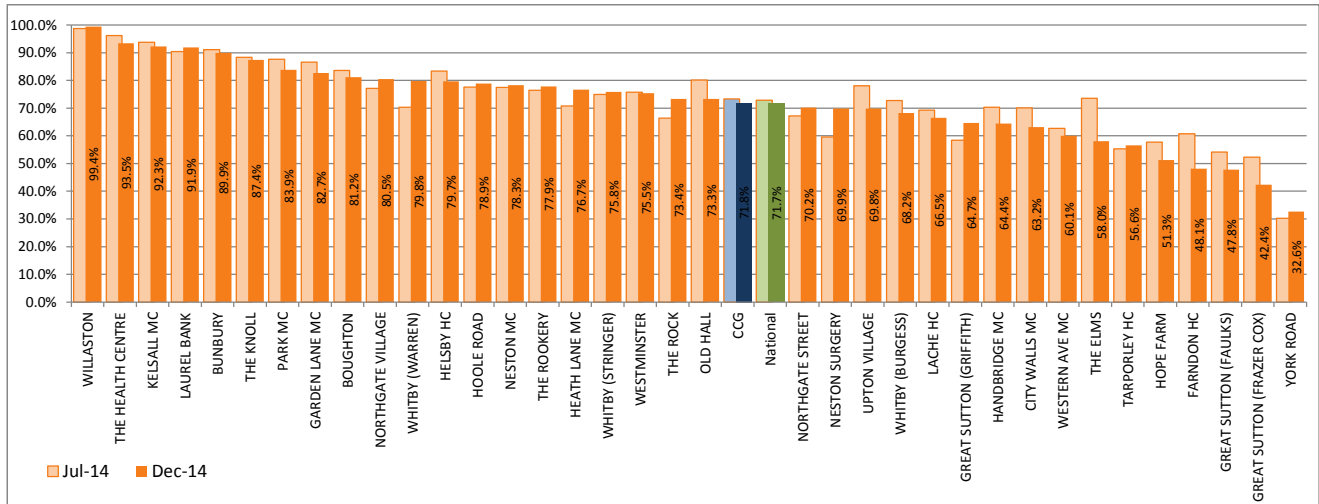


## GP Patient Experience Survey: Practice Comparison Analysis

Practice report (December 2014 publication) @Contains aggregated data collected from Jan-Mar 2014 and Jul-Sept 2014  
 GP Practices in England  
 Note: results for the survey are weighted  
 Information on the weighting can be found at <http://www.gp-patient.co.uk/faq/weighting/>

### Section 1: Accessing Your GP Services

Generally how easy is it to get through to somebody at your GP surgery on the phone

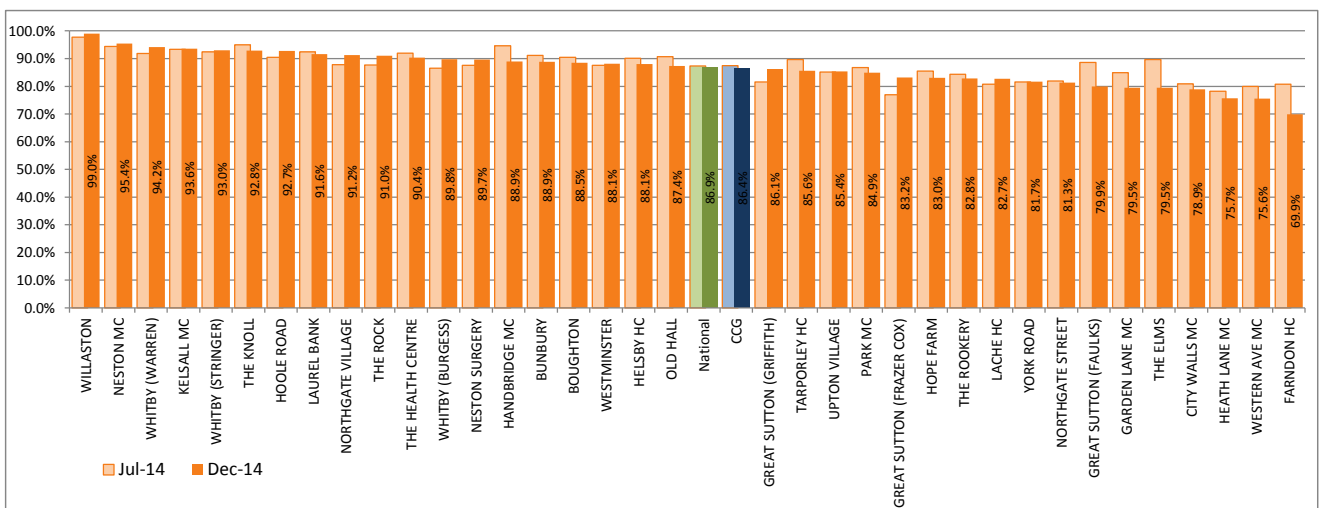


Overall, the CCG attainment for this question has marginally reduced by -1.5% however, performance remains above the National average of 71.7%. 55.6% of practices are performing above the National average for this question, with Willaston reporting 99.4% satisfaction in getting through on the phone.

Although a 2.4% increase has been seen at York Road when compared to the previous publication, performance remains significantly low against both the national average and benchmarked against the other practices with only 4% stating that they get through on the phone very easily and 29% reporting fairly easily.

The Elms Medical Centre has seen a considerable reduction (-15.5%) in performance since the last survey, which has resulted in this practice no longer performing above the National and CCG averages and now being in the lower quartile of practices.

How helpful do you find the receptionists at your GP surgery?



CCG level performance shows a marginal reduction upon the previous publication and is now performing slightly below the National average. Overall, over half of the practices have reported a reduction in patient experience for this question although this is minimal in certain practices. The Elms Medical Centre and Farndon Health Centre are the practices reporting the largest reduction in performance (-10%), which places the practices in the lowest performers across the CCG footprint.

## GP Patient Experience Survey: Practice Comparison Analysis

How do you normally book your appointments to see a GP or nurse at your GP surgery?

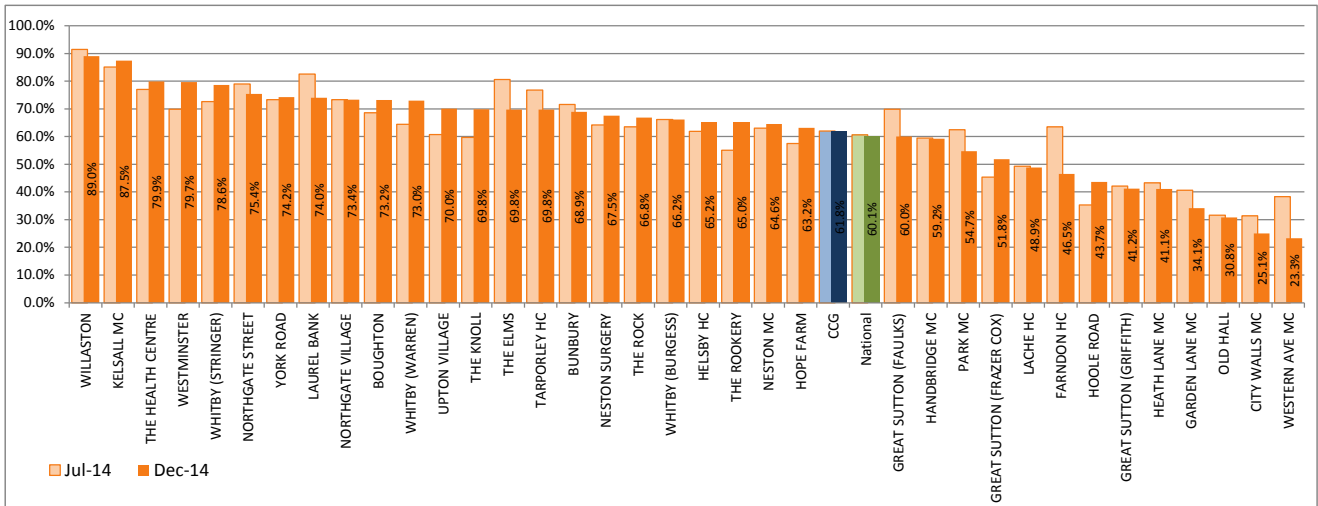
Practice	In person	By phone	By fax machine	Online	Doesn't Apply
HELSEBY HC	22%	91%	0%	10%	3%
BUNBURY	19%	92%	0%	3%	1%
HEATH LANE MC	26%	96%	0%	6%	1%
THE ROCK	34%	83%	0%	12%	1%
TARPORLEY HC	8%	95%	0%	3%	2%
WHITBY (BURGESS)	27%	95%	0%	4%	0%
THE KNOLL	24%	88%	0%	2%	1%
THE HEALTH CENTRE	13%	94%	0%	8%	0%
BOUGHTON	18%	90%	0%	18%	0%
LAUREL BANK	20%	96%	0%	1%	1%
PARK MC	16%	92%	0%	0%	2%
GREAT SUTTON (GRIFFITH)	23%	95%	0%	5%	0%
NESTON SURGERY	28%	93%	1%	*	1%
YORK ROAD	49%	88%	0%	2%	0%
THE ELMS	22%	91%	4%	3%	3%
NORTHGATE STREET	32%	94%	0%	2%	1%
GARDEN LANE MC	22%	84%	0%	1%	8%
CITY WALLS MC	17%	93%	0%	0%	*
WHITBY (WARREN)	19%	95%	0%	0%	0%
HOPE FARM	22%	89%	0%	5%	3%
WHITBY (STRINGER)	24%	93%	0%	1%	4%
GREAT SUTTON (FAULKS)	26%	90%	0%	8%	2%
GREAT SUTTON (FRAZER COX)	22%	94%	0%	4%	1%
UPTON VILLAGE	25%	92%	0%	0%	2%
HANDBRIDGE MC	21%	94%	0%	5%	1%
HOOLE ROAD	19%	97%	0%	0%	1%
WILLASTON	27%	96%	0%	1%	0%
LACHE HC	18%	93%	0%	5%	0%
OLD HALL	21%	95%	0%	3%	*
KELSALL MC	21%	99%	0%	6%	0%
NORTHGATE VILLAGE	22%	83%	0%	16%	1%
NESTON MC	19%	97%	0%	1%	0%
FARNDON HC	23%	92%	0%	0%	2%
WESTMINSTER	29%	84%	0%	1%	0%
THE ROOKERY	23%	95%	0%	0%	1%
WESTERN AVE MC	33%	89%	0%	0%	1%
<b>National</b>	<b>29%</b>	<b>88%</b>	<b>*</b>	<b>5%</b>	<b>1%</b>
<b>CCG</b>	<b>23%</b>	<b>92%</b>	<b>0%</b>	<b>4%</b>	<b>1%</b>
<b>National (previous publication)</b>	<b>31%</b>	<b>89%</b>	<b>*</b>	<b>4%</b>	<b>1%</b>
<b>CCG (previous publication)</b>	<b>24%</b>	<b>93%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>

The proportion of patients booking their appointments online has increased by 1% in this publication, which is in line with the performance growth seen at a national level. This is a positive step upon the last publication where more patients were listing online bookings as a preferred method of booking their appointment.

Practices with the highest rates of online bookings are Boughton Health Centre and Northgate Village but there are still a number of practices where 0% is reported so the sharing of good practice may be beneficial in some of these areas.

## GP Patient Experience Survey: Practice Comparison Analysis

How often do you see or speak to the GP you prefer?



The CCG attainment for this questions remains consistent with the previous publication at 62%, which is above the National average of 60%. 63.9% of West Cheshire practices are scoring above the National average for this area with Western Avenue and City Walls practices scoring significantly lower than peers, with a 65.7% variance from the highest scoring practice.

Largest reductions in performance have been seen at Fardon Health Centre, where a 17% drop in performance has been reported and Western Avenue Medical Centre with a 15% reduction.

## GP Patient Experience Survey: Practice Comparison Analysis

### Section 2: Making An Appointment

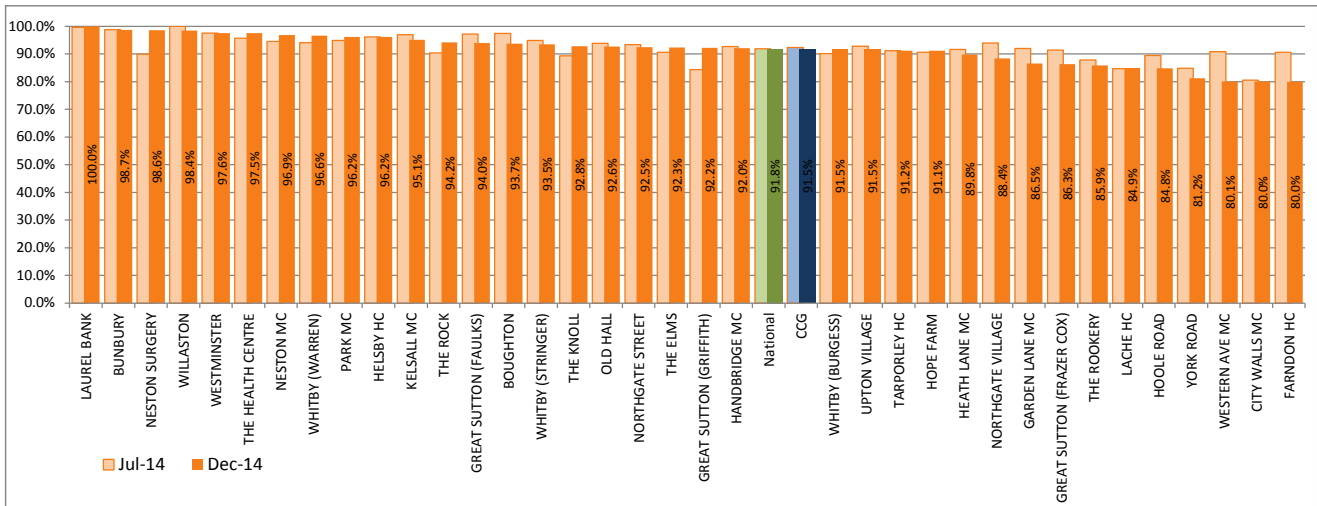
Last time you wanted to see or speak to a GP or nurse from your GP surgery, when did you want to speak to them?

Practice	On the same day	On the next working day	A few days later	A week or more later	I didn't have a specific day in mind	Can't remember
HELSEBY HC	56%	8%	11%	6%	18%	1%
BUNBURY	33%	10%	39%	4%	14%	1%
HEATH LANE MC	30%	11%	31%	8%	16%	5%
THE ROCK	20%	11%	39%	15%	13%	3%
TARPORLEY HC	50%	12%	16%	6%	13%	3%
WHITBY (BURGESS)	70%	4%	9%	3%	12%	2%
THE KNOLL	33%	8%	33%	6%	19%	1%
THE HEALTH CENTRE	29%	14%	33%	10%	12%	2%
BOUGHTON	40%	5%	20%	9%	17%	9%
LAUREL BANK	29%	15%	29%	4%	21%	2%
PARK MC	64%	5%	13%	1%	15%	2%
GREAT SUTTON (GRIFFITH)	61%	7%	7%	4%	17%	3%
NESTON SURGERY	69%	2%	12%	4%	9%	4%
YORK ROAD	49%	7%	15%	7%	20%	2%
THE	52%	6%	22%	3%	13%	3%
NORTHGATE STREET	54%	3%	21%	2%	16%	3%
GARDEN LANE MC	43%	7%	23%	4%	19%	3%
CITY WALLS MC	65%	7%	7%	6%	11%	3%
WHITBY (WARREN)	56%	7%	17%	4%	14%	1%
HOPE FARM	50%	7%	20%	5%	11%	8%
WHITBY	64%	9%	9%	3%	15%	1%
GREAT	53%	4%	20%	4%	14%	5%
GREAT SUTTON (FRAZER COX)	53%	11%	17%	7%	9%	2%
UPTON VILLAGE	37%	11%	16%	9%	26%	1%
HANDBRIDGE MC	33%	17%	24%	6%	15%	4%
HOOLE ROAD	37%	13%	19%	5%	19%	6%
WILLASTON	47%	9%	22%	5%	17%	0%
LACHE HC	35%	3%	28%	8%	25%	1%
OLD HALL	55%	5%	16%	6%	13%	4%
KELSALL	49%	9%	20%	7%	14%	1%
NORTHGATE VILLAGE	28%	6%	45%	8%	11%	3%
NESTON MC	56%	13%	18%	2%	11%	0%
FARNDON HC	44%	5%	24%	7%	19%	1%
WESTMINSTER	65%	15%	6%	1%	12%	1%
THE ROOKERY	46%	16%	27%	3%	8%	1%
WESTERN AVE MC	53%	10%	15%	3%	12%	7%
<b>National</b>	<b>41.0%</b>	<b>11.0%</b>	<b>23.7%</b>	<b>6.6%</b>	<b>14.4%</b>	<b>3.3%</b>
<b>CCG</b>	<b>47.0%</b>	<b>9.0%</b>	<b>21.0%</b>	<b>5.0%</b>	<b>15.0%</b>	<b>3.0%</b>
<b>National (previous publication)</b>	<b>41.6%</b>	<b>11.6%</b>	<b>24.0%</b>	<b>6.2%</b>	<b>13.7%</b>	<b>2.9%</b>
<b>CCG (previous publication)</b>	<b>48.0%</b>	<b>9.0%</b>	<b>21.0%</b>	<b>5.0%</b>	<b>14.0%</b>	<b>3.0%</b>

An appointment on the same day is the preferred timescale in 47% of cases, with Neston Surgery and Whitby (Burgess) having the highest preference in this area. The Rock and Northgate Village had the lowest preference of same day appointments, with their preferred timescale being a few days later.

## GP Patient Experience Survey: Practice Comparison Analysis

Last time you wanted to see or speak to a GP or nurse from your GP surgery how convenient was the appointment you were able to get?



This question highlights very positive performance with scores in this area being high across all of the West Cheshire footprint. A high proportion of which achieving above 90% of satisfaction. Farndon Health Centre and City Walls Medical Centre have the lowest attainment of 80% with 41% reporting that the reason for this being that they couldn't book ahead for an appointment at the practice (City Walls) and 42% reporting that there was no appointments available on the day that the patients wanted (Farndon HC) - see below.

## GP Patient Experience Survey: Practice Comparison Analysis

If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

Practice	There weren't any appointments for the day I wanted	There weren't any appointments for the time I wanted	I couldn't see my preferred GP	I couldn't book ahead at my GP surgery	Another reason
HELSEBY HC	~	~	~	~	~
BUNBURY	~	~	~	~	~
HEATH LANE MC	11%	32%	34%	23%	0%
THE ROCK	51%	4%	8%	10%	27%
TARPORLEY HC	51%	8%	11%	30%	0%
WHITBY (BURGESS)	61%	9%	0%	15%	14%
THE KNOLL	23%	44%	11%	12%	11%
THE HEALTH CENTRE	~	~	~	~	~
BOUGHTON	46%	20%	7%	11%	17%
LAUREL BANK	~	~	~	~	~
PARK MC	~	~	~	~	~
GREAT SUTTON (GRIFFITH)	34%	29%	5%	29%	3%
NESTON SURGERY	~	~	~	~	~
YORK ROAD	35%	19%	7%	26%	12%
THE ELMS	~	~	~	~	~
NORTHGATE STREET	~	~	~	~	~
GARDEN LANE MC	49%	24%	9%	0%	19%
CITY WALLS MC	16%	4%	9%	41%	31%
WHITBY (WARREN)	~	~	~	~	~
HOPE FARM	52%	16%	14%	18%	0%
WHITBY (STRINGER)	59%	41%	0%	0%	0%
GREAT SUTTON (FAULKS)	77%	3%	0%	20%	0%
GREAT SUTTON (FRAZER COX)	26%	35%	8%	20%	11%
UPTON VILLAGE	59%	0%	18%	8%	15%
HANDBRIDGE MC	37%	15%	20%	10%	18%
HOOLE ROAD	~	~	~	~	~
WILLASTON	~	~	~	~	~
LACHE HC	58%	18%	4%	10%	10%
OLD HALL	66%	7%	15%	3%	9%
KELSALL MC	~	~	~	~	~
NORTHGATE VILLAGE	42%	18%	15%	7%	18%
NESTON MC	~	~	~	~	~
FARNDON HC	42%	13%	8%	15%	23%
WESTMINSTER	~	~	~	~	~
THE ROOKERY	71%	16%	0%	8%	4%
WESTERN AVE MC	29%	15%	6%	33%	18%
<b>National</b>	<b>48%</b>	<b>18%</b>	<b>10%</b>	<b>13%</b>	<b>11%</b>
<b>CCG</b>	<b>45%</b>	<b>18%</b>	<b>10%</b>	<b>16%</b>	<b>12%</b>
<b>National (previous publication)</b>	<b>49.0%</b>	<b>17.5%</b>	<b>10.2%</b>	<b>13.3%</b>	<b>10.0%</b>
<b>CCG (previous publication)</b>	<b>39%</b>	<b>18%</b>	<b>7%</b>	<b>18%</b>	<b>18%</b>

As with the previous publication, low response rates for this question have meant that full benchmarking of all West Cheshire practices can't be made however, of those responses that were received, the highest proportion of reasons for appointments not being convenient were due to no appointments being available on the day required by the patient. Great Sutton (Faulkes) has reported the highest percentage of issues in this area.

## GP Patient Experience Survey: Practice Comparison Analysis

### What did you do on that occasion?

Practice	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 my surgery another time	Didn't see or speak to anyone
HELSBY HC	~	~	~	~	~	~	~
BUNBURY	~	~	~	~	~	~	~
HEATH LANE MC	39%	21%	7%	5%	0%	21%	6%
THE ROCK	49%	19%	0%	8%	0%	17%	8%
TARPORLEY HC	29%	35%	0%	4%	0%	24%	8%
WHITBY (BURGESS)	17%	3%	12%	7%	0%	39%	20%
THE KNOLL	34%	38%	16%	0%	0%	4%	12%
THE HEALTH CENTRE	~	~	~	~	~	~	~
BOUGHTON	39%	37%	10%	0%	0%	0%	14%
LAUREL BANK	~	~	~	~	~	~	~
PARK MC	~	~	~	~	~	~	~
GREAT SUTTON (GRIFFITH)	41%	30%	3%	10%	4%	5%	14%
NESTON SURGERY	~	~	~	~	~	~	~
YORK ROAD	19%	19%	27%	2%	0%	17%	16%
THE ELMS	44%	0%	0%	8%	3%	35%	10%
NORTHGATE STREET	~	~	~	~	~	~	~
GARDEN LANE MC	25%	4%	15%	4%	29%	5%	18%
CITY WALLS MC	36%	5%	30%	2%	0%	16%	12%
WHITBY (WARREN)	~	~	~	~	~	~	~
HOPE FARM	43%	32%	0%	11%	0%	0%	14%
WHITBY (STRINGER)	64%	6%	0%	0%	0%	13%	17%
GREAT SUTTON (FAULKS)	20%	35%	7%	0%	7%	5%	28%
GREAT SUTTON (FRAZER COX)	67%	7%	0%	11%	0%	7%	9%
UPTON VILLAGE	36%	23%	8%	22%	0%	8%	4%
HANDBRIDGE MC	46%	5%	5%	5%	5%	39%	0%
HOOLE ROAD	~	~	~	~	~	~	~
WILLASTON	~	~	~	~	~	~	~
LACHE HC	43%	23%	11%	9%	0%	0%	14%
OLD HALL	4%	21%	22%	19%	9%	26%	3%
KELSALL MC	~	~	~	~	~	~	~
NORTHGATE VILLAGE	57%	5%	24%	7%	0%	0%	6%
NESTON MC	~	~	~	~	~	~	~
FARNDON HC	24%	22%	12%	2%	0%	15%	25%
WESTMINSTER	~	~	~	~	~	~	~
THE ROOKERY	44%	22%	0%	5%	0%	9%	20%
WESTERN AVE MC	19%	10%	17%	19%	3%	12%	21%
<b>National</b>	<b>37.2%</b>	<b>22.3%</b>	<b>5.5%</b>	<b>9.8%</b>	<b>2.7%</b>	<b>13.5%</b>	<b>11.7%</b>
<b>CCG</b>	<b>36.5%</b>	<b>18.4%</b>	<b>9.8%</b>	<b>6.9%</b>	<b>2.6%</b>	<b>13.9%</b>	<b>13.0%</b>

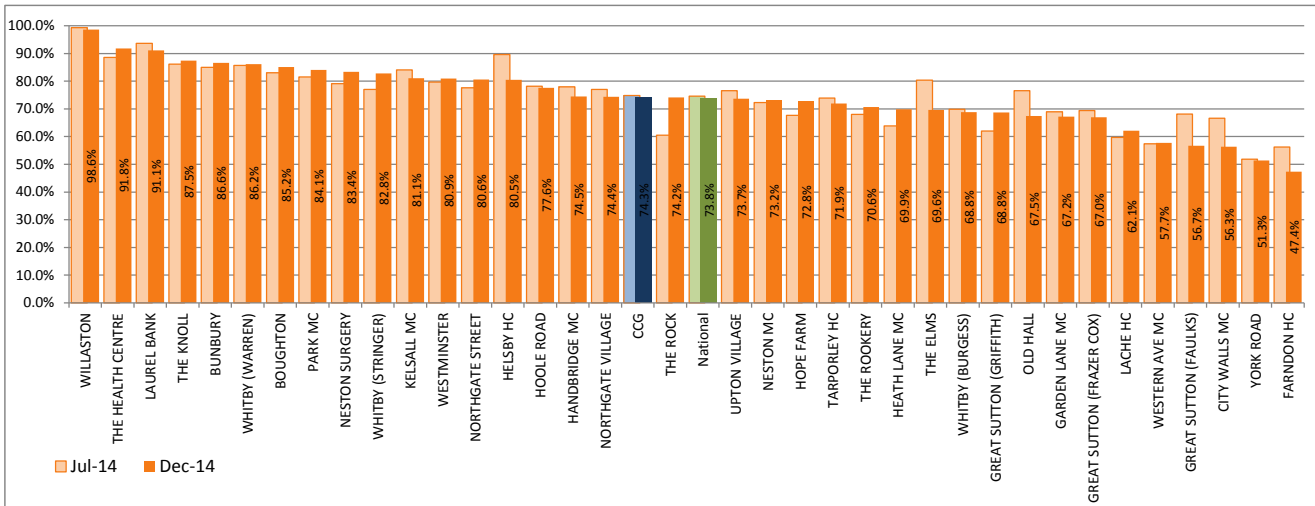
<b>National (previous publication)</b>	<b>37.7%</b>	<b>23.0%</b>	<b>5.4%</b>	<b>9.5%</b>	<b>2.8%</b>	<b>13.5%</b>	<b>10.9%</b>
<b>CCG (previous publication)</b>	<b>34.0%</b>	<b>17.0%</b>	<b>13.0%</b>	<b>8.0%</b>	<b>2.0%</b>	<b>15.0%</b>	<b>12.0%</b>

Patients that were not able to get an appointment at a time convenient to them ended up attending the appointment date offered in a majority of cases. However, although Nationally 9.8% of patients went to A&E/WIC, which is an increase upon the previous publication. This pattern is not seen locally though, where the percentage of patients attending A&E has reduced to 6.9% and the percentage of patients deciding to attend the appointment given or go for an appointment on a different day has increased.

Issues still remain at certain practices whereby a high proportion are attending A&E due to not being able to get an appointment. This is especially the case at Upton Village Surgery where 22% diverted to this route and Old Hall and Western Avenue in 19% of cases.

## GP Patient Experience Survey: Practice Comparison Analysis

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

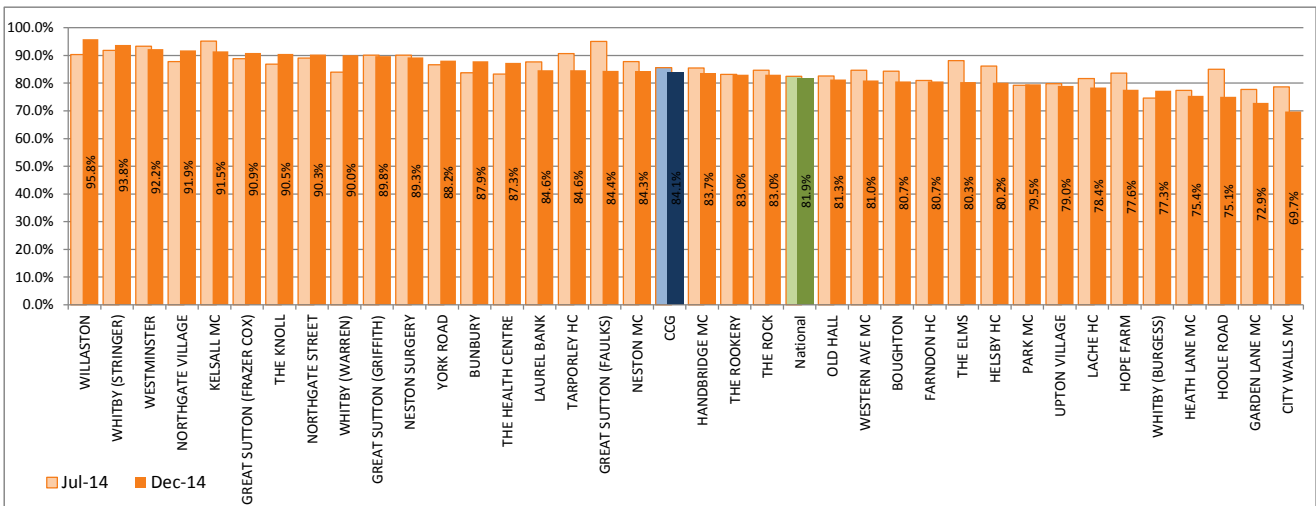


There is a considerable variance between practices for the overall patient experience of making an appointment with 50% achieving above the National average of 73.8%. Farndon Health Centre has recorded the lowest overall patient experience for making an appointment, which is evident through the poor score recorded across a range of access questions for this practice.

Significant reductions in patient experience have been seen at Great Sutton - Faulkes (-11.5%) and The Elms (-10.8%). However, positive performance has been seen at The Rock where a 13.7% increase has been seen, which has taken the practice from being one of the lowest performers in the previous publication to now being above the National average for this area.

### Section 4: Last GP Appointment

Last time you saw or spoke to a GP from your GP surgery, how good was your GP at explaining tests and treatments?

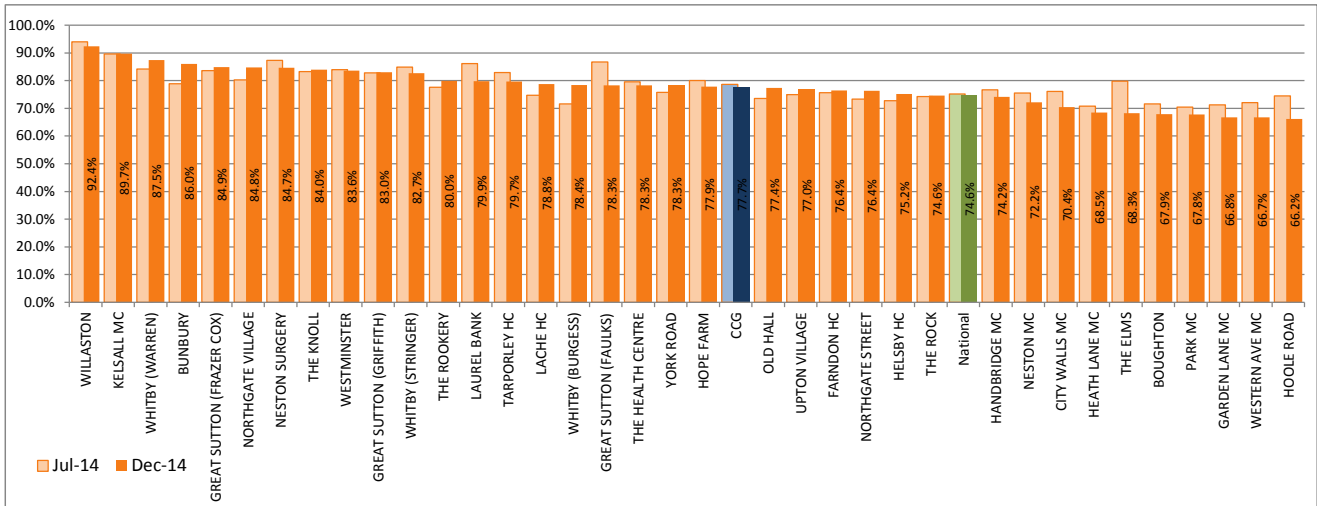


58.3% of practices achieved higher than the National average for this question, which is a considerable reduction upon the 78.9% in the previous survey. Great Sutton (Faulkes) was previously the highest performer in this area but performance at this practice has dropped by -10.7% and Willaston is now the highest performer in this area with 95.8%.



## GP Patient Experience Survey: Practice Comparison Analysis

Last time you saw or spoke to a GP from your surgery, how good was that GP at involving you in decisions about your care

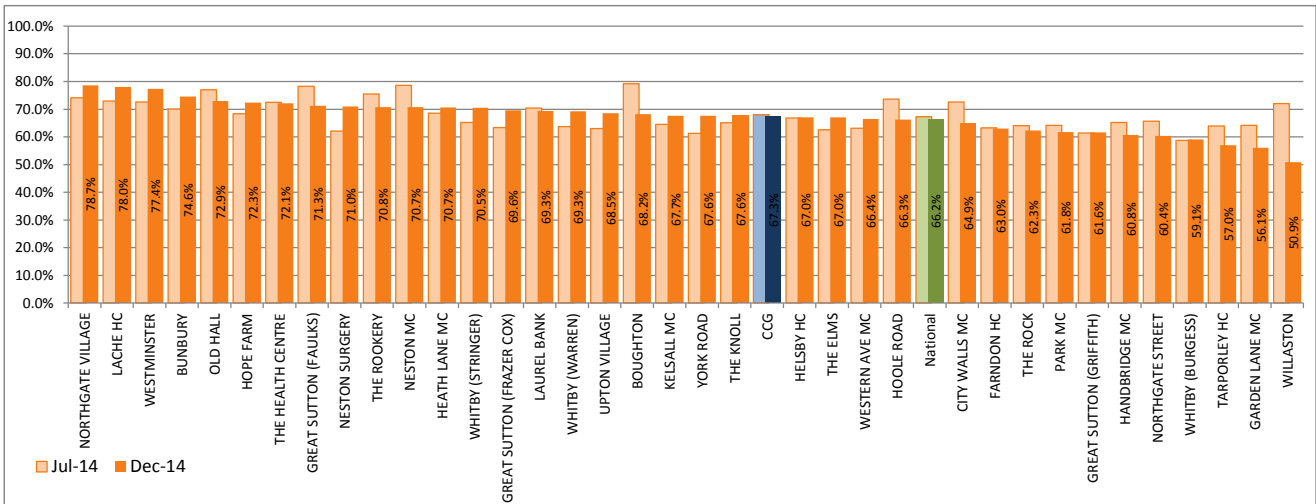


Improvements have been seen in this area and now the CCG average (77.7%) is comfortably above the National average of 74.5% with only ten practices performing below this National benchmark.

There have been notable reductions in performance at The Elms Medical Centre, where previously they were performing above both the CCG and National averages but are now in the lower quartile of practices.

### Section 5: Last Nurse Appointment

Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at involving you in decisions about your care?

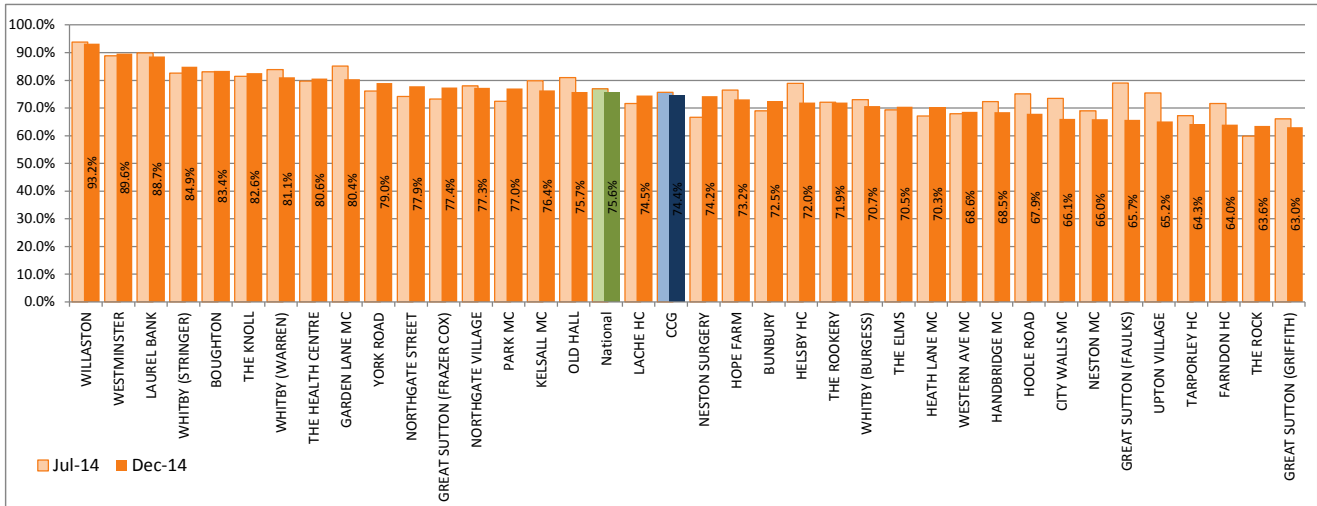


Although a reduction in this area has been seen across both the CCG and National averages, significant changes can be seen at practices such as Willaston where they were the highest performer in GPs involving the patient in decisions about their care but are the lowest performer when the same question is asked of the nurse care. A -21.1% reduction has been experienced at this practice.

# GP Patient Experience Survey: Practice Comparison Analysis

## Section 7: Opening Hours

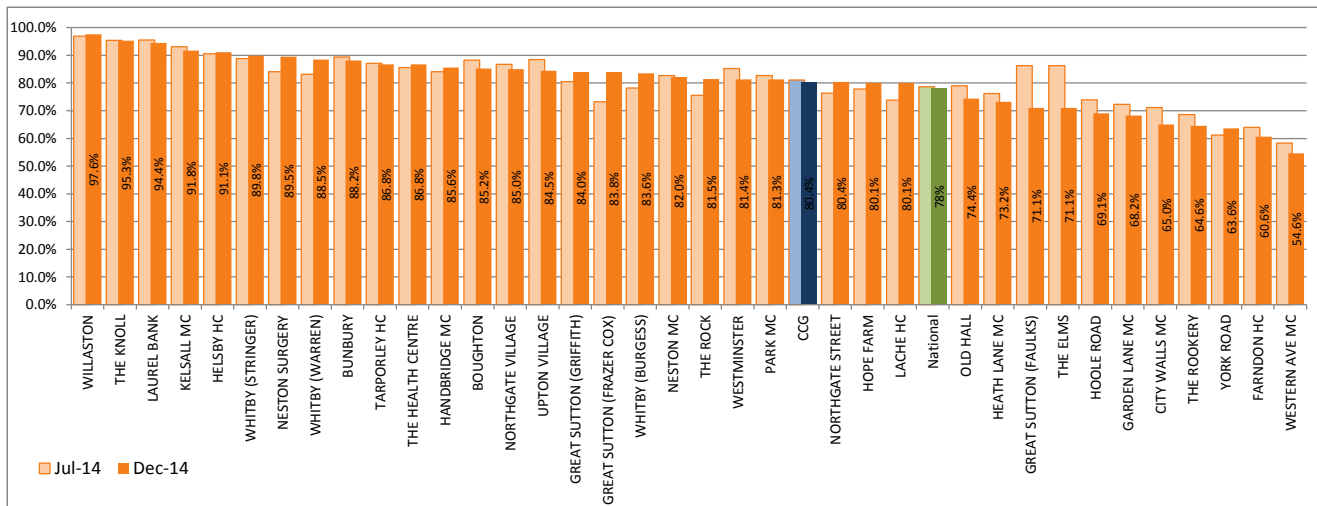
How satisfied are you with the hours that your GP surgery are open?



A large proportion of practices are reporting a satisfaction of opening hours as being below the National average of 75.6%. The practice with the lowest score in this area is Great Sutton (Griffith) where 63% recorded a satisfaction in this area. As with a number of previous questions, Willaston is reporting the highest satisfaction score across all practices and exceeds the National average.

## Section 7: Overall Experience

Would you recommend your GP surgery to someone who has just moved to your local area?



69.4% of all practices have achieved above the National average for patients who would recommend their practice to someone moving to the area, with Willaston and The Knoll achieving the highest rates.

Western Avenue has the lowest score in this area with 54.6% and although this practice had one of the lowest response rates overall for this question, this was also the case for practices such as Westminster who still managed to perform above both the CCG and National averages.