

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

July 2015 and July 2016 edition of the GP Patient Survey.

Aggregated data collected during July-September 2014 & January-March 2015 (July 2015 survey) and July-September 2015 & January-March 2016 (July 2016 survey).

August 2016 v2.1

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Source: GP Patient Survey (NHS England)

Introduction

Following the previous comparative analysis of the GP 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 July 2015 GP Survey alongside that of the July 2016 GP Patient Surveys at GP practice level.

The data is derived from the GP Patient Survey of July 2015 and July 2016. The data is weighted and aggregated from survey collected during July-September 2014 & January-March 2015 [July15 update] and July-September 2015 & January-March 2016 [July 16 update].

The subsequent slides show the results for 12 key questions resulting from the GP Patient Survey by GP Practices within North Derbyshire CCG.

Question 11, which appeared in previous reports produced by Arden and GEM CSU has been removed as this question was not asked in the current GP Survey. The question was **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)**

There are a total of 36 GP Practices listed within the survey results for North Derbyshire CCG in July 2016 and these have been compared with the corresponding GP Practices that featured within the July 2015 survey..

The July 2016 update generated 4,233 responses to the survey. This equated to a response rate of 51%. Nationally, England had a response rate of 39% from 7,779 practices with a total of 836,312 responses.

Comparing like for like GP Practices in North Derbyshire CCG, the July 2015 update had 4,401 responses at a response rate of 44%. England as a whole, had a response rate of 33% from 7,918 practices with a total of 858,381 responses.

Explanatory Notes

The report consist of charts and tables derived from the July 2015 and July 2016 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 July 2016 GP surveys.

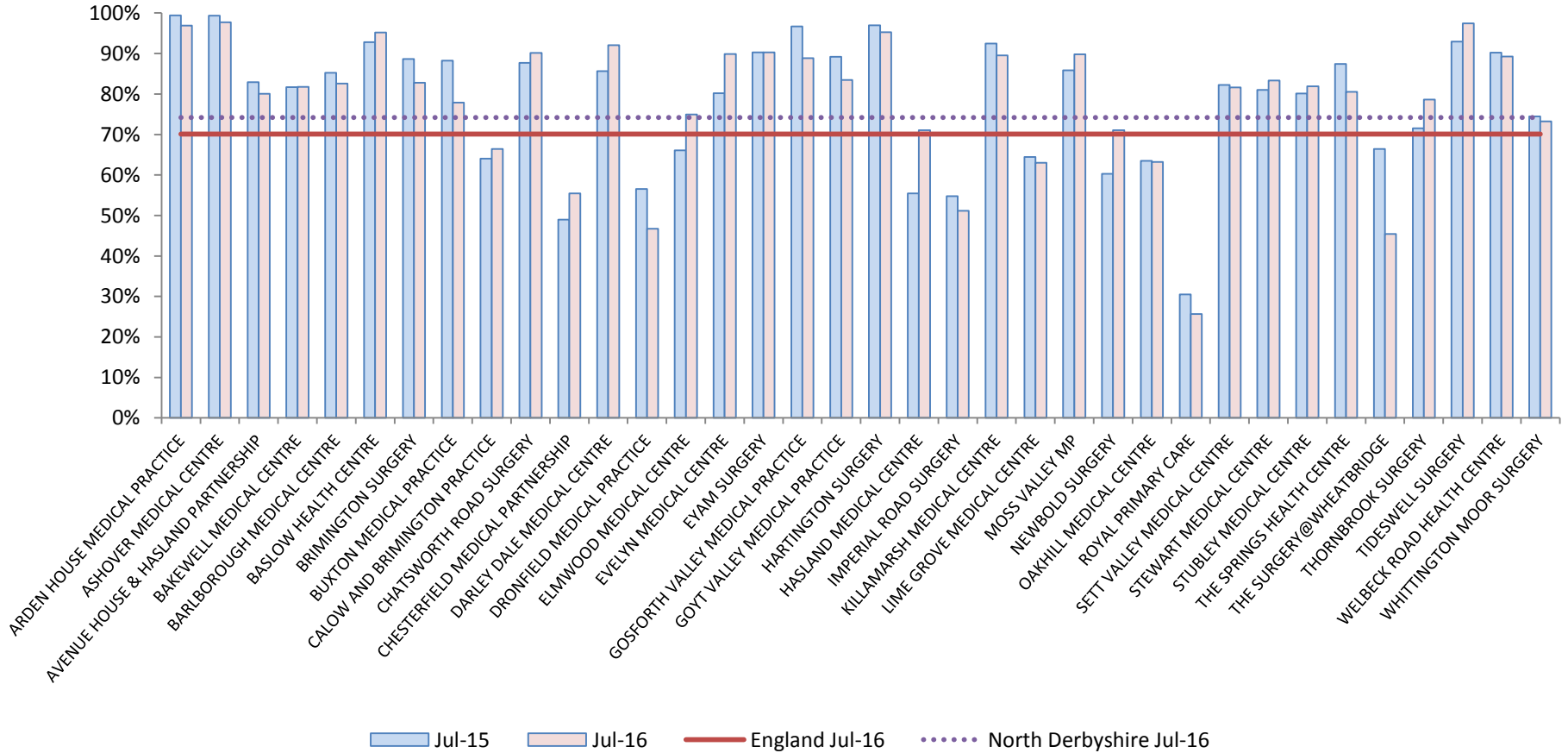
The second chart depicts the percentage point change between the two surveys. The table in the question grouping depicts the rank of the GP practices compared to the North Derbyshire cohort of practices and whether its rank has increased, decreased or stayed the same since the last survey.

The final questions (10-12) are compiled into two tables showing the actual numbers answered, percentage answered and the percentage variance between the two surveys. Please note ~ is a suppression of the results due to low counts.

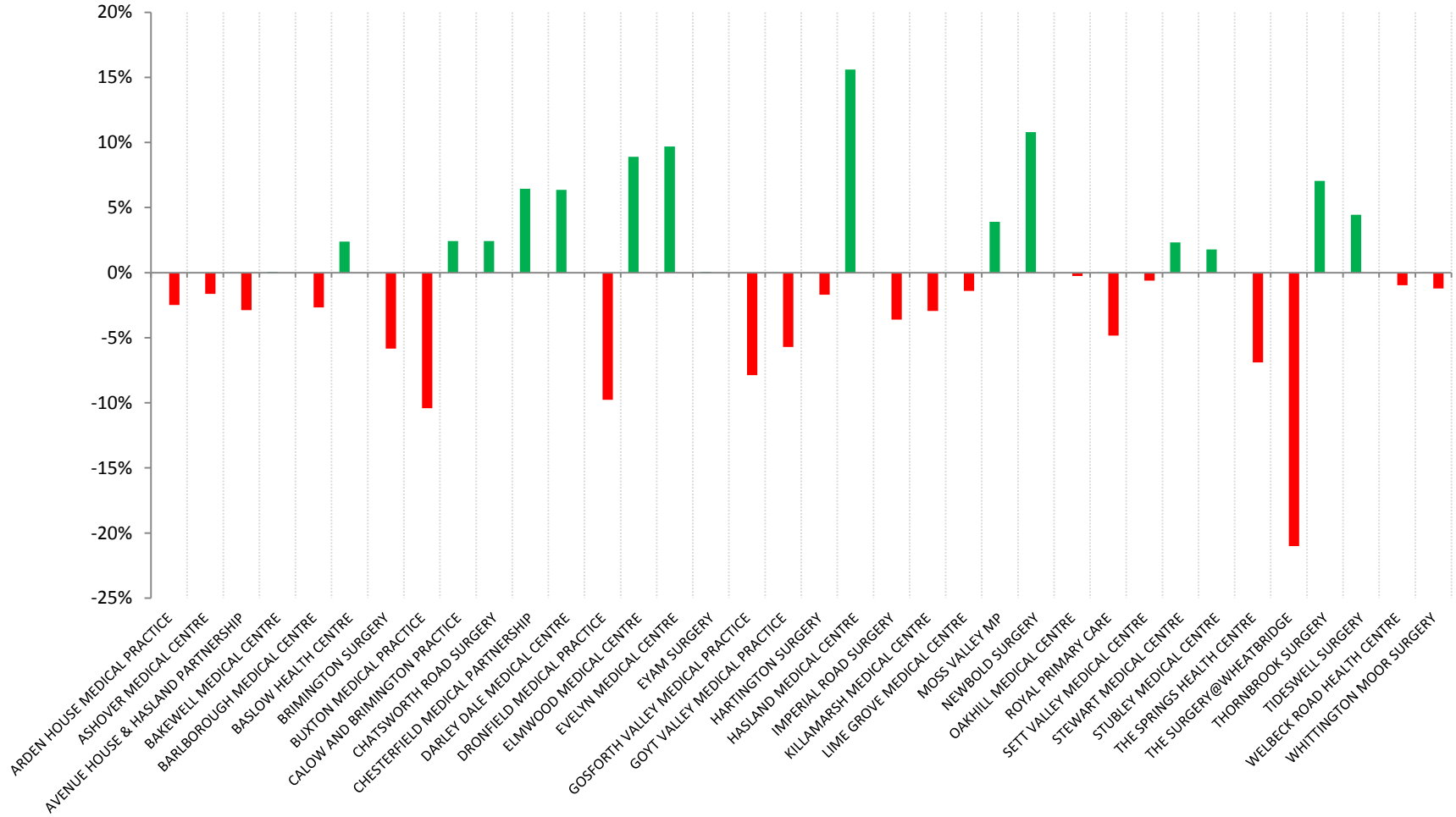
For full methodology on how the results are calculated please see the 'Methodology' section at the end of this report.

- 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 [July-15] & [July-16]



Q1 Rating it easy to get through to someone at GP surgery on the phone - % variance between Jul-15 & Jul-16

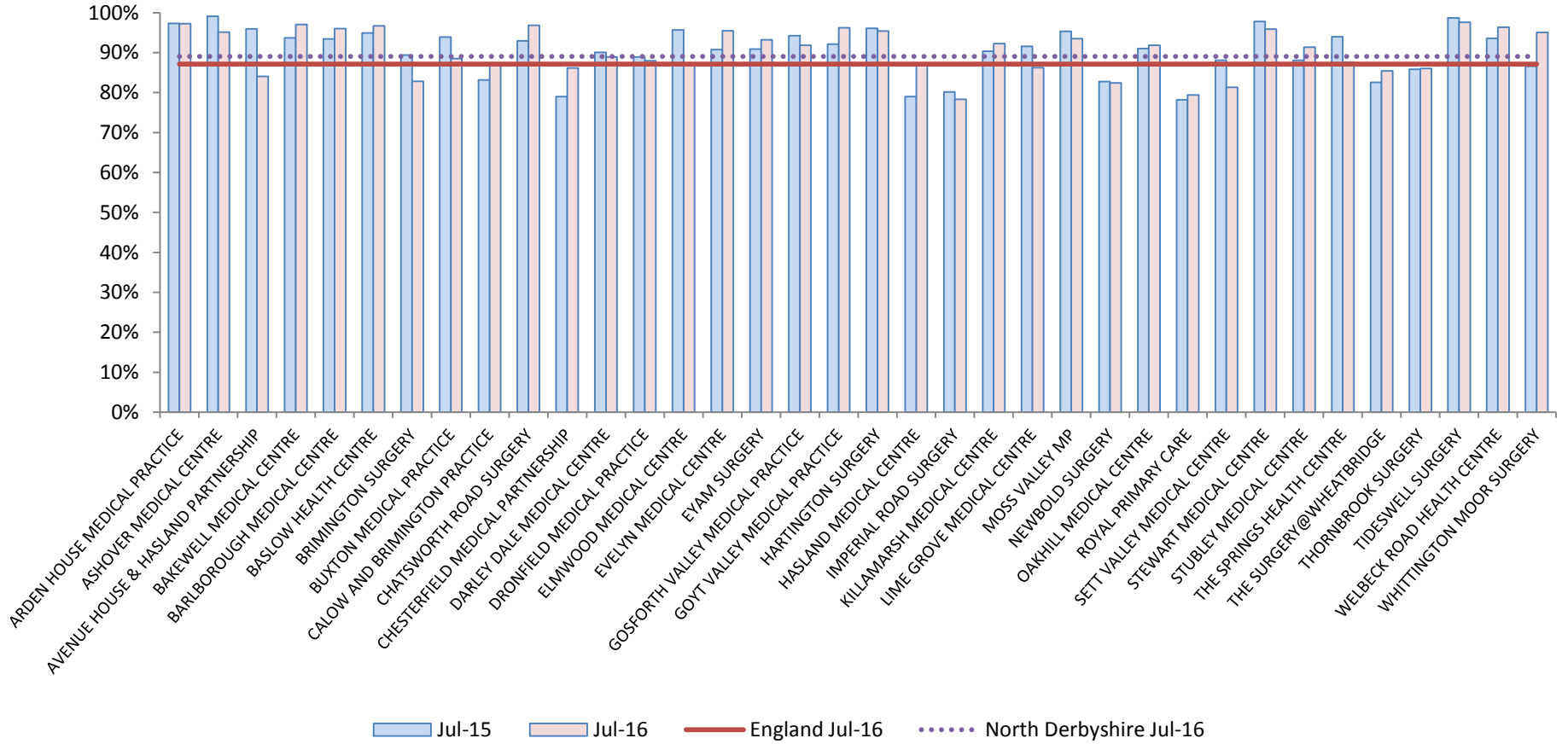


Where do the North Derbyshire CCG GP Practices rank with each other for the question of the ease to get through to someone at the GP surgery on the phone?

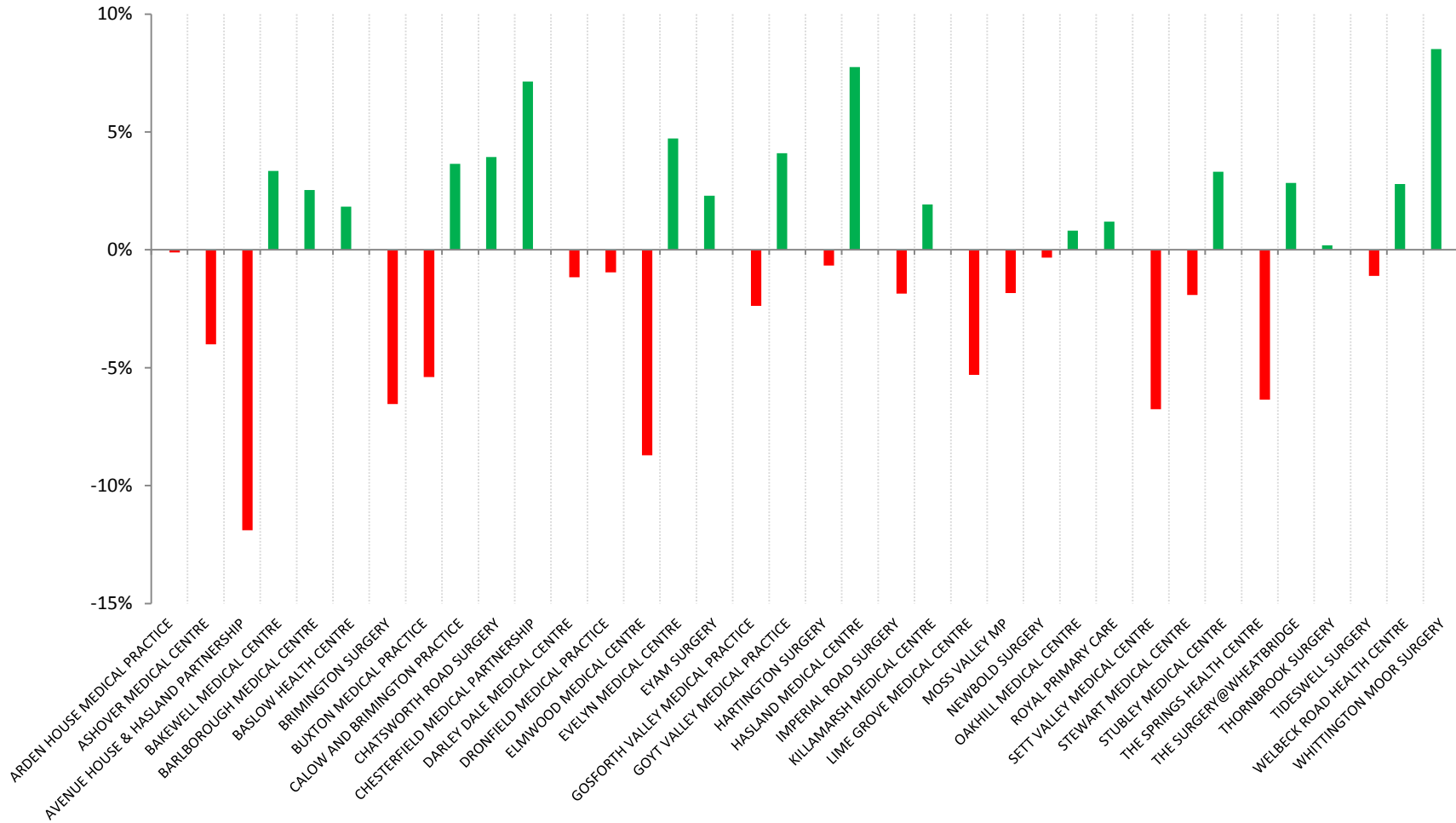
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Practice Name	Q1			
	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	1	3	Decreased	<u>177</u>
ASHOVER MEDICAL CENTRE	2	1	Increased	<u>117</u>
AVENUE HOUSE & HASLAND PARTNERSHIP	18	22	Decreased	3,188
BAKEWELL MEDICAL CENTRE	20	19	Increased	2,867
BARLBOROUGH MEDICAL CENTRE	17	17	Same	2,721
BASLOW HEALTH CENTRE	6	5	Increased	<u>361</u>
BRIMINGTON SURGERY	11	16	Decreased	2,674
BUXTON MEDICAL PRACTICE	12	24	Decreased	3,590
CALOW AND BRIMINGTON PRACTICE	29	29	Same	5,327
CHATSWORTH ROAD SURGERY	13	8	Increased	1,236
CHESTERFIELD MEDICAL PARTNERSHIP	35	32	Increased	6,507
DARLEY DALE MEDICAL CENTRE	16	6	Increased	861
DRONFIELD MEDICAL PRACTICE	32	34	Decreased	7,080
ELMWOOD MEDICAL CENTRE	27	25	Increased	4,062
EVELYN MEDICAL CENTRE	22	9	Increased	1,288
EYAM SURGERY	8	7	Increased	1,201
GOSFORTH VALLEY MEDICAL PRACTICE	4	13	Decreased	1,454
GOYT VALLEY MEDICAL PRACTICE	10	14	Decreased	2,563
HARTINGTON SURGERY	3	4	Decreased	<u>353</u>
HASLAND MEDICAL CENTRE	33	28	Increased	4,685
IMPERIAL ROAD SURGERY	34	33	Increased	6,833
KILLAMARSH MEDICAL CENTRE	7	11	Decreased	1,340
LIME GROVE MEDICAL CENTRE	28	31	Decreased	5,744
MOSS VALLEY MP	15	10	Increased	1,298
NEWBOLD SURGERY	31	27	Increased	4,683
OAKHILL MEDICAL CENTRE	30	30	Same	5,720
ROYAL PRIMARY CARE	36	36	Same	<u>7,670</u>
SETT VALLEY MEDICAL CENTRE	19	20	Decreased	2,909
STEWART MEDICAL CENTRE	21	15	Increased	2,584
STUBLEY MEDICAL CENTRE	23	18	Increased	2,847
THE SPRINGS HEALTH CENTRE	14	21	Decreased	3,100
THE SURGERY@WHEATBRIDGE	26	35	Decreased	7,144
THORNBROOK SURGERY	25	23	Increased	3,453
TIDESWELL SURGERY	5	2	Increased	<u>140</u>
WELBECK ROAD HEALTH CENTRE	9	12	Decreased	1,391
WHITTINGTON MOOR SURGERY	24	26	Decreased	4,360

Q2 Rating the receptionists at GP surgery as helpful [July-15] & [July-16]



Q2 Percentage rating the receptionists at GP surgery as helpful - % variance between Jul-15 & Jul-16

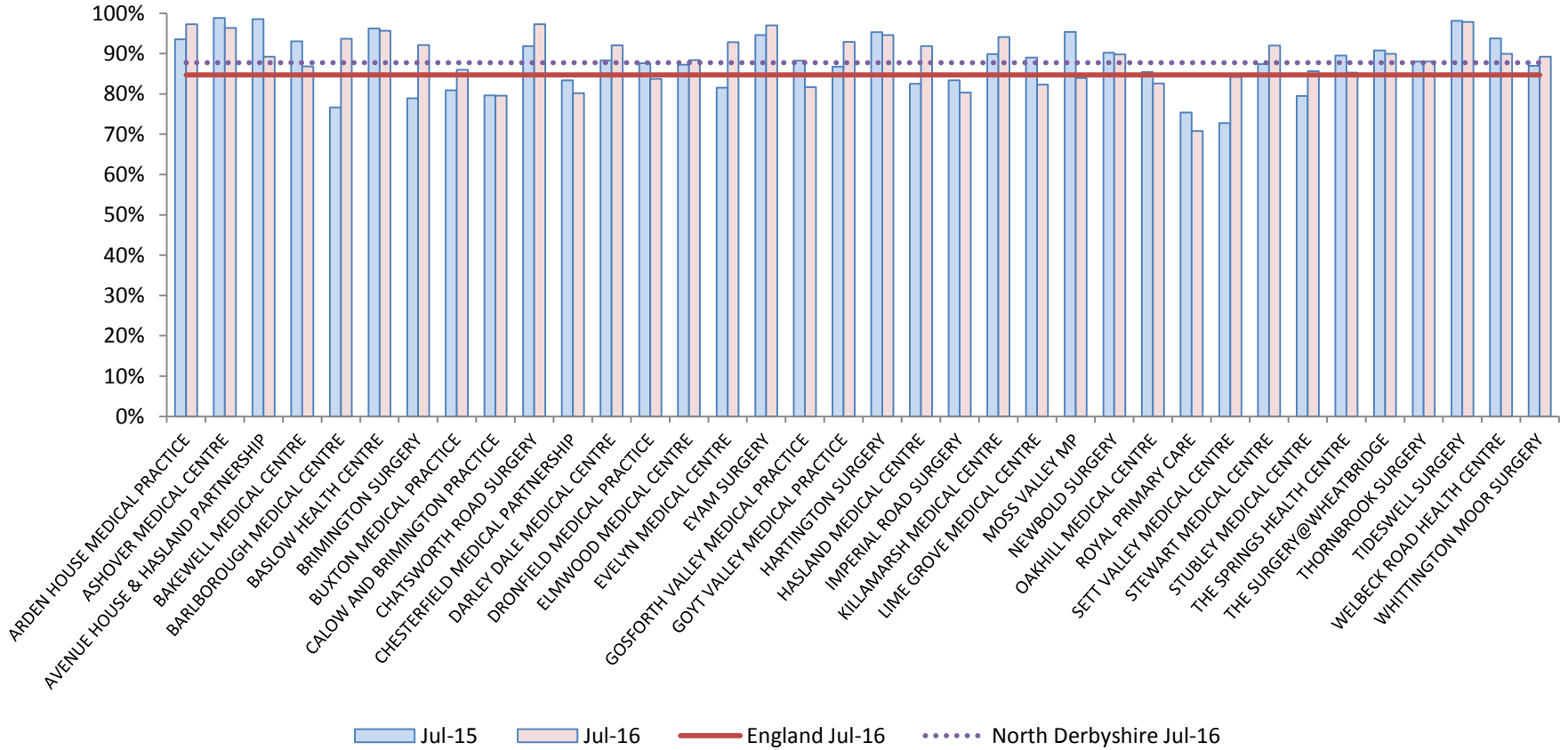


Where do the North Derbyshire CCG GP Practices rank with each other for the question of rating the receptionists at the GP surgery as helpful?

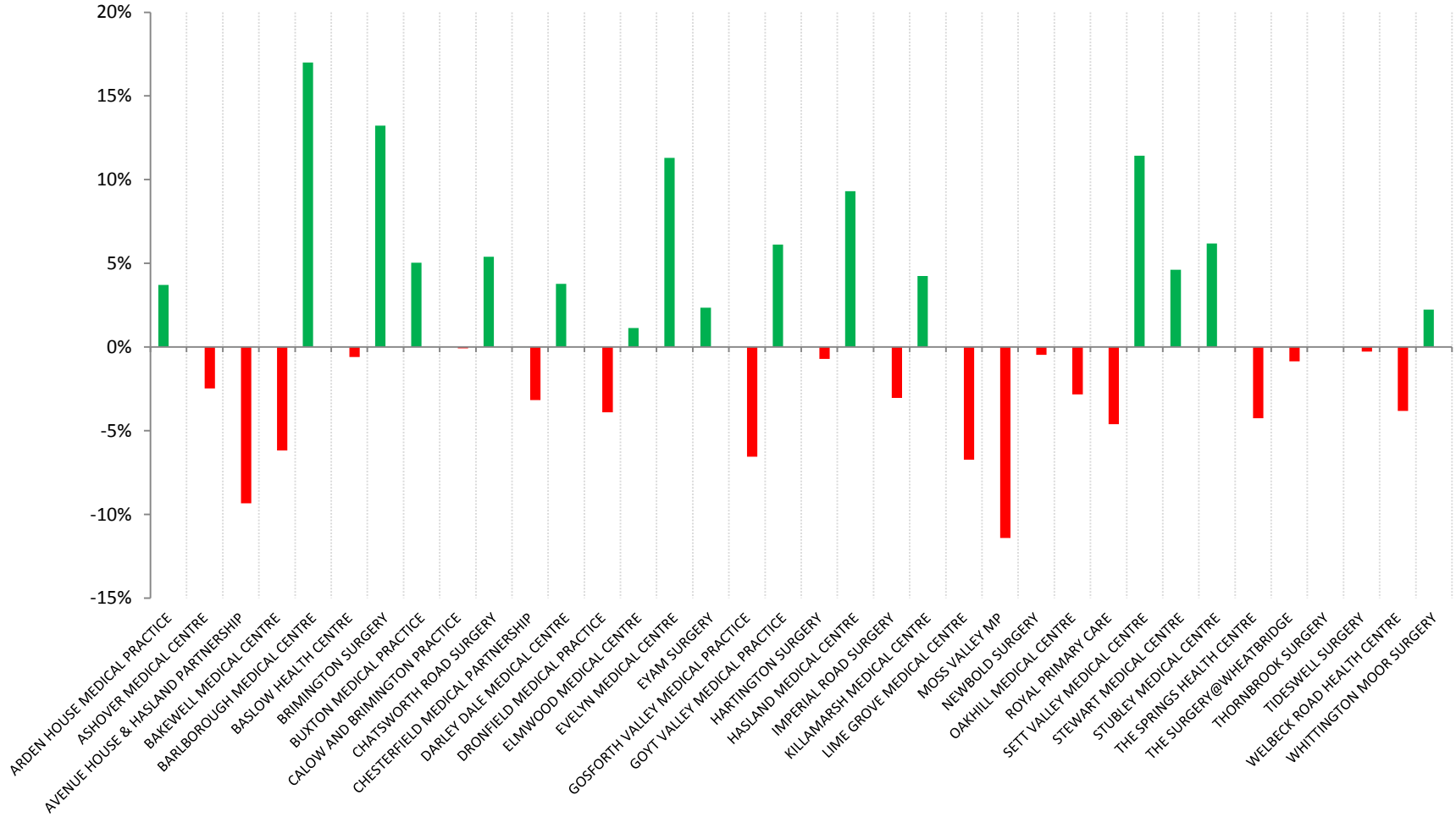
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q2				
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	4	2	Increased	428
ASHOVER MEDICAL CENTRE	1	12	Decreased	1,114
AVENUE HOUSE & HASLAND PARTNERSHIP	6	31	Decreased	5,688
BAKEWELL MEDICAL CENTRE	13	3	Increased	463
BARLBOROUGH MEDICAL CENTRE	15	8	Increased	820
BASLOW HEALTH CENTRE	9	5	Increased	561
BRIMINGTON SURGERY	24	32	Decreased	6,056
BUXTON MEDICAL PRACTICE	12	21	Decreased	4,031
CALOW AND BRIMINGTON PRACTICE	30	25	Increased	4,732
CHATSWORTH ROAD SURGERY	16	4	Increased	526
CHESTERFIELD MEDICAL PARTNERSHIP	35	28	Increased	4,953
DARLEY DALE MEDICAL CENTRE	23	20	Increased	3,854
DRONFIELD MEDICAL PRACTICE	25	22	Increased	4,263
ELMWOOD MEDICAL CENTRE	7	24	Decreased	4,658
EVELYN MEDICAL CENTRE	21	10	Increased	1,002
EYAM SURGERY	20	15	Increased	1,899
GOSFORTH VALLEY MEDICAL PRACTICE	10	18	Decreased	2,550
GOYT VALLEY MEDICAL PRACTICE	17	7	Increased	722
HARTINGTON SURGERY	5	11	Decreased	1,026
HASLAND MEDICAL CENTRE	34	26	Increased	4,752
IMPERIAL ROAD SURGERY	33	36	Decreased	6,902
KILLAMARSH MEDICAL CENTRE	22	16	Increased	2,340
LIME GROVE MEDICAL CENTRE	18	27	Decreased	4,900
MOSS VALLEY MP	8	14	Decreased	1,771
NEWBOLD SURGERY	31	33	Decreased	6,156
OAKHILL MEDICAL CENTRE	19	17	Increased	2,548
ROYAL PRIMARY CARE	36	35	Increased	6,742
SETT VALLEY MEDICAL CENTRE	26	34	Decreased	6,387
STEWART MEDICAL CENTRE	3	9	Decreased	876
STUBLEY MEDICAL CENTRE	27	19	Increased	2,733
THE SPRINGS HEALTH CENTRE	11	23	Decreased	4,396
THE SURGERY@WHEATBRIDGE	32	30	Increased	5,247
THORNBROOK SURGERY	29	29	Same	4,997
TIDSWELL SURGERY	2	1	Increased	340
WELBECK ROAD HEALTH CENTRE	14	6	Increased	674
WHITTINGTON MOOR SURGERY	28	13	Increased	1,120

Q3 Responses able to get an appointment to see or speak to someone [July-15] & [July-16]



Q3 Able to get an appointment to see or speak to someone - % variance between Jul-15 & Jul-16

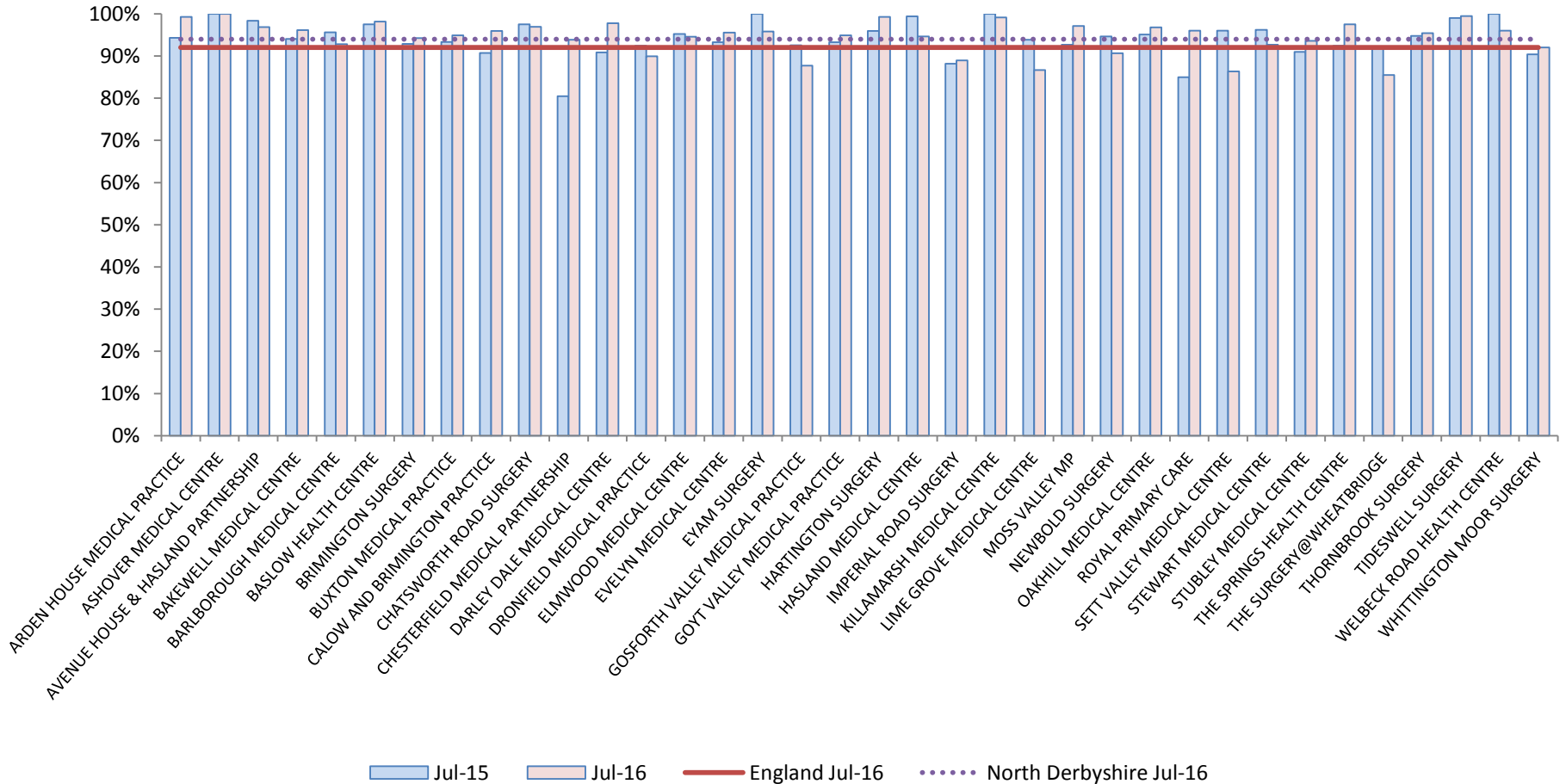


Where do the North Derbyshire CCG GP Practices rank with each other for the responses able to get an appointment to see or speak to someone?

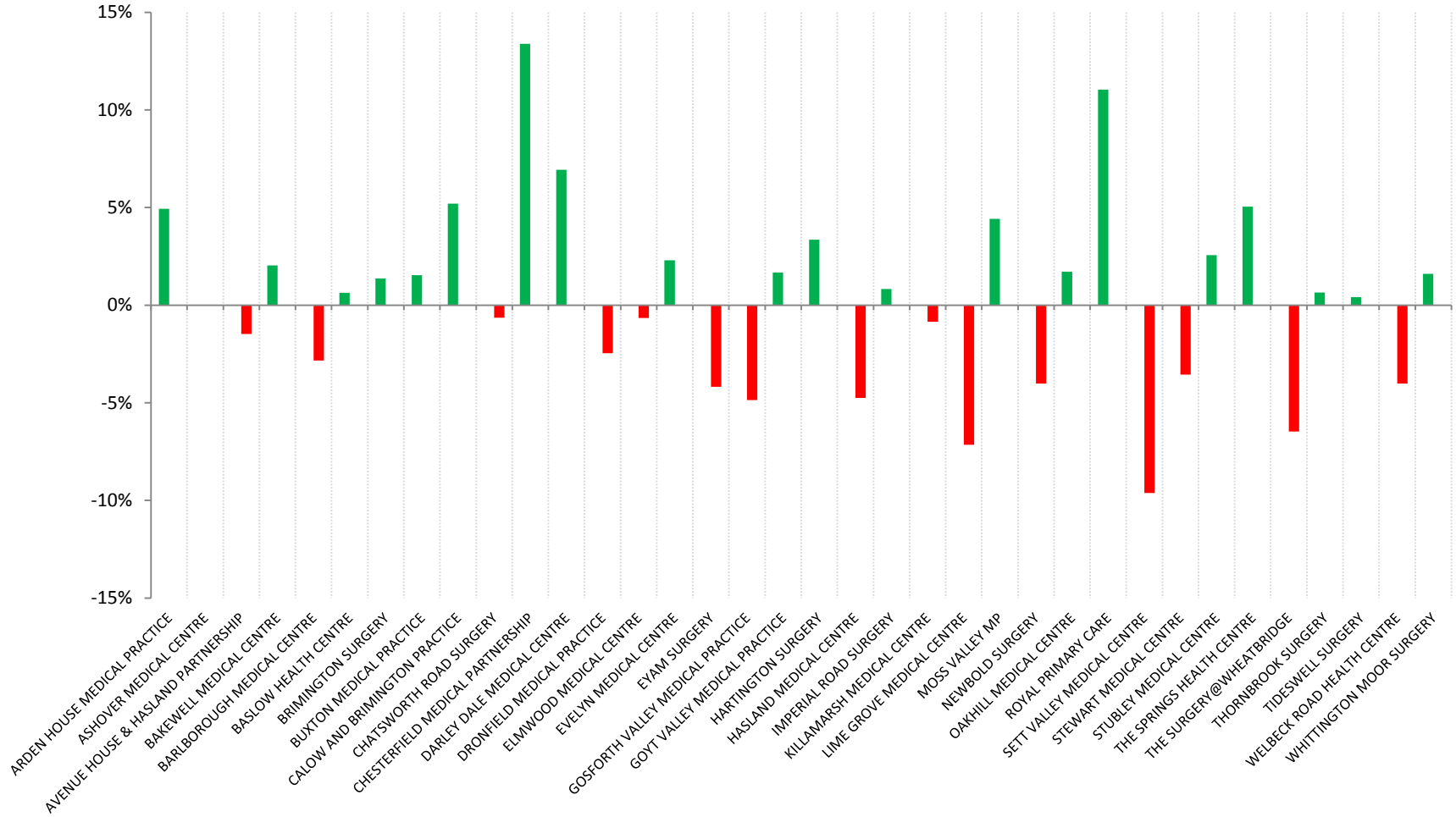
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q3				
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	9	3	Increased	<u>173</u>
ASHOVER MEDICAL CENTRE	1	5	Decreased	<u>296</u>
AVENUE HOUSE & HASLAND PARTNERSHIP	2	19	Decreased	2,487
BAKEWELL MEDICAL CENTRE	10	23	Decreased	3,509
BARLBOROUGH MEDICAL CENTRE	34	9	Increased	895
BASLOW HEALTH CENTRE	4	6	Decreased	<u>425</u>
BRIMINGTON SURGERY	33	12	Increased	1,366
BUXTON MEDICAL PRACTICE	30	24	Increased	3,863
CALOW AND BRIMINGTON PRACTICE	31	35	Decreased	5,937
CHATSWORTH ROAD SURGERY	11	2	Increased	<u>172</u>
CHESTERFIELD MEDICAL PARTNERSHIP	27	34	Decreased	5,754
DARLEY DALE MEDICAL CENTRE	17	13	Increased	1,391
DRONFIELD MEDICAL PRACTICE	20	29	Decreased	4,666
ELMWOOD MEDICAL CENTRE	22	21	Increased	2,845
EVELYN MEDICAL CENTRE	29	11	Increased	1,139
EYAM SURGERY	7	4	Increased	<u>207</u>
GOSFORTH VALLEY MEDICAL PRACTICE	18	32	Decreased	5,322
GOYT VALLEY MEDICAL PRACTICE	24	10	Increased	1,120
HARTINGTON SURGERY	6	7	Decreased	<u>657</u>
HASLAND MEDICAL CENTRE	28	15	Increased	1,497
IMPERIAL ROAD SURGERY	26	33	Decreased	5,711
KILLAMARSH MEDICAL CENTRE	14	8	Increased	<u>771</u>
LIME GROVE MEDICAL CENTRE	16	31	Decreased	5,140
MOSS VALLEY MP	5	28	Decreased	4,598
NEWBOLD SURGERY	13	18	Decreased	2,265
OAKHILL MEDICAL CENTRE	25	30	Decreased	5,032
ROYAL PRIMARY CARE	35	36	Decreased	<u>7,254</u>
SETT VALLEY MEDICAL CENTRE	36	27	Increased	4,509
STEWART MEDICAL CENTRE	21	14	Increased	1,419
STUBLEY MEDICAL CENTRE	32	25	Increased	3,986
THE SPRINGS HEALTH CENTRE	15	26	Decreased	4,117
THE SURGERY@WHEATBRIDGE	12	17	Decreased	2,218
THORNBROOK SURGERY	19	22	Decreased	3,031
TIDESWELL SURGERY	3	1	Increased	<u>114</u>
WELBECK ROAD HEALTH CENTRE	8	16	Decreased	2,196
WHITTINGTON MOOR SURGERY	23	20	Increased	2,497

Q4 Responses rating the appointment given as convenient [July-15] & [July-16]



Q4 responses rating the appointment given as convenient - variance between Jul-15 & Jul-16

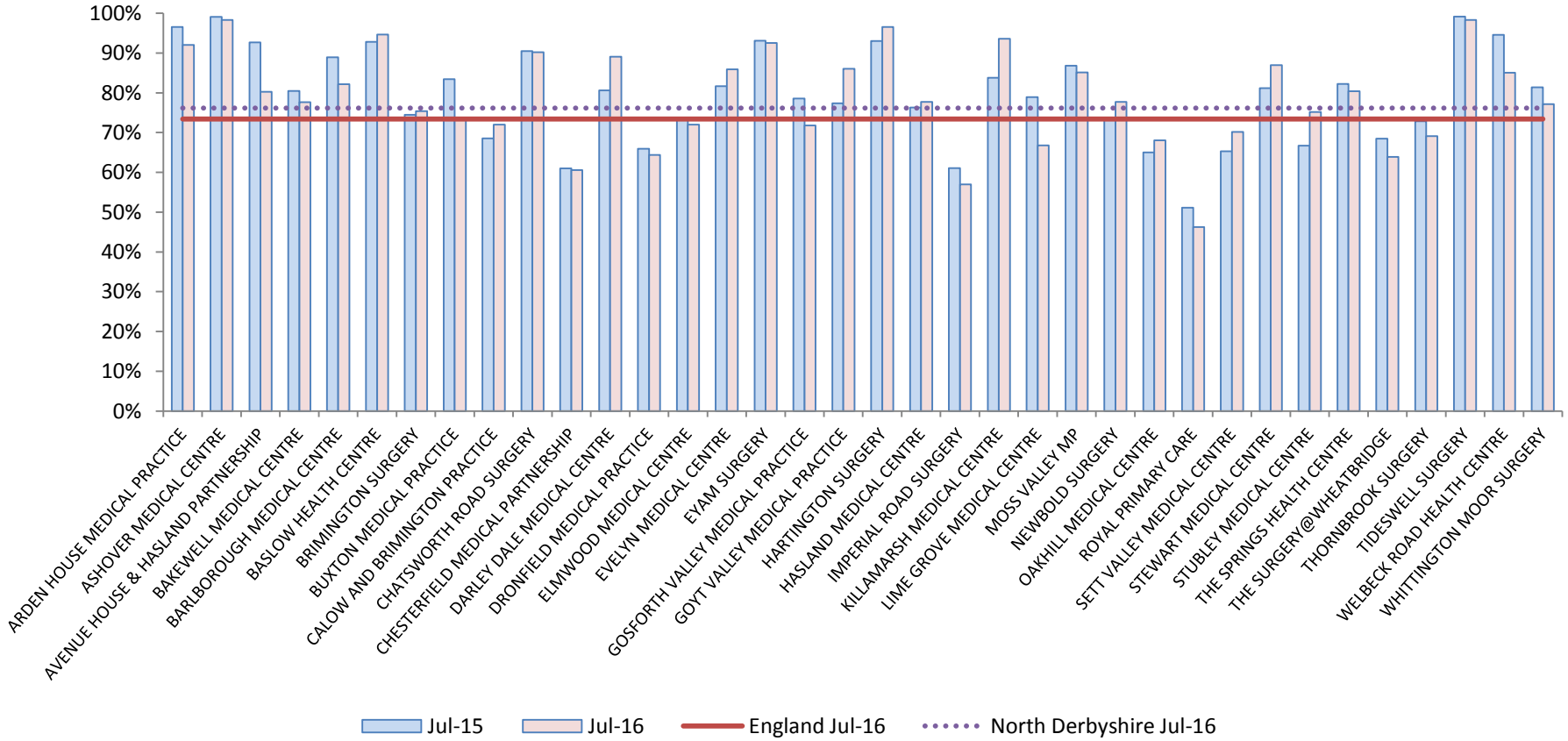


Where do the North Derbyshire CCG GP Practices rank with each other for the responses rating the appointment given as convenient?

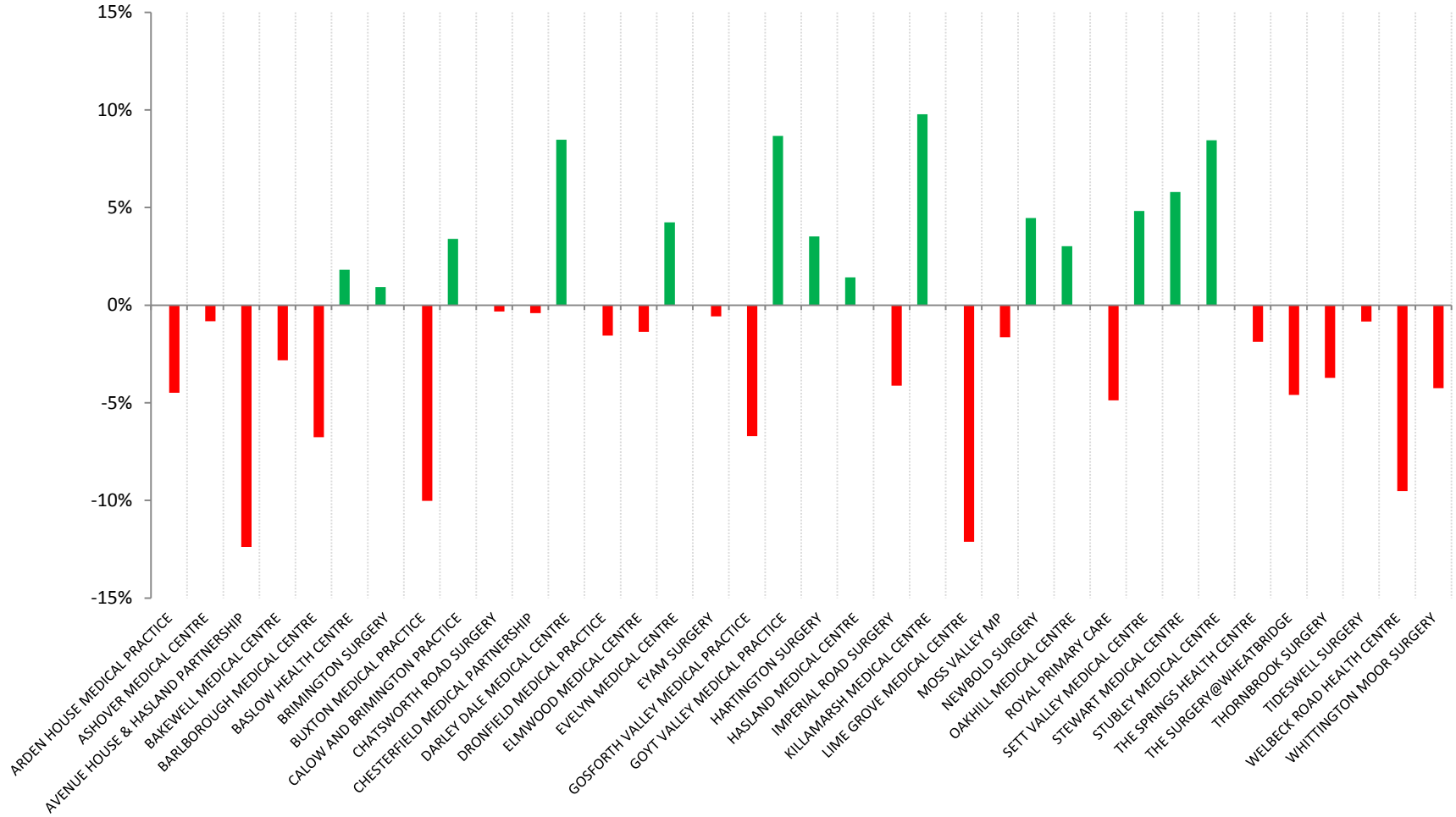
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q4				
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	18	4	Increased	333
ASHOVER MEDICAL CENTRE	3	1	Increased	65
AVENUE HOUSE & HASLAND PARTNERSHIP	7	11	Decreased	1,528
BAKEWELL MEDICAL CENTRE	19	13	Increased	1,993
BARLBOROUGH MEDICAL CENTRE	13	27	Decreased	4,096
BASLOW HEALTH CENTRE	9	6	Increased	823
BRIMINGTON SURGERY	24	24	Same	3,210
BUXTON MEDICAL PRACTICE	21	21	Same	2,775
CALOW AND BRIMINGTON PRACTICE	32	16	Increased	2,094
CHATSWORTH ROAD SURGERY	8	10	Decreased	1,510
CHESTERFIELD MEDICAL PARTNERSHIP	36	25	Increased	3,469
DARLEY DALE MEDICAL CENTRE	31	7	Increased	996
DRONFIELD MEDICAL PRACTICE	28	31	Decreased	5,500
ELMWOOD MEDICAL CENTRE	14	23	Decreased	2,990
EVELYN MEDICAL CENTRE	22	18	Increased	2,324
EYAM SURGERY	1	17	Decreased	2,173
GOSFORTH VALLEY MEDICAL PRACTICE	26	33	Decreased	6,299
GOYT VALLEY MEDICAL PRACTICE	23	20	Increased	2,762
HARTINGTON SURGERY	12	3	Increased	325
HASLAND MEDICAL CENTRE	5	22	Decreased	2,932
IMPERIAL ROAD SURGERY	34	32	Increased	5,919
KILLAMARSH MEDICAL CENTRE	4	5	Decreased	375
LIME GROVE MEDICAL CENTRE	20	34	Decreased	6,540
MOSS VALLEY MP	25	9	Increased	1,377
NEWBOLD SURGERY	17	30	Decreased	5,212
OAKHILL MEDICAL CENTRE	15	12	Increased	1,572
ROYAL PRIMARY CARE	35	14	Increased	2,060
SETT VALLEY MEDICAL CENTRE	11	35	Decreased	6,617
STEWART MEDICAL CENTRE	10	28	Decreased	4,163
STUBLEY MEDICAL CENTRE	30	26	Increased	3,659
THE SPRINGS HEALTH CENTRE	27	8	Increased	1,149
THE SURGERY@WHEATBRIDGE	29	36	Decreased	6,788
THORNBROOK SURGERY	16	19	Decreased	2,429
TIDESWELL SURGERY	6	2	Increased	252
WELBECK ROAD HEALTH CENTRE	1	15	Decreased	2,068
WHITTINGTON MOOR SURGERY	33	29	Increased	4,554

Q5 Responses rating their overall experience of making an appointment as good [July-15] & [July-16]



Q5 responses rating their overall experience of making an appointment as good - variance between Jul-15 & Jul-16

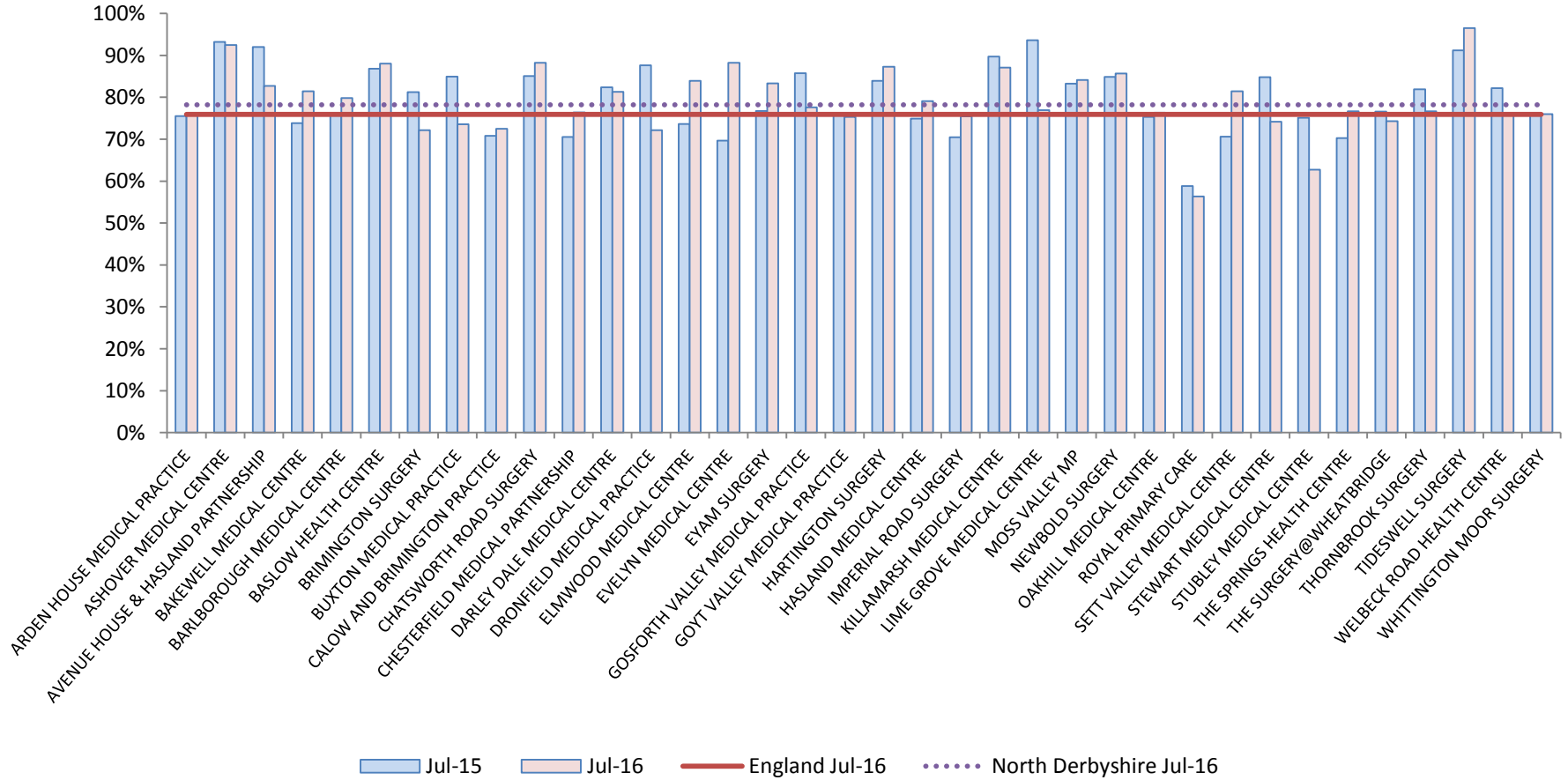


Where do the North Derbyshire CCG GP Practices rank with each other for the responses rating their overall experience of making an appointment as good?

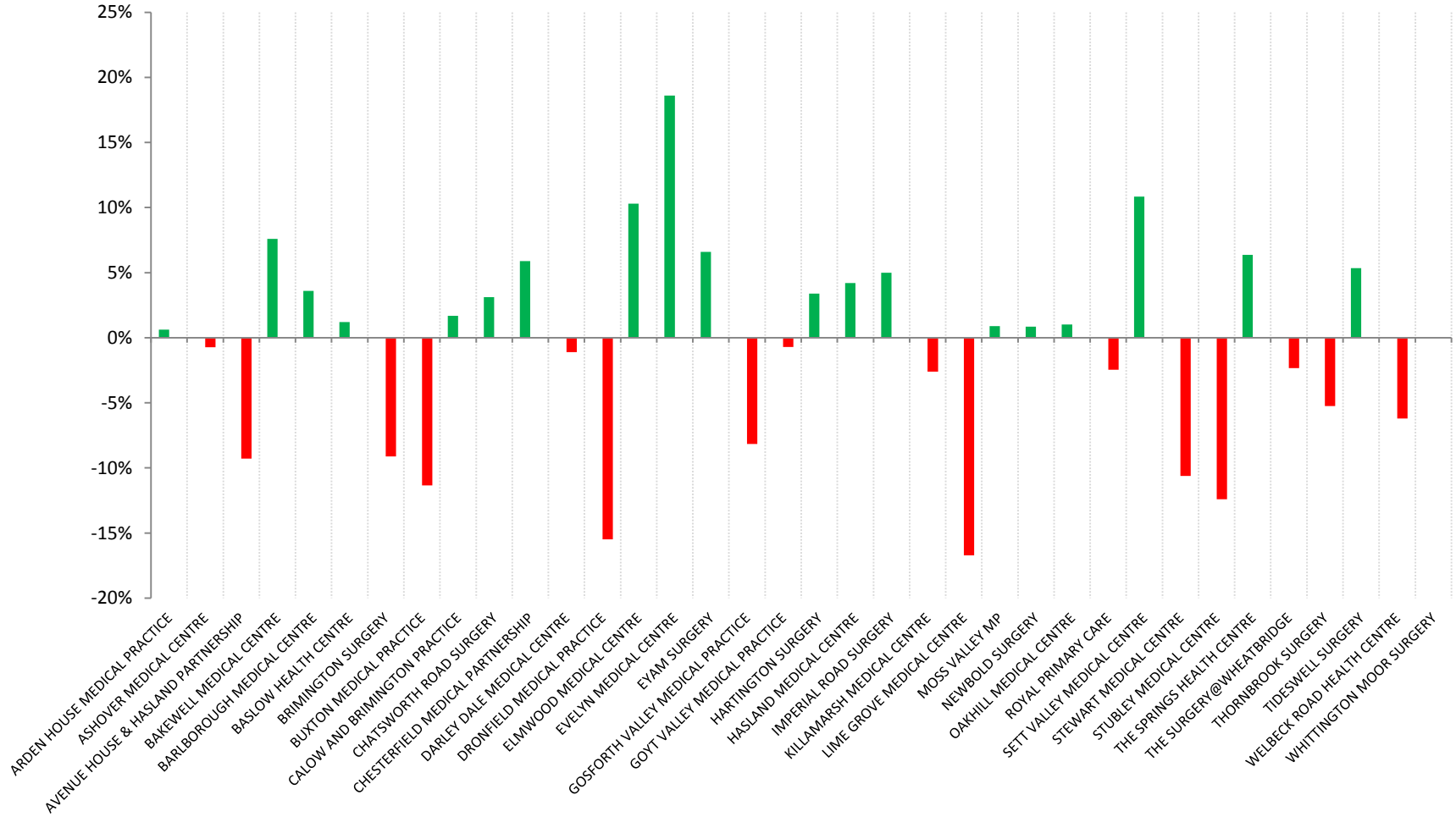
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q5				
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	3	7	Decreased	675
ASHOVER MEDICAL CENTRE	2	2	Same	<u>76</u>
AVENUE HOUSE & HASLAND	8	17	Decreased	3,018
BAKEWELL MEDICAL CENTRE	19	20	Decreased	3,631
BARLBOROUGH MEDICAL CENTRE	10	15	Decreased	2,560
BASLOW HEALTH CENTRE	7	4	Increased	<u>366</u>
BRIMINGTON SURGERY	24	22	Increased	4,098
BUXTON MEDICAL PRACTICE	13	24	Decreased	4,498
CALOW AND BRIMINGTON PRACTICE	28	26	Increased	4,825
CHATSWORTH ROAD SURGERY	9	8	Increased	942
CHESTERFIELD MEDICAL PARTNERSHIP	35	34	Increased	6,595
DARLEY DALE MEDICAL CENTRE	18	9	Increased	1,128
DRONFIELD MEDICAL PRACTICE	31	32	Decreased	6,141
ELMWOOD MEDICAL CENTRE	25	25	Same	4,815
EVELYN MEDICAL CENTRE	15	12	Increased	1,732
EYAM SURGERY	5	6	Decreased	623
GOSFORTH VALLEY MEDICAL PRACTICE	21	27	Decreased	4,855
GOYT VALLEY MEDICAL PRACTICE	22	11	Increased	1,718
HARTINGTON SURGERY	6	3	Increased	<u>197</u>
HASLAND MEDICAL CENTRE	23	18	Increased	3,604
IMPERIAL ROAD SURGERY	34	35	Decreased	6,950
KILLAMARSH MEDICAL CENTRE	12	5	Increased	470
LIME GROVE MEDICAL CENTRE	20	31	Decreased	5,775
MOSS VALLEY MP	11	13	Decreased	1,912
NEWBOLD SURGERY	26	19	Increased	3,608
OAKHILL MEDICAL CENTRE	33	30	Increased	5,569
ROYAL PRIMARY CARE	36	36	Same	<u>7,525</u>
SETT VALLEY MEDICAL CENTRE	32	28	Increased	5,171
STEWART MEDICAL CENTRE	17	10	Increased	1,525
STUBLEY MEDICAL CENTRE	30	23	Increased	4,149
THE SPRINGS HEALTH CENTRE	14	16	Decreased	2,990
THE SURGERY@WHEATBRIDGE	29	33	Decreased	6,208
THORNBROOK SURGERY	27	29	Decreased	5,365
TIDESWELL SURGERY	1	1	Same	<u>70</u>
WELBECK ROAD HEALTH CENTRE	4	14	Decreased	1,931
WHITTINGTON MOOR SURGERY	16	21	Decreased	3,736

Q6 Responses satisfied with the opening hours of the GP surgery [July-15] & [July-16]



Q6 responses satisfied with the opening hours of the GP surgery? - variance between Jul-15 & Jul-16

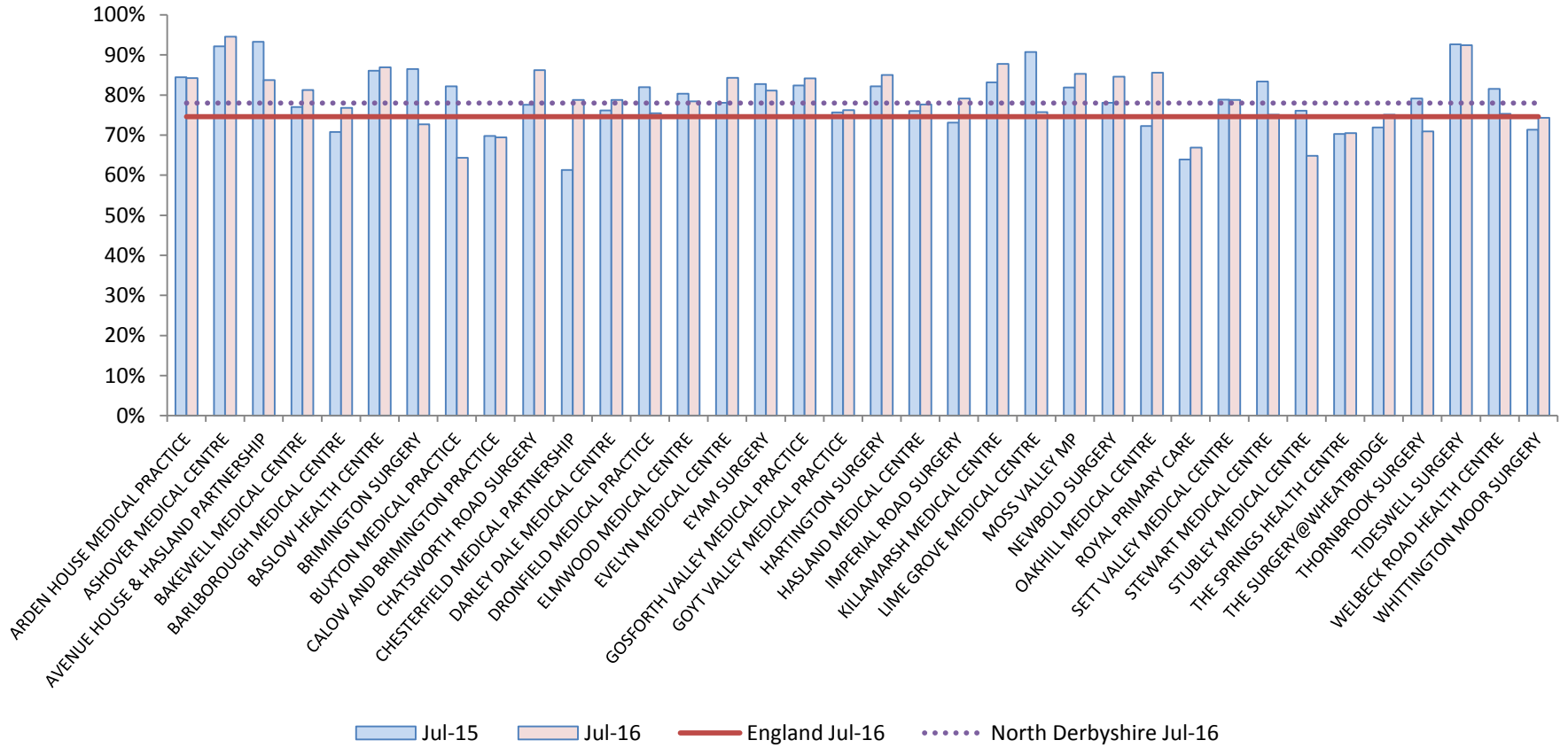


Where do the North Derbyshire CCG GP Practices rank with each other for the responses satisfied with the opening hours of the GP surgery?

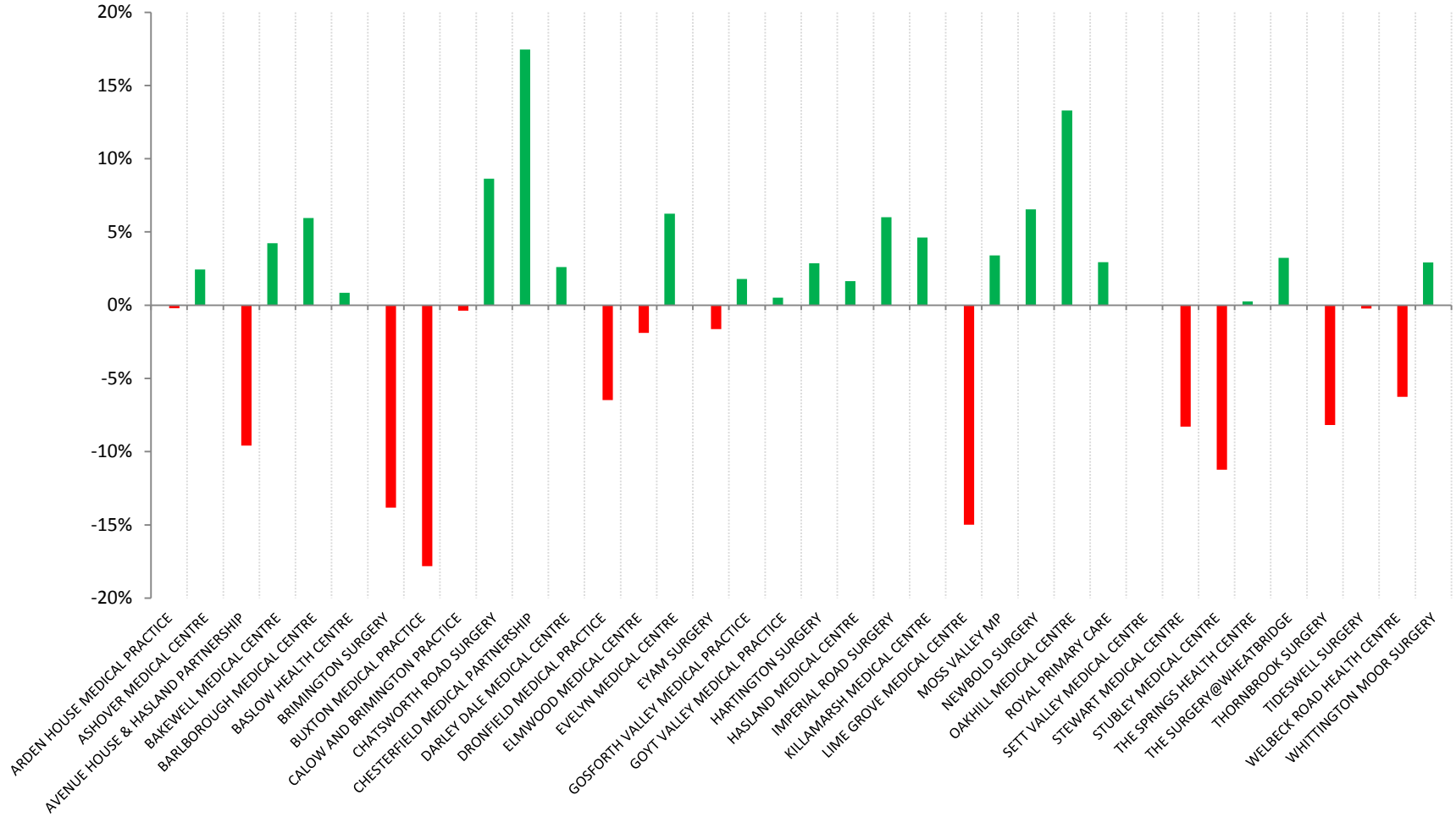
Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q6				
Practice Name	Rank Jul-15	Rank Jul-16	Position	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	24	24	Same	4,164
ASHOVER MEDICAL CENTRE	2	2	Same	170
AVENUE HOUSE & HASLAND	3	12	Decreased	1,918
BAKEWELL MEDICAL CENTRE	28	13	Increased	2,300
BARLBOROUGH MEDICAL CENTRE	21	16	Increased	2,818
BASLOW HEALTH CENTRE	7	5	Increased	660
BRIMINGTON SURGERY	18	34	Decreased	5,480
BUXTON MEDICAL PRACTICE	10	31	Decreased	5,055
CALOW AND BRIMINGTON PRACTICE	30	32	Decreased	5,375
CHATSWORTH ROAD SURGERY	9	4	Increased	633
CHESTERFIELD MEDICAL PARTNERSHIP	32	22	Increased	4,067
DARLEY DALE MEDICAL CENTRE	15	15	Same	2,346
DRONFIELD MEDICAL PRACTICE	6	33	Decreased	5,477
ELMWOOD MEDICAL CENTRE	29	10	Increased	1,598
EVELYN MEDICAL CENTRE	35	3	Increased	625
EYAM SURGERY	19	11	Increased	1,747
GOSFORTH VALLEY MEDICAL PRACTICE	8	18	Decreased	3,626
GOYT VALLEY MEDICAL PRACTICE	22	28	Decreased	4,487
HARTINGTON SURGERY	13	6	Increased	790
HASLAND MEDICAL CENTRE	27	17	Increased	3,087
IMPERIAL ROAD SURGERY	33	27	Increased	4,441
KILLAMARSH MEDICAL CENTRE	5	7	Decreased	832
LIME GROVE MEDICAL CENTRE	1	19	Decreased	3,883
MOSS VALLEY MP	14	9	Increased	1,555
NEWBOLD SURGERY	11	8	Increased	1,139
OAKHILL MEDICAL CENTRE	25	23	Increased	4,097
ROYAL PRIMARY CARE	36	36	Same	7,584
SETT VALLEY MEDICAL CENTRE	31	14	Increased	2,303
STEWART MEDICAL CENTRE	12	30	Decreased	4,884
STUBLEY MEDICAL CENTRE	26	35	Decreased	7,217
THE SPRINGS HEALTH CENTRE	34	21	Increased	3,990
THE SURGERY@WHEATBRIDGE	20	29	Decreased	4,841
THORNBROOK SURGERY	17	20	Decreased	3,961
TIDSWELL SURGERY	4	1	Increased	31
WELBECK ROAD HEALTH CENTRE	16	25	Decreased	4,252
WHITTINGTON MOOR SURGERY	23	26	Decreased	4,256

Q7 GP surgery currently open at times that are convenient [July-15] & [July-16]



Q7 GP surgery currently open at times that are convenient for you? "Yes" - variance between Jul-15 & Jul-16

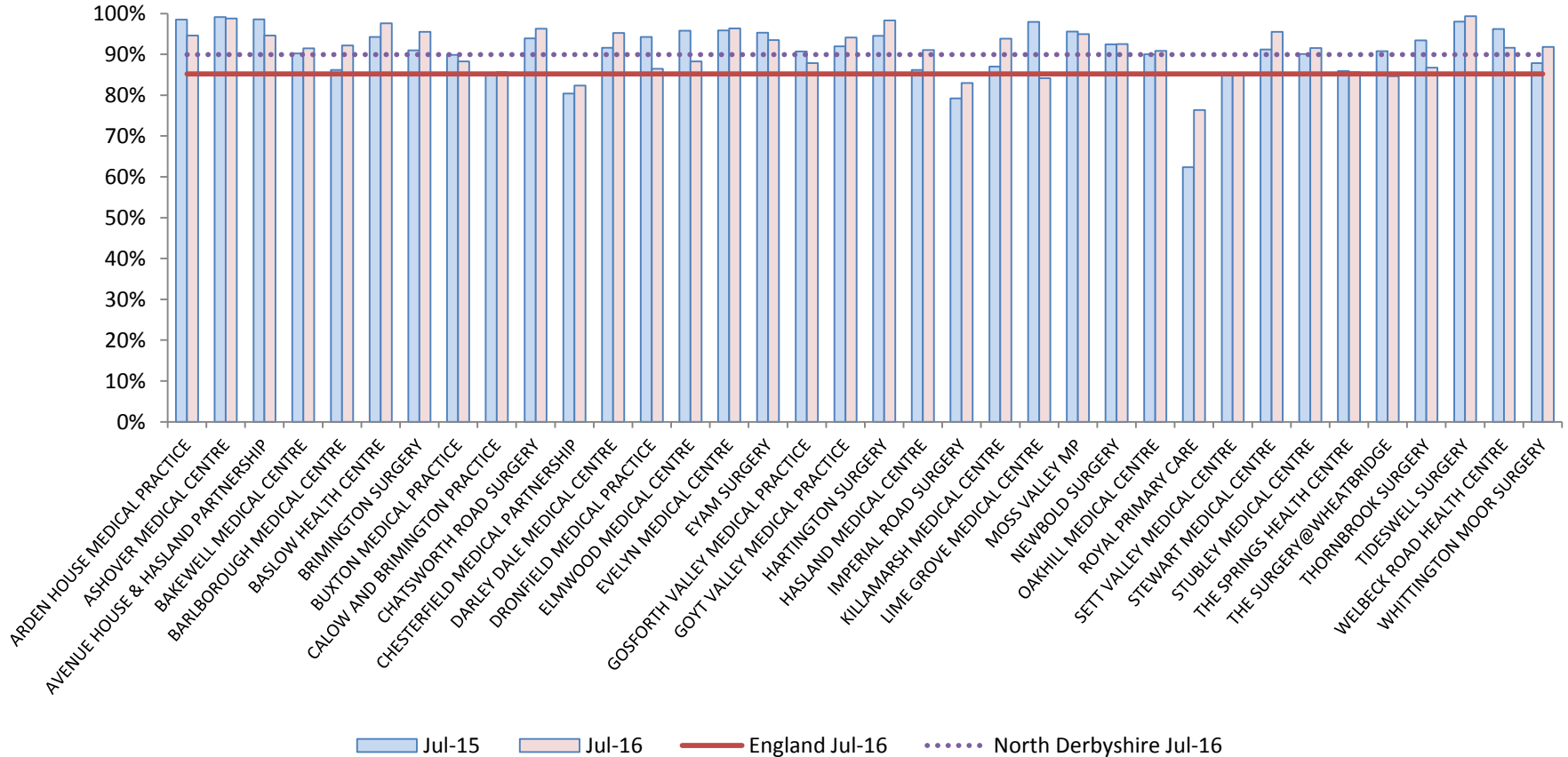


Where do the North Derbyshire CCG GP Practices rank with each other for the question is your GP surgery currently open at times that are convenient for you? "Yes"

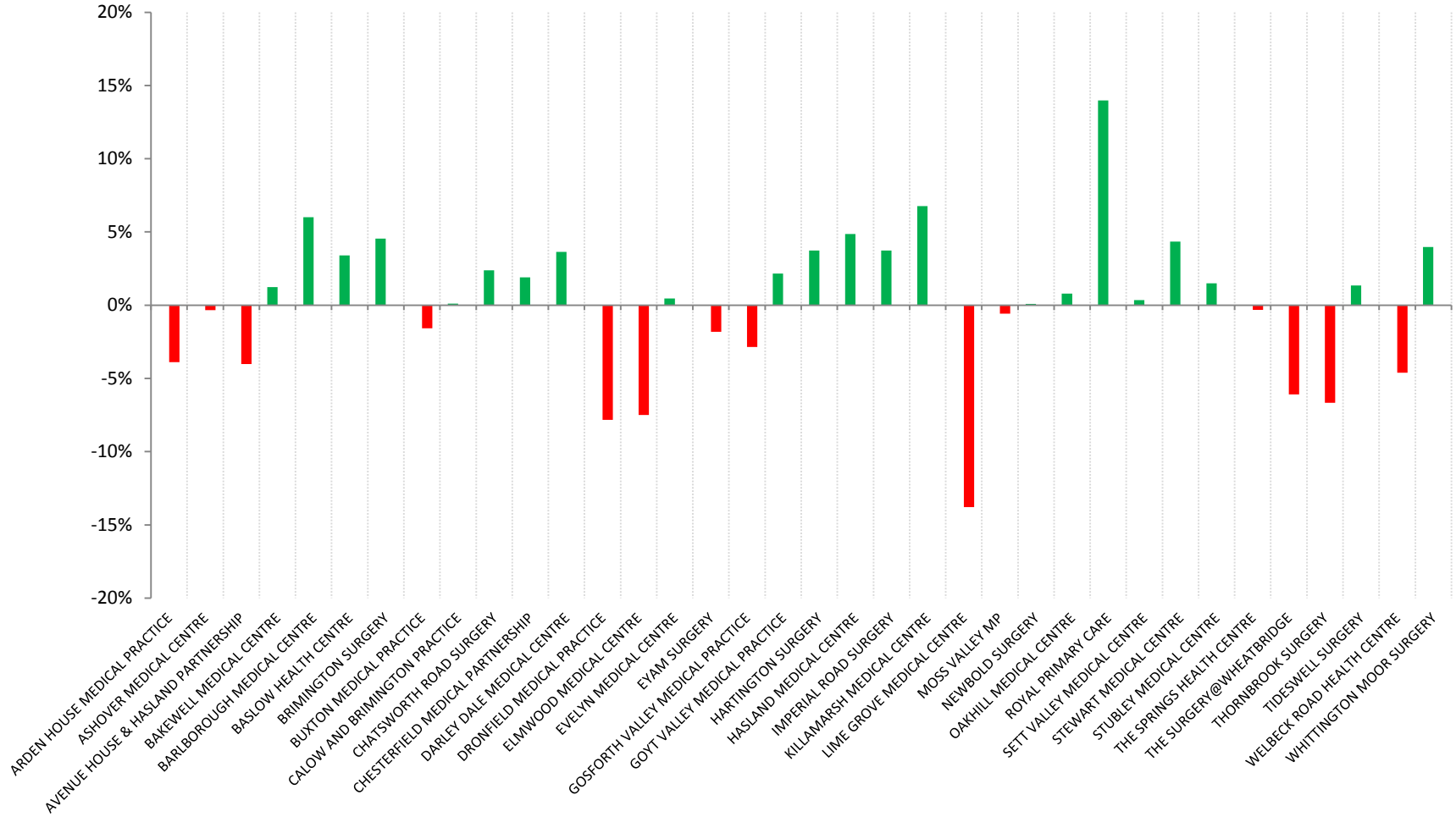
Q7				
Practice Name	Rank Jul-15	Rank Jul-16	Position	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	7	11	Decreased	1,023
ASHOVER MEDICAL CENTRE	3	1	Increased	45
AVENUE HOUSE & HASLAND	1	13	Decreased	1,154
BAKEWELL MEDICAL CENTRE	23	14	Increased	1,799
BARLBOROUGH MEDICAL CENTRE	32	22	Increased	3,356
BASLOW HEALTH CENTRE	6	4	Increased	569
BRIMINGTON SURGERY	5	30	Decreased	4,881
BUXTON MEDICAL PRACTICE	13	36	Decreased	6,942
CALOW AND BRIMINGTON PRACTICE	34	33	Increased	5,889
CHATSWORTH ROAD SURGERY	22	5	Increased	667
CHESTERFIELD MEDICAL PARTNERSHIP	36	18	Increased	2,632
DARLEY DALE MEDICAL CENTRE	24	19	Increased	2,640
DRONFIELD MEDICAL PRACTICE	14	25	Decreased	3,872
ELMWOOD MEDICAL CENTRE	17	20	Decreased	2,750
EVERLYN MEDICAL CENTRE	20	10	Increased	1,005
EYAM SURGERY	10	15	Decreased	1,839
GOSFORTH VALLEY MEDICAL PRACTICE	11	12	Decreased	1,033
GOYT VALLEY MEDICAL PRACTICE	27	23	Increased	3,568
HARTINGTON SURGERY	12	8	Increased	874
HASLAND MEDICAL CENTRE	26	21	Increased	3,024
IMPERIAL ROAD SURGERY	28	16	Increased	2,517
KILLAMARSH MEDICAL CENTRE	9	3	Increased	459
LIME GROVE MEDICAL CENTRE	4	24	Decreased	3,763
MOSS VALLEY MP	15	7	Increased	814
NEWBOLD SURGERY	21	9	Increased	954
OAKHILL MEDICAL CENTRE	29	6	Increased	776
ROYAL PRIMARY CARE	35	34	Increased	6,503
SETT VALLEY MEDICAL CENTRE	19	17	Increased	2,627
STEWART MEDICAL CENTRE	8	28	Decreased	4,024
STUBLEY MEDICAL CENTRE	25	35	Decreased	6,866
THE SPRINGS HEALTH CENTRE	33	32	Increased	5,598
THE SURGERY@WHEATBRIDGE	30	27	Increased	4,015
THORNBROOK SURGERY	18	31	Decreased	5,446
TIDESWELL SURGERY	2	2	Same	101
WELBECK ROAD HEALTH CENTRE	16	26	Decreased	3,949
WHITTINGTON MOOR SURGERY	31	29	Increased	4,335

Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q8 Responses rating their overall experience as good [July-15] & [July-16]



Q8 responses rating their overall experience as good - variance between Jul-15 & Jul-16



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

Jul-16	Top 10%	777.9
	Bottom 10%	7001.1

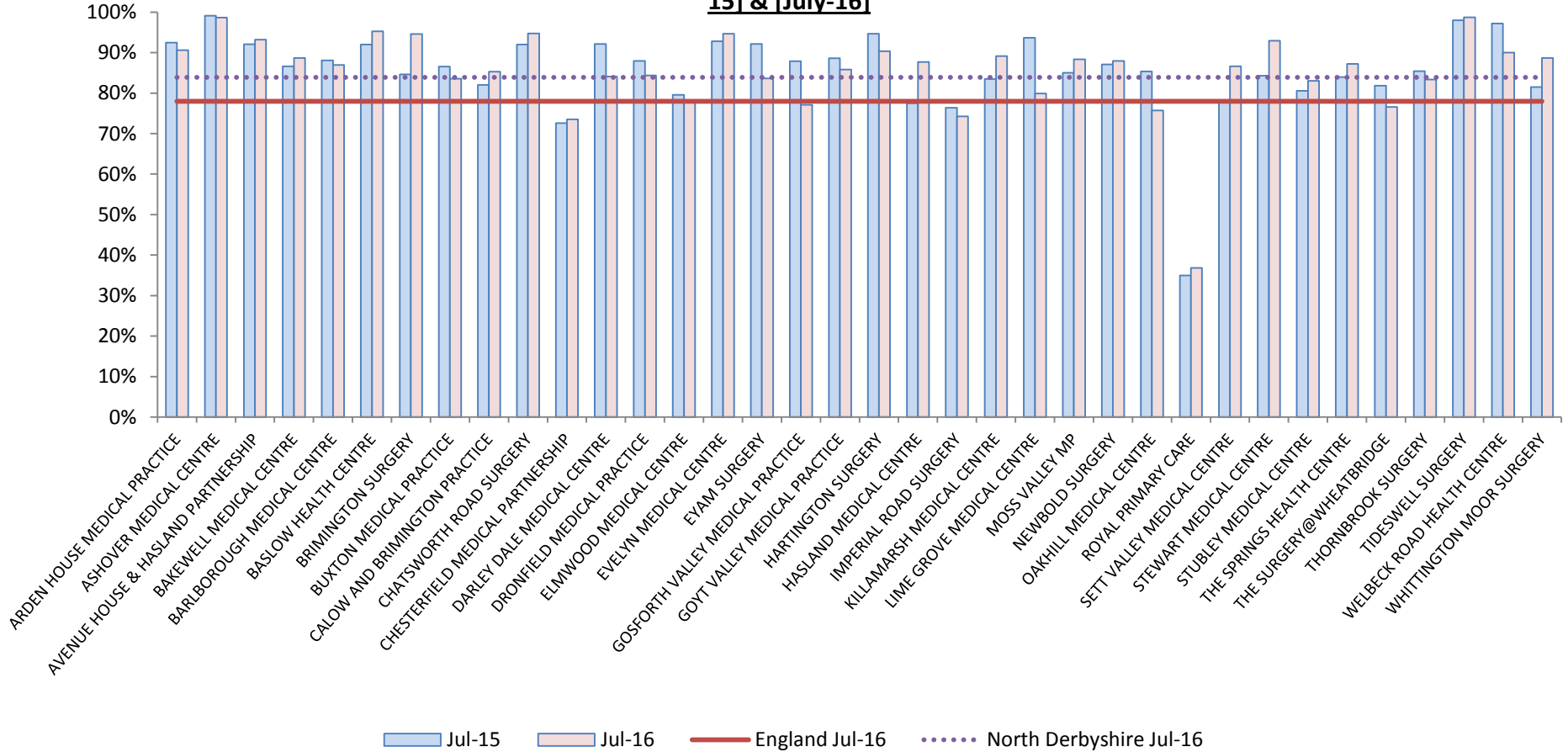
Jul-16	Top 5%	388.95
	Bottom 5%	7390.05

Jul-15	Top 10%	791.8
	Bottom 10%	7126.2

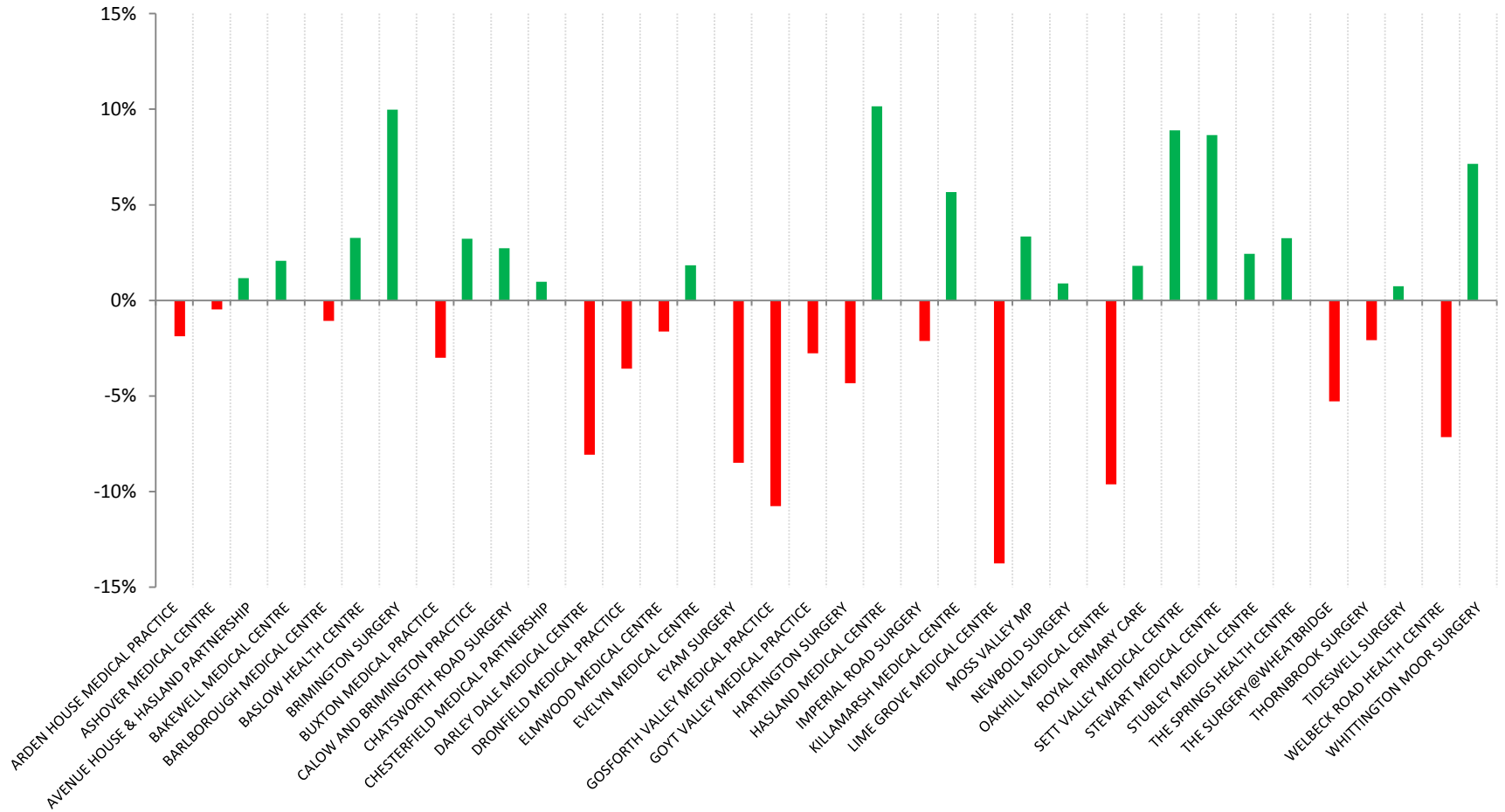
Jul-15	Top 5%	395.9
	Bottom 5%	7522.1

Q8					
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 15	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	3	11	Decreased	<u>176</u>	1,031
ASHOVER MEDICAL CENTRE	1	2	Decreased	<u>98</u>	<u>117</u>
AVENUE HOUSE & HASLAND PARTNERSHIP	2	12	Decreased	<u>159</u>	1,044
BAKEWELL MEDICAL CENTRE	23	21	Increased	2,605	2,162
BARLBOROUGH MEDICAL CENTRE	30	17	Increased	4,112	1,913
BASLOW HEALTH CENTRE	13	4	Increased	1,183	<u>255</u>
BRIMINGTON SURGERY	20	8	Increased	2,339	<u>752</u>
BUXTON MEDICAL PRACTICE	26	24	Increased	2,754	3,402
CALOW AND BRIMINGTON PRACTICE	32	29	Increased	4,327	4,291
CHATSWORTH ROAD SURGERY	14	6	Increased	1,283	<u>538</u>
CHESTERFIELD MEDICAL PARTNERSHIP	34	35	Decreased	5,748	5,260
DARLEY DALE MEDICAL CENTRE	18	9	Increased	2,069	838
DRONFIELD MEDICAL PRACTICE	12	28	Decreased	1,167	4,035
ELMWOOD MEDICAL CENTRE	8	25	Decreased	<u>741</u>	3,408
EVELYN MEDICAL CENTRE	7	5	Increased	<u>706</u>	<u>522</u>
EYAM SURGERY	10	15	Decreased	875	1,411
GOSFORTH VALLEY MEDICAL PRACTICE	22	26	Decreased	2,421	3,552
GOYT VALLEY MEDICAL PRACTICE	17	13	Increased	1,946	1,184
HARTINGTON SURGERY	11	3	Increased	1,076	<u>168</u>
HASLAND MEDICAL CENTRE	29	22	Increased	4,093	2,311
IMPERIAL ROAD SURGERY	35	34	Increased	6,016	5,092
KILLAMARSH MEDICAL CENTRE	28	14	Increased	3,773	1,305
LIME GROVE MEDICAL CENTRE	5	33	Decreased	<u>273</u>	4,743
MOSS VALLEY MP	9	10	Decreased	804	918
NEWBOLD SURGERY	16	16	Same	1,804	1,785
OAKHILL MEDICAL CENTRE	25	23	Increased	2,682	2,403
ROYAL PRIMARY CARE	36	36	Same	7,637	6,481
SETT VALLEY MEDICAL CENTRE	33	31	Increased	4,534	4,450
STEWART MEDICAL CENTRE	19	7	Increased	2,237	<u>739</u>
STUBLEY MEDICAL CENTRE	24	20	Increased	2,672	2,131
THE SPRINGS HEALTH CENTRE	31	30	Increased	4,191	4,296
THE SURGERY@WHEATBRIDGE	21	32	Decreased	2,400	4,596
THORNBROOK SURGERY	15	27	Decreased	1,449	3,933
TIDESWELL SURGERY	4	1	Increased	<u>266</u>	<u>70</u>
WELBECK ROAD HEALTH CENTRE	6	19	Decreased	<u>592</u>	2,103
WHITTINGTON MOOR SURGERY	27	18	Increased	3,484	2,035

Q9 Responses that would recommend their GP surgery to someone who had just moved to the local area [July-15] & [July-16]



Q9 responses that would recommend their GP surgery to someone who had just moved to the local area - variance between Jul-15 & Jul-16



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

Top 10%	777.9
Bottom 10%	7001.1
Top 5%	388.95
Bottom 5%	7390.05

Q9				
Practice Name	Rank Jul-15	Rank Jul-16	Position change	National Rank - July 16
ARDEN HOUSE MEDICAL PRACTICE	7	9	Decreased	1,026
ASHOVER MEDICAL CENTRE	1	2	Decreased	39
AVENUE HOUSE & HASLAND PARTNERSHIP	10	7	Increased	517
BAKEWELL MEDICAL CENTRE	18	14	Increased	1,467
BARLBOROUGH MEDICAL CENTRE	14	19	Decreased	1,898
BASLOW HEALTH CENTRE	11	3	Increased	253
BRIMINGTON SURGERY	23	6	Increased	324
BUXTON MEDICAL PRACTICE	19	26	Decreased	2,797
CALOW AND BRIMINGTON PRACTICE	27	22	Increased	2,354
CHATSWORTH ROAD SURGERY	12	4	Increased	307
CHESTERFIELD MEDICAL PARTNERSHIP	35	35	Same	5,147
DARLEY DALE MEDICAL CENTRE	8	24	Decreased	2,677
DRONFIELD MEDICAL PRACTICE	15	23	Decreased	2,597
ELMWOOD MEDICAL CENTRE	31	30	Increased	4,185
EVELYN MEDICAL CENTRE	6	5	Increased	320
EYAM SURGERY	9	25	Decreased	2,772
GOSFORTH VALLEY MEDICAL PRACTICE	16	31	Decreased	4,366
GOYT VALLEY MEDICAL PRACTICE	13	21	Decreased	2,201
HARTINGTON SURGERY	4	10	Decreased	1,089
HASLAND MEDICAL CENTRE	33	17	Increased	1,718
IMPERIAL ROAD SURGERY	34	34	Same	4,996
KILLAMARSH MEDICAL CENTRE	26	12	Increased	1,350
LIME GROVE MEDICAL CENTRE	5	29	Decreased	3,709
MOSS VALLEY MP	22	15	Increased	1,541
NEWBOLD SURGERY	17	16	Increased	1,651
OAKHILL MEDICAL CENTRE	21	33	Decreased	4,676
ROYAL PRIMARY CARE	36	36	Same	7,699
SETT VALLEY MEDICAL CENTRE	32	20	Increased	1,990
STEWART MEDICAL CENTRE	24	8	Increased	553
STUBLEY MEDICAL CENTRE	30	28	Increased	2,938
THE SPRINGS HEALTH CENTRE	25	18	Increased	1,839
THE SURGERY@WHEATBRIDGE	28	32	Decreased	4,488
THORNBROOK SURGERY	20	27	Decreased	2,856
TIDSWELL SURGERY	2	1	Increased	36
WELBECK ROAD HEALTH CENTRE	3	11	Decreased	1,166
WHITTINGTON MOOR SURGERY	29	13	Increased	1,466

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

Practice Name	Jul-15					Jul-16					% 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
ARDEN HOUSE MEDICAL PRACTICE															
ASHOVER MEDICAL CENTRE															
AVENUE HOUSE & HASLAND PARTNERSHIP															
BAKEWELL MEDICAL CENTRE															
BARLBOROUGH MEDICAL CENTRE	55.90%	9.44%	9.03%		25.63%										
BASLOW HEALTH CENTRE															
BRIMINGTON SURGERY	44.71%	21.96%	9.72%	3.52%	20.08%										
BUXTON MEDICAL PRACTICE	62.33%	21.46%	11.11%	5.10%		42.88%	43.92%	8.09%	5.10%		-19.45%	22.47%	-3.01%	0.00%	
CALOW AND BRIMINGTON PRACTICE	52.45%		5.70%	32.55%	9.30%	71.55%	6.79%	7.83%	13.83%		19.10%		2.13%	-18.72%	
CHATSWORTH ROAD SURGERY															
CHESTERFIELD MEDICAL PARTNERSHIP	46.21%	10.58%	14.16%	18.67%	10.38%	68.18%	5.74%		20.23%	5.85%	21.98%	-4.84%		1.56%	-4.53%
DARLEY DALE MEDICAL CENTRE	57.96%	10.68%	4.14%	5.04%	22.18%										
DRONFIELD MEDICAL PRACTICE	39.32%	28.71%	5.53%	15.50%	10.93%	46.37%	21.26%		26.43%	5.94%	7.05%	-7.45%		10.93%	-5.00%
ELMWOOD MEDICAL CENTRE	26.86%	20.17%	9.50%	17.40%	26.07%	46.71%	6.22%	31.18%		15.89%	19.85%	-13.95%	21.68%		-10.18%
EVELYN MEDICAL CENTRE	67.48%	32.52%													
EYAM SURGERY															
GOSFORTH VALLEY MEDICAL PRACTICE						57.59%	6.21%	25.68%		10.52%					
GOYT VALLEY MEDICAL PRACTICE	18.64%	27.92%		29.83%	23.61%										
HARTINGTON SURGERY															
HASLAND MEDICAL CENTRE															
IMPERIAL ROAD SURGERY	40.73%	21.54%	15.77%	5.32%	16.65%	36.70%	6.50%	9.65%	41.60%	5.55%	-4.03%	-15.04%	-6.12%	36.28%	-11.10%
KILLAMARSH MEDICAL CENTRE															
LIME GROVE MEDICAL CENTRE	23.12%	21.64%		15.60%	39.65%	20.65%	41.98%		37.37%		-2.46%	20.34%		21.77%	
MOSS VALLEY MP						45.22%	3.95%	23.34%	27.48%						
NEWBOLD SURGERY	50.97%	12.99%		36.04%		52.05%	11.67%	7.56%	14.78%	13.94%	1.08%	-1.31%		-21.26%	
OAKHILL MEDICAL CENTRE	41.54%	4.34%		32.80%	21.32%										
ROYAL PRIMARY CARE	47.38%	6.55%	2.78%	10.35%	32.93%										
SETT VALLEY MEDICAL CENTRE	36.96%	6.26%		45.64%	11.14%	49.43%	7.94%	6.12%	26.78%	9.73%	12.46%	1.68%		-18.86%	-1.41%
STEWART MEDICAL CENTRE	79.70%			5.05%	15.25%										
STUBLEY MEDICAL CENTRE	92.51%	3.83%			3.66%	48.22%	10.24%		5.77%	35.77%	-44.29%	6.41%			32.11%
THE SPRINGS HEALTH CENTRE															
THE SURGERY@WHEATBRIDGE						43.87%	19.07%	11.01%	15.93%	10.12%					
THORNBROOK SURGERY						73.93%	13.98%	12.09%							
TIDESWELL SURGERY															
WELBECK ROAD HEALTH CENTRE						59.82%	10.43%		18.27%	11.48%					
WHITTINGTON MOOR SURGERY															

Practice Name	Q10 - Reason for inability to get an appointment to see or speak to somebody (for those unable to make an appointment)									
	Jul-15					Jul-16				
	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
ARDEN HOUSE MEDICAL PRACTICE	~	~	~	~	~	~	~	~	~	~
ASHOVER MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~
AVENUE HOUSE & HASLAND PARTNERSHIP	~	~	~	~	~	~	~	~	~	~
BAKEWELL MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~
BARLBOROUGH MEDICAL CENTRE	13	2	2	0	6	~	~	~	~	~
BASLOW HEALTH CENTRE	~	~	~	~	~	~	~	~	~	~
BRIMINGTON SURGERY	7	3	1	1	3	~	~	~	~	~
BUXTON MEDICAL PRACTICE	9	3	2	1	0	6	6	1	1	0
CALOW AND BRIMINGTON PRACTICE	10	0	1	7	2	8	1	1	2	0
CHATSWORTH ROAD SURGERY	~	~	~	~	~	~	~	~	~	~
CHESTERFIELD MEDICAL PARTNERSHIP	17	4	5	7	4	28	2	0	8	2
DARLEY DALE MEDICAL CENTRE	8	1	1	1	3	~	~	~	~	~
DRONFIELD MEDICAL PRACTICE	7	5	1	3	2	13	6	0	7	2
ELMWOOD MEDICAL CENTRE	4	3	1	3	4	7	1	5	0	2
EVELYN MEDICAL CENTRE	9	4	0	0	0	~	~	~	~	~
EYAM SURGERY	~	~	~	~	~	~	~	~	~	~
GOSFORTH VALLEY MEDICAL PRACTICE	~	~	~	~	~	7	1	3	0	1
GOYT VALLEY MEDICAL PRACTICE	3	5	0	6	4	~	~	~	~	~
HARTINGTON SURGERY	~	~	~	~	~	~	~	~	~	~
HASLAND MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~
IMPERIAL ROAD SURGERY	12	6	5	2	5	9	2	2	10	1
KILLAMARSH MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~
LIME GROVE MEDICAL CENTRE	2	2	0	2	4	6	11	0	10	0
MOSS VALLEY MP	~	~	~	~	~	9	1	4	5	0
NEWBOLD SURGERY	11	3	0	8	0	12	3	2	3	3
OAKHILL MEDICAL CENTRE	5	1	0	4	3	~	~	~	~	~
ROYAL PRIMARY CARE	46	6	3	10	32	~	~	~	~	~
SETT VALLEY MEDICAL CENTRE	16	3	0	20	5	19	3	2	10	4
STEWART MEDICAL CENTRE	11	0	0	1	2	~	~	~	~	~
STUBLEY MEDICAL CENTRE	12	0	0	0	0	5	1	0	1	4
THE SPRINGS HEALTH CENTRE	~	~	~	~	~	~	~	~	~	~
THE SURGERY@WHEATBRIDGE	~	~	~	~	~	18	8	5	7	4
THORNBROOK SURGERY	~	~	~	~	~	10	2	2	0	0
TIDESWELL SURGERY	~	~	~	~	~	~	~	~	~	~
WELBECK ROAD HEALTH CENTRE	~	~	~	~	~	11	2	0	3	2
WHITTINGTON MOOR SURGERY	~	~	~	~	~	~	~	~	~	~

Q11 - How long after your appointment time do you normally wait to be seen?

Practice Name	Q11 - How long after your appointment time do you normally wait to be seen?										% Points variance				
	Jul-15					Jul-16					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	23.50%	22.47%	38.70%	10.22%	5.11%	19.89%	26.34%	37.95%	9.88%	5.94%	-3.61%	3.87%	-0.75%	-0.33%	0.83%
ASHOVER MEDICAL CENTRE	39.33%	28.86%	26.46%	2.53%	2.82%	28.13%	33.85%	27.78%	4.46%	5.78%	-11.20%	4.99%	1.32%	1.93%	2.96%
AVENUE HOUSE & HASLAND PARTNERSHIP	22.76%	14.45%	53.19%	7.96%	1.63%	24.02%	6.98%	39.83%	21.14%	8.03%	1.26%	-7.48%	-13.35%	13.18%	6.39%
BAKELL MEDICAL CENTRE	45.20%	15.67%	26.31%	9.92%	2.90%	45.25%	11.21%	27.82%	14.91%	0.81%	0.05%	-4.46%	1.51%	4.99%	-2.09%
BARLBOROUGH MEDICAL CENTRE	24.24%	7.03%	49.70%	18.23%	0.80%	25.16%	9.07%	48.14%	17.63%		0.91%	2.04%	-1.56%	-0.60%	
BASLOW HEALTH CENTRE	58.62%	13.98%	19.94%	3.08%	4.38%	49.46%	13.30%	27.20%	3.12%	6.92%	-9.16%	-0.68%	7.26%	0.04%	2.54%
BRIMINGTON SURGERY	24.79%	9.68%	40.56%	23.35%	1.62%	39.50%	13.08%	23.62%	23.24%	0.55%	14.71%	3.41%	-16.94%	-0.10%	-1.07%
BUXTON MEDICAL PRACTICE	23.09%	9.69%	38.80%	26.20%	2.22%	28.16%	10.29%	32.81%	27.21%	1.53%	5.07%	0.61%	-5.99%	1.01%	-0.69%
CALOW AND BRIMINGTON PRACTICE	59.32%	2.13%	25.52%	8.00%	5.03%	67.63%	3.81%	16.18%	9.94%	2.45%	8.31%	1.68%	-9.34%	1.94%	-2.59%
CHATSWORTH ROAD SURGERY	32.72%	21.34%	29.23%	13.46%	3.25%	29.75%	19.39%	28.84%	15.87%	6.16%	-2.97%	-1.96%	-0.39%	2.40%	2.91%
CHESTERFIELD MEDICAL PARTNERSHIP	40.67%	14.71%	28.13%	14.28%	2.20%	42.48%	11.33%	21.60%	14.24%	10.35%	1.81%	-3.38%	-6.53%	-0.05%	8.15%
DARLEY DALE MEDICAL CENTRE	26.75%	20.30%	35.72%	15.54%	1.69%	29.26%	14.23%	42.37%	8.38%	5.76%	2.51%	-6.07%	6.65%	-7.16%	4.07%
DRONFIELD MEDICAL PRACTICE	40.19%	16.77%	24.36%	18.67%		55.06%	5.27%	16.73%	21.82%	1.12%	14.87%	-11.51%	-7.63%	3.15%	
ELMWOOD MEDICAL CENTRE	62.85%	0.65%	21.21%	15.29%		43.51%	4.40%	23.68%	25.76%	2.65%	-19.34%	3.75%	2.47%	10.47%	
EVELYN MEDICAL CENTRE	34.72%	9.26%	35.10%	19.61%	1.31%	42.31%	6.44%	33.04%	12.33%	5.88%	7.59%	-2.82%	-2.06%	-7.29%	4.58%
EYAM SURGERY	19.64%	15.03%	45.90%	12.22%	7.21%	20.62%	10.05%	44.60%	22.81%	1.92%	0.98%	-4.98%	-1.30%	10.59%	-5.29%
GOSFORTH VALLEY MEDICAL PRACTICE	27.25%	6.13%	37.00%	27.18%	2.45%	27.76%	3.33%	24.03%	40.20%	4.68%	0.51%	-2.79%	-12.97%	13.02%	2.23%
GOYT VALLEY MEDICAL PRACTICE	64.29%	15.15%	17.05%	2.89%	0.62%	56.75%	20.31%	19.37%	2.74%	0.83%	-7.55%	5.16%	2.32%	-0.15%	0.21%
HARTINGTON SURGERY	31.29%	16.65%	47.55%	3.38%	1.13%	31.90%	13.08%	47.57%	3.72%	3.74%	0.62%	-3.57%	0.01%	0.34%	2.61%
HASLAND MEDICAL CENTRE	53.96%	7.28%	17.75%	13.15%	7.87%	52.81%	7.94%	18.67%	15.57%	5.01%	-1.15%	0.65%	0.93%	2.42%	-2.85%
IMPERIAL ROAD SURGERY	31.83%	5.50%	28.87%	28.33%	5.47%	35.95%	9.82%	22.27%	31.96%		4.11%	4.33%	-6.60%	3.63%	
KILLAMARSH MEDICAL CENTRE	35.05%	37.89%	19.19%	2.92%	4.96%	36.81%	33.42%	23.54%	3.11%	3.12%	1.76%	-4.47%	4.36%	0.19%	-1.84%
LIME GROVE MEDICAL CENTRE	47.12%	8.09%	23.04%	17.76%	3.99%	41.38%	3.25%	31.21%	21.21%	2.96%	-5.74%	-4.84%	8.17%	3.44%	-1.03%
MOSS VALLEY MP	34.15%	10.80%	32.12%	17.24%	5.69%	36.69%	11.07%	33.15%	15.75%	3.34%	2.54%	0.26%	1.04%	-1.49%	-2.35%
NEWBOLD SURGERY	47.33%	16.77%	21.62%	7.78%	6.50%	53.89%	12.00%	14.00%	18.72%	1.38%	6.57%	-4.77%	-7.62%	10.94%	-5.13%
OAKHILL MEDICAL CENTRE	59.51%	4.34%	22.20%	11.94%	2.01%	71.10%	7.73%	10.64%	8.96%	1.57%	11.60%	3.39%	-11.56%	-2.98%	-0.44%
ROYAL PRIMARY CARE	60.18%	4.31%	9.49%	25.30%	0.72%	58.39%	1.43%	28.84%	7.29%	4.05%	-1.80%	-2.88%	19.35%	-18.01%	3.34%
SETT VALLEY MEDICAL CENTRE	32.32%	18.54%	37.80%	10.42%	0.91%	30.94%	21.14%	33.89%	12.72%	1.31%	-1.39%	2.60%	-3.91%	2.30%	0.40%
STEWART MEDICAL CENTRE	22.18%	8.49%	41.30%	23.27%	4.75%	33.38%	9.33%	29.34%	25.26%	2.69%	11.19%	0.84%	-11.97%	2.00%	-2.07%
STUBLEY MEDICAL CENTRE	44.41%	4.56%	24.61%	24.02%	2.40%	41.66%	5.38%	29.26%	20.99%	2.71%	-2.75%	0.82%	4.65%	-3.03%	0.31%
THE SPRINGS HEALTH CENTRE	48.26%	5.09%	35.34%	8.97%	2.34%	38.91%	6.30%	35.92%	13.40%	5.48%	-9.35%	1.21%	0.58%	4.43%	3.14%
THE SURGERY@WHEATBRIDGE	42.97%	8.09%	24.87%	22.29%	1.79%	38.01%	9.87%	26.61%	19.98%	5.53%	-4.96%	1.79%	1.74%	-2.30%	3.74%
THORNBROOK SURGERY	39.85%	10.47%	31.75%	16.82%	1.11%	40.28%	5.19%	35.32%	15.65%	3.56%	0.43%	-5.28%	3.56%	-1.17%	2.46%
TIDESWELL SURGERY	47.59%	14.13%	31.47%	6.81%		36.98%	18.86%	34.24%	3.07%	6.85%	-10.62%	4.73%	2.78%	-3.74%	
WELBECK ROAD HEALTH CENTRE	38.95%	11.13%	22.89%	21.37%	5.66%	43.47%	10.24%	20.42%	23.27%	2.59%	4.52%	-0.89%	-2.47%	1.91%	-3.07%
WHITTINGTON MOOR SURGERY	28.27%	17.25%	41.35%	9.10%	4.02%	44.18%	15.95%	19.70%	13.02%	7.15%	15.91%	-1.30%	-21.65%	3.92%	3.13%

Practice Name	Q11 - How long after your appointment time do you normally wait to be seen?									
	Jul-15					Jul-16				
	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	12	11	19	5	3	10	13	19	5	3
ASHOVER MEDICAL CENTRE	13	10	9	1	1	9	11	9	1	2
AVENUE HOUSE & HASLAND PARTNERSHIP	41	26	96	14	3	44	13	73	39	15
BAKEWELL MEDICAL CENTRE	40	14	23	9	3	36	9	22	12	1
BARLBOROUGH MEDICAL CENTRE	17	5	35	13	1	21	8	41	15	0
BASLOW HEALTH CENTRE	38	9	13	2	3	31	8	17	2	4
BRIMINGTON SURGERY	23	9	37	21	1	41	14	25	24	1
BUXTON MEDICAL PRACTICE	22	9	37	25	2	26	10	31	25	1
CALOW AND BRIMINGTON PRACTICE	46	2	20	6	4	52	3	12	8	2
CHATSWORTH ROAD SURGERY	43	28	38	17	4	39	25	38	21	8
CHESTERFIELD MEDICAL PARTNERSHIP	64	23	45	23	3	72	19	36	24	17
DARLEY DALE MEDICAL CENTRE	28	21	37	16	2	32	15	46	9	6
DRONFIELD MEDICAL PRACTICE	52	22	32	24	0	67	6	20	26	1
ELMWOOD MEDICAL CENTRE	71	1	24	17	0	47	5	26	28	3
EVELYN MEDICAL CENTRE	27	7	27	15	1	36	5	28	10	5
EYAM SURGERY	10	8	24	6	4	11	5	23	12	1
GOSFORTH VALLEY MEDICAL PRACTICE	15	3	20	15	1	13	2	12	19	2
GOYT VALLEY MEDICAL PRACTICE	68	16	18	3	1	62	22	21	3	1
HARTINGTON SURGERY	13	7	20	1	0	13	5	20	2	2
HASLAND MEDICAL CENTRE	24	3	8	6	4	28	4	10	8	3
IMPERIAL ROAD SURGERY	34	6	31	30	6	35	9	21	31	0
KILLAMARSH MEDICAL CENTRE	43	46	23	4	6	45	40	29	4	4
LIME GROVE MEDICAL CENTRE	54	9	26	20	5	42	3	32	22	3
MOSS VALLEY MP	38	12	36	19	6	39	12	35	17	4
NEWBOLD SURGERY	71	25	32	12	10	76	17	20	26	2
OAKHILL MEDICAL CENTRE	38	3	14	8	1	42	5	6	5	1
ROYAL PRIMARY CARE	152	11	24	64	2	65	2	32	8	5
SETT VALLEY MEDICAL CENTRE	38	22	45	12	1	43	29	47	18	2
STEWART MEDICAL CENTRE	27	10	51	29	6	43	12	38	33	3
STUBLEY MEDICAL CENTRE	26	3	14	14	1	27	3	19	13	2
THE SPRINGS HEALTH CENTRE	62	7	46	12	3	48	8	44	16	7
THE SURGERY@WHEATBRIDGE	91	17	53	47	4	77	20	54	40	11
THORNBROOK SURGERY	43	11	34	18	1	45	6	39	17	4
TIDESWELL SURGERY	24	7	16	3	0	18	9	17	2	3
WELBECK ROAD HEALTH CENTRE	56	16	33	31	8	62	15	29	33	4
WHITTINGTON MOOR SURGERY	29	18	43	9	4	40	14	18	12	7

Practice Name	Q12 - What additional opening hours would make it easier for you to see or speak to someone?																	
	Jul-15					Jul-16					% 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																		
ASHOVER MEDICAL CENTRE																		
AVENUE HOUSE & HASLAND PARTNERSHIP							7.08%	3.19%	48.77%	33.52%	16.45%	30.06%						
BAKEWELL MEDICAL CENTRE	19.19%	16.89%	64.51%	71.02%	54.08%	2.31%	51.19%		88.74%	77.17%	29.63%	32.01%		24.22%	6.15%	-24.45%		
BARLBOROUGH MEDICAL CENTRE	27.58%	6.18%	82.22%	54.22%	40.18%	3.69%	37.19%		72.28%	54.81%	36.93%	9.62%		-9.95%	0.59%	-3.26%		
BASLOW HEALTH CENTRE																		
BRIMINGTON SURGERY	29.04%	6.82%	85.61%	64.40%	57.44%		19.94%		58.50%	75.20%	38.32%	7.65%	-9.10%		-27.11%	10.80%	-19.12%	
BUXTON MEDICAL PRACTICE	24.85%	9.02%	61.85%	54.03%	21.75%		14.27%	1.59%	59.17%	72.31%	33.48%	3.42%	-10.59%	-7.44%	-2.68%	18.28%	11.73%	
CALOW AND BRIMINGTON PRACTICE	35.22%	13.35%	89.15%	87.77%	51.05%		34.79%	5.42%	63.75%	46.25%	18.15%	10.92%	-0.43%	-7.94%	-25.40%	-41.52%	-32.90%	
CHATSWORTH ROAD SURGERY	47.32%	14.95%	68.89%	86.89%	36.63%		65.53%	6.53%	82.00%	100.00%	34.44%		18.21%	-8.42%	13.11%	13.11%	-2.19%	
CHESTERFIELD MEDICAL PARTNERSHIP	48.07%	14.29%	58.43%	69.92%	39.42%	12.56%	25.64%	23.97%	92.52%	71.77%	52.92%	3.30%	-22.43%	9.69%	34.09%	1.85%	13.49%	-9.26%
DARLEY DALE MEDICAL CENTRE	26.10%	6.00%	73.70%	73.49%	37.94%		48.39%	17.60%	71.99%	52.10%	26.06%	12.05%	22.30%	11.60%	-1.71%	-21.39%	-11.88%	
DRONFIELD MEDICAL PRACTICE	37.56%		88.95%	75.92%	49.43%		51.10%	15.11%	84.97%	85.44%	50.75%		13.54%		-3.98%	9.51%	1.32%	
ELMWOOD MEDICAL CENTRE	37.47%	12.85%	77.19%	78.00%	43.34%	2.80%	27.76%	7.14%	77.16%	84.46%	42.59%	5.54%	-9.71%	-5.72%	-0.03%	6.45%	-0.75%	2.74%
EVELYN MEDICAL CENTRE	37.48%	3.50%	68.44%	77.96%	48.19%		27.03%	6.92%	56.22%	65.42%	28.43%	12.33%	-10.44%	3.41%	-12.21%	-12.54%	-19.76%	
EYAM SURGERY																		
GOSFORTH VALLEY MEDICAL PRACTICE	34.61%		86.43%	67.44%	39.40%	3.28%												
GOYT VALLEY MEDICAL PRACTICE	48.08%	14.32%	71.59%	59.59%	40.69%	4.61%	24.90%	2.26%	69.45%	71.80%	49.65%		-23.18%	-12.07%	-2.13%	12.21%	8.96%	
HARTINGTON SURGERY																		
HASLAND MEDICAL CENTRE	20.64%	6.30%	64.75%	74.70%	27.65%	4.81%	29.05%		58.92%	61.34%	36.91%	10.52%	8.41%		-5.83%	-13.36%	9.27%	5.71%
IMPERIAL ROAD SURGERY	34.73%	15.69%	81.06%	47.07%	20.19%	3.65%	24.65%	8.35%	77.97%	75.25%	42.39%		-10.08%	-7.34%	-3.09%	28.18%	22.20%	
KILLAMARSH MEDICAL CENTRE	41.48%	19.35%	56.22%	56.53%	40.25%	22.03%	20.25%	4.77%	59.40%	75.33%	35.78%	14.78%	-21.23%	-14.58%	3.18%	18.80%	-4.46%	-7.24%
LIME GROVE MEDICAL CENTRE		6.51%	42.05%	87.59%	18.42%	12.41%	12.40%	3.53%	78.53%	72.06%	36.30%			-2.99%	36.48%	-15.53%	17.89%	
MOSS VALLEY MP	43.23%	13.33%	66.16%	78.25%	55.39%		23.52%		51.32%	63.84%	43.17%	4.74%	-19.71%		-14.84%	-14.41%	-12.22%	
NEWBOLD SURGERY	16.10%	5.07%	78.15%	76.90%	42.97%	2.52%	40.04%	3.23%	74.57%	96.16%	43.24%		23.94%	-1.83%	-3.58%	19.26%	0.27%	
OAKHILL MEDICAL CENTRE	29.71%	8.92%	69.02%	82.37%	55.97%	7.40%	35.91%	16.34%	69.98%	80.94%	26.38%	6.51%	6.19%	7.42%	0.95%	-1.43%	-29.58%	-0.89%
ROYAL PRIMARY CARE	19.39%	5.84%	71.11%	68.77%	39.52%	5.14%	23.55%	9.79%	67.52%	62.09%	33.54%	5.96%	4.16%	3.95%	-3.59%	-6.69%	-5.99%	0.81%
SETT VALLEY MEDICAL CENTRE	42.10%	3.77%	77.93%	85.27%	43.30%	3.98%	47.85%	6.16%	77.38%	49.12%	29.99%	2.84%	5.76%	2.39%	-0.54%	-36.15%	-13.31%	-1.14%
STEWART MEDICAL CENTRE	28.62%	16.98%	65.02%	84.86%	59.14%		24.46%	8.03%	58.78%	73.69%	46.65%		-4.15%	-8.95%	-6.24%	-11.17%	-12.49%	
STUBLEY MEDICAL CENTRE	32.22%	31.00%	83.16%	67.33%	25.71%	2.92%	59.90%	19.83%	68.49%	58.50%	34.44%	6.90%	27.68%	-11.17%	-14.67%	-8.83%	8.73%	3.98%
THE SPRINGS HEALTH CENTRE	42.52%	2.32%	70.05%	95.14%	64.14%		26.79%	7.23%	84.84%	79.30%	25.42%		-15.74%	4.91%	14.80%	-15.84%	-38.72%	
THE SURGERY@WHEATBRIDGE	55.90%	4.53%	66.60%	66.29%	39.65%	21.59%	15.47%	6.83%	55.63%	95.12%	31.34%	2.29%	-40.43%	2.30%	-10.97%	28.83%	-8.32%	-19.30%
THORNBROOK SURGERY	45.76%		56.66%	48.75%	45.26%	14.31%	30.97%	2.89%	61.64%	64.85%	29.11%	15.38%	-14.79%		4.98%	16.10%	-16.14%	1.07%
TIDESWELL SURGERY																		
WELBECK ROAD HEALTH CENTRE	28.97%	5.38%	73.67%	75.45%	23.61%		53.21%	2.24%	57.77%	84.57%	47.93%		24.24%	-3.14%	-15.90%	9.12%	24.32%	
WHITTINGTON MOOR SURGERY	38.73%	16.92%	90.77%	90.77%	41.64%	1.52%	28.10%		68.23%	75.33%	34.17%	2.98%	-10.63%		-22.54%	-15.44%	-7.47%	1.46%

Practice Name	Q12 - What additional opening hours would make it easier for you to see or speak to someone?											
	Jul-15						Jul-16					
	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	~	~	~	~	~	~	~	~	~	~	~	~
ASHOVER MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~	~	~
AVENUE HOUSE & HASLAND PARTNERSHIP	~	~	~	~	~	~	2	1	17	12	6	10
BAKEWELL MEDICAL CENTRE	4	3	13	14	11	0	9	0	15	13	5	0
BARLBOROUGH MEDICAL CENTRE	7	2	20	14	10	1	8	0	15	11	8	0
BASLOW HEALTH CENTRE	~	~	~	~	~	~	~	~	~	~	~	~
BRIMINGTON SURGERY	5	1	13	10	9	0	6	0	18	23	12	2
BUXTON MEDICAL PRACTICE	5	2	13	11	4	0	6	1	24	30	14	1
CALOW AND BRIMINGTON PRACTICE	11	4	27	26	15	0	10	2	19	14	5	3
CHATSWORTH ROAD SURGERY	14	4	21	26	11	0	12	1	14	18	6	0
CHESTERFIELD MEDICAL PARTNERSHIP	35	10	43	51	29	9	11	11	41	32	24	1
DARLEY DALE MEDICAL CENTRE	7	2	21	21	11	0	12	4	18	13	6	3
DRONFIELD MEDICAL PRACTICE	10	0	24	20	13	0	19	6	31	32	19	0
ELMWOOD MEDICAL CENTRE	10	3	20	20	11	1	8	2	21	23	12	2
EVELYN MEDICAL CENTRE	8	1	14	16	10	0	4	1	8	9	4	2
EYAM SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
GOSFORTH VALLEY MEDICAL PRACTICE	4	0	9	7	4	0	~	~	~	~	~	~
GOYT VALLEY MEDICAL PRACTICE	13	4	20	17	11	1	7	1	20	21	14	0
HARTINGTON SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
HASLAND MEDICAL CENTRE	3	1	8	9	3	1	4	0	8	8	5	1
IMPERIAL ROAD SURGERY	12	5	28	16	7	1	6	2	19	19	10	0
KILLAMARSH MEDICAL CENTRE	10	5	14	14	10	5	3	1	10	13	6	3
LIME GROVE MEDICAL CENTRE	0	1	5	10	2	1	3	1	21	20	10	0
MOSS VALLEY MP	10	3	15	18	12	0	4	0	9	12	8	1
NEWBOLD SURGERY	6	2	30	29	16	1	10	1	19	25	11	0
OAKHILL MEDICAL CENTRE	6	2	15	17	12	2	4	2	7	8	3	1
ROYAL PRIMARY CARE	24	7	88	85	49	6	13	5	36	33	18	3
SETT VALLEY MEDICAL CENTRE	15	1	27	30	15	1	16	2	27	17	10	1
STEWART MEDICAL CENTRE	6	4	15	19	13	0	8	3	20	25	16	0
STUBLEY MEDICAL CENTRE	5	5	14	11	4	0	15	5	17	15	9	2
THE SPRINGS HEALTH CENTRE	18	1	30	40	27	0	11	3	36	34	11	0
THE SURGERY@WHEATBRIDGE	38	3	45	45	27	15	9	4	33	56	18	1
THORNBROOK SURGERY	11	0	14	12	11	3	11	1	23	24	11	6
TIDESWELL SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
WELBECK ROAD HEALTH CENTRE	9	2	22	22	7	0	21	1	23	34	19	0
WHITTINGTON MOOR SURGERY	13	6	31	31	14	1	8	0	20	22	10	1

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 - 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'.

Q12 - 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'.

Please Note,

In previous comparative reports, Q11 was - 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'. **This question has now been removed from the January 2016 survey so no comparison can now be made. This has been removed from this report.**

The way questions are asked and how answers are collected may alter from one survey to the next so direct comparisons may be problematic. Please refer to <https://gp-patient.co.uk/surveys-and-reports> for further details.