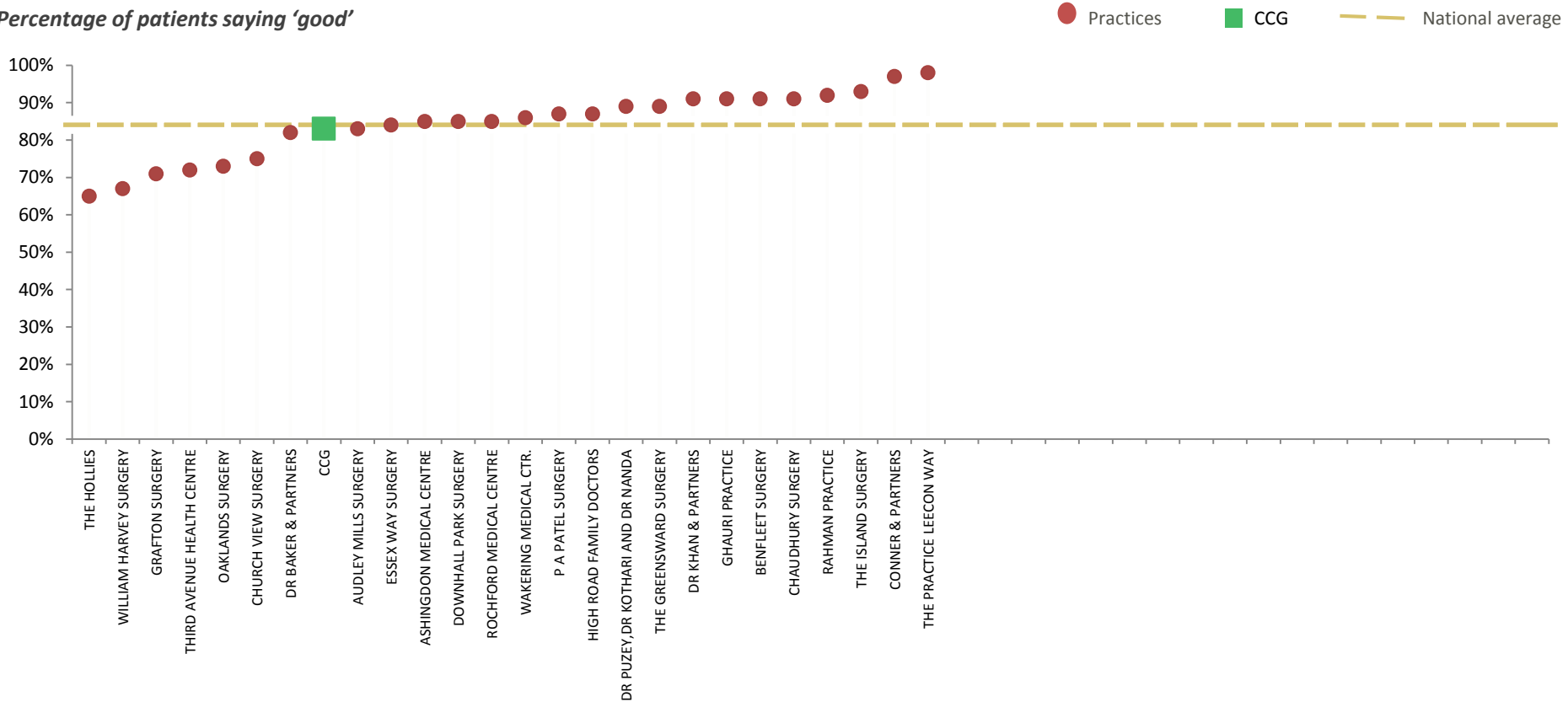


# Overall experience: how the CCG's practices compare

## Q31. Overall, how would you describe your experience of your GP practice?

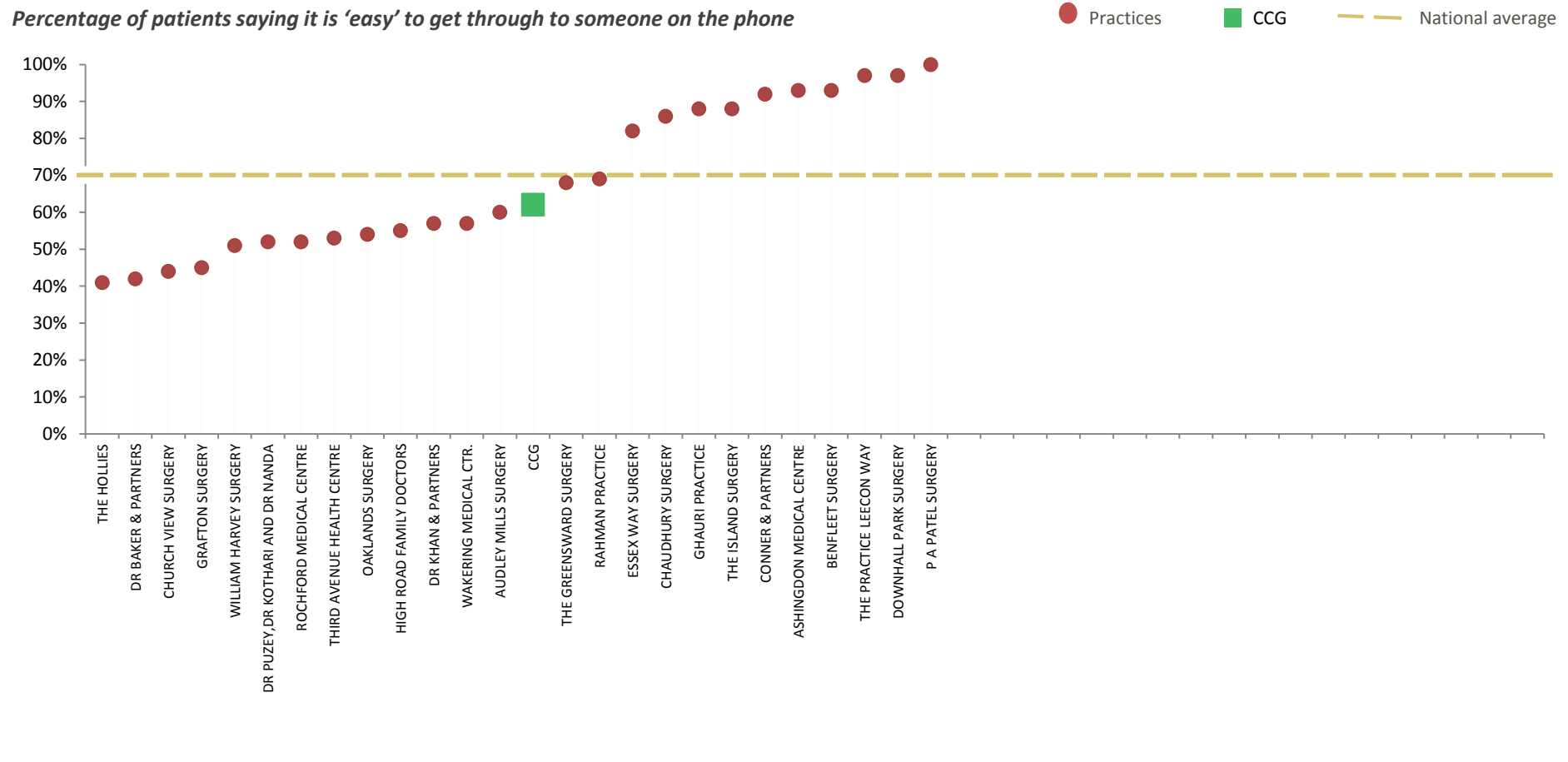
Percentage of patients saying 'good'



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

# Ease of getting through to GP practice on the phone: how the CCG's practices compare

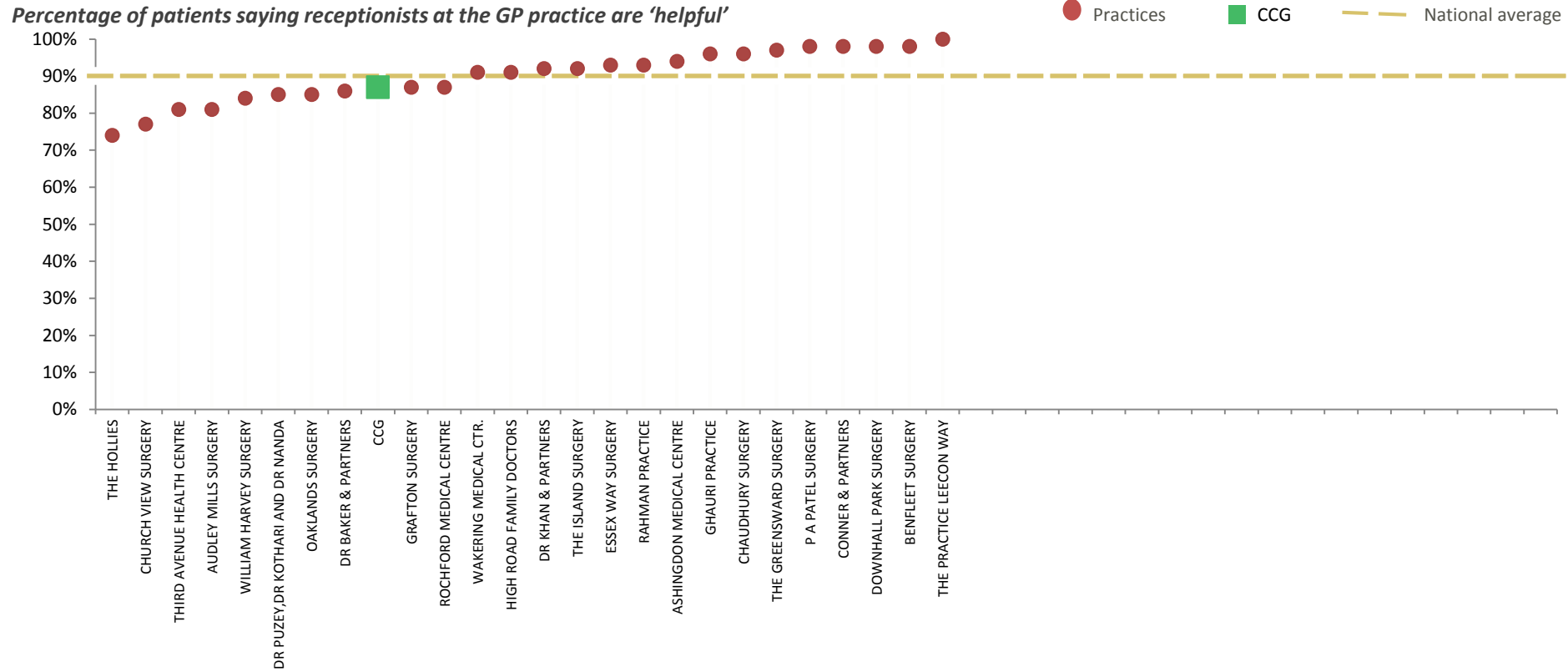
## Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to lower numbers of responses

# Helpfulness of receptionists at GP practice: how the CCG's practices compare

## Q2. How helpful do you find the receptionists at your GP practice?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

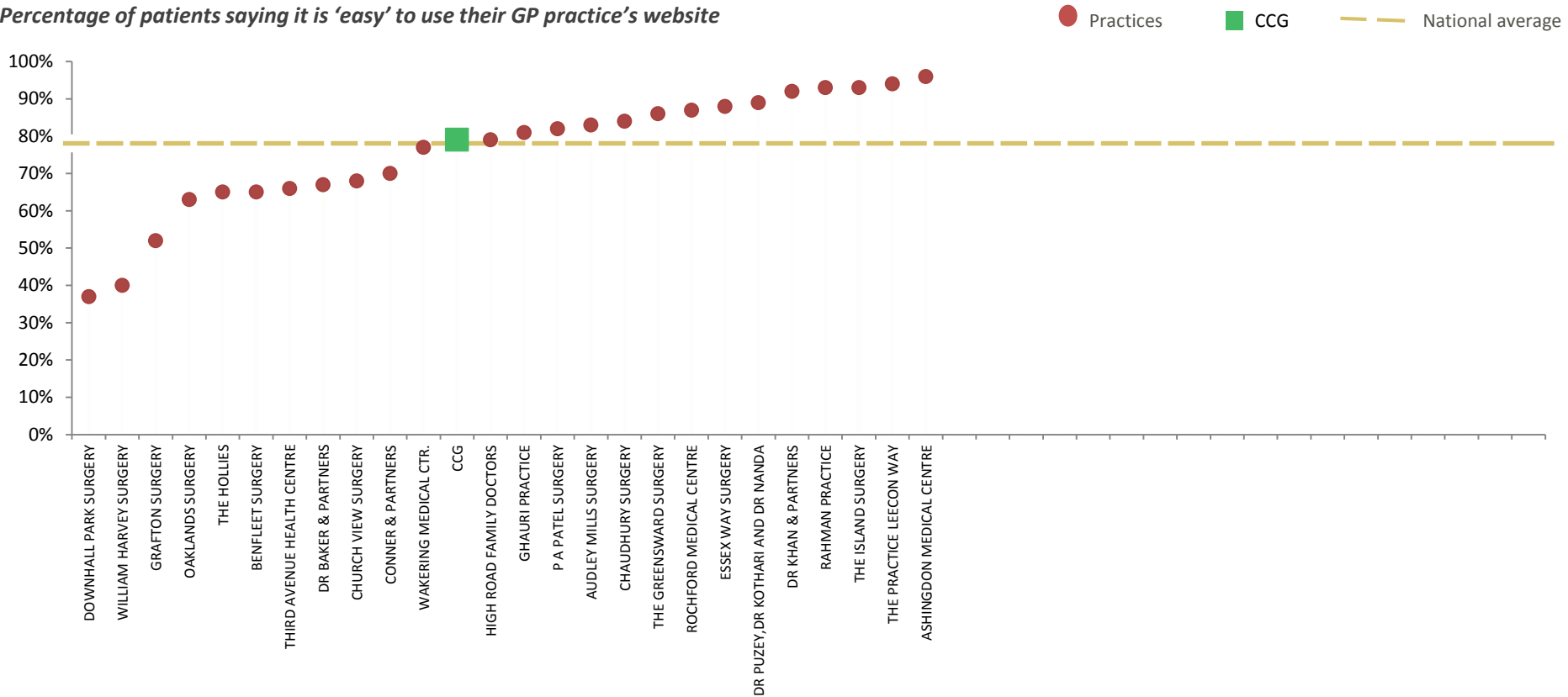
Base: All those completing a questionnaire excluding 'Don't know': National (738,543); CCG (2,675); Practice bases range from 87 to 122

%Helpful = %Very helpful + %Fairly helpful

# Ease of use of online services

## Q6. How easy is it to use your GP practice's website to look for information or access services?

Percentage of patients saying it is 'easy' to use their GP practice's website

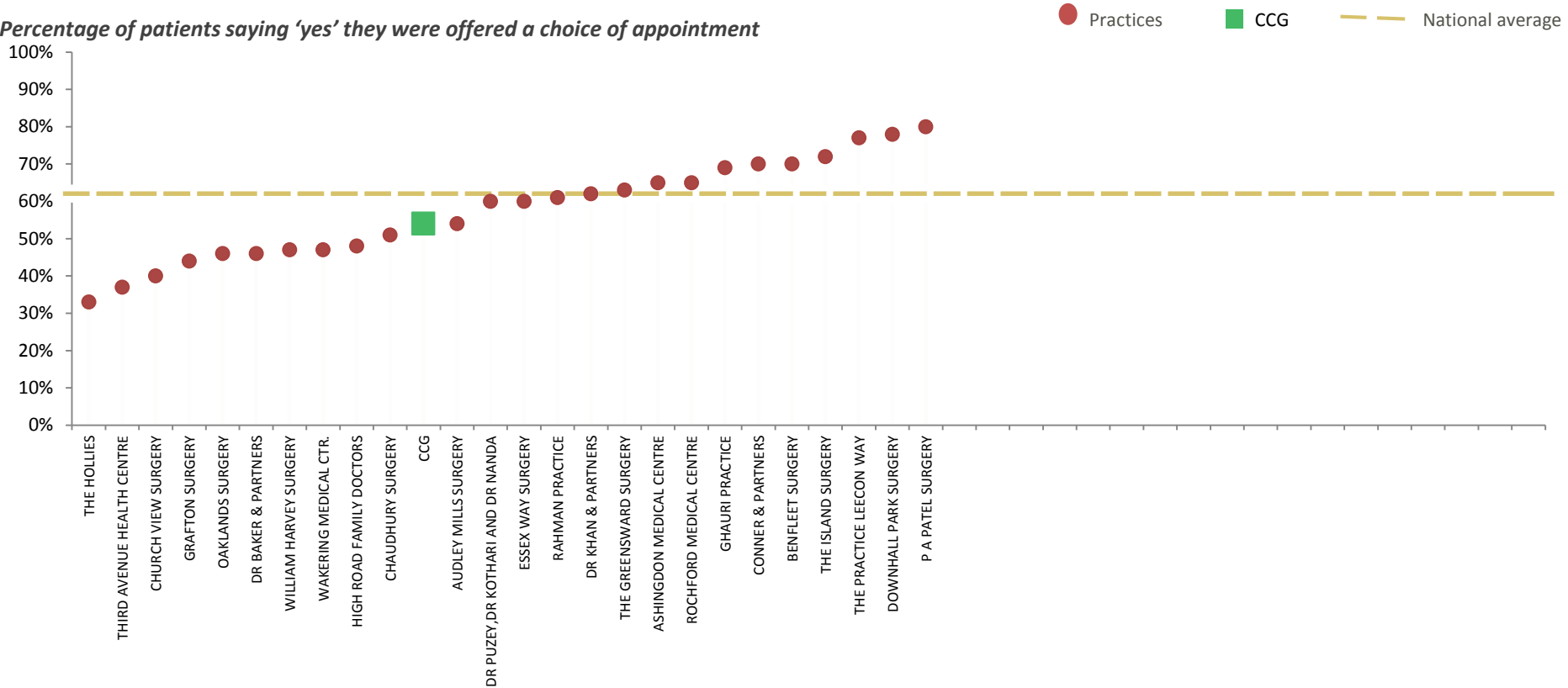


Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

# Choice of appointment

Q16. On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?

Percentage of patients saying 'yes' they were offered a choice of appointment



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

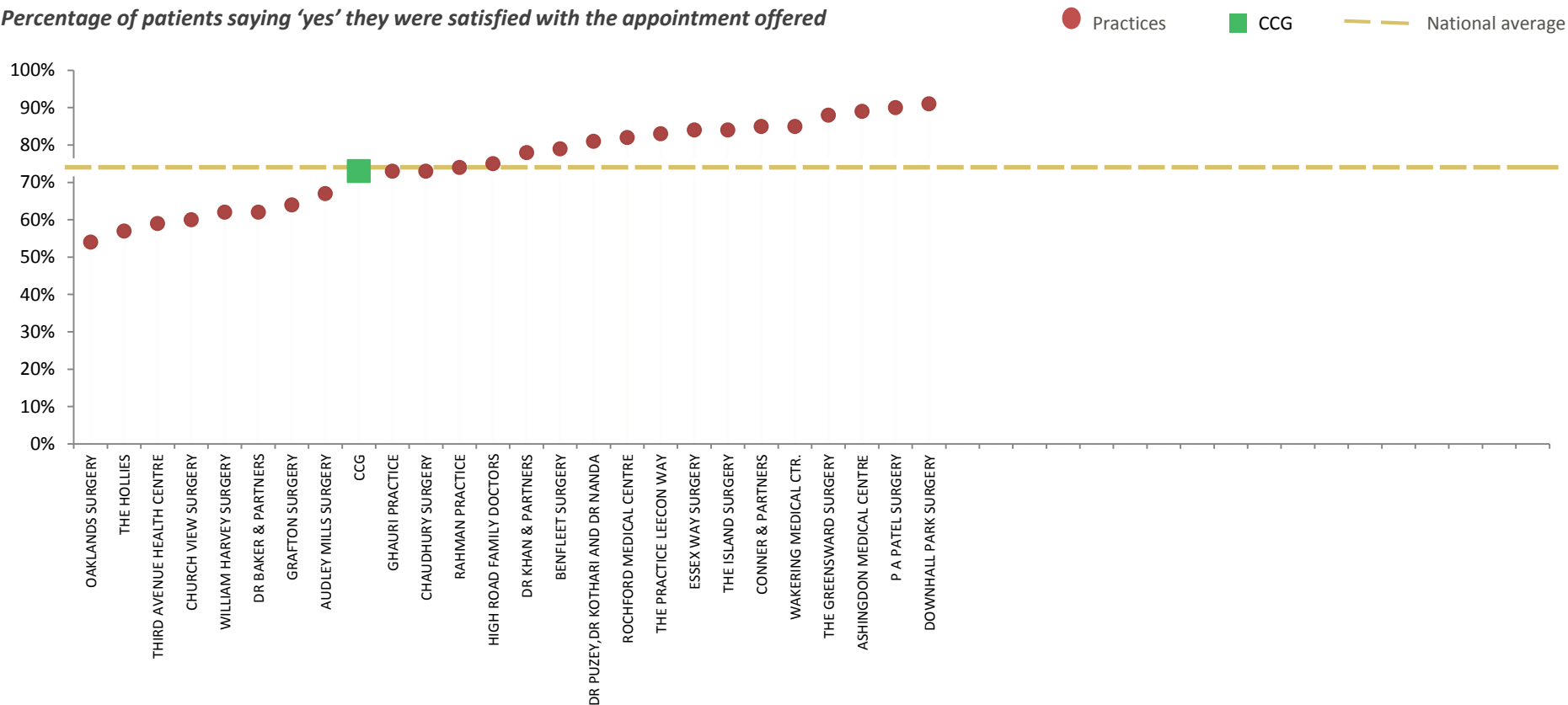
Base: All tried to make an appointment since being registered excluding 'Doesn't apply' and 'Can't remember': National (586,602); CCG (2,149); Practice bases range from 68 to 105

%Yes = %Choice of place + %Choice of time or day

# Satisfaction with appointment offered

## Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered



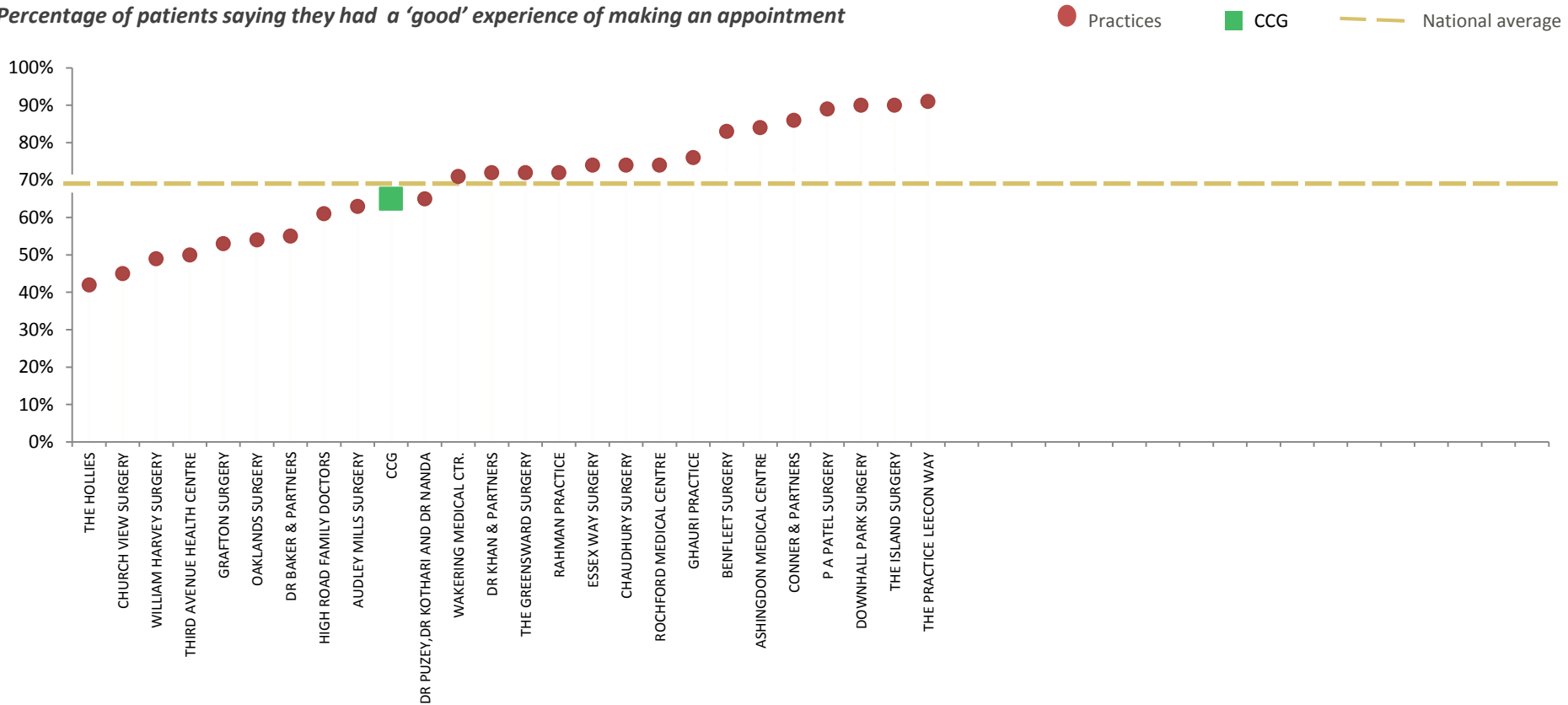
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All tried to make an appointment since being registered: National (701,961); CCG (2,537); Practice bases range from 84 to 120

# Overall experience of making an appointment: how the CCG's practices compare

## Q22. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of

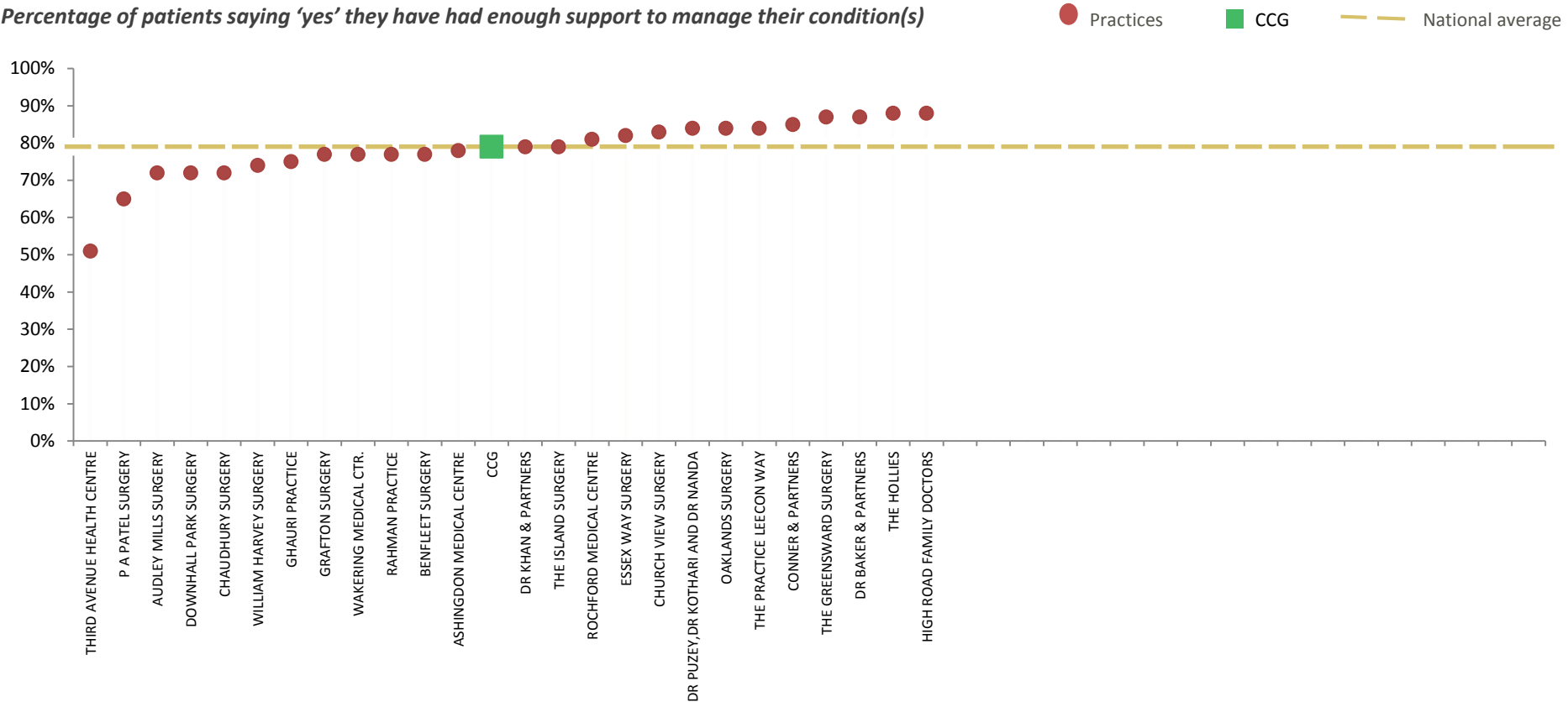
responses  
 Base: All tried to make an appointment since being registered: National (693,912); CCG (2,515);  
 Practice bases range from 81 to 117

%Good = %Very good + %Fairly good

# Support with managing long-term health conditions

**Q38. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?**

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)



**Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of**

Base: All with a long-term condition excluding 'I haven't needed support' and 'Don't know / can't say': National (284,887); CCG (1,010); Practice bases range from 30 to 50

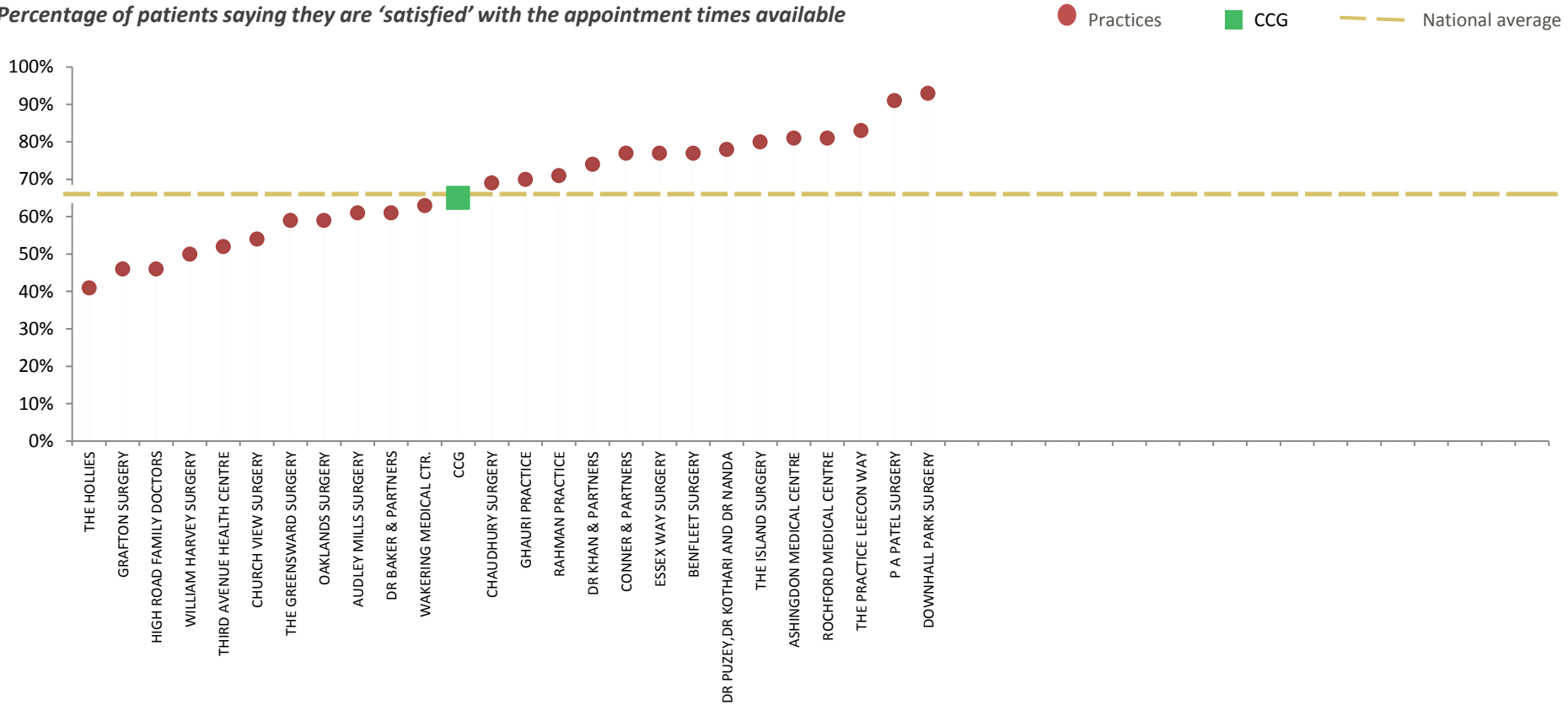
%Yes = %Yes, definitely + %Yes, to some extent



# Satisfaction with appointment times: how the CCG's practices compare

## Q8. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available



**Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses**

Base: All those completing a questionnaire excluding 'I'm not sure when I can get an appointment': National (689,659); CCG (2,506); Practice bases range from 82 to 121

%Satisfied = %Very satisfied + %Fairly satisfied