

Vale Royal Patient Access Graphs (Weighted) January 2016

	% Of patents who find it easy to get through to surgery by phone	% of patients who find the receptionists at this surgery helpful	% of patients who with a preferred GP usually get to see or speak to that GP	% Of patients who are able to get an appointment to see or speak to someone the last time they tried	% of patients who say the last appointment they got was convenient	% of patients who described their experience of making an appointment as good	% of patients who usually wait 15 minutes or less after their appointment time to be seen	% of patients who feel they do not normally have to wait too long to be seen	% of patients who say the last GP they saw or spoke to was good at giving them enough time
Vale Royal CCG	57%	86%	56%	85%	92%	69%	64%	56%	88%
NATIONAL	73%	87%	59%	85%	92%	73%	65%	58%	87%
DANEBRIDGE MEDICAL CENTRE	48%	86%	55%	91%	85%	68%	52%	42%	88%
FIRDALE MEDICAL CENTRE	72%	90%	47%	82%	96%	70%	58%	54%	94%
HIGH STREET PRACTICE WINSFORD	87%	88%	67%	82%	98%	87%	81%	78%	94%
LAUNCESTON CLOSE SURGERY	80%	98%	83%	85%	94%	81%	81%	81%	97%
MIDDLEWICH ROAD SURGERY	48%	84%	58%	77%	86%	59%	75%	58%	87%
OAKWOOD MEDICAL CENTRE	55%	85%	54%	86%	98%	69%	68%	66%	86%
SWANLOW MEDICAL CENTRE	42%	91%	48%	87%	96%	67%	70%	60%	93%
THE WEAVER VALE SURGERY	76%	84%	67%	84%	95%	80%	69%	65%	82%
THE WEAVERHAM SURGERY	24%	82%	34%	80%	85%	46%	31%	31%	82%
WATLING STREET SURGERY	73%	87%	77%	90%	98%	75%	79%	71%	76%
WILLOW WOOD SURGERY	81%	85%	31%	85%	95%	74%	53%	42%	95%
WITTON STREET SURGERY	43%	82%	62%	72%	91%	60%	81%	67%	89%

% of patients who say the last GP they saw or spoke to was good at listening to them	% of patients who say the last GP they saw or spoke to was good at explaining tests and treatments	% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care	% of patients who say the last GP they saw or spoke to was good at treating them with care and concern	% of patients who had confidence and trust in the last GP they saw or spoke to	% of patients who say the last nurse they saw or spoke to was good at giving them enough time	% of patients who say the last nurse they saw or spoke to was good at listening to them	% of patients who say the last nurse they saw or spoke to was good at explaining tests and treatment	% of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care	% of patients who say the last nurse they saw or spoke to was good at treating them with care and concern	% of patients who had confidence and trust in the last nurse they saw or spoke to	% of patients who are satisfied with the surgery's opening hours
89%	87%	80%	86%	96%	95%	93%	89%	85%	91%	98%	71%
89%	86%	82%	85%	95%	92%	91%	90%	85%	91%	97%	75%
89%	82%	75%	83%	93%	96%	94%	85%	79%	88%	99%	62%
96%	96%	87%	94%	98%	95%	99%	89%	84%	89%	97%	76%
94%	90%	90%	90%	99%	98%	94%	97%	94%	95%	97%	82%
97%	99%	88%	95%	99%	96%	96%	94%	92%	97%	97%	81%
88%	85%	85%	84%	95%	96%	97%	98%	93%	98%	99%	72%
89%	90%	84%	88%	98%	92%	91%	91%	82%	90%	99%	67%
90%	88%	82%	88%	96%	98%	94%	95%	94%	97%	98%	77%
85%	78%	77%	86%	97%	96%	96%	94%	92%	95%	100%	76%
84%	79%	65%	75%	97%	81%	82%	71%	73%	77%	87%	54%
79%	82%	74%	74%	94%	96%	92%	90%	85%	90%	99%	76%
96%	93%	87%	95%	98%	96%	96%	95%	94%	96%	98%	80%
88%	94%	88%	87%	95%	95%	90%	82%	81%	89%	98%	70%

% of patients who describe their overall experience of this surgery as good	% of patients who would recommend this surgery to someone new in the area	% of patients who say it is easy to telephone the out of hours service	% of patients who feel they received out of hours care quickly	% of patients who have confidence and trust in the out of hours clinician they saw or spoke to	% of patients who describe their out of hours experience as good	Overall Average
86%	78%					82%
85%	78%					83%
85%	79%					78%
92%	83%					84%
94%	86%					90%
93%	86%					91%
87%	70%					82%
86%	81%					82%
88%	79%					83%
94%	91%					85%
65%	50%					67%
80%	76%					83%
92%	77%					84%
86%	77%					81%

Key	
40%	Cause for Concern
60%	Satisfactory
80%	Good
100%	Excellent