGERY                          | 5           | 6           | Decreased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 13          | 9           | Increased       |
| GOYT VALLEY MEDICAL PRACTICE          | 23          | 24          | Decreased       |
| HARTINGTON SURGERY                    | 7           | 2           | Increased       |
| HASLAND MEDICAL CENTRE                | 24          | 30          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 33          | 35          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 1           | 4           | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 25          | 27          | Decreased       |
| MOSS VALLEY MP                        | 11          | 26          | Decreased       |
| NEWBOLD SURGERY                       | 32          | 31          | Increased       |
| OAKHILL MEDICAL CENTRE                | 37          | 32          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 19          | 17          | Increased       |
| STEWART MEDICAL CENTRE                | 6           | 10          | Decreased       |
| STUBLEY MEDICAL CENTRE                | 10          | 25          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 8           | 11          | Decreased       |
| THE SURGERY @WHEATBRIDGE              | 31          | 29          | Increased       |
| THORNBROOK SURGERY                    | 29          | 28          | Increased       |
| TIDESWELL SURGERY                     | 3           | 5           | Decreased       |
| WELBECK ROAD HEALTH CENTRE            | 21          | 12          | Increased       |
| WHITTINGTON MOOR SURGERY              | 27          | 23          | Increased       |

## Q2 Rating the receptionists at GP surgery as helpful [Dec 13 & Jan 15]



**Q2 Percentage rating the receptionists at GP surgery as helpful - % variance between Dec 13 - Jan 15**

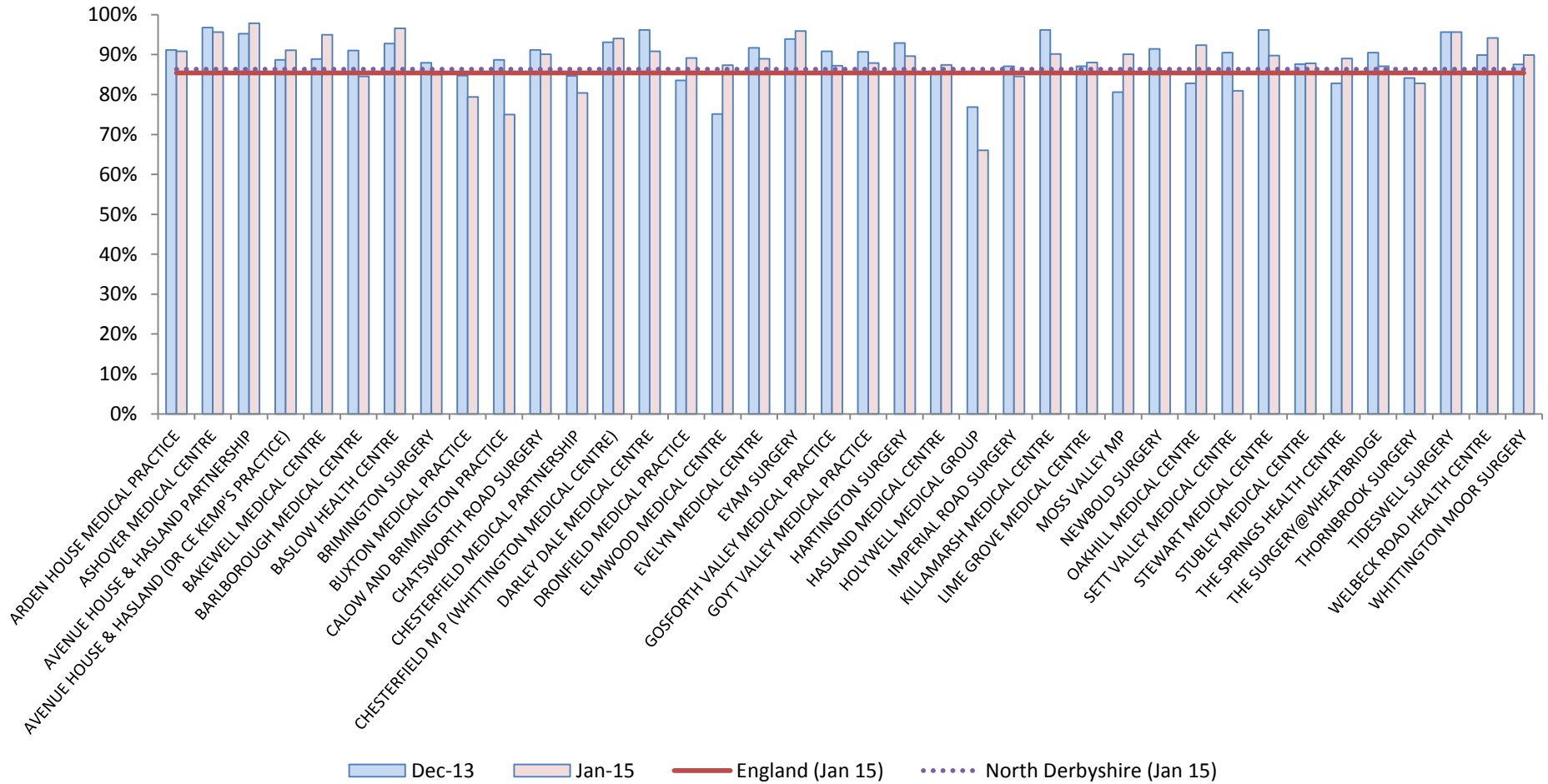




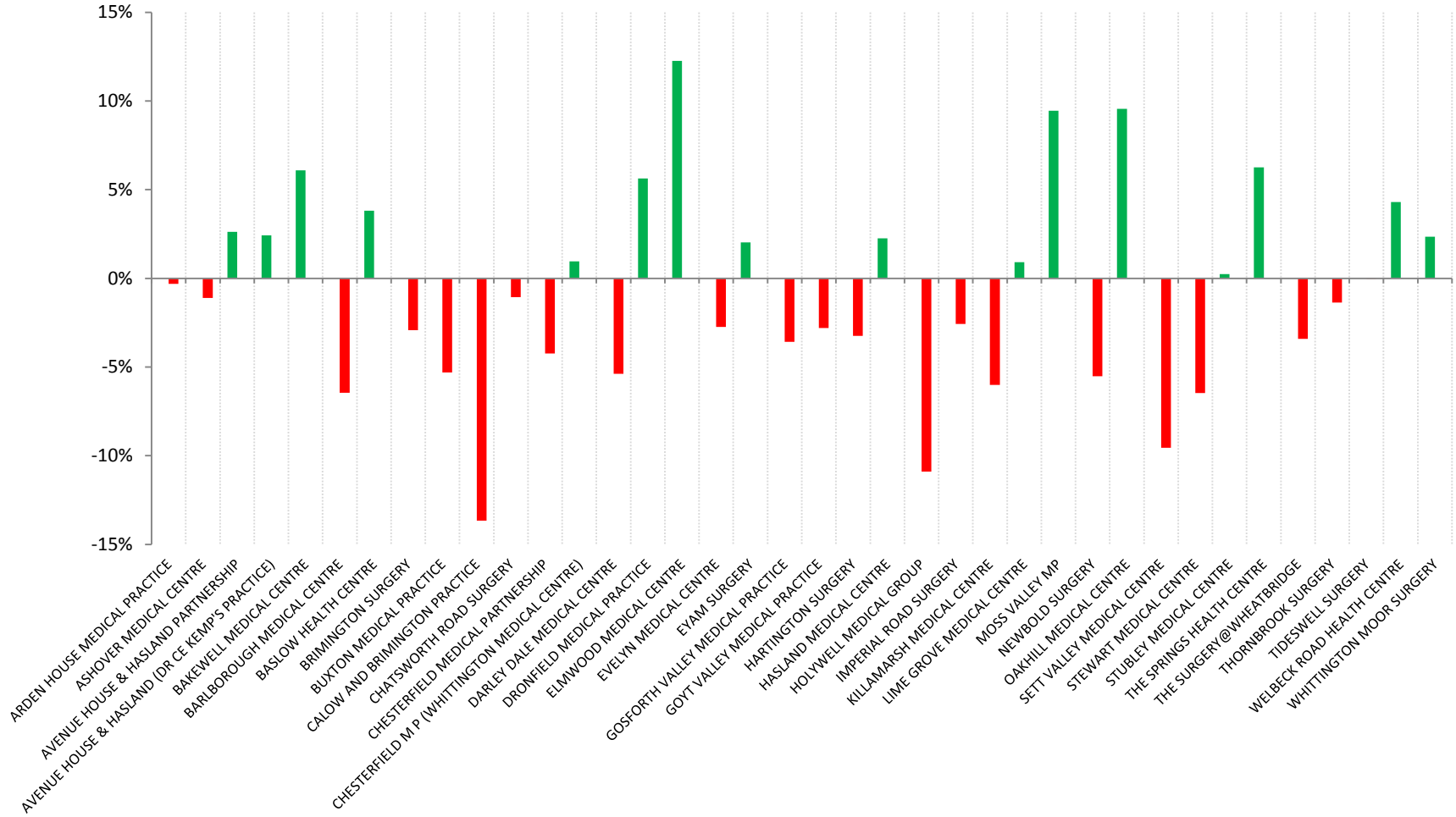
Where do the North Derbyshire CCG GP Practices rank with each other for the question of rating the receptionists at the GP surgery as helpful?

| Q2                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 30          | 13          | Increased       |
| ASHOVER MEDICAL CENTRE                | 6           | 1           | Increased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 21          | 7           | Increased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 15          | 10          | Increased       |
| BAKEWELL MEDICAL CENTRE               | 25          | 19          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 10          | 5           | Increased       |
| BASLOW HEALTH CENTRE                  | 9           | 11          | Decreased       |
| BRIMINGTON SURGERY                    | 31          | 32          | Decreased       |
| BUXTON MEDICAL PRACTICE               | 36          | 28          | Increased       |
| CALOW AND BRIMINGTON PRACTICE         | 14          | 36          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 7           | 17          | Decreased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 32          | 37          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 8           | 21          | Decreased       |
| DARLEY DALE MEDICAL CENTRE            | 2           | 12          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 37          | 20          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 34          | 33          | Increased       |
| EVELYN MEDICAL CENTRE                 | 16          | 30          | Decreased       |
| EYAM SURGERY                          | 12          | 4           | Increased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 4           | 9           | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 26          | 31          | Decreased       |
| HARTINGTON SURGERY                    | 20          | 18          | Increased       |
| HASLAND MEDICAL CENTRE                | 23          | 25          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 28          | 27          | Increased       |
| KILLAMARSH MEDICAL CENTRE             | 3           | 16          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 29          | 14          | Increased       |
| MOSS VALLEY MP                        | 11          | 6           | Increased       |
| NEWBOLD SURGERY                       | 27          | 24          | Increased       |
| OAKHILL MEDICAL CENTRE                | 33          | 22          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 17          | 26          | Decreased       |
| STEWART MEDICAL CENTRE                | 1           | 2           | Decreased       |
| STUBLEY MEDICAL CENTRE                | 22          | 29          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 13          | 8           | Increased       |
| THE SURGERY@WHEATBRIDGE               | 35          | 35          | Same            |
| THORNBROOK SURGERY                    | 24          | 34          | Decreased       |
| TIDESWELL SURGERY                     | 5           | 3           | Increased       |
| WELBECK ROAD HEALTH CENTRE            | 18          | 15          | Increased       |
| WHITTINGTON MOOR SURGERY              | 19          | 23          | Decreased       |

### Q3 Responses able to get an appointment to see or speak to someone [Dec 13 & Jan 15]



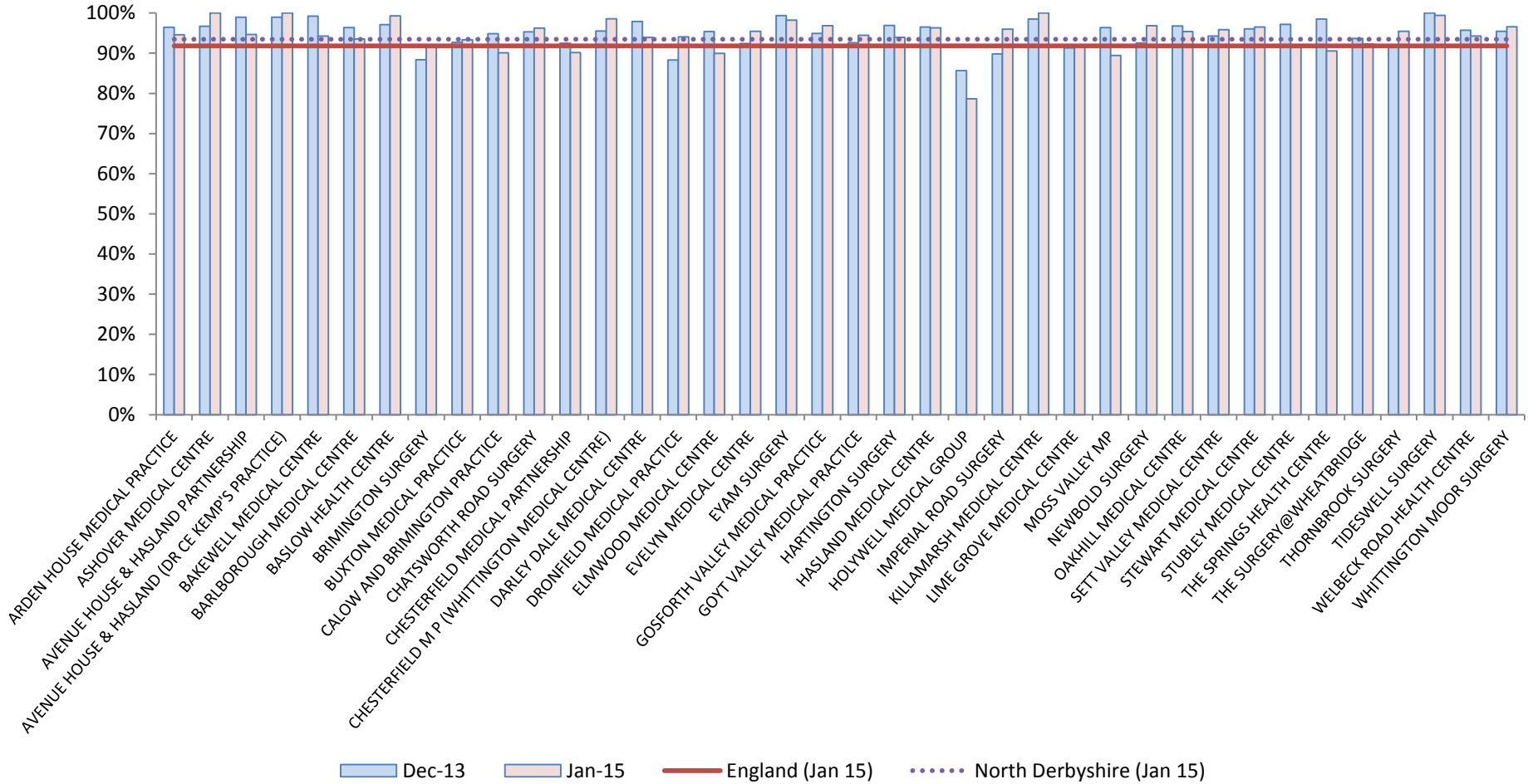
**Q3 Able to get an appointment to see or speak to someone - % variance between Dec 13 & Jan 15**



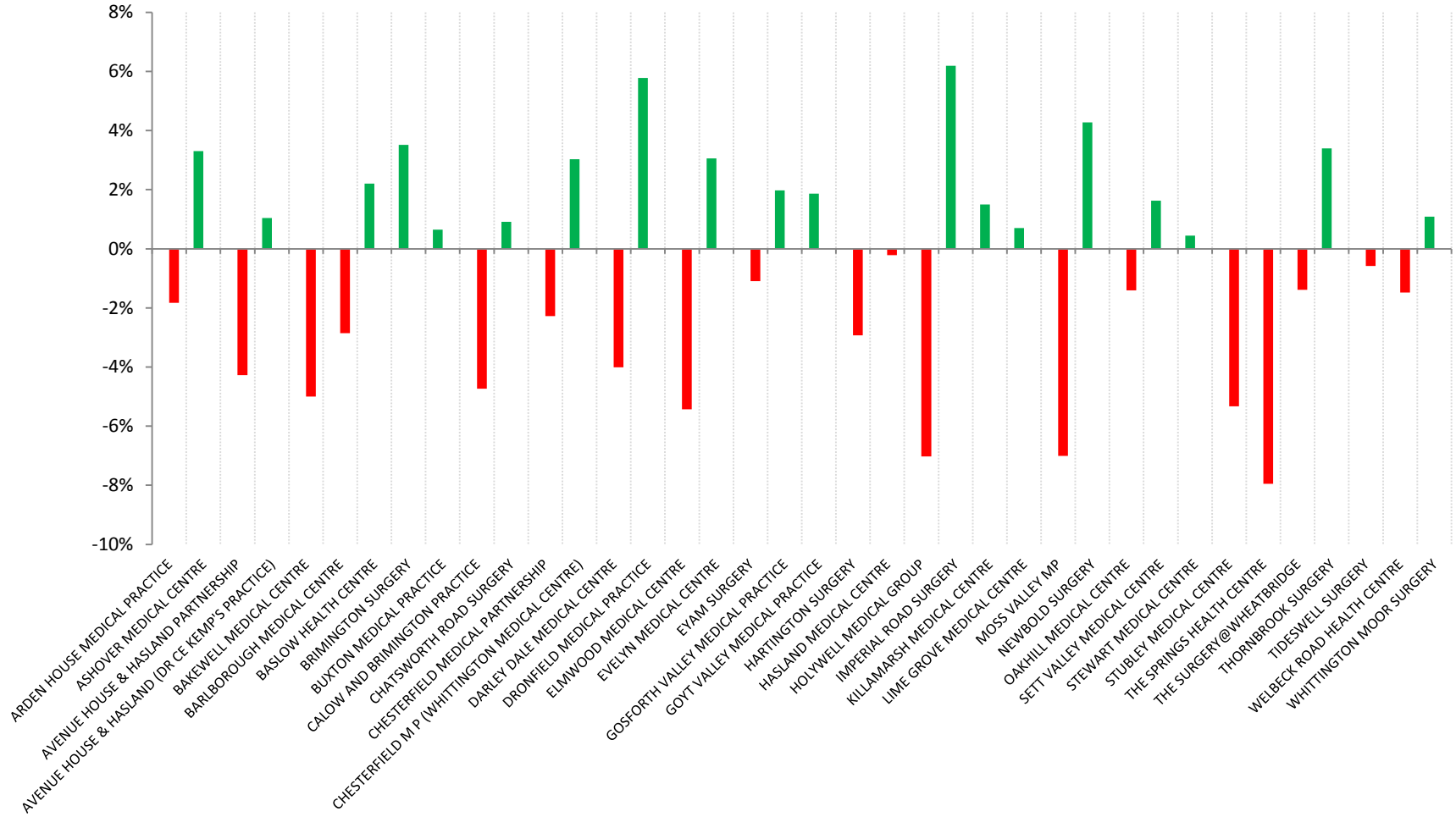
Where do the North Derbyshire CCG GP Practices rank with each other for the responses able to get an appointment to see or speak to someone?

| Q3                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 14          | 11          | Increased       |
| ASHOVER MEDICAL CENTRE                | 1           | 4           | Decreased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 6           | 1           | Increased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 22          | 10          | Increased       |
| BAKEWELL MEDICAL CENTRE               | 21          | 6           | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 15          | 31          | Decreased       |
| BASLOW HEALTH CENTRE                  | 10          | 2           | Increased       |
| BRIMINGTON SURGERY                    | 24          | 30          | Decreased       |
| BUXTON MEDICAL PRACTICE               | 30          | 36          | Decreased       |
| CALOW AND BRIMINGTON PRACTICE         | 23          | 37          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 13          | 14          | Decreased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 31          | 35          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 8           | 8           | Same            |
| DARLEY DALE MEDICAL CENTRE            | 3           | 12          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 33          | 19          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 38          | 26          | Increased       |
| EVELYN MEDICAL CENTRE                 | 11          | 21          | Decreased       |
| EYAM SURGERY                          | 7           | 3           | Increased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 16          | 27          | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 17          | 23          | Decreased       |
| HARTINGTON SURGERY                    | 9           | 18          | Decreased       |
| HASLAND MEDICAL CENTRE                | 29          | 25          | Increased       |
| HOLYWELL MEDICAL GROUP                | 37          | 38          | Decreased       |
| IMPERIAL ROAD SURGERY                 | 27          | 32          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 4           | 13          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 28          | 22          | Increased       |
| MOSS VALLEY MP                        | 36          | 15          | Increased       |
| NEWBOLD SURGERY                       | 12          | 29          | Decreased       |
| OAKHILL MEDICAL CENTRE                | 35          | 9           | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 19          | 34          | Decreased       |
| STEWART MEDICAL CENTRE                | 2           | 17          | Decreased       |
| STUBLEY MEDICAL CENTRE                | 25          | 24          | Increased       |
| THE SPRINGS HEALTH CENTRE             | 34          | 20          | Increased       |
| THE SURGERY@WHEATBRIDGE               | 18          | 28          | Decreased       |
| THORNBROOK SURGERY                    | 32          | 33          | Decreased       |
| TIDESWELL SURGERY                     | 5           | 5           | Same            |
| WELBECK ROAD HEALTH CENTRE            | 20          | 7           | Increased       |
| WHITTINGTON MOOR SURGERY              | 26          | 16          | Increased       |

**Q4 Responses rating the appointment given as convenient [Dec 13 & Jan 15]**



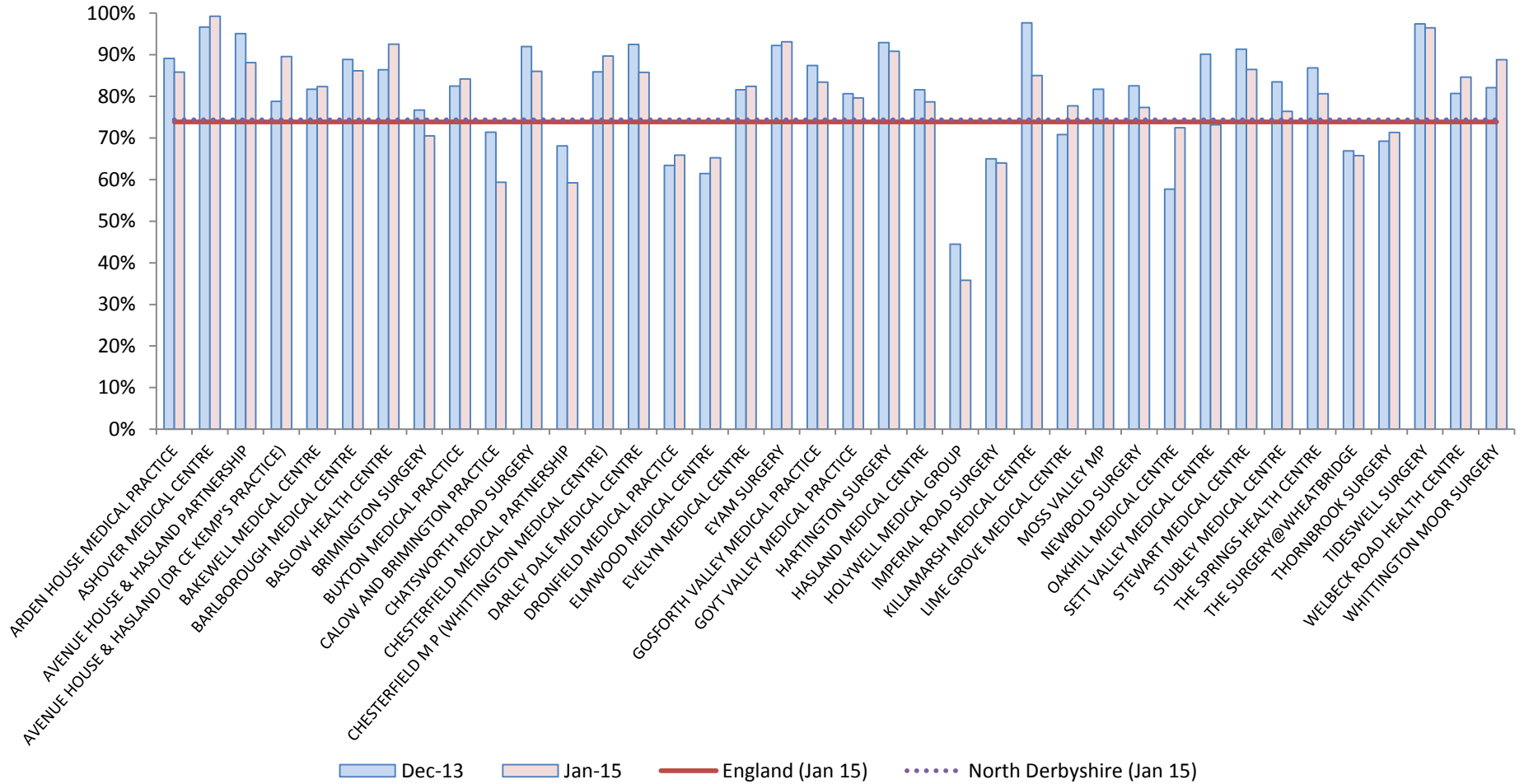
**Q4 responses rating the appointment given as convenient - variance between Dec 13 & Jan 14**



Where do the North Derbyshire CCG GP Practices rank with each other for the responses rating the appointment given as convenient?

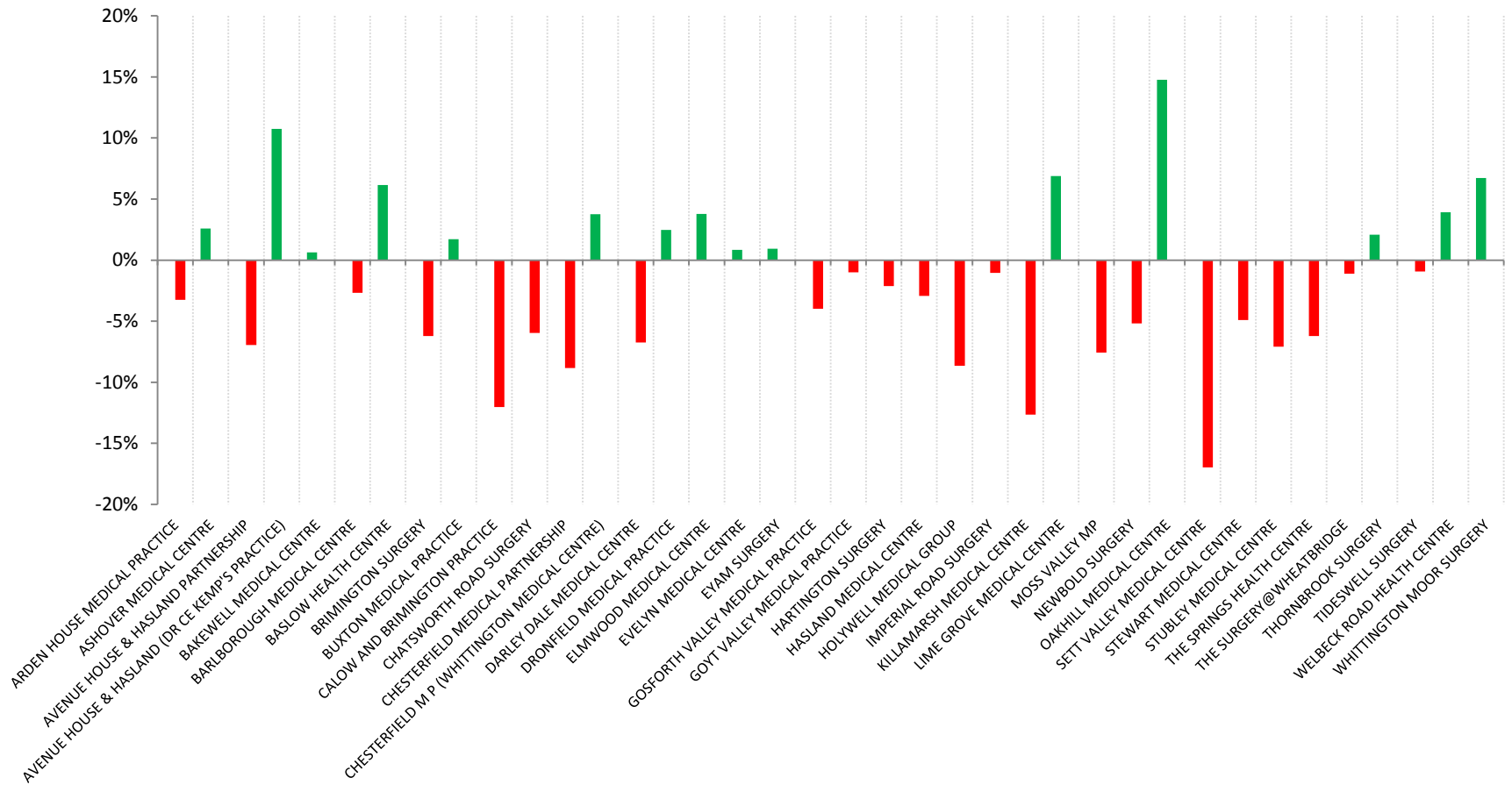
| Q4                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 15          | 20          | Decreased       |
| ASHOVER MEDICAL CENTRE                | 13          | 2           | Increased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 4           | 19          | Decreased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 5           | 2           | Increased       |
| BAKEWELL MEDICAL CENTRE               | 3           | 23          | Decreased       |
| BARLBOROUGH MEDICAL CENTRE            | 17          | 27          | Decreased       |
| BASLOW HEALTH CENTRE                  | 10          | 5           | Increased       |
| BRIMINGTON SURGERY                    | 36          | 31          | Increased       |
| BUXTON MEDICAL PRACTICE               | 28          | 28          | Same            |
| CALOW AND BRIMINGTON PRACTICE         | 25          | 35          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 23          | 13          | Increased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 31          | 34          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 20          | 6           | Increased       |
| DARLEY DALE MEDICAL CENTRE            | 8           | 26          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 37          | 24          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 22          | 36          | Decreased       |
| EVELYN MEDICAL CENTRE                 | 32          | 17          | Increased       |
| EYAM SURGERY                          | 2           | 7           | Decreased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 24          | 8           | Increased       |
| GOYT VALLEY MEDICAL PRACTICE          | 29          | 21          | Increased       |
| HARTINGTON SURGERY                    | 11          | 25          | Decreased       |
| HASLAND MEDICAL CENTRE                | 14          | 12          | Increased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 35          | 14          | Increased       |
| KILLAMARSH MEDICAL CENTRE             | 6           | 1           | Increased       |
| LIME GROVE MEDICAL CENTRE             | 34          | 30          | Increased       |
| MOSS VALLEY MP                        | 16          | 37          | Decreased       |
| NEWBOLD SURGERY                       | 30          | 9           | Increased       |
| OAKHILL MEDICAL CENTRE                | 12          | 18          | Decreased       |
| SETT VALLEY MEDICAL CENTRE            | 26          | 15          | Increased       |
| STEWART MEDICAL CENTRE                | 18          | 11          | Increased       |
| STUBLEY MEDICAL CENTRE                | 9           | 32          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 7           | 33          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 27          | 29          | Decreased       |
| THORNBROOK SURGERY                    | 33          | 16          | Increased       |
| TIDESWELL SURGERY                     | 1           | 4           | Decreased       |
| WELBECK ROAD HEALTH CENTRE            | 19          | 22          | Decreased       |
| WHITTINGTON MOOR SURGERY              | 21          | 10          | Increased       |

**Q5 Responses rating their overall experience of making an appointment as good [Dec 13 & Jan 15]**





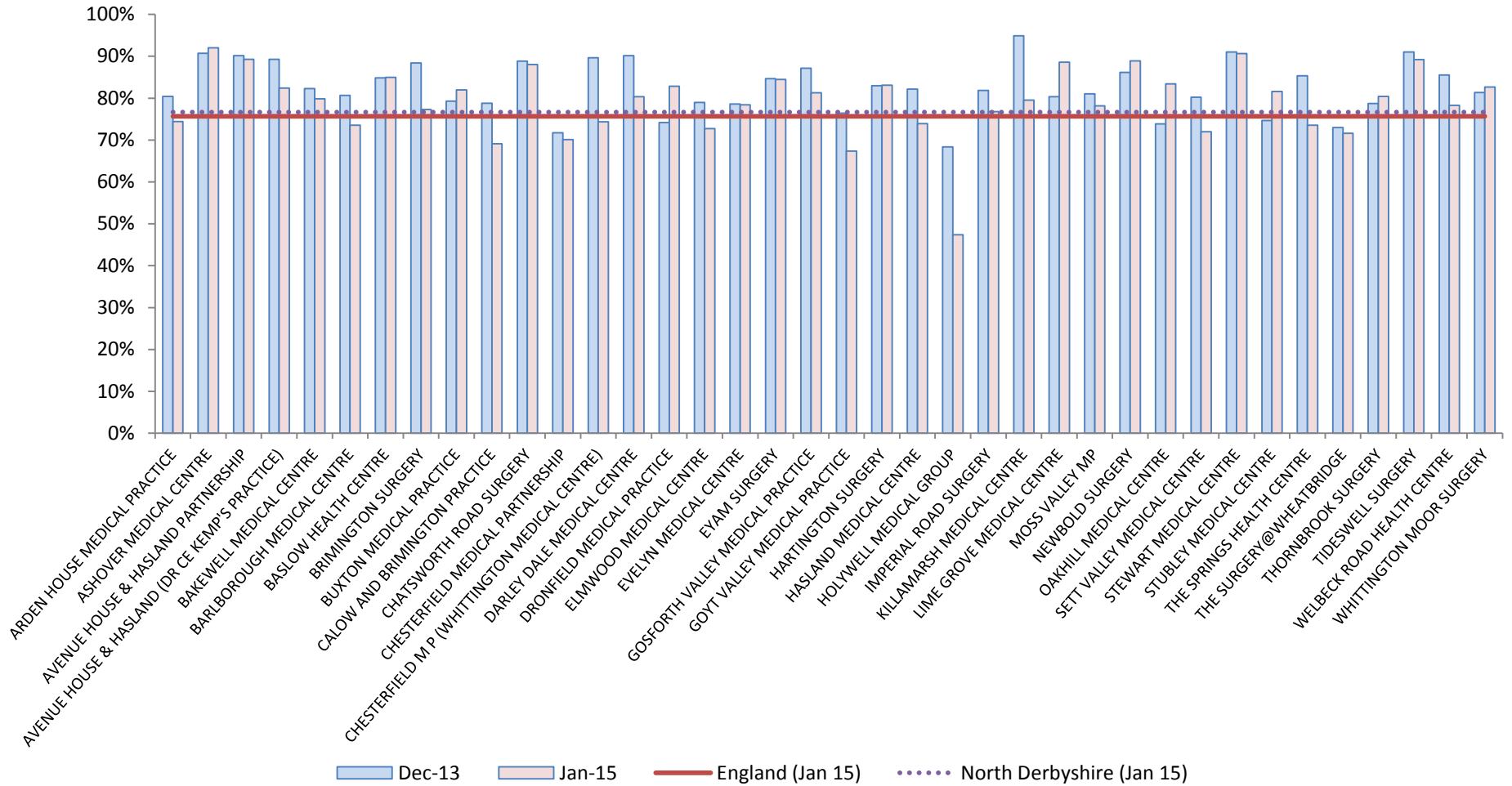
**Q5 responses rating their overall experience of making an appointment as good**  
**- variance between Dec 13 & Jan 15**



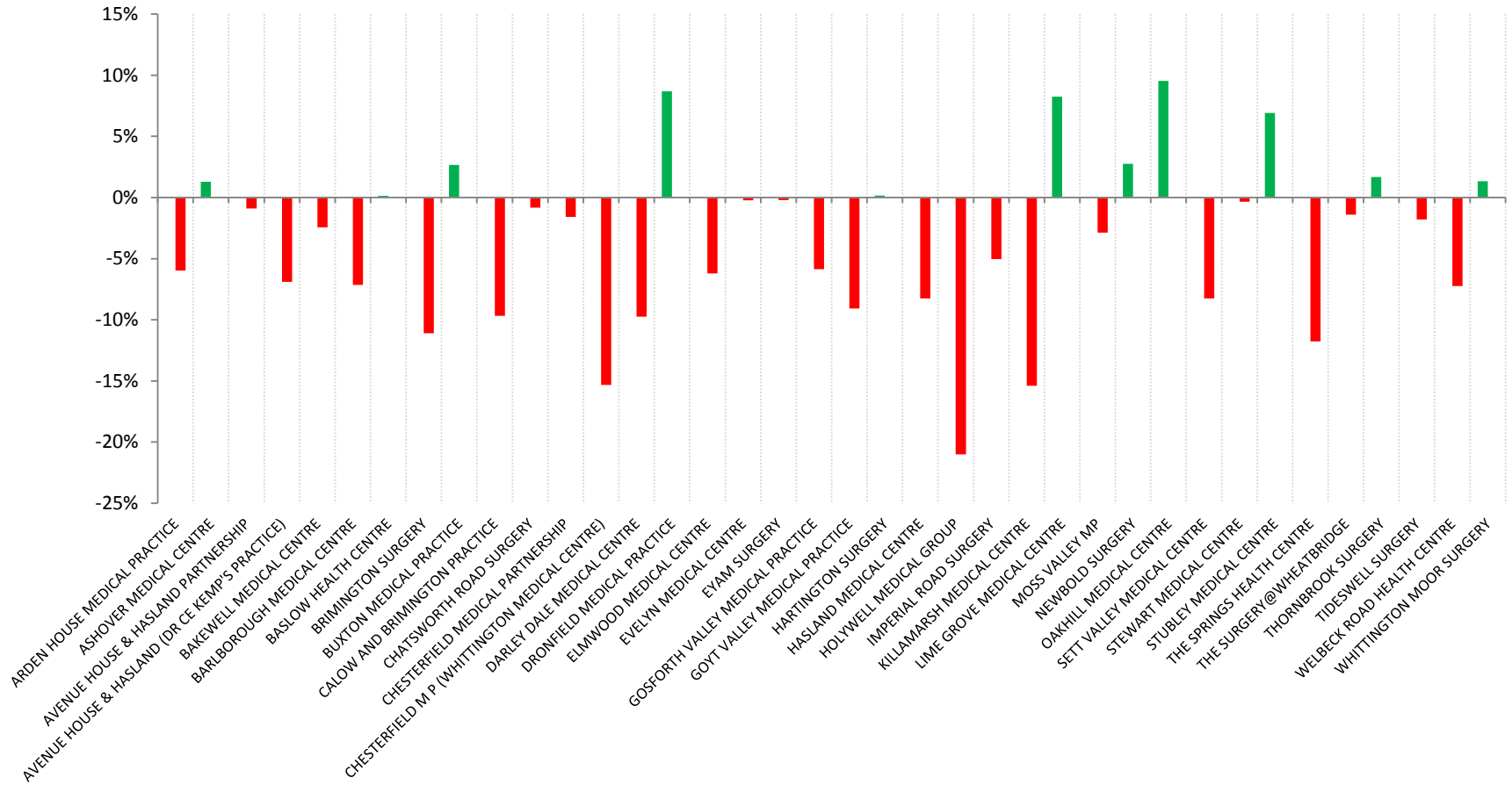
Where do the North Derbyshire CCG GP Practices rank with each other for the responses rating their overall experience of making an appointment as good?

| Q5                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 11          | 13          | Decreased       |
| ASHOVER MEDICAL CENTRE                | 3           | 1           | Increased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 4           | 9           | Decreased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 27          | 7           | Increased       |
| BAKEWELL MEDICAL CENTRE               | 21          | 20          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 12          | 11          | Increased       |
| BASLOW HEALTH CENTRE                  | 15          | 4           | Increased       |
| BRIMINGTON SURGERY                    | 28          | 31          | Decreased       |
| BUXTON MEDICAL PRACTICE               | 19          | 17          | Increased       |
| CALOW AND BRIMINGTON PRACTICE         | 29          | 36          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 8           | 12          | Decreased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 32          | 37          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 16          | 6           | Increased       |
| DARLEY DALE MEDICAL CENTRE            | 6           | 14          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 35          | 32          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 36          | 34          | Increased       |
| EVELYN MEDICAL CENTRE                 | 24          | 19          | Increased       |
| EYAM SURGERY                          | 7           | 3           | Increased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 13          | 18          | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 26          | 22          | Increased       |
| HARTINGTON SURGERY                    | 5           | 5           | Same            |
| HASLAND MEDICAL CENTRE                | 23          | 23          | Same            |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 34          | 35          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 1           | 15          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 30          | 24          | Increased       |
| MOSS VALLEY MP                        | 22          | 27          | Decreased       |
| NEWBOLD SURGERY                       | 18          | 25          | Decreased       |
| OAKHILL MEDICAL CENTRE                | 37          | 29          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 10          | 28          | Decreased       |
| STEWART MEDICAL CENTRE                | 9           | 10          | Decreased       |
| STUBLEY MEDICAL CENTRE                | 17          | 26          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 14          | 21          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 33          | 33          | Same            |
| THORNBROOK SURGERY                    | 31          | 30          | Increased       |
| TIDESWELL SURGERY                     | 2           | 2           | Same            |
| WELBECK ROAD HEALTH CENTRE            | 25          | 16          | Increased       |
| WHITTINGTON MOOR SURGERY              | 20          | 8           | Increased       |

**Q6 Responses satisfied with the opening hours of the GP surgery [Dec 13 & Jan 15]**



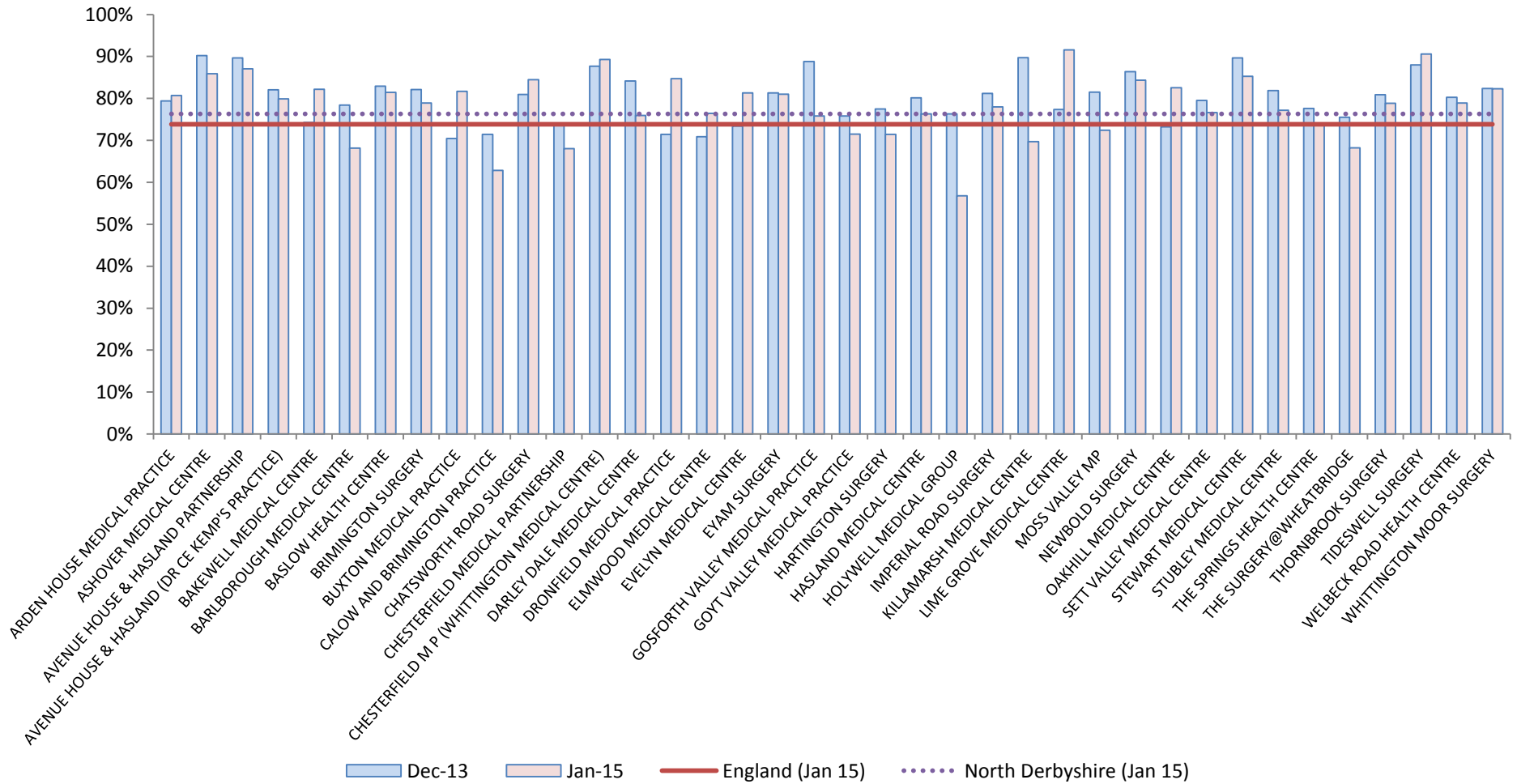
**Q6 responses satisfied with the opening hours of the GP surgery?**  
**- variance between Dec 13 & Jan 15**



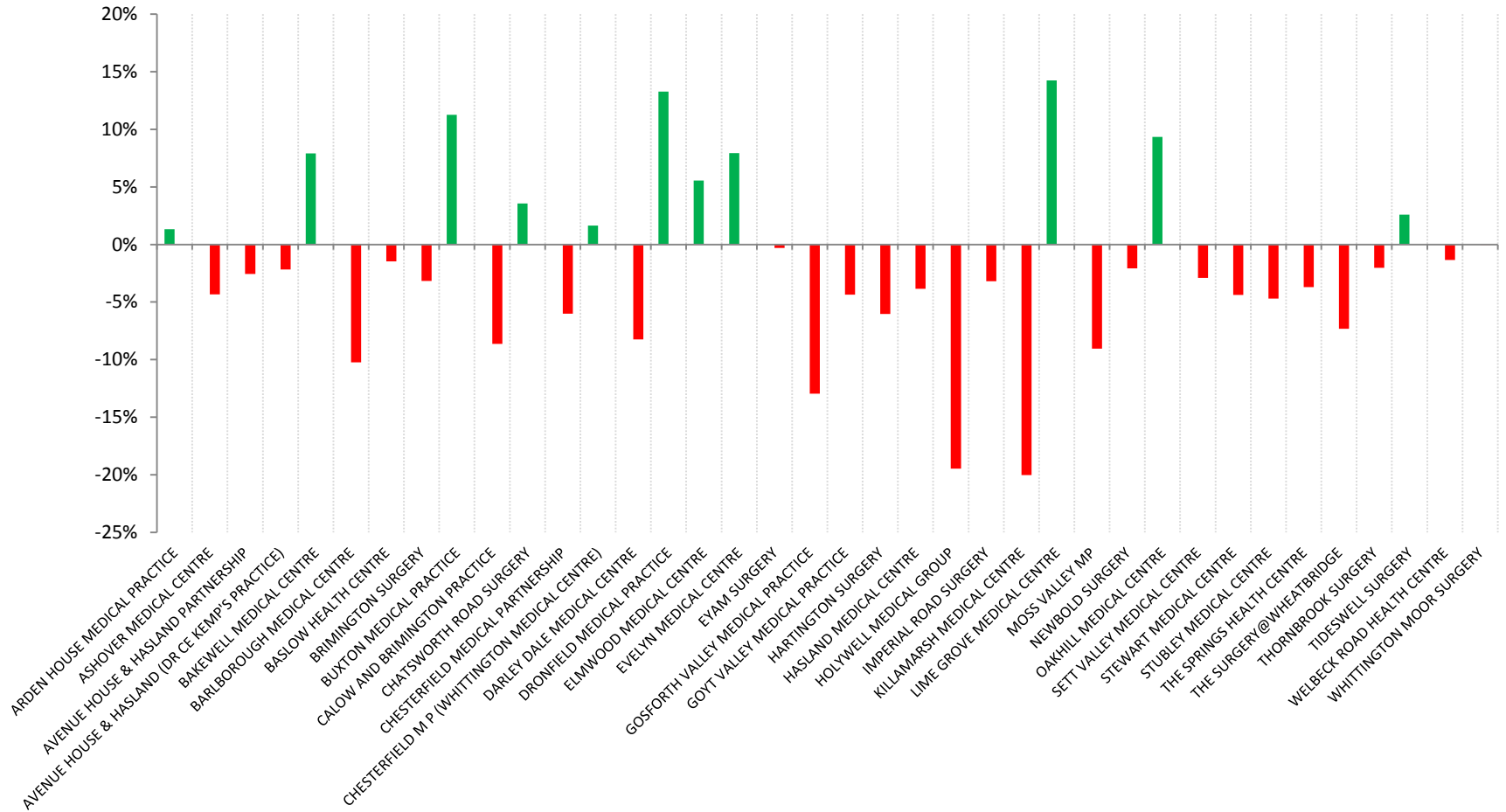
Where do the North Derbyshire CCG GP Practices rank with each other for the responses satisfied with the opening hours of the GP surgery?

| Q6                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 24          | 27          | Decreased       |
| ASHOVER MEDICAL CENTRE                | 4           | 1           | Increased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 5           | 3           | Increased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 8           | 14          | Decreased       |
| BAKEWELL MEDICAL CENTRE               | 18          | 20          | Decreased       |
| BARLBOROUGH MEDICAL CENTRE            | 23          | 31          | Decreased       |
| BASLOW HEALTH CENTRE                  | 15          | 8           | Increased       |
| BRIMINGTON SURGERY                    | 10          | 25          | Decreased       |
| BUXTON MEDICAL PRACTICE               | 27          | 15          | Increased       |
| CALOW AND BRIMINGTON PRACTICE         | 29          | 36          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 9           | 7           | Increased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 37          | 35          | Increased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 7           | 28          | Decreased       |
| DARLEY DALE MEDICAL CENTRE            | 6           | 19          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 34          | 12          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 28          | 32          | Decreased       |
| EVELYN MEDICAL CENTRE                 | 31          | 22          | Increased       |
| EYAM SURGERY                          | 16          | 9           | Increased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 11          | 17          | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 32          | 37          | Decreased       |
| HARTINGTON SURGERY                    | 17          | 11          | Increased       |
| HASLAND MEDICAL CENTRE                | 19          | 29          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 20          | 26          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 1           | 21          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 25          | 6           | Increased       |
| MOSS VALLEY MP                        | 22          | 24          | Decreased       |
| NEWBOLD SURGERY                       | 12          | 5           | Increased       |
| OAKHILL MEDICAL CENTRE                | 35          | 10          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 26          | 33          | Decreased       |
| STEWART MEDICAL CENTRE                | 3           | 2           | Increased       |
| STUBLEY MEDICAL CENTRE                | 33          | 16          | Increased       |
| THE SPRINGS HEALTH CENTRE             | 14          | 30          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 36          | 34          | Increased       |
| THORNBROOK SURGERY                    | 30          | 18          | Increased       |
| TIDESWELL SURGERY                     | 2           | 4           | Decreased       |
| WELBECK ROAD HEALTH CENTRE            | 13          | 23          | Decreased       |
| WHITTINGTON MOOR SURGERY              | 21          | 13          | Increased       |

**Q7 GP surgery currently open at times that are convenient [Dec 13 & Jan 15]**



**Q7 GP surgery currently open at times that are convenient for you? "Yes" - variance between Dec 13 & Jan 15**

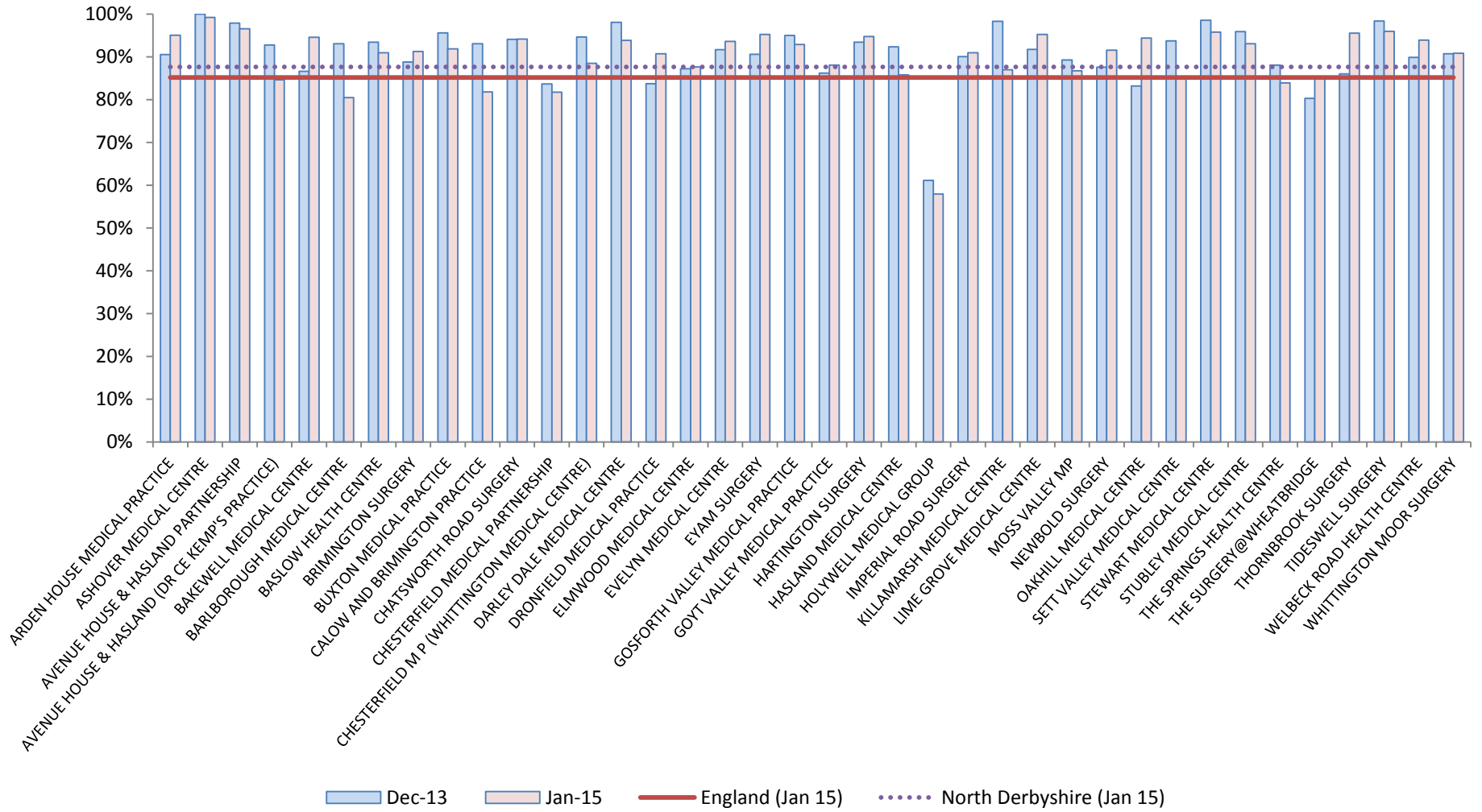


Where do the North Derbyshire CCG GP Practices rank with each other for the question is your GP surgery currently open at times that are convenient for you? "Yes"

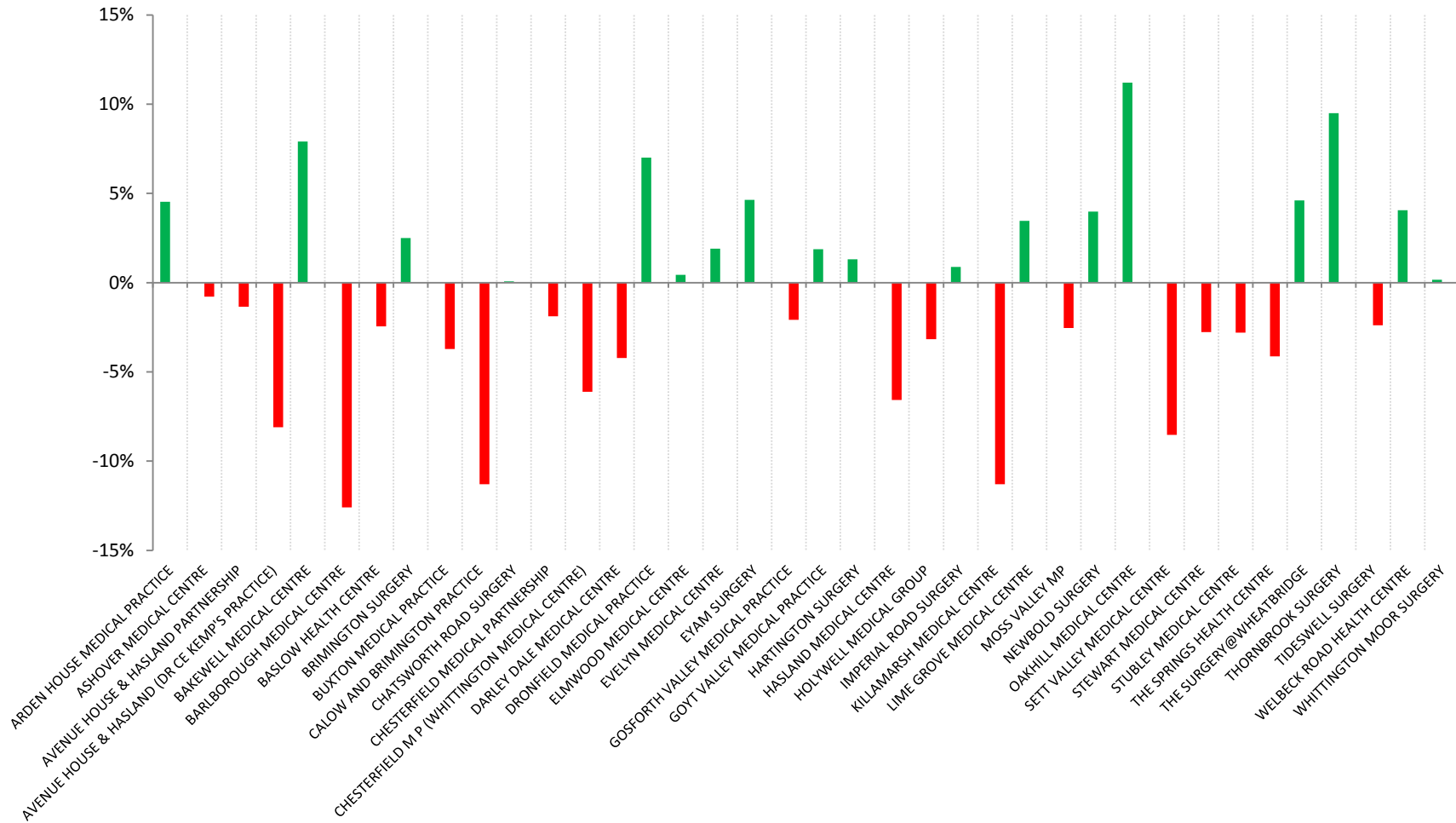
| Q7                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 23          | 17          | Increased       |
| ASHOVER MEDICAL CENTRE                | 1           | 5           | Decreased       |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 4           | 4           | Same            |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 13          | 18          | Decreased       |
| BAKEWELL MEDICAL CENTRE               | 31          | 12          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 24          | 35          | Decreased       |
| BASLOW HEALTH CENTRE                  | 10          | 14          | Decreased       |
| BRIMINGTON SURGERY                    | 12          | 19          | Decreased       |
| BUXTON MEDICAL PRACTICE               | 38          | 13          | Increased       |
| CALOW AND BRIMINGTON PRACTICE         | 35          | 37          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 18          | 8           | Increased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 32          | 36          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 7           | 3           | Increased       |
| DARLEY DALE MEDICAL CENTRE            | 9           | 27          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 36          | 7           | Increased       |
| ELMWOOD MEDICAL CENTRE                | 37          | 25          | Increased       |
| EVELYN MEDICAL CENTRE                 | 33          | 15          | Increased       |
| EYAM SURGERY                          | 16          | 16          | Same            |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 5           | 28          | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 29          | 31          | Decreased       |
| HARTINGTON SURGERY                    | 26          | 32          | Decreased       |
| HASLAND MEDICAL CENTRE                | 21          | 26          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 28          | 38          | Decreased       |
| IMPERIAL ROAD SURGERY                 | 17          | 22          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 2           | 33          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 27          | 1           | Increased       |
| MOSS VALLEY MP                        | 15          | 30          | Decreased       |
| NEWBOLD SURGERY                       | 8           | 9           | Decreased       |
| OAKHILL MEDICAL CENTRE                | 34          | 10          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 22          | 24          | Decreased       |
| STEWART MEDICAL CENTRE                | 3           | 6           | Decreased       |
| STUBLEY MEDICAL CENTRE                | 14          | 23          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 25          | 29          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 30          | 34          | Decreased       |
| THORNBROOK SURGERY                    | 19          | 21          | Decreased       |
| TIDESWELL SURGERY                     | 6           | 2           | Increased       |
| WELBECK ROAD HEALTH CENTRE            | 20          | 20          | Same            |
| WHITTINGTON MOOR SURGERY              | 11          | 11          | Same            |



### Q8 Responses rating their overall experience as good [Dec 13 & Jan 15]



**Q8 responses rating their overall experience as good - variance between Dec 13 & Jan 15**

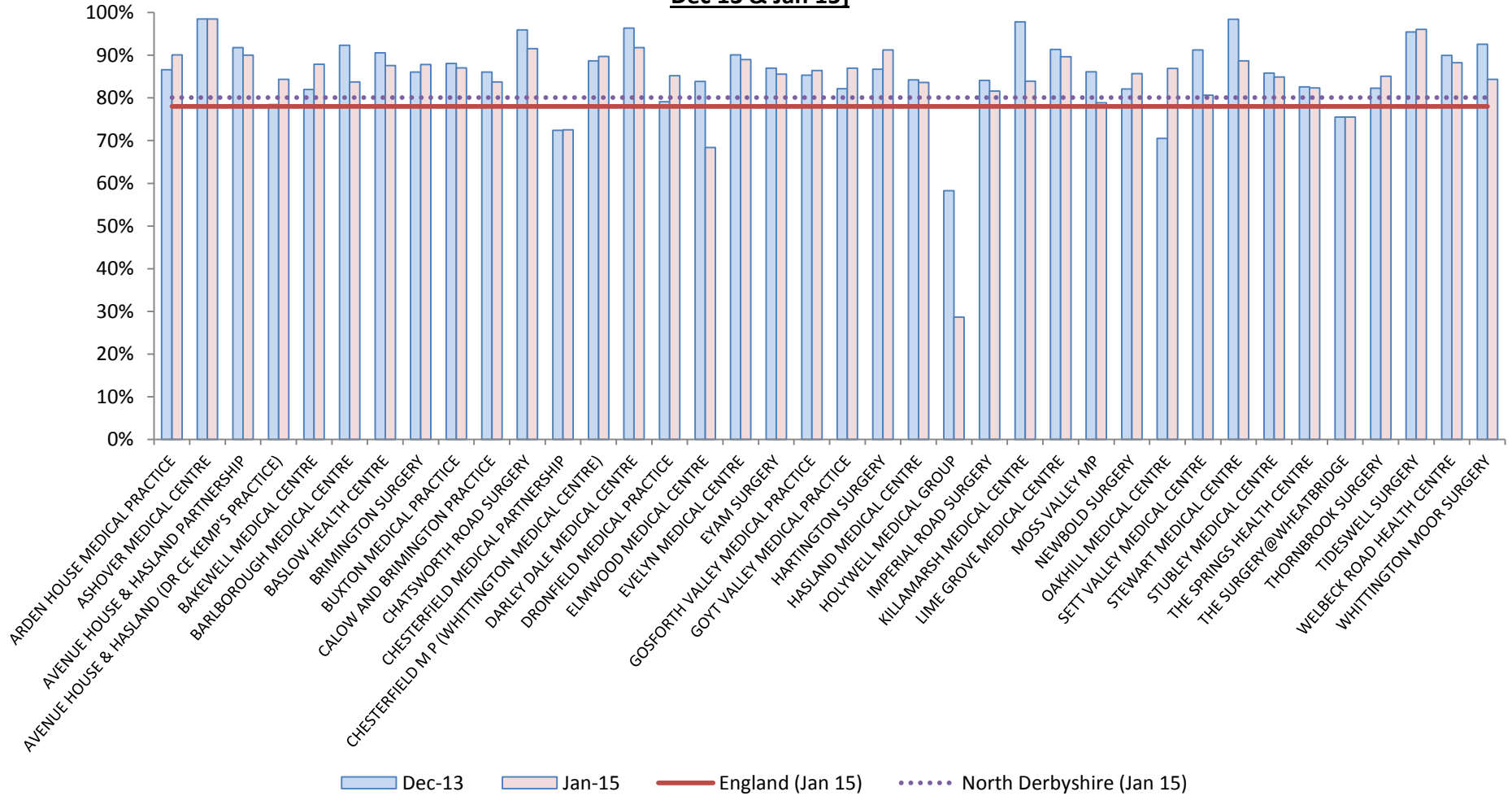


Where do the North Derbyshire CCG GP Practices rank with each other for responses rating their overall experience as good?

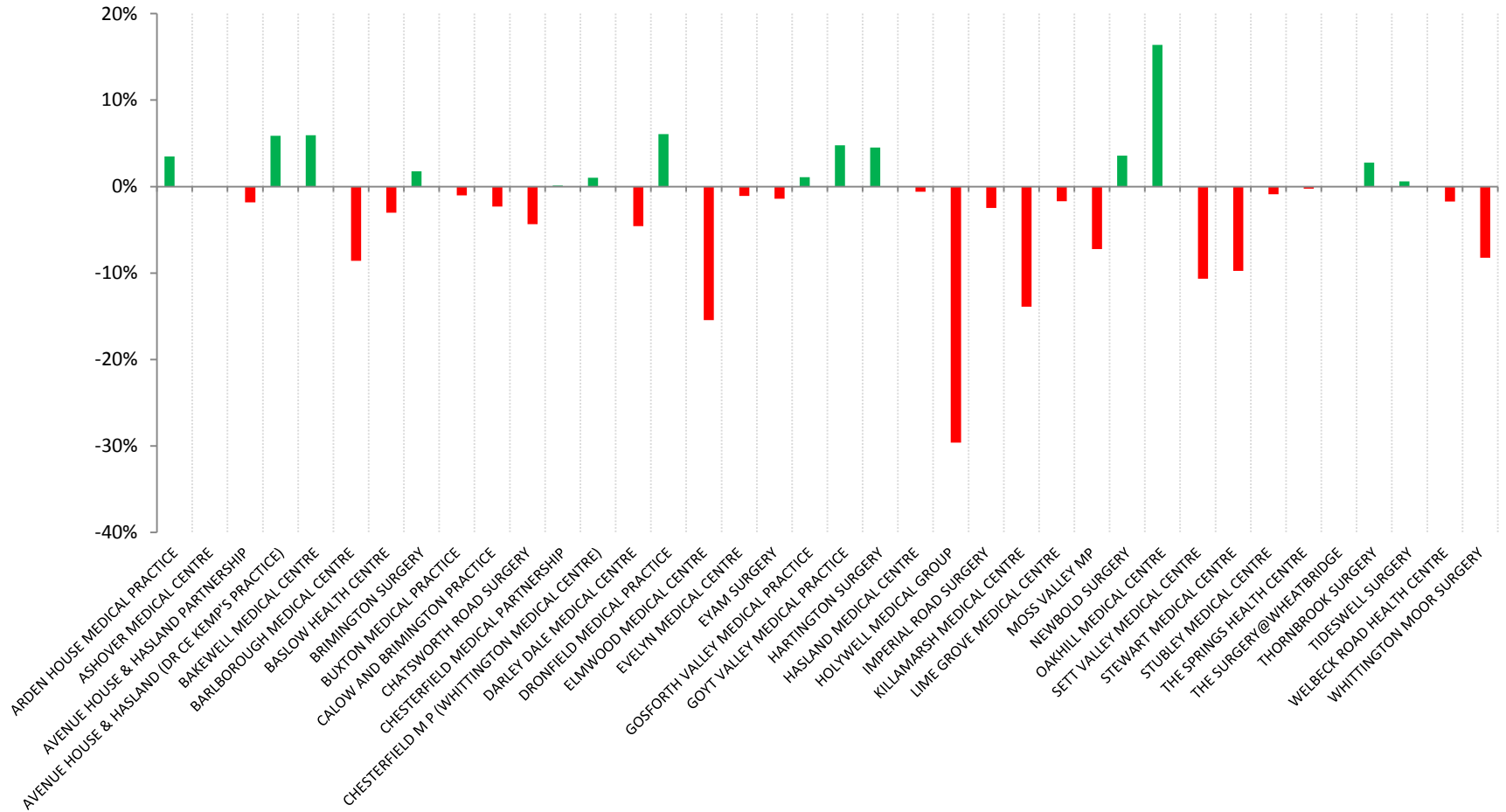
| Q8                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 23          | 8           | Increased       |
| ASHOVER MEDICAL CENTRE                | 1           | 1           | Same            |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 6           | 2           | Increased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 17          | 33          | Decreased       |
| BAKEWELL MEDICAL CENTRE               | 31          | 10          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 15          | 37          | Decreased       |
| BASLOW HEALTH CENTRE                  | 13          | 21          | Decreased       |
| BRIMINGTON SURGERY                    | 27          | 20          | Increased       |
| BUXTON MEDICAL PRACTICE               | 8           | 18          | Decreased       |
| CALOW AND BRIMINGTON PRACTICE         | 16          | 35          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 11          | 12          | Decreased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 35          | 36          | Decreased       |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 10          | 25          | Decreased       |
| DARLEY DALE MEDICAL CENTRE            | 5           | 14          | Decreased       |
| DRONFIELD MEDICAL PRACTICE            | 34          | 24          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 30          | 27          | Increased       |
| EVELYN MEDICAL CENTRE                 | 20          | 15          | Increased       |
| EYAM SURGERY                          | 22          | 7           | Increased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 9           | 17          | Decreased       |
| GOYT VALLEY MEDICAL PRACTICE          | 32          | 26          | Increased       |
| HARTINGTON SURGERY                    | 14          | 9           | Increased       |
| HASLAND MEDICAL CENTRE                | 18          | 30          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 24          | 22          | Increased       |
| KILLAMARSH MEDICAL CENTRE             | 4           | 28          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 19          | 6           | Increased       |
| MOSS VALLEY MP                        | 26          | 29          | Decreased       |
| NEWBOLD SURGERY                       | 29          | 19          | Increased       |
| OAKHILL MEDICAL CENTRE                | 36          | 11          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 12          | 31          | Decreased       |
| STEWART MEDICAL CENTRE                | 2           | 4           | Decreased       |
| STUBLEY MEDICAL CENTRE                | 7           | 16          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 28          | 34          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 37          | 32          | Increased       |
| THORNBROOK SURGERY                    | 33          | 5           | Increased       |
| TIDSWELL SURGERY                      | 3           | 3           | Same            |
| WELBECK ROAD HEALTH CENTRE            | 25          | 13          | Increased       |
| WHITTINGTON MOOR SURGERY              | 21          | 23          | Decreased       |

**Q9 Responses that would recommend their GP surgery to someone who had just moved to the local area**

**Dec 13 & Jan 15]**



**Q9 responses that would recommend their GP surgery to someone who had just moved to the local area - variance between Dec 13 & Jan 15**



Where do the North Derbyshire CCG GP Practices rank with each other for responses that would recommend their GP surgery to someone who had just moved to the local area

| Q9                                    |             |             |                 |
|---------------------------------------|-------------|-------------|-----------------|
| Practice Name                         | Rank Dec 13 | Rank Jan 15 | Position change |
| ARDEN HOUSE MEDICAL PRACTICE          | 19          | 6           | Increased       |
| ASHOVER MEDICAL CENTRE                | 1           | 1           | Same            |
| AVENUE HOUSE & HASLAND PARTNERSHIP    | 9           | 7           | Increased       |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S  | 34          | 26          | Increased       |
| BAKEWELL MEDICAL CENTRE               | 32          | 13          | Increased       |
| BARLBOROUGH MEDICAL CENTRE            | 8           | 29          | Decreased       |
| BASLOW HEALTH CENTRE                  | 12          | 15          | Decreased       |
| BRIMINGTON SURGERY                    | 22          | 14          | Increased       |
| BUXTON MEDICAL PRACTICE               | 16          | 16          | Same            |
| CALOW AND BRIMINGTON PRACTICE         | 21          | 28          | Decreased       |
| CHATSWORTH ROAD SURGERY               | 5           | 4           | Increased       |
| CHESTERFIELD MEDICAL PARTNERSHIP      | 36          | 36          | Same            |
| CHESTERFIELD M P (WHITTINGTON MEDICAL | 15          | 8           | Increased       |
| DARLEY DALE MEDICAL CENTRE            | 4           | 3           | Increased       |
| DRONFIELD MEDICAL PRACTICE            | 33          | 22          | Increased       |
| ELMWOOD MEDICAL CENTRE                | 27          | 37          | Decreased       |
| EVELYN MEDICAL CENTRE                 | 13          | 10          | Increased       |
| EYAM SURGERY                          | 17          | 21          | Decreased       |
| GOSFORTH VALLEY MEDICAL PRACTICE      | 24          | 19          | Increased       |
| GOYT VALLEY MEDICAL PRACTICE          | 30          | 17          | Increased       |
| HARTINGTON SURGERY                    | 18          | 5           | Increased       |
| HASLAND MEDICAL CENTRE                | 25          | 30          | Decreased       |
| HOLYWELL MEDICAL GROUP                | 38          | 38          | Same            |
| IMPERIAL ROAD SURGERY                 | 26          | 32          | Decreased       |
| KILLAMARSH MEDICAL CENTRE             | 3           | 27          | Decreased       |
| LIME GROVE MEDICAL CENTRE             | 10          | 9           | Increased       |
| MOSS VALLEY MP                        | 20          | 34          | Decreased       |
| NEWBOLD SURGERY                       | 31          | 20          | Increased       |
| OAKHILL MEDICAL CENTRE                | 37          | 18          | Increased       |
| SETT VALLEY MEDICAL CENTRE            | 11          | 33          | Decreased       |
| STEWART MEDICAL CENTRE                | 2           | 11          | Decreased       |
| STUBLEY MEDICAL CENTRE                | 23          | 24          | Decreased       |
| THE SPRINGS HEALTH CENTRE             | 28          | 31          | Decreased       |
| THE SURGERY@WHEATBRIDGE               | 35          | 35          | Same            |
| THORNBROOK SURGERY                    | 29          | 23          | Increased       |
| TIDESWELL SURGERY                     | 6           | 2           | Increased       |
| WELBECK ROAD HEALTH CENTRE            | 14          | 12          | Increased       |
| WHITTINGTON MOOR SURGERY              | 7           | 25          | Decreased       |

**Q10 - Reason for inability to get an appointment to see or speak to somebody (for those unable to make an appointment)**

Dec-13

Jan-15

% Points variance

Practice Name

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

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

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

| Practice Name                    | Dec-13                                      |  |                           |                                   |                | Jan-15                                      |  |                           |                                   |                | % Points variance                           |  |                           |                                   |                |
|----------------------------------|---|--|---------------------------|-----------------------------------|----------------|---|--|---------------------------|-----------------------------------|----------------|---|--|---------------------------|-----------------------------------|----------------|
|                                  | 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 | 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 | 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 |
| BAKEWELL MEDICAL CENTRE          |   |  |                           |                                   |                | 26.99%                                      | 13.57%                                       | 11.21%                    | 42.81%                            | 5.41%          |   |  |                           |                                   |                |
| BARLBOROUGH MEDICAL CENTRE       |   |  |                           |                                   |                | 53.81%                                      | 11.49%                                       | 3.45%                     | 0.00%                             | 31.25%         |   |  |                           |                                   |                |
| BRIMINGTON SURGERY               | 33.16%                                      | 19.63%                                       | 32.13%                    | 7.54%                             | 7.54%          | 27.07%                                      | 41.43%                                       | 14.85%                    | 0.00%                             | 16.64%         | -6.08%                                      | 21.80%                                       | -17.28%                   | -7.54%                            | 9.10%          |
| BUXTON MEDICAL PRACTICE          | 57.32%                                      | 16.74%                                       | 17.35%                    | 0.00%                             | 8.58%          | 68.59%                                      | 17.75%                                       | 7.45%                     | 6.22%                             | 0.00%          | 11.26%                                      | 1.01%  | -9.90%                    | 6.22%                             | -8.58%         |
| CALOW AND BRIMINGTON PRACTICE    | 41.69%                                      | 11.54%                                       | 0.00%                     | 41.46%                            | 5.31%          | 53.52%                                      | 0.00%  | 4.45%                     | 37.03%                            | 5.01%          | 11.82%                                      | -11.54%                                      | 4.45%                     | -4.43%                            | -0.30%         |
| CHATSWORTH ROAD SURGERY          | 0.00%                                       | 71.06%                                       | 7.36%                     | 9.07%                             | 12.50%         |   |  |                           |                                   |                |   |  |                           |                                   |                |
| CHESTERFIELD MEDICAL PARTNERSHIP | 11.19%                                      | 15.59%                                       | 20.39%                    | 33.57%                            | 19.26%         | 45.70%                                      | 15.83%                                       | 5.12%                     | 21.56%                            | 11.79%         | 34.51%                                      | 0.24%  | -15.27%                   | -12.01%                           | -7.47%         |
| DARLEY DALE MEDICAL CENTRE       |   |  |                           |                                   |                | 68.70%                                      | 5.52%  | 8.38%                     | 5.91%                             | 11.50%         |   |  |                           |                                   |                |
| DRONFIELD MEDICAL PRACTICE       | 47.49%                                      | 22.34%                                       | 13.26%                    | 16.91%                            | 0.00%          |   |  |                           |                                   |                |   |  |                           |                                   |                |
| ELMWOOD MEDICAL CENTRE           | 64.25%                                      | 14.87%                                       | 7.36%                     | 13.53%                            | 0.00%          | 49.25%                                      | 14.91%                                       | 12.20%                    | 3.01%                             | 20.63%         | -15.00%                                     | 0.04%  | 4.85%                     | -10.52%                           | 20.63%         |
| EVELYN MEDICAL CENTRE            | 49.87%                                      | 29.78%                                       | 4.37%                     | 4.36%                             | 11.63%         |   |  |                           |                                   |                |   |  |                           |                                   |                |
| GOYTN VALLEY MEDICAL PRACTICE    | 28.91%                                      | 18.54%                                       | 7.44%                     | 45.12%                            | 0.00%          | 35.58%                                      | 6.33%  | 4.23%                     | 22.47%                            | 31.38%         | 6.67%                                       | -12.20%                                      | -3.20%                    | -22.65%                           | 31.38%         |
| HOLYWELL MEDICAL GROUP           | 58.92%                                      | 5.97%  | 3.62%                     | 22.64%                            | 8.85%          | 48.35%                                      | 8.05%  | 1.30%                     | 24.26%                            | 18.04%         | -10.57%                                     | 2.08%  | -2.32%                    | 1.62%                             | 9.19%          |
| IMPERIAL ROAD SURGERY            | 60.44%                                      | 0.00%  | 14.50%                    | 25.06%                            | 0.00%          | 49.55%                                      | 18.45%                                       | 7.31%                     | 11.91%                            | 12.79%         | -10.89%                                     | 18.45%                                       | -7.18%                    | -13.16%                           | 12.79%         |
| LIME GROVE MEDICAL CENTRE        | 27.18%                                      | 31.96%                                       | 10.51%                    | 14.44%                            | 15.91%         | 38.62%                                      | 18.06%                                       | 0.00%                     | 12.97%                            | 30.35%         | 11.44%                                      | -13.90%                                      | -10.51%                   | -1.47%                            | 14.44%         |
| MOSS VALLEY MP                   | 74.07%                                      | 9.84%  | 12.28%                    | 3.80%                             | 0.00%          | 35.11%                                      | 13.52%                                       | 37.63%                    | 9.24%                             | 4.50%          | -38.96%                                     | 3.68%  | 25.35%                    | 5.44%                             | 4.50%          |
| NEWBOLD SURGERY                  | 76.28%                                      | 23.72%                                       | 0.00%                     | 0.00%                             | 0.00%          | 48.64%                                      | 13.87%                                       | 24.57%                    | 7.86%                             | 5.07%          | -27.65%                                     | -9.85%                                       | 24.57%                    | 7.86%                             | 5.07%          |
| OAKHILL MEDICAL CENTRE           | 63.39%                                      | 3.67%  | 3.33%                     | 17.74%                            | 11.87%         |   |  |                           |                                   |                |   |  |                           |                                   |                |
| SETT VALLEY MEDICAL CENTRE       | 17.20%                                      | 34.60%                                       | 5.58%                     | 29.31%                            | 13.30%         | 56.03%                                      | 7.17%  | 0.00%                     | 16.14%                            | 20.66%         | 38.82%                                      | -27.43%                                      | -5.58%                    | -13.17%                           | 7.36%          |
| STEWART MEDICAL CENTRE           | 91.18%                                      | 8.82%  | 0.00%                     | 0.00%                             | 0.00%          |   |  |                           |                                   |                |   |  |                           |                                   |                |
| STUBLEY MEDICAL CENTRE           | 65.90%                                      | 18.97%                                       | 0.00%                     | 9.35%                             | 5.78%          | 84.59%                                      | 10.66%                                       | 0.00%                     | 4.75%                             | 0.00%          | 18.70%                                      | -8.31%                                       | 0.00%                     | -4.60%                            | -5.78%         |
| THE SPRINGS HEALTH CENTRE        | 38.06%                                      | 34.88%                                       | 0.00%                     | 17.84%                            | 9.22%          | 28.12%                                      | 59.19%                                       | 5.89%                     | 6.81%                             | 0.00%          | -9.95%                                      | 24.30%                                       | 5.89%                     | -11.03%                           | -9.22%         |
| THE SURGERY@WHEATBRIDGE          | 22.95%                                      | 24.13%                                       | 13.76%                    | 16.20%                            | 22.96%         | 54.82%                                      | 29.40%                                       | 4.58%                     | 6.30%                             | 4.90%          | 31.87%                                      | 5.26%  | -9.18%                    | -9.91%                            | -18.05%        |
| THORNBROOK SURGERY               | 64.61%                                      | 14.22%                                       | 13.82%                    | 7.36%                             | 0.00%          | 35.00%                                      | 34.02%                                       | 9.66%                     | 11.15%                            | 10.17%         | -29.61%                                     | 19.80%                                       | -4.15%                    | 3.80%                             | 10.17%         |
| WELBECK ROAD HEALTH CENTRE       | 60.43%                                      | 0.00%  | 0.00%                     | 39.57%                            | 0.00%          |   |  |                           |                                   |                |   |  |                           |                                   |                |
| WHITTINGTON MOOR SURGERY         | 52.72%                                      | 28.11%                                       | 8.38%                     | 10.78%                            | 0.00%          |   |  |                           |                                   |                |   |  |                           |                                   |                |

| Practice Name                    | Q11 - What did those patients that couldn't make an appointment do? (only covers responses of those that were unable to make an appointment) |  |                                   |                                |                  |   |                               |                                 |  |                                   |                                |                  |   |                               |                                 |  |                                   |                                |                  |   |                               |
|----------------------------------|--|--|-----------------------------------|--------------------------------|------------------|---|-------------------------------|---------------------------------|--|-----------------------------------|--------------------------------|------------------|---|-------------------------------|---------------------------------|--|-----------------------------------|--------------------------------|------------------|---|-------------------------------|
|                                  | Dec-13   |  |                                   |                                |                  |   |                               | Jan-15                          |  |                                   |                                |                  |   |                               | % Points variance               |  |                                   |                                |                  |   |                               |
|                                  | 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 | 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 | 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 |
| BAKEWELL MEDICAL CENTRE          |  |  |                                   |                                |                  |   | 31.56%                        | 30.45%                          | 17.65%                                 | 15.97%                            | 0.00%                          | 0.00%            | 4.36%                                   |                               |                                 |  |                                   |                                |                  |   |                               |
| BARLBOROUGH MEDICAL CENTRE       |  |  |                                   |                                |                  |   | 34.68%                        | 27.63%                          | 0.00%                                  | 9.66%                             | 0.00%                          | 3.94%            | 24.09%                                  |                               |                                 |  |                                   |                                |                  |   |                               |
| BRIMINGTON SURGERY               | 42.94%   | 29.86%                                 | 0.00%                             | 0.00%                          | 6.83%            | 13.12%                                  | 7.24%                         | 51.80%                          | 18.90%                                 | 0.00%                             | 0.00%                          | 11.71%           | 22.78%                                  | 3.49%                         | 8.86%                           | -10.96%                                | 0.00%                             | 0.00%                          | 4.88%            | 9.66%                                   | -3.75%                        |
| BUXTON MEDICAL PRACTICE          | 35.13%   | 47.00%                                 | 0.00%                             | 0.00%                          | 12.67%           | 5.20%                                   | 0.00%                         | 40.26%                          | 43.41%                                 | 0.00%                             | 0.00%                          | 6.23%            | 0.00%                                   | 10.10%                        | 5.14%                           | -3.59%                                 | 0.00%                             | 0.00%                          | -6.44%           | -5.20%                                  | 10.10%                        |
| CALOW AND BRIMINGTON PRACTICE    | 23.70%   | 24.15%                                 | 0.00%                             | 0.00%                          | 0.00%            | 24.17%                                  | 27.98%                        | 11.98%                          | 7.32%                                  | 5.68%                             | 0.00%                          | 5.86%            | 44.86%                                  | 24.30%                        | -11.72%                         | -16.83%                                | 5.68%                             | 0.00%                          | 5.86%            | 20.69%                                  | -3.68%                        |
| CHATSWORTH ROAD SURGERY          | 54.57%   | 12.50%                                 | 9.07%                             | 16.49%                         | 0.00%            | 7.36%                                   | 0.00%                         |                                 |  |                                   |                                |                  |   |                               |                                 |  |                                   |                                |                  |   |                               |
| CHESTERFIELD MEDICAL PARTNERSHIP | 17.36%   | 6.99%                                  | 0.00%                             | 21.62%                         | 0.00%            | 35.58%                                  | 18.44%                        | 36.85%                          | 19.63%                                 | 7.02%                             | 7.59%                          | 0.00%            | 16.12%                                  | 12.79%                        | 19.49%                          | 12.64%                                 | 7.02%                             | -14.03%                        | 0.00%            | -19.46%                                 | -5.66%                        |
| DARLEY DALE MEDICAL CENTRE       |  |  |                                   |                                |                  |   | 24.49%                        | 42.06%                          | 0.00%                                  | 11.26%                            | 0.00%                          | 12.75%           | 16.65%                                  |                               |                                 |  |                                   |                                |                  |   |                               |
| DRONFIELD MEDICAL PRACTICE       | 37.99%   | 5.75%                                  | 2.80%                             | 12.74%                         | 4.37%            | 14.40%                                  | 21.94%                        | 6.53%                           | 34.86%                                 | 45.83%                            | 0.00%                          | 0.00%            | 12.78%                                  | 0.00%                         | -31.47%                         | 29.11%                                 | 43.03%                            | -12.74%                        | -4.37%           | -1.62%                                  | -21.94%                       |
| ELMWOOD MEDICAL CENTRE           | 17.68%   | 30.58%                                 | 0.00%                             | 0.00%                          | 3.14%            | 41.04%                                  | 7.57%                         | 54.93%                          | 12.31%                                 | 7.20%                             | 14.56%                         | 0.00%            | 0.00%                                   | 10.99%                        | 37.25%                          | -18.27%                                | 7.20%                             | 14.56%                         | -3.14%           | -41.04%                                 | 3.43%                         |
| EVELYN MEDICAL CENTRE            | 36.75%   | 27.19%                                 | 0.00%                             | 0.00%                          | 0.00%            | 17.68%                                  | 18.38%                        | 26.54%                          | 43.75%                                 | 0.00%                             | 0.00%                          | 0.00%            | 22.27%                                  | 7.43%                         | -10.20%                         | 16.56%                                 | 0.00%                             | 0.00%                          | 0.00%            | 4.60%                                   | -10.95%                       |
| GOYT VALLEY MEDICAL PRACTICE     | 32.24%   | 27.41%                                 | 0.00%                             | 26.95%                         | 0.00%            | 13.40%                                  | 0.00%                         | 39.43%                          | 23.41%                                 | 0.00%                             | 0.00%                          | 0.00%            | 24.73%                                  | 12.43%                        | 7.19%                           | -4.00%                                 | 0.00%                             | -26.95%                        | 0.00%            | 11.33%                                  | 12.43%                        |
| HOLYWELL MEDICAL GROUP           | 28.22%   | 13.09%                                 | 14.42%                            | 7.38%                          | 3.64%            | 24.76%                                  | 10.57%                        | 27.09%                          | 17.70%                                 | 3.68%                             | 17.73%                         | 1.47%            | 28.40%                                  | 6.56%                         | -1.14%                          | 4.61%                                  | -10.74%                           | 10.35%                         | -2.17%           | 3.64%                                   | -4.01%                        |
| IMPERIAL ROAD SURGERY            | 49.49%   | 22.89%                                 | 12.82%                            | 2.39%                          | 0.00%            | 9.97%                                   | 9.00%                         | 29.94%                          | 12.74%                                 | 0.00%                             | 5.55%                          | 5.29%            | 28.18%                                  | 18.29%                        | -19.54%                         | -10.15%                                | -12.82%                           | 3.17%                          | 5.29%            | 18.21%                                  | 9.29%                         |
| LIME GROVE MEDICAL CENTRE        | 57.25%   | 15.95%                                 | 0.00%                             | 0.00%                          | 0.00%            | 6.13%                                   | 20.67%                        | 35.26%                          | 24.43%                                 | 0.00%                             | 5.50%                          | 4.85%            | 10.13%                                  | 19.82%                        | -22.00%                         | 8.49%                                  | 0.00%                             | 5.50%                          | 4.85%            | 4.01%                                   | -0.85%                        |
| MOSS VALLEY MP                   | 28.61%   | 26.76%                                 | 12.27%                            | 6.48%                          | 0.00%            | 11.36%                                  | 14.52%                        | 47.42%                          | 29.52%                                 | 12.47%                            | 0.00%                          | 0.00%            | 10.59%                                  | 0.00%                         | 18.82%                          | 2.76%                                  | 0.20%                             | -6.48%                         | 0.00%            | -0.78%                                  | -14.52%                       |
| NEWBOLD SURGERY                  | 33.67%   | 11.77%                                 | 7.22%                             | 0.00%                          | 0.00%            | 39.35%                                  | 7.99%                         | 31.44%                          | 7.92%                                  | 6.59%                             | 0.00%                          | 0.00%            | 9.04%                                   | 45.01%                        | -2.23%                          | -3.85%                                 | -0.63%                            | 0.00%                          | 0.00%            | -30.30%                                 | 37.02%                        |
| OAKHILL MEDICAL CENTRE           | 11.51%   | 17.18%                                 | 3.82%                             | 4.67%                          | 3.27%            | 27.96%                                  | 31.57%                        |                                 |  |                                   |                                |                  |   |                               |                                 |  |                                   |                                |                  |   |                               |
| SETT VALLEY MEDICAL CENTRE       | 49.36%   | 8.39%                                  | 16.70%                            | 0.00%                          | 0.00%            | 18.40%                                  | 7.16%                         | 27.24%                          | 20.98%                                 | 15.47%                            | 12.63%                         | 0.00%            | 7.26%                                   | 16.43%                        | -22.12%                         | 12.59%                                 | -1.23%                            | 12.63%                         | 0.00%            | -11.13%                                 | 9.27%                         |
| STEWART MEDICAL CENTRE           | 54.95%   | 14.46%                                 | 0.00%                             | 7.78%                          | 16.69%           | 6.12%                                   | 0.00%                         | 36.22%                          | 15.30%                                 | 16.89%                            | 14.48%                         | 8.83%            | 0.00%                                   | 8.29%                         | -18.73%                         | 0.84%                                  | 16.89%                            | 6.70%                          | -7.86%           | -6.12%                                  | 8.29%                         |
| STUBLEY MEDICAL CENTRE           | 30.07%   | 3.98%                                  | 13.65%                            | 26.49%                         | 17.66%           | 0.00%                                   | 8.16%                         | 51.34%                          | 37.14%                                 | 3.36%                             | 0.00%                          | 0.00%            | 4.44%                                   | 3.72%                         | 21.27%                          | 33.17%                                 | -10.29%                           | -26.49%                        | -17.66%          | 4.44%                                   | -4.45%                        |
| THE SPRINGS HEALTH CENTRE        | 10.79%   | 34.62%                                 | 0.00%                             | 0.00%                          | 4.45%            | 26.60%                                  | 23.54%                        | 75.67%                          | 0.00%                                  | 18.24%                            | 0.00%                          | 0.00%            | 0.00%                                   | 6.09%                         | 64.88%                          | -34.62%                                | 18.24%                            | 0.00%                          | -4.45%           | -26.60%                                 | -17.45%                       |
| THE SURGERY@WHEATBRIDGE          | 21.09%   | 9.09%                                  | 14.89%                            | 0.00%                          | 0.00%            | 35.04%                                  | 19.90%                        | 37.97%                          | 3.13%                                  | 0.00%                             | 0.00%                          | 0.00%            | 23.71%                                  | 35.19%                        | 16.88%                          | -5.97%                                 | -14.89%                           | 0.00%                          | 0.00%            | -11.33%                                 | 15.29%                        |
| THORNBROOK SURGERY               | 33.61%   | 44.87%                                 | 21.51%                            | 0.00%                          | 0.00%            | 0.00%                                   | 0.00%                         | 52.62%                          | 10.11%                                 | 19.36%                            | 0.00%                          | 7.40%            | 10.50%                                  | 0.00%                         | 19.01%                          | -34.76%                                | -2.16%                            | 0.00%                          | 7.40%            | 10.50%                                  | 0.00%                         |
| WELBECK ROAD HEALTH CENTRE       | 15.72%   | 34.37%                                 | 9.67%                             | 0.00%                          | 0.00%            | 24.48%                                  | 15.76%                        | 58.97%                          | 26.40%                                 | 8.62%                             | 0.00%                          | 0.00%            | 6.00%                                   | 0.00%                         | 43.25%                          | -7.97%                                 | -1.05%                            | 0.00%                          | 0.00%            | -18.48%                                 | -15.76%                       |
| WHITTINGTON MOOR SURGERY         | 19.53%   | 31.35%                                 | 5.29%                             | 0.00%                          | 4.65%            | 15.80%                                  | 28.03%                        |                                 |  |                                   |                                |                  |   |                               |                                 |  |                                   |                                |                  |   |                               |



| Practice Name                                  | Q12 - How long after your appointment time do you normally wait to be seen? |                         |                  |                      |                |                 |                         |                  |                      |                |                   |                         |                  |                      |                |
|--|---|-------------------------|------------------|----------------------|----------------|-----------------|-------------------------|------------------|----------------------|----------------|-------------------|-------------------------|------------------|----------------------|----------------|
|  | Dec-13  |                         |                  |                      |                | Jan-15          |                         |                  |                      |                | % Points variance |                         |                  |                      |                |
|  | On the same day   | On the next working day | A few days later | A week or more later | Can't remember | On the same day | On the next working day | A few days later | A week or more later | Can't remember | On the same day   | On the next working day | A few days later | A week or more later | Can't remember |
| ARDEN HOUSE MEDICAL PRACTICE                   | 20.31%  | 25.39%                  | 44.50%           | 3.40%                | 6.40%          | 25.37%          | 29.79%                  | 34.39%           | 8.31%                | 2.14%          | 5.06%             | 4.40%                   | -10.10%          | 4.91%                | -4.26%         |
| ASHOVER MEDICAL CENTRE                         | 23.32%  | 33.82%                  | 29.79%           | 12.38%               | 0.69%          | 36.04%          | 30.48%                  | 27.93%           | 3.22%                | 2.32%          | 12.72%            | -3.34%                  | -1.86%           | -9.15%               | 1.63%          |
| AVENUE HOUSE & HASLAND PARTNERSHIP             | 20.03%  | 22.54%                  | 43.06%           | 10.35%               | 4.02%          | 24.77%          | 18.85%                  | 46.62%           | 9.11%                | 0.65%          | 4.74%             | -3.69%                  | 3.56%            | -1.24%               | -3.37%         |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S PRACTICE) | 43.31%  | 15.01%                  | 31.51%           | 7.62%                | 2.54%          | 51.14%          | 11.64%                  | 29.86%           | 7.36%                | 0.00%          | 7.83%             | -3.37%                  | -1.65%           | -0.27%               | -2.54%         |
| BAKEWELL MEDICAL CENTRE                        | 55.96%  | 13.84%                  | 17.53%           | 8.47%                | 4.20%          | 44.60%          | 18.04%                  | 23.63%           | 11.67%               | 2.05%          | -11.35%           | 4.20%                   | 6.10%            | 3.20%                | -2.15%         |
| BARLBOROUGH MEDICAL CENTRE                     | 31.28%  | 12.71%                  | 37.74%           | 15.58%               | 2.69%          | 31.23%          | 8.05%                   | 34.80%           | 22.29%               | 3.63%          | -0.05%            | -4.66%                  | -2.94%           | 6.70%                | 0.95%          |
| BASLOW HEALTH CENTRE                           | 50.98%  | 13.34%                  | 24.07%           | 8.55%                | 3.05%          | 65.29%          | 7.80%                   | 20.43%           | 0.94%                | 5.55%          | 14.30%            | -5.55%                  | -3.65%           | -7.62%               | 2.50%          |
| BRIMINGTON SURGERY                             | 29.68%  | 7.28%                   | 32.11%           | 23.87%               | 7.06%          | 24.68%          | 14.59%                  | 42.73%           | 18.00%               | 0.00%          | -5.00%            | 7.31%                   | 10.62%           | -5.87%               | -7.06%         |
| BUXTON MEDICAL PRACTICE                        | 23.49%  | 10.88%                  | 55.42%           | 8.78%                | 1.43%          | 23.15%          | 17.66%                  | 39.43%           | 16.64%               | 3.13%          | -0.35%            | 6.78%                   | -16.00%          | 7.85%                | 1.71%          |
| CALOW AND BRIMINGTON PRACTICE                  | 60.90%  | 5.65%                   | 13.66%           | 14.35%               | 5.45%          | 54.95%          | 5.28%                   | 24.77%           | 8.18%                | 6.82%          | -5.95%            | -0.37%                  | 11.11%           | -6.17%               | 1.37%          |
| CHATSWORTH ROAD SURGERY                        | 30.43%  | 27.30%                  | 31.12%           | 7.66%                | 3.48%          | 27.71%          | 26.70%                  | 29.92%           | 11.13%               | 4.54%          | -2.72%            | -0.61%                  | -1.20%           | 3.46%                | 1.06%          |
| CHESTERFIELD MEDICAL PARTNERSHIP               | 44.81%  | 8.85%                   | 27.37%           | 12.81%               | 6.17%          | 50.04%          | 12.98%                  | 27.95%           | 7.59%                | 1.44%          | 5.23%             | 4.13%                   | 0.58%            | -5.22%               | -4.72%         |
| CHESTERFIELD M P (WHITTINGTON MEDICAL CENTRE)  | 24.60%  | 16.62%                  | 33.35%           | 22.79%               | 2.63%          | 34.66%          | 8.82%                   | 36.84%           | 16.45%               | 3.24%          | 10.06%            | -7.81%                  | 3.48%            | -6.35%               | 0.61%          |
| DARLEY DALE MEDICAL CENTRE                     | 32.21%  | 16.97%                  | 36.83%           | 11.36%               | 2.63%          | 26.82%          | 13.11%                  | 42.41%           | 13.82%               | 3.85%          | -5.39%            | -3.86%                  | 5.58%            | 2.46%                | 1.22%          |
| DRONFIELD MEDICAL PRACTICE                     | 41.60%  | 8.10%                   | 35.29%           | 15.01%               | 0.00%          | 38.29%          | 22.09%                  | 21.51%           | 15.04%               | 3.07%          | -3.31%            | 13.98%                  | -13.78%          | 0.04%                | 3.07%          |
| ELMWOOD MEDICAL CENTRE                         | 39.47%  | 12.68%                  | 25.83%           | 20.73%               | 1.29%          | 56.83%          | 3.49%                   | 25.15%           | 14.53%               | 0.00%          | 17.36%            | -9.19%                  | -0.68%           | -6.20%               | -1.29%         |
| EVELYN MEDICAL CENTRE                          | 37.32%  | 5.72%                   | 41.82%           | 14.40%               | 0.75%          | 34.91%          | 10.88%                  | 32.43%           | 18.36%               | 3.42%          | -2.41%            | 5.17%                   | -9.39%           | 3.96%                | 2.67%          |
| EYAM SURGERY                                   | 28.39%  | 14.99%                  | 44.59%           | 10.29%               | 1.74%          | 20.90%          | 7.43%                   | 51.32%           | 13.98%               | 6.37%          | -7.49%            | -7.56%                  | 6.73%            | 3.69%                | 4.63%          |
| GOSFORTH VALLEY MEDICAL PRACTICE               | 32.17%  | 12.11%                  | 43.26%           | 6.72%                | 5.74%          | 16.60%          | 8.98%                   | 43.97%           | 28.36%               | 2.09%          | -15.57%           | -3.13%                  | 0.71%            | 21.64%               | -3.65%         |
| GOYT VALLEY MEDICAL PRACTICE                   | 64.11%  | 12.01%                  | 13.54%           | 9.71%                | 0.63%          | 60.62%          | 9.85%                   | 27.05%           | 2.48%                | 0.00%          | -3.49%            | -2.16%                  | 13.52%           | -7.23%               | -0.63%         |
| HARTINGTON SURGERY                             | 40.50%  | 14.57%                  | 31.32%           | 8.79%                | 4.82%          | 33.82%          | 15.87%                  | 45.42%           | 3.74%                | 1.14%          | -6.68%            | 1.30%                   | 14.10%           | -5.05%               | -3.67%         |
| HASLAND MEDICAL CENTRE                         | 39.51%  | 14.49%                  | 32.00%           | 10.36%               | 3.64%          | 43.67%          | 5.85%                   | 32.02%           | 9.09%                | 9.37%          | 4.16%             | -8.64%                  | 0.02%            | -1.27%               | 5.73%          |
| HOLYWELL MEDICAL GROUP                         | 64.40%  | 11.09%                  | 10.35%           | 13.50%               | 0.67%          | 61.02%          | 2.74%                   | 10.71%           | 23.98%               | 1.55%          | -3.38%            | -8.34%                  | 0.36%            | 10.48%               | 0.88%          |
| IMPERIAL ROAD SURGERY                          | 43.85%  | 11.23%                  | 26.27%           | 15.57%               | 3.08%          | 28.06%          | 5.83%                   | 41.70%           | 20.07%               | 4.33%          | -15.79%           | -5.39%                  | 15.43%           | 4.50%                | 1.25%          |
| KILLAMARSH MEDICAL CENTRE                      | 39.48%  | 27.76%                  | 27.79%           | 2.11%                | 2.85%          | 32.48%          | 39.79%                  | 20.43%           | 2.09%                | 5.20%          | -7.00%            | 12.03%                  | -7.36%           | -0.02%               | 2.35%          |
| LIME GROVE MEDICAL CENTRE                      | 30.83%  | 23.66%                  | 24.33%           | 19.85%               | 1.34%          | 39.57%          | 11.46%                  | 25.53%           | 18.79%               | 4.65%          | 8.74%             | -12.20%                 | 1.20%            | -1.06%               | 3.31%          |
| MOSS VALLEY MP                                 | 26.89%  | 7.82%                   | 43.88%           | 18.39%               | 3.01%          | 36.86%          | 8.65%                   | 30.09%           | 19.54%               | 4.86%          | 9.96%             | 0.84%                   | -13.79%          | 1.14%                | 1.85%          |
| NEWBOLD SURGERY                                | 56.39%  | 9.36%                   | 19.42%           | 11.83%               | 3.00%          | 44.83%          | 14.24%                  | 22.73%           | 12.54%               | 5.67%          | -11.56%           | 4.88%                   | 3.31%            | 0.71%                | 2.66%          |
| OAKHILL MEDICAL CENTRE                         | 67.90%  | 5.64%                   | 16.11%           | 8.84%                | 1.51%          | 56.12%          | 5.76%                   | 15.38%           | 18.16%               | 4.59%          | -11.78%           | 0.11%                   | -0.74%           | 9.32%                | 3.08%          |
| SETT VALLEY MEDICAL CENTRE                     | 29.16%  | 16.25%                  | 51.21%           | 2.72%                | 0.66%          | 33.27%          | 18.27%                  | 36.64%           | 10.14%               | 1.68%          | 4.11%             | 2.01%                   | -14.57%          | 7.42%                | 1.02%          |
| STEWART MEDICAL CENTRE                         | 31.42%  | 6.14%                   | 43.14%           | 13.95%               | 5.35%          | 29.10%          | 9.90%                   | 39.27%           | 19.14%               | 2.59%          | -2.32%            | 3.76%                   | -3.86%           | 5.19%                | -2.76%         |
| STUBLEY MEDICAL CENTRE                         | 37.28%  | 7.24%                   | 42.52%           | 10.42%               | 2.55%          | 43.44%          | 9.89%                   | 27.98%           | 18.09%               | 0.60%          | 6.17%             | 2.65%                   | -14.54%          | 7.67%                | -1.95%         |
| THE SPRINGS HEALTH CENTRE                      | 36.33%  | 14.01%                  | 33.36%           | 16.30%               | 0.00%          | 34.49%          | 5.46%                   | 45.08%           | 12.84%               | 2.13%          | -1.83%            | -8.55%                  | 11.72%           | -3.47%               | 2.13%          |
| THE SURGERY@WHEATBRIDGE                        | 51.07%  | 6.89%                   | 30.15%           | 8.01%                | 3.89%          | 46.61%          | 6.69%                   | 22.52%           | 20.91%               | 3.28%          | -4.46%            | -0.20%                  | -7.64%           | 12.90%               | -0.61%         |
| THORNBROOK SURGERY                             | 39.77%  | 11.15%                  | 39.65%           | 8.10%                | 1.32%          | 42.31%          | 13.60%                  | 29.90%           | 12.25%               | 1.94%          | 2.54%             | 2.44%                   | -9.75%           | 4.15%                | 0.62%          |
| TIDESWELL SURGERY                              | 36.04%  | 15.91%                  | 40.73%           | 4.27%                | 3.06%          | 42.68%          | 13.27%                  | 37.17%           | 6.88%                | 0.00%          | 6.64%             | -2.64%                  | -3.56%           | 2.61%                | -3.06%         |
| WELBECK ROAD HEALTH CENTRE                     | 40.94%  | 15.49%                  | 22.93%           | 19.27%               | 1.37%          | 38.41%          | 10.30%                  | 25.79%           | 22.16%               | 3.34%          | -2.53%            | -5.19%                  | 2.86%            | 2.89%                | 1.97%          |
| WHITTINGTON MOOR SURGERY                       | 58.07%  | 14.02%                  | 22.80%           | 5.11%                | 0.00%          | 37.05%          | 16.82%                  | 32.42%           | 9.78%                | 3.93%          | -21.01%           | 2.81%                   | 9.61%            | 4.67%                | 3.93%          |

| Practice Name                                  | Q13 - What additional opening hours would make it easier for you to see or speak to someone? |              |              |               |             |               |            |              |              |               |             |               |                   |              |              |               |             |               |
|--|--|--------------|--------------|---------------|-------------|---------------|------------|--------------|--------------|---------------|-------------|---------------|-------------------|--------------|--------------|---------------|-------------|---------------|
|  | Dec-13   |              |              |               |             |               | Jan-15     |              |              |               |             |               | % Points variance |              |              |               |             |               |
|  | Before 8am   | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these | Before 8am        | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| ARDEN HOUSE MEDICAL PRACTICE                   | 20.44%   | 18.06%       | 50.18%       | 65.89%        | 16.63%      | 12.38%        |            |              |              |               |             |               |                   |              |              |               |             |               |
| AVENUE HOUSE & HASLAND PARTNERSHIP             | 13.38%   | 18.55%       | 63.68%       | 72.03%        | 13.50%      | 0.00%         |            |              |              |               |             |               |                   |              |              |               |             |               |
| AVENUE HOUSE & HASLAND (DR CE KEMP'S PRACTICE) | 28.75%   | 7.04%        | 56.12%       | 77.56%        | 23.92%      | 0.00%         |            |              |              |               |             |               |                   |              |              |               |             |               |
| BAKEWELL MEDICAL CENTRE                        | 15.36%   | 0.00%        | 65.11%       | 49.33%        | 9.24%       | 7.14%         | 31.01%     | 0.00%        | 67.48%       | 64.69%        | 59.34%      | 2.62%         | 15.66%            | 0.00%        | 2.38%        | 15.36%        | 50.10%      | -4.52%        |
| BARLBOROUGH MEDICAL CENTRE                     | 53.91%   | 0.00%        | 84.96%       | 68.32%        | 39.29%      | 0.00%         | 36.53%     | 10.40%       | 85.74%       | 63.80%        | 42.89%      | 0.00%         | -17.38%           | 10.40%       | 0.78%        | -4.52%        | 3.61%       | 0.00%         |
| BASLOW HEALTH CENTRE                           | 18.35%   | 7.05%        | 69.92%       | 88.65%        | 33.64%      | 0.00%         | 53.40%     | 3.60%        | 73.36%       | 96.01%        | 27.07%      | 0.00%         | 35.04%            | -3.44%       | 3.43%        | 7.36%         | -6.57%      | 0.00%         |
| BRIMINGTON SURGERY                             | 50.36%   | 16.59%       | 92.10%       | 88.43%        | 48.74%      | 0.00%         | 25.40%     | 0.00%        | 72.97%       | 80.25%        | 60.04%      | 0.00%         | -24.96%           | -16.59%      | -19.14%      | -8.19%        | 11.30%      | 0.00%         |
| BUXTON MEDICAL PRACTICE                        | 18.24%   | 8.68%        | 70.34%       | 75.08%        | 24.70%      | 0.00%         | 28.30%     | 3.44%        | 65.37%       | 50.05%        | 14.78%      | 8.13%         | 10.06%            | -5.24%       | -4.97%       | -25.04%       | -9.92%      | 8.13%         |
| CALOW AND BRIMINGTON PRACTICE                  | 45.72%   | 6.66%        | 77.42%       | 53.76%        | 21.61%      | 8.18%         | 39.94%     | 23.47%       | 76.05%       | 76.52%        | 47.63%      | 3.01%         | -5.77%            | 16.81%       | -1.37%       | 22.75%        | 26.02%      | -5.17%        |
| CHATSWORTH ROAD SURGERY                        | 41.70%   | 7.80%        | 85.26%       | 65.34%        | 55.00%      | 0.00%         | 37.81%     | 11.00%       | 85.83%       | 62.22%        | 19.22%      | 4.36%         | -3.88%            | 3.19%        | 0.57%        | -3.13%        | -35.78%     | 4.36%         |
| CHESTERFIELD MEDICAL PARTNERSHIP               | 27.25%   | 28.73%       | 79.05%       | 79.13%        | 24.42%      | 5.18%         | 38.23%     | 7.66%        | 56.84%       | 86.38%        | 53.60%      | 1.62%         | 10.99%            | -21.07%      | -22.21%      | 7.25%         | 29.18%      | -3.56%        |
| DARLEY DALE MEDICAL CENTRE                     | 28.24%   | 14.28%       | 81.31%       | 64.20%        | 49.42%      | 11.65%        | 33.34%     | 8.75%        | 73.75%       | 79.09%        | 51.44%      | 2.66%         | 5.10%             | -5.53%       | -7.56%       | 14.89%        | 2.02%       | -8.98%        |
| DRONFIELD MEDICAL PRACTICE                     | 60.81%   | 17.41%       | 86.78%       | 86.67%        | 39.83%      | 0.00%         | 45.01%     | 23.82%       | 82.61%       | 86.20%        | 59.33%      | 9.42%         | -15.80%           | 6.41%        | -4.17%       | -0.47%        | 19.50%      | 9.42%         |
| ELMWOOD MEDICAL CENTRE                         | 50.39%   | 0.00%        | 88.65%       | 85.41%        | 34.70%      | 0.00%         | 37.31%     | 11.68%       | 70.80%       | 73.92%        | 49.86%      | 3.39%         | -13.09%           | 11.68%       | -17.85%      | -11.50%       | 15.16%      | 3.39%         |
| EVELYN MEDICAL CENTRE                          | 20.44%   | 6.05%        | 78.16%       | 84.71%        | 50.62%      | 0.00%         | 35.29%     | 7.54%        | 67.82%       | 71.69%        | 38.90%      | 3.80%         | 14.85%            | 1.49%        | -10.33%      | -13.02%       | -11.72%     | 3.80%         |
| EYAM SURGERY                                   | 10.62%   | 4.02%        | 48.01%       | 90.19%        | 38.37%      | 0.00%         | 25.01%     | 3.80%        | 63.81%       | 78.53%        | 30.05%      | 0.00%         | 14.40%            | -0.22%       | 15.80%       | -11.66%       | -8.32%      | 0.00%         |
| GOSFORTH VALLEY MEDICAL PRACTICE               |  |              |              |               |             |               | 28.72%     | 0.00%        | 89.84%       | 84.36%        | 45.31%      | 0.00%         |                   |              |              |               |             |               |
| GOYT VALLEY MEDICAL PRACTICE                   | 49.83%   | 3.42%        | 83.70%       | 70.93%        | 47.67%      | 0.00%         | 40.88%     | 10.15%       | 79.08%       | 70.21%        | 62.03%      | 1.54%         | -8.94%            | 6.73%        | -4.61%       | -0.72%        | 14.36%      | 1.54%         |
| HARTINGTON SURGERY                             | 24.96%   | 18.54%       | 68.66%       | 83.17%        | 53.53%      | 0.00%         | 0.00%      | 1.85%        | 92.22%       | 50.51%        | 11.14%      | 3.59%         | -24.96%           | -16.69%      | 23.56%       | -32.65%       | -42.39%     | 3.59%         |
| HASLAND MEDICAL CENTRE                         | 45.76%   | 0.00%        | 72.03%       | 80.78%        | 20.67%      | 0.00%         | 7.57%      | 6.40%        | 65.18%       | 82.44%        | 20.14%      | 4.37%         | -38.19%           | 6.40%        | -6.86%       | 1.66%         | -0.53%      | 4.37%         |
| HOLYWELL MEDICAL GROUP                         | 56.83%   | 24.04%       | 86.89%       | 81.19%        | 55.03%      | 1.92%         | 27.32%     | 12.27%       | 59.78%       | 77.48%        | 39.56%      | 3.16%         | -29.51%           | -11.77%      | -27.11%      | -3.71%        | -15.46%     | 1.24%         |
| IMPERIAL ROAD SURGERY                          | 32.29%   | 27.44%       | 68.46%       | 83.27%        | 24.95%      | 0.00%         | 14.75%     | 8.62%        | 66.24%       | 56.84%        | 44.80%      | 0.00%         | -17.54%           | -18.82%      | -2.22%       | -26.43%       | 19.85%      | 0.00%         |
| KILLMARSH MEDICAL CENTRE                       | 34.59%   | 0.00%        | 67.00%       | 78.84%        | 71.76%      | 9.20%         | 19.93%     | 14.73%       | 84.50%       | 83.32%        | 51.29%      | 0.00%         | -14.66%           | 14.73%       | 17.50%       | 4.49%         | -20.46%     | -9.20%        |
| LIME GROVE MEDICAL CENTRE                      | 31.99%   | 0.00%        | 74.51%       | 87.82%        | 35.92%      | 5.53%         |            |              |              |               |             |               |                   |              |              |               |             |               |
| MOSS VALLEY MP                                 | 11.58%   | 17.55%       | 76.44%       | 75.61%        | 14.53%      | 0.00%         | 49.16%     | 1.95%        | 64.33%       | 80.97%        | 40.47%      | 0.00%         | 37.58%            | -15.60%      | -12.11%      | 5.36%         | 25.94%      | 0.00%         |
| NEWBOLD SURGERY                                | 52.51%   | 5.98%        | 71.08%       | 69.97%        | 48.00%      | 0.00%         | 19.36%     | 25.51%       | 69.56%       | 72.16%        | 46.06%      | 0.00%         | -33.15%           | 19.53%       | -1.51%       | 2.20%         | -1.95%      | 0.00%         |
| OAKHILL MEDICAL CENTRE                         | 15.48%   | 9.69%        | 59.31%       | 67.94%        | 16.57%      | 3.48%         | 29.75%     | 18.24%       | 49.65%       | 90.91%        | 41.57%      | 6.13%         | 14.28%            | 8.55%        | -9.66%       | 22.97%        | 25.00%      | 2.65%         |
| SETT VALLEY MEDICAL CENTRE                     | 46.49%   | 9.57%        | 83.24%       | 70.21%        | 30.04%      | 0.00%         | 37.14%     | 9.08%        | 77.24%       | 83.58%        | 33.89%      | 5.32%         | -9.35%            | -0.49%       | -6.00%       | 13.37%        | 3.85%       | 5.32%         |
| STEWART MEDICAL CENTRE                         | 50.75%   | 15.62%       | 52.96%       | 49.25%        | 26.10%      | 0.00%         | 12.49%     | 6.01%        | 66.30%       | 75.28%        | 42.20%      | 0.00%         | -38.26%           | -9.61%       | 13.34%       | 26.03%        | 16.09%      | 0.00%         |
| STUBLEY MEDICAL CENTRE                         | 63.11%   | 13.84%       | 91.50%       | 82.91%        | 63.92%      | 0.00%         | 15.34%     | 14.97%       | 95.03%       | 59.35%        | 13.49%      | 0.00%         | -47.77%           | 1.13%        | 3.54%        | -23.56%       | -50.43%     | 0.00%         |
| THE SPRINGS HEALTH CENTRE                      | 44.16%   | 3.51%        | 66.83%       | 64.87%        | 23.32%      | 7.11%         | 28.82%     | 0.00%        | 81.61%       | 91.06%        | 54.53%      | 3.01%         | -15.35%           | -3.51%       | 14.78%       | 26.19%        | 31.21%      | -4.10%        |
| THE SURGERY@WHEATBRIDGE                        | 31.60%   | 12.26%       | 63.43%       | 67.06%        | 37.08%      | 8.35%         | 56.26%     | 7.66%        | 62.97%       | 77.65%        | 36.07%      | 16.93%        | 24.66%            | -4.60%       | -0.47%       | 10.59%        | -1.01%      | 8.58%         |
| THORNBROOK SURGERY                             | 41.82%   | 3.66%        | 73.65%       | 69.26%        | 32.13%      | 4.48%         | 38.15%     | 4.82%        | 58.44%       | 21.64%        | 31.69%      | 13.91%        | -3.67%            | 1.17%        | -15.20%      | -47.61%       | -0.45%      | 9.43%         |
| WELBECK ROAD HEALTH CENTRE                     | 41.37%   | 8.82%        | 78.47%       | 39.14%        | 11.55%      | 2.76%         | 20.08%     | 0.00%        | 70.86%       | 88.14%        | 57.05%      | 0.00%         | -21.29%           | -8.82%       | -7.62%       | 49.01%        | 45.50%      | -2.76%        |
| WHITTINGTON MOOR SURGERY                       | 29.06%   | 8.99%        | 56.65%       | 85.87%        | 24.26%      | 0.00%         | 33.09%     | 6.17%        | 91.54%       | 91.54%        | 36.14%      | 0.00%         | 4.03%             | -2.82%       | 34.89%       | 5.67%         | 11.88%      | 0.00%         |

# Methodology [Part 1]

## **Q1 - Ease of getting through to someone at GP surgery on the phone?**

The total number of responses that either answered 'Very Easy' or 'Fairly Easy' to the question.

## **Q2 - Helpfulness of receptionists at GP surgery?**

The total number of responses that either answered 'Very Helpful' or 'Fairly Helpful' to the question.

## **Q3 - Able to get an appointment to see or speak to someone?**

The total number of responses that either answered 'Yes' or 'Yes, but had to call back closer to or on the day they wanted the appointment' to the question.

## **Q4 - Convenience of appointment? (Responses include all those who were able to get an appointment)**

The total number of responses that either answered 'Very Convenient' or 'Fairly Convenient' to the question.

## **Q5 - Overall experience of making an appointment?**

The total number of responses that either answered 'Very Good' or 'Fairly Good' to the question.

## **Q6 - Satisfaction with opening hours?**

The total number of responses that either answered 'Very Satisfied' or 'Fairly Satisfied' to the question.

## **Q7 - Is GP surgery currently open at times that are convenient?**

The total number of responses that either answered 'Yes' to the question.

## **Q8 - Overall experience of GP surgery?**

The total number of responses that either answered 'Very Good' or 'Fairly Good' to the question.

## **Q9 - Recommending GP surgery to someone who has just moved to local area?**

The total number of responses that either answered 'Yes, would definitely recommend' or 'Yes, would probably recommend' to the question.

# Methodology [Part 2]

## **Q10 - Reason for not being able to get an appointment / the appointment offered was inconvenient? (Responses include all those who were not able to get an appointment or were offered an inconvenient appointment)**

The available responses to the above question were the following, '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' or 'Another reason'.

## **Q11 - What did you do on that occasion? (Responses include all those who were not able to get an appointment or were offered an inconvenient appointment)**

The available responses to the above question were the following, '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' or 'Didn't see or speak to anyone'.

## **Q12 - How long until actually saw or spoke to GP / nurse - total responses? (Responses include all those who were able to get an appointment)**

The available responses to the above question were the following, 'On the same day', 'On the next working day', 'A few days later', 'A week or more later' or 'Can't remember'.

## **Q13 - Additional opening times that would make it easier to see or speak to someone? (Responses include all those who say their surgery is not currently open at times that are convenient for them)**

The available responses to the above question were the following, 'Before 8am', 'At lunchtime', 'After 6.30pm', 'On a Saturday' 'On a Sunday' or 'None of these'.