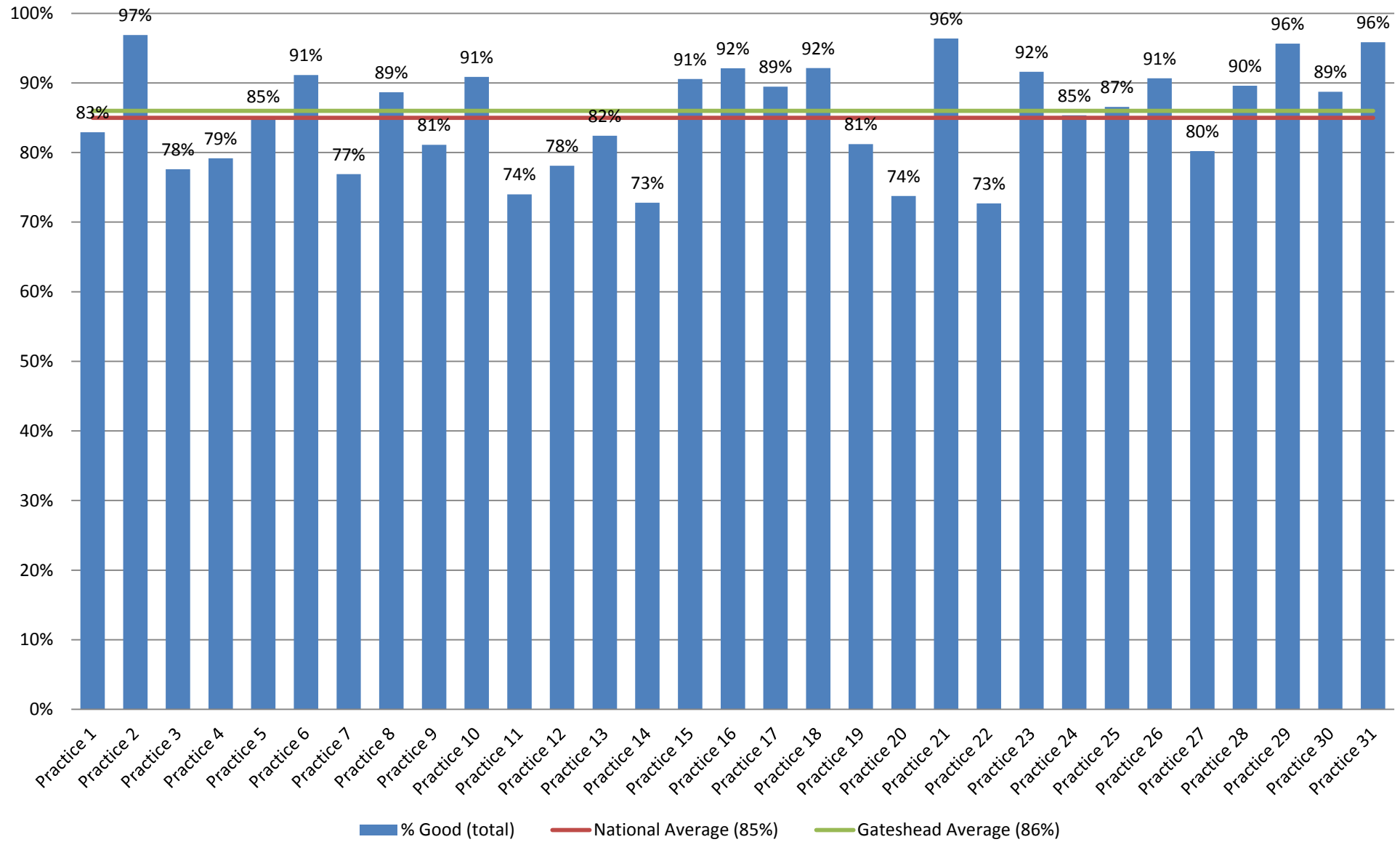


	Rating of GP giving you enough time - total responses	% Good (total)	Rating of GP listening to you - total responses	% Good (total)	Rating of GP explaining tests and treatments - total responses	% Good (total)	Rating of GP involving you in decisions about your care - total responses	% Good (total)	Rating of GP treating you with care and concern - total responses	% Good (total)	Confidence and trust in GP - total responses	% Yes (total)	Rating of nurse giving you enough time - total responses	% Good (total)	Rating of nurse listening to you - total responses	% Good (total)	Rating of nurse explaining tests and treatments - total responses	% Good (total)	Rating of nurse involving you in decisions about your care - total responses
Practice 1	114	83%	114	87%	114	85%	113	76%	114	89%	114	95%	113	96%	113	89%	112	92%	113
Practice 2	75	97%	74	94%	75	90%	73	83%	74	93%	73	99%	74	73%	73	69%	72	69%	73
Practice 3	109	78%	108	87%	109	87%	109	73%	108	80%	108	94%	105	78%	105	79%	107	82%	105
Practice 4	157	79%	155	86%	157	85%	156	83%	155	75%	157	98%	157	83%	157	79%	157	79%	156
Practice 5	228	85%	231	86%	219	86%	231	76%	231	83%	231	89%	220	86%	219	79%	220	76%	218
Practice 6	142	91%	141	92%	141	83%	142	78%	139	79%	142	91%	141	91%	140	85%	141	84%	141
Practice 7	130	77%	130	83%	129	77%	128	70%	130	80%	121	93%	128	84%	126	81%	127	74%	126
Practice 8	248	89%	248	89%	246	88%	247	80%	247	84%	248	94%	245	86%	249	86%	247	84%	249
Practice 9	107	81%	106	83%	106	77%	106	63%	106	79%	107	88%	102	86%	101	83%	100	87%	98
Practice 10	173	91%	173	93%	171	89%	170	81%	173	88%	173	98%	173	87%	173	86%	171	82%	171
Practice 11	124	74%	126	80%	126	81%	126	74%	125	80%	125	92%	125	82%	125	80%	125	81%	125
Practice 12	65	78%	65	74%	64	81%	65	65%	65	75%	65	93%	62	87%	62	89%	61	90%	62
Practice 13	51	82%	51	82%	49	79%	50	74%	48	78%	50	94%	51	84%	51	84%	48	87%	51
Practice 14	118	73%	118	76%	118	70%	117	62%	118	77%	117	86%	115	82%	115	78%	114	73%	115
Practice 15	124	91%	124	91%	124	83%	123	82%	123	88%	124	97%	123	78%	123	78%	123	76%	123
Practice 16	77	92%	77	96%	73	87%	75	82%	77	89%	77	96%	73	91%	74	83%	71	73%	75
Practice 17	80	89%	81	94%	79	89%	79	75%	79	89%	80	98%	79	91%	81	90%	81	87%	80
Practice 18	161	92%	162	93%	162	90%	163	86%	165	91%	165	95%	164	78%	164	78%	161	78%	164
Practice 19	262	81%	262	84%	260	81%	259	68%	257	82%	259	94%	260	85%	259	83%	255	77%	260
Practice 20	35	74%	34	81%	35	83%	35	74%	35	85%	35	85%	33	61%	33	53%	32	60%	33
Practice 21	80	96%	79	95%	79	90%	78	90%	80	90%	79	96%	76	89%	77	88%	77	88%	76
Practice 22	43	73%	43	70%	41	62%	42	63%	42	70%	42	84%	43	88%	43	90%	43	86%	43
Practice 23	69	92%	68	93%	68	87%	68	80%	68	90%	69	94%	69	94%	69	89%	69	87%	69
Practice 24	39	85%	39	87%	39	80%	39	75%	38	77%	39	92%	39	82%	39	81%	39	79%	39
Practice 25	27	87%	27	80%	27	79%	27	77%	27	79%	27	86%	25	84%	24	88%	24	88%	24
Practice 26	80	91%	80	92%	78	86%	79	83%	79	90%	80	96%	80	87%	80	87%	77	82%	80
Practice 27	62	80%	62	82%	62	78%	58	74%	62	81%	62	85%	62	71%	62	69%	62	65%	61
Practice 28	39	90%	39	95%	39	87%	39	83%	38	90%	38	96%	39	79%	38	82%	38	79%	39
Practice 29	48	96%	48	90%	48	87%	48	86%	48	91%	48	100%	45	85%	45	86%	44	86%	44
Practice 30	54	89%	54	92%	53	81%	54	77%	52	92%	54	93%	53	76%	53	77%	53	73%	53
Practice 31	20	96%	20	93%	20	92%	20	83%	20	93%	20	96%	20	91%	20	88%	20	87%	20
	99	86%	99	87%	98	84%	98	77%	98	84%	98	93%	97	83%	97	82%	96	80%	97
	837,532	85%	835,249	87%	830,419	81%	833,064	74%	832,996	83%	834,817	92%	824,201	79%	818,825	78%	810,622	76%	815,741

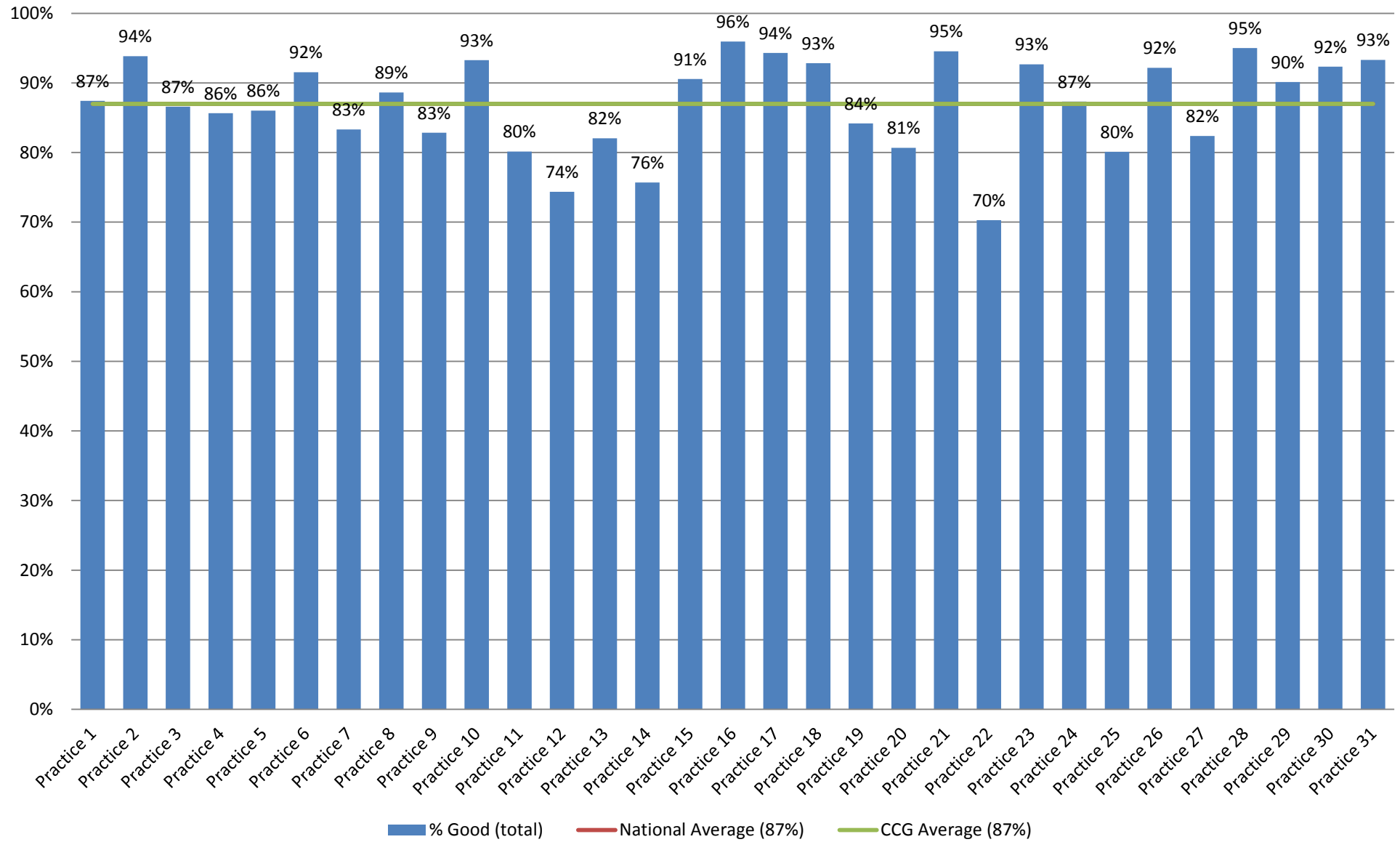
	% Good (total)	Rating of nurse treating you with care and concern - total responses	% Good (total)	Confidence and trust in nurse - total responses	% Yes (total)	Overall experience of GP surgery - total responses	% Good (total)	Helpfulness of receptionists at GP surgery - total responses	% Helpful (total)
Practice 1	80%	113	87%	113	92%	114	92%	114	94%
Practice 2	56%	73	68%	71	73%	76	95%	77	93%
Practice 3	61%	107	78%	106	88%	109	68%	109	71%
Practice 4	72%	157	84%	145	94%	172	83%	168	88%
Practice 5	71%	216	76%	217	84%	235	89%	239	74%
Practice 6	79%	141	88%	137	90%	145	74%	144	75%
Practice 7	66%	128	77%	124	88%	130	84%	134	81%
Practice 8	64%	249	80%	245	90%	248	82%	250	70%
Practice 9	75%	99	86%	101	95%	106	74%	106	82%
Practice 10	76%	173	85%	169	92%	171	94%	173	84%
Practice 11	68%	126	80%	125	85%	127	74%	126	88%
Practice 12	82%	62	88%	60	91%	65	84%	67	95%
Practice 13	71%	50	77%	48	91%	51	93%	51	93%
Practice 14	62%	115	79%	108	89%	117	79%	121	80%
Practice 15	67%	123	75%	119	83%	126	89%	128	82%
Practice 16	61%	76	85%	74	93%	77	74%	77	80%
Practice 17	77%	80	87%	81	92%	82	93%	84	95%
Practice 18	63%	164	80%	160	87%	165	92%	165	85%
Practice 19	54%	259	79%	258	90%	266	85%	264	82%
Practice 20	51%	33	58%	30	69%	35	87%	35	83%
Practice 21	74%	78	88%	76	91%	80	98%	80	96%
Practice 22	69%	43	87%	43	90%	44	74%	44	90%
Practice 23	77%	68	88%	69	93%	69	89%	70	88%
Practice 24	72%	39	80%	37	87%	39	91%	39	88%
Practice 25	80%	24	86%	23	91%	27	90%	28	99%
Practice 26	72%	80	85%	78	92%	82	89%	82	91%
Practice 27	50%	62	70%	56	83%	65	83%	65	86%
Practice 28	69%	38	80%	38	83%	39	94%	40	97%
Practice 29	68%	44	88%	44	93%	48	99%	49	99%
Practice 30	66%	53	77%	49	78%	55	92%	55	96%
Practice 31	80%	20	88%	20	94%	20	98%	20	98%
	69%	97	81%	95	88%	100	87%	101	87%
	65%	815,343	77%	803,954	85%	841,444	85%	853,740	87%

What did you do on that occasion - total responses	% 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
13	18%	54%	0%	0%	0%	28%	0%
5	~	~	~	~	~	~	~
27	19%	32%	6%	13%	0%	16%	13%
29	72%	19%	0%	0%	0%	8%	0%
43	25%	24%	0%	3%	0%	44%	3%
38	46%	12%	16%	4%	0%	11%	11%
18	12%	31%	0%	27%	0%	26%	4%
53	47%	36%	0%	0%	0%	20%	0%
25	11%	26%	7%	34%	0%	15%	7%
20	39%	28%	0%	5%	0%	12%	15%
31	60%	5%	0%	15%	0%	5%	14%
7	~	~	~	~	~	~	~
4	~	~	~	~	~	~	~
31	38%	9%	3%	13%	3%	18%	16%
10	51%	22%	6%	0%	0%	13%	8%
9	~	~	~	~	~	~	~
12	15%	75%	0%	0%	0%	0%	10%
37	31%	20%	2%	21%	5%	11%	10%
59	28%	8%	3%	16%	8%	20%	16%
2	~	~	~	~	~	~	~
3	~	~	~	~	~	~	~
7	~	~	~	~	~	~	~
14	41%	10%	9%	5%	0%	6%	30%
2	~	~	~	~	~	~	~
1	~	~	~	~	~	~	~
19	29%	19%	9%	5%	4%	24%	13%
9	~	~	~	~	~	~	~
1	~	~	~	~	~	~	~
1	~	~	~	~	~	~	~
3	~	~	~	~	~	~	~
1	~	~	~	~	~	~	~
17	34%	26%	4%	10%	1%	16%	10%
141,303	37%	21%	6%	10%	3%	13%	13%

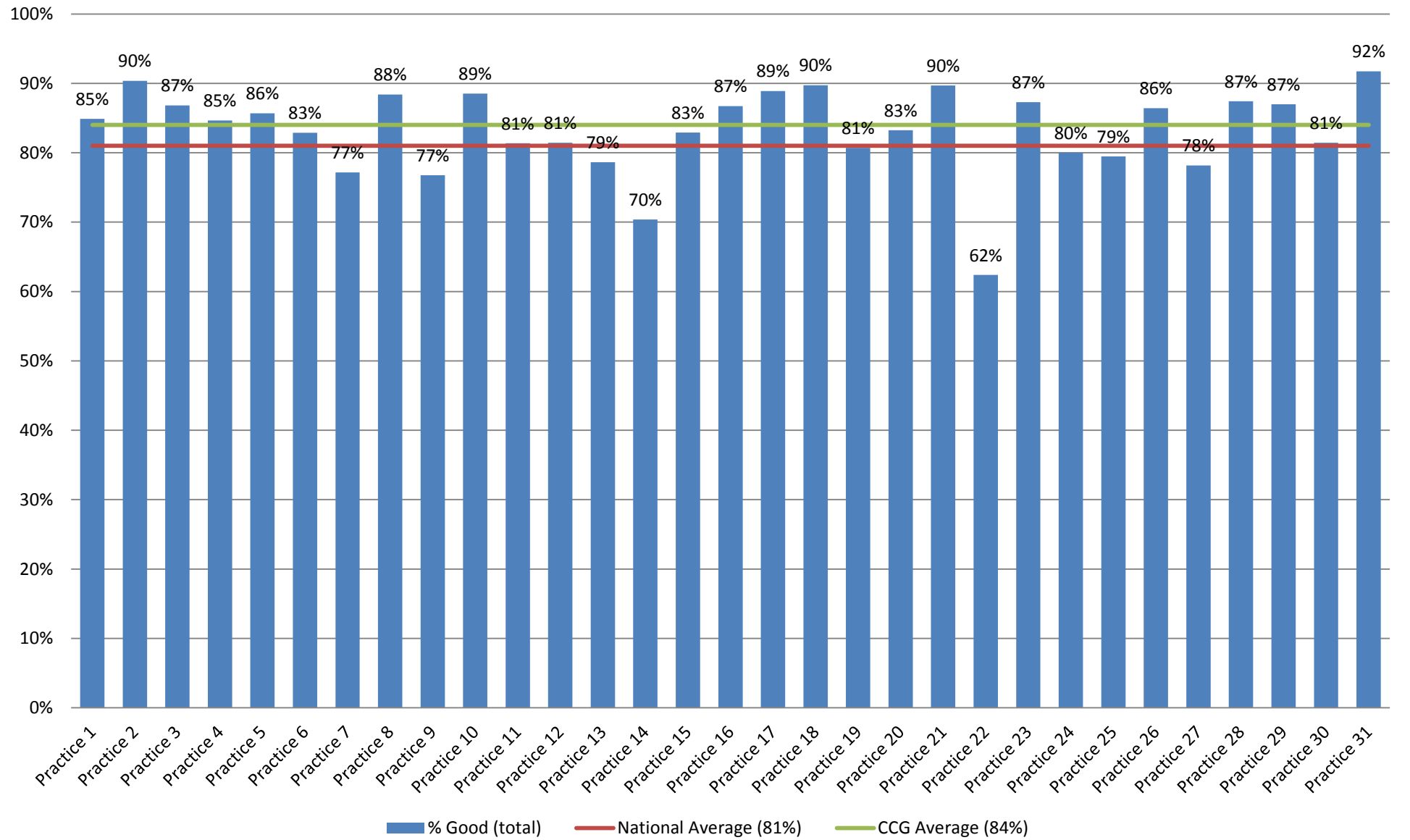
Rating of GP giving you enough time (%Good)



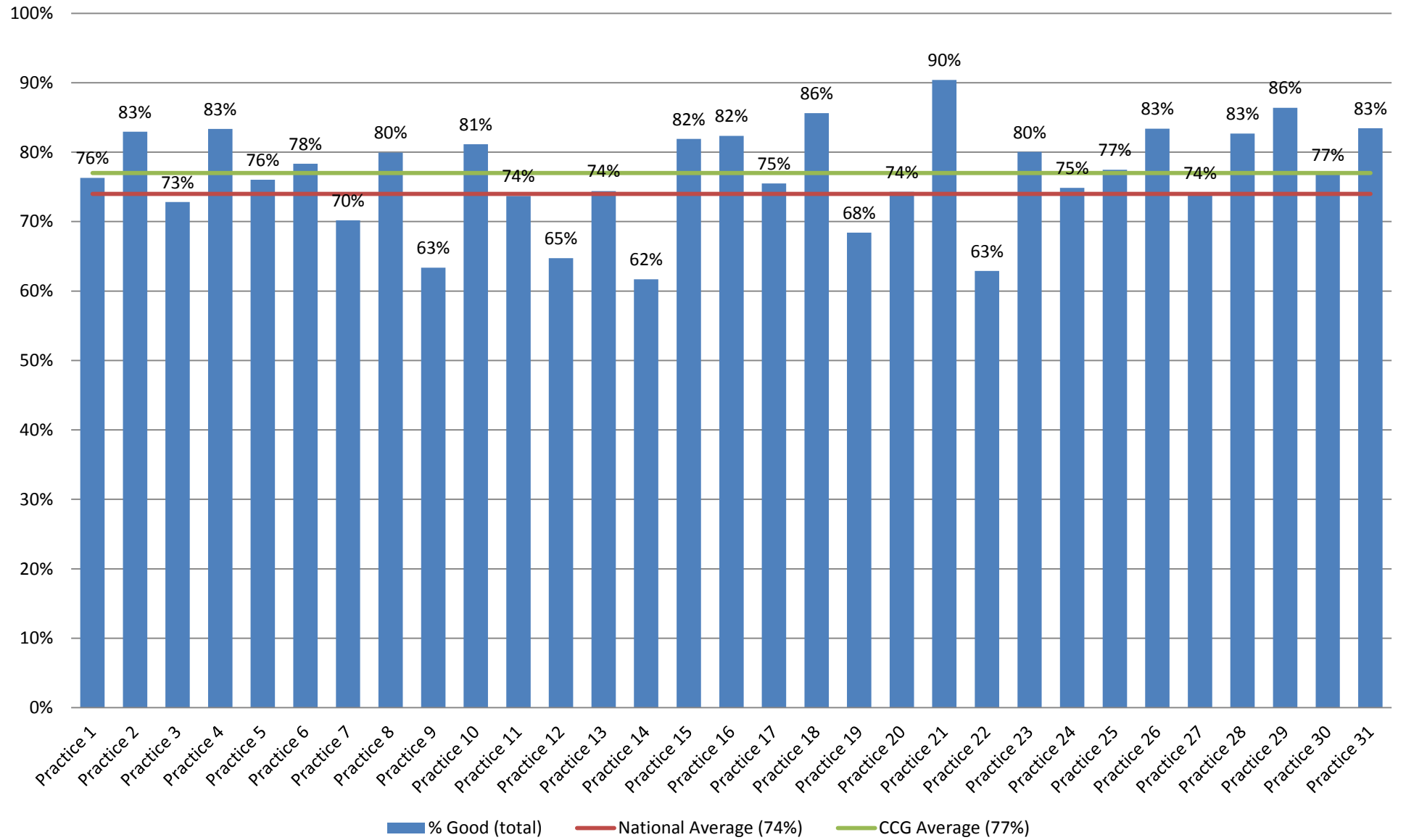
Rating of GP listening to you (%Good)



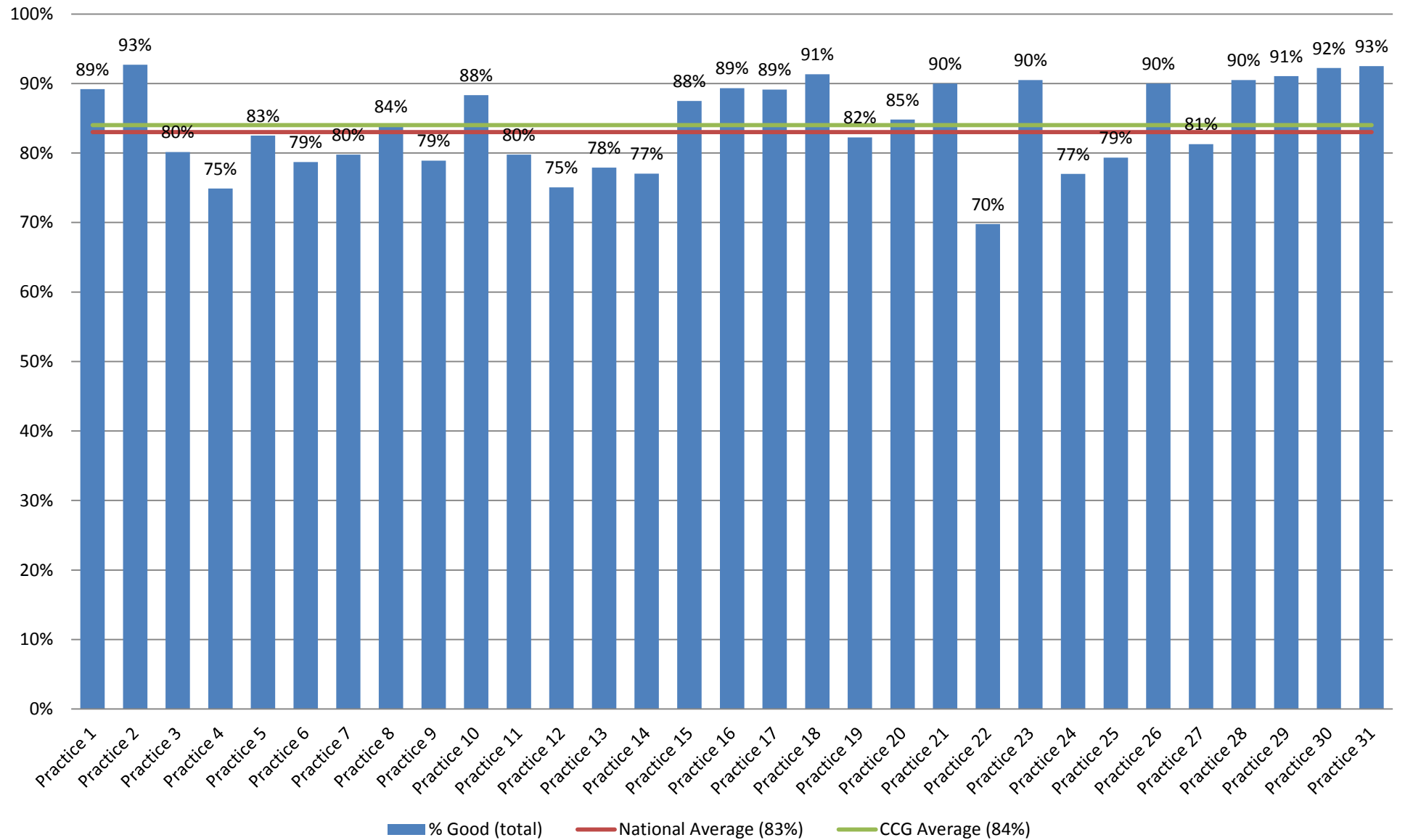
Rating of GP explaining tests and treatments (%Good)



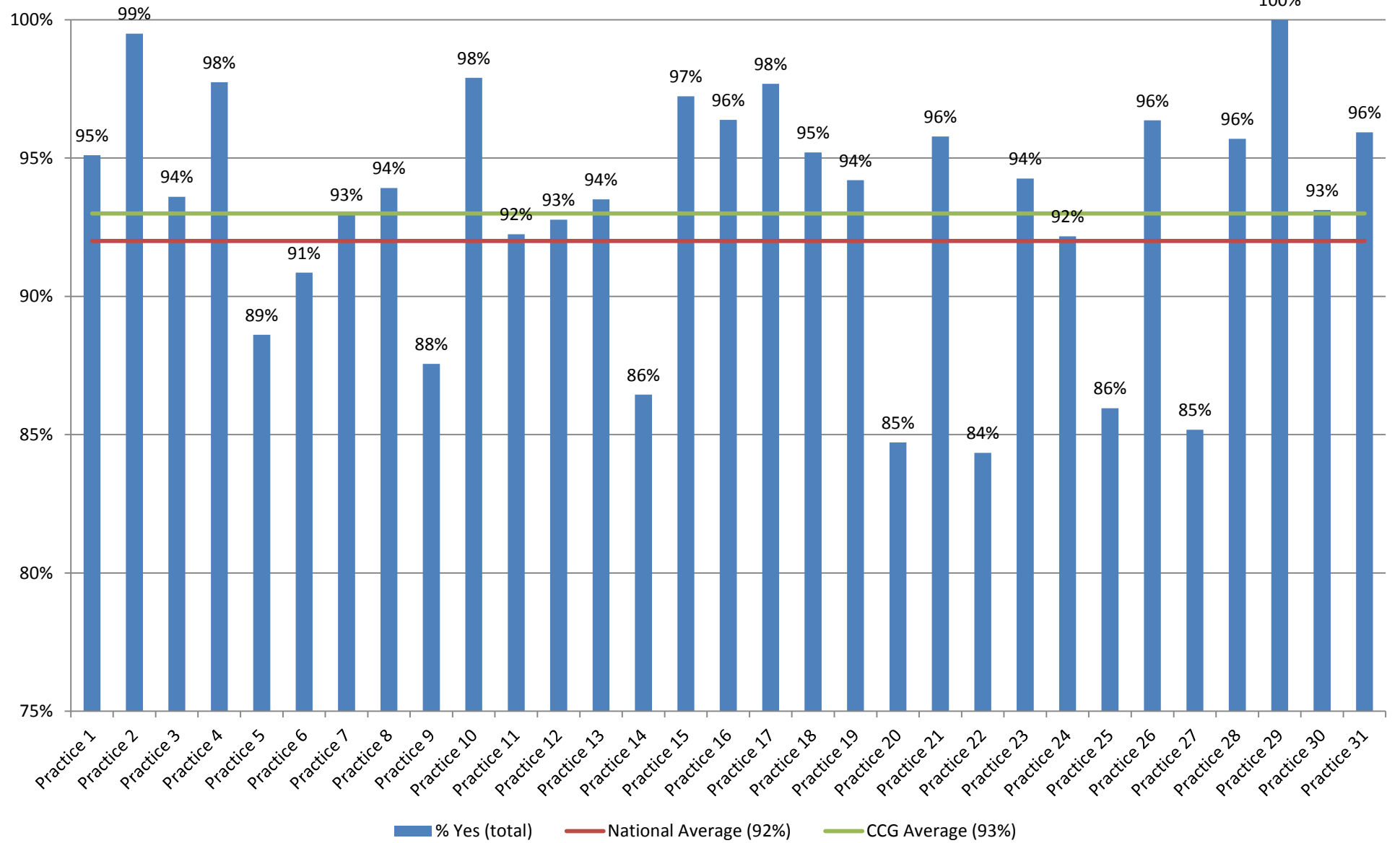
Rating of GP involving you in decisions about your care (%Good)



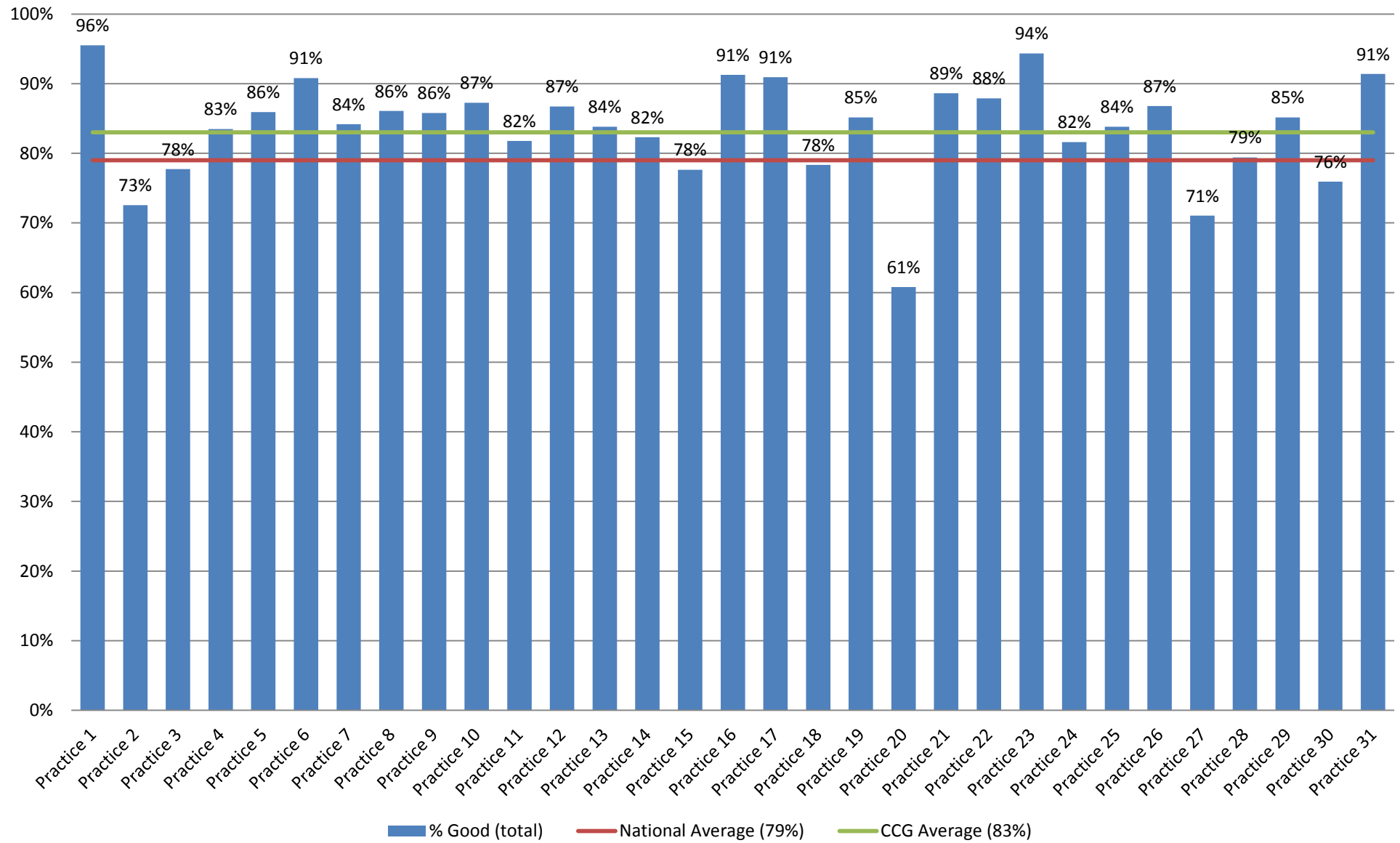
Rating of GP treating you with care and concern (%Good)



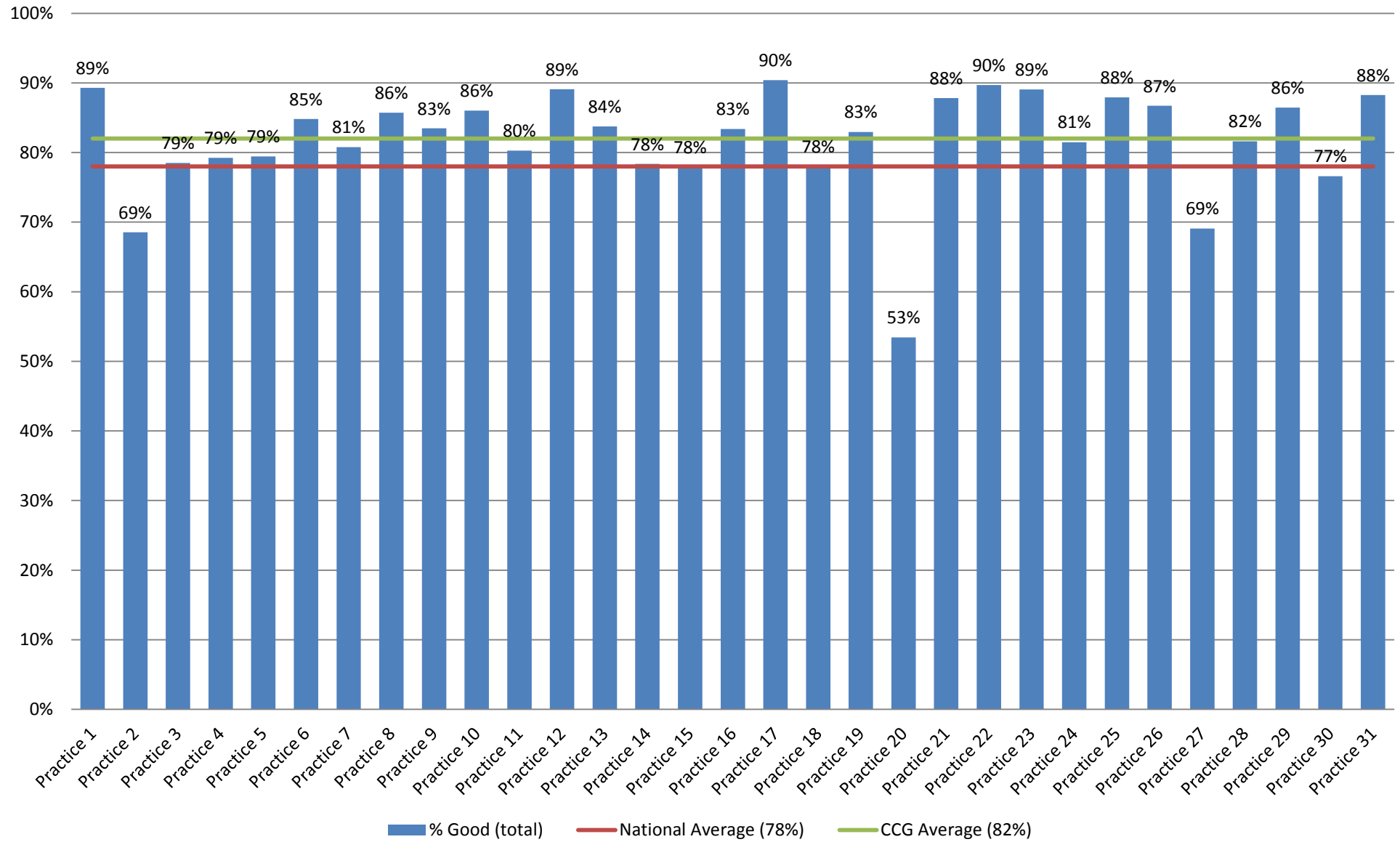
Confidence and trust in GP (%Yes)



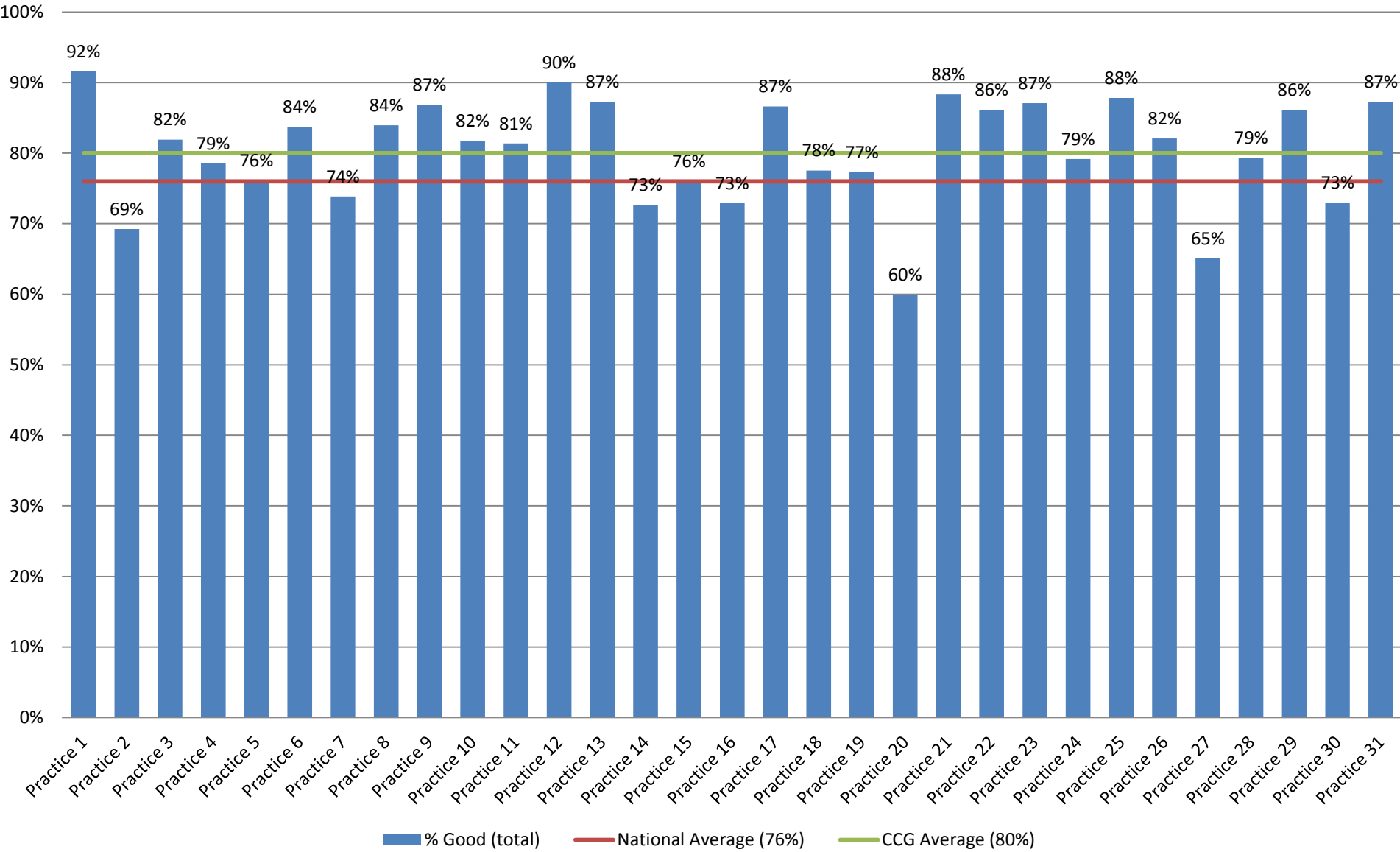
Rating of nurse giving you enough time (%Good)



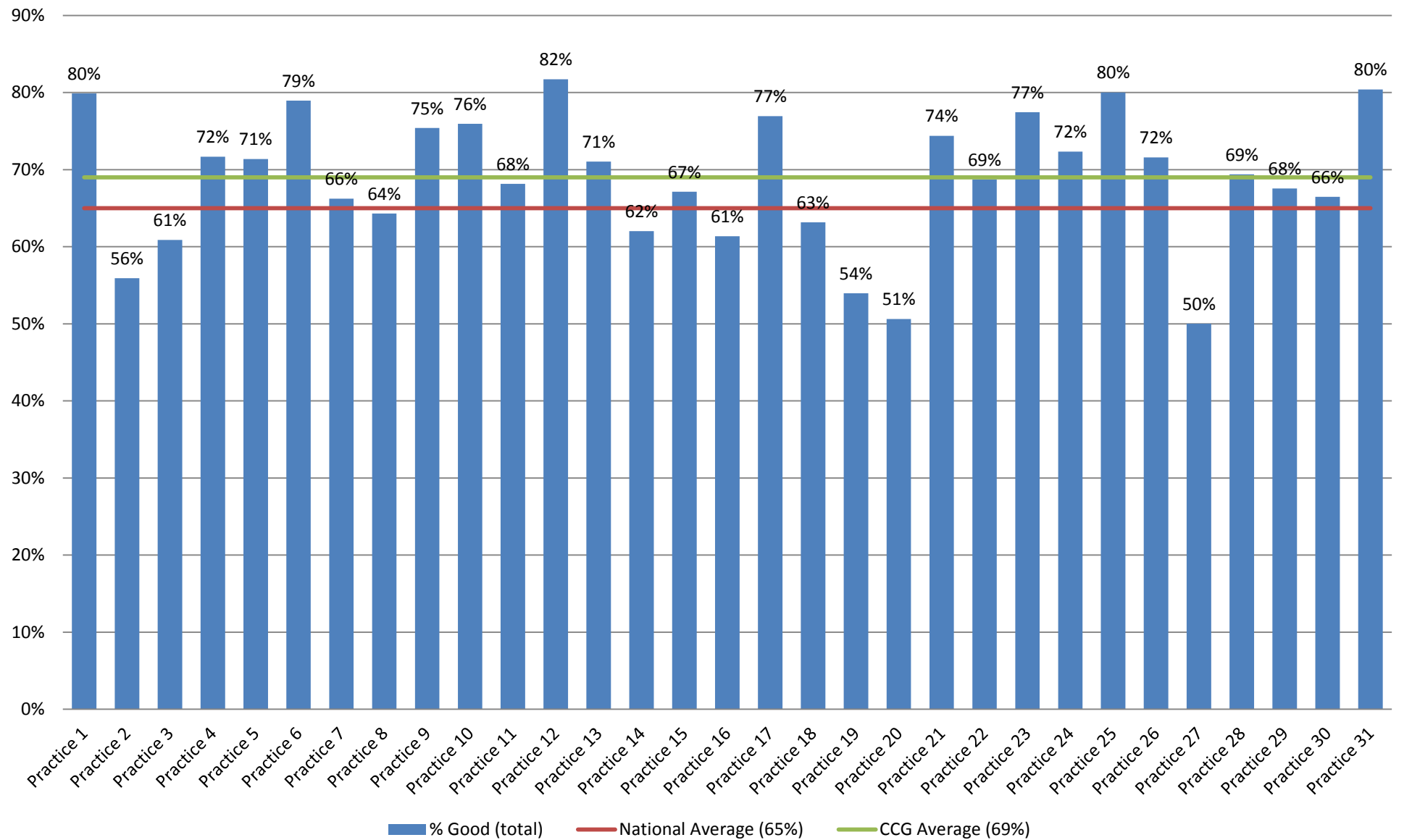
Rating of nurse listening to you (%Good)



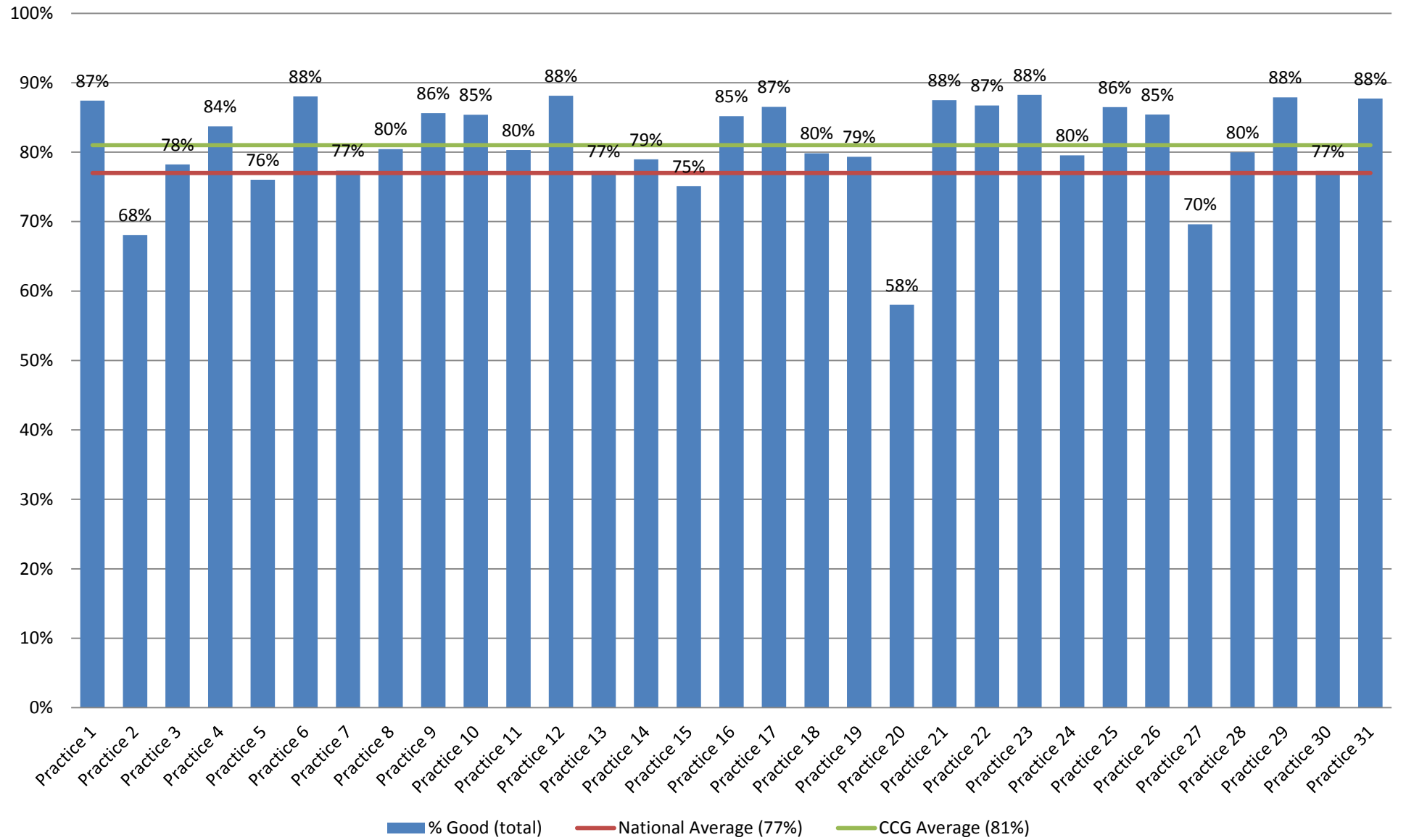
Rating of nurse explaining tests and treatments (%Good)



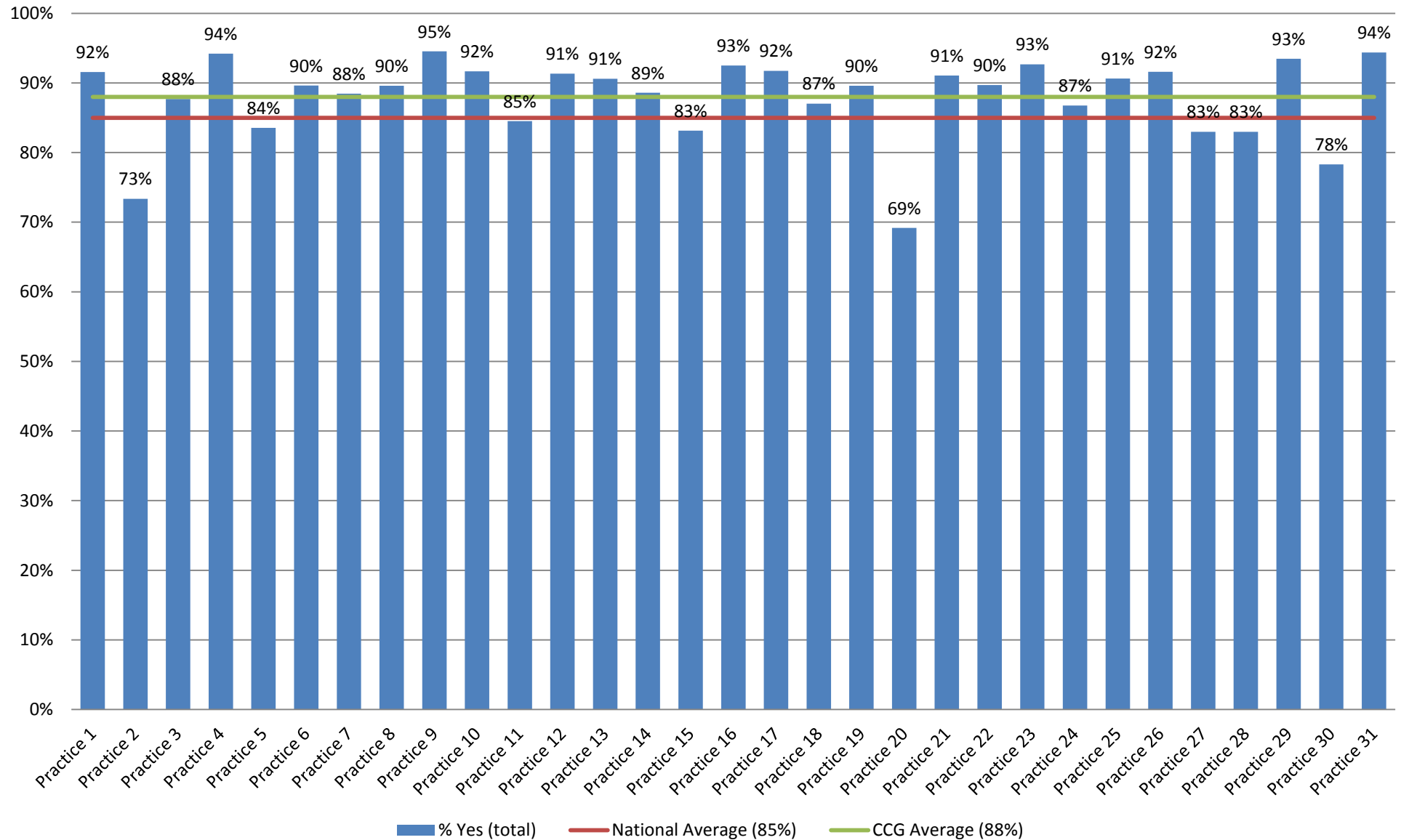
Rating of nurse involving you in decisions about your care (%Good)



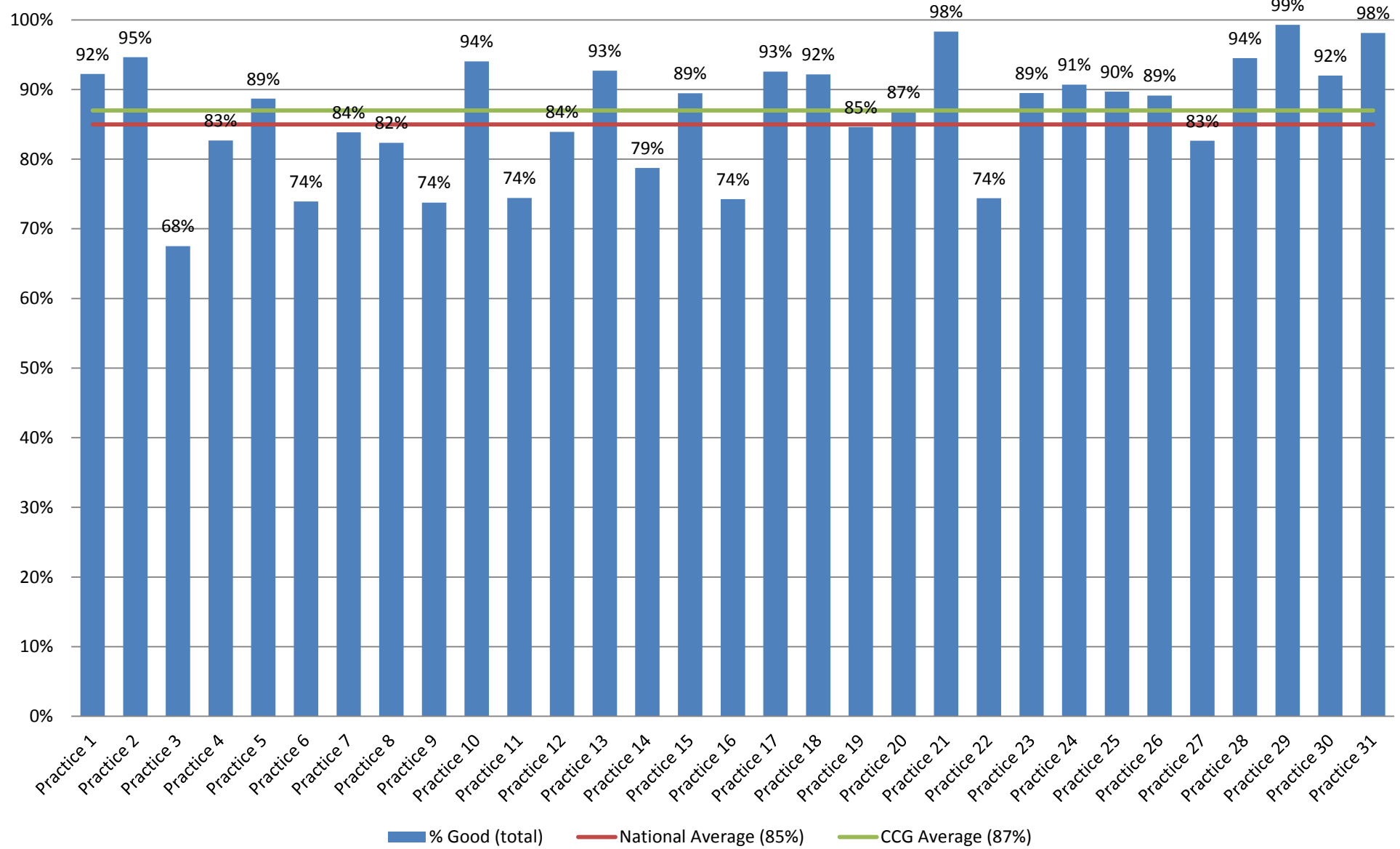
Rating of nurse treating you with care and concern (%Good)



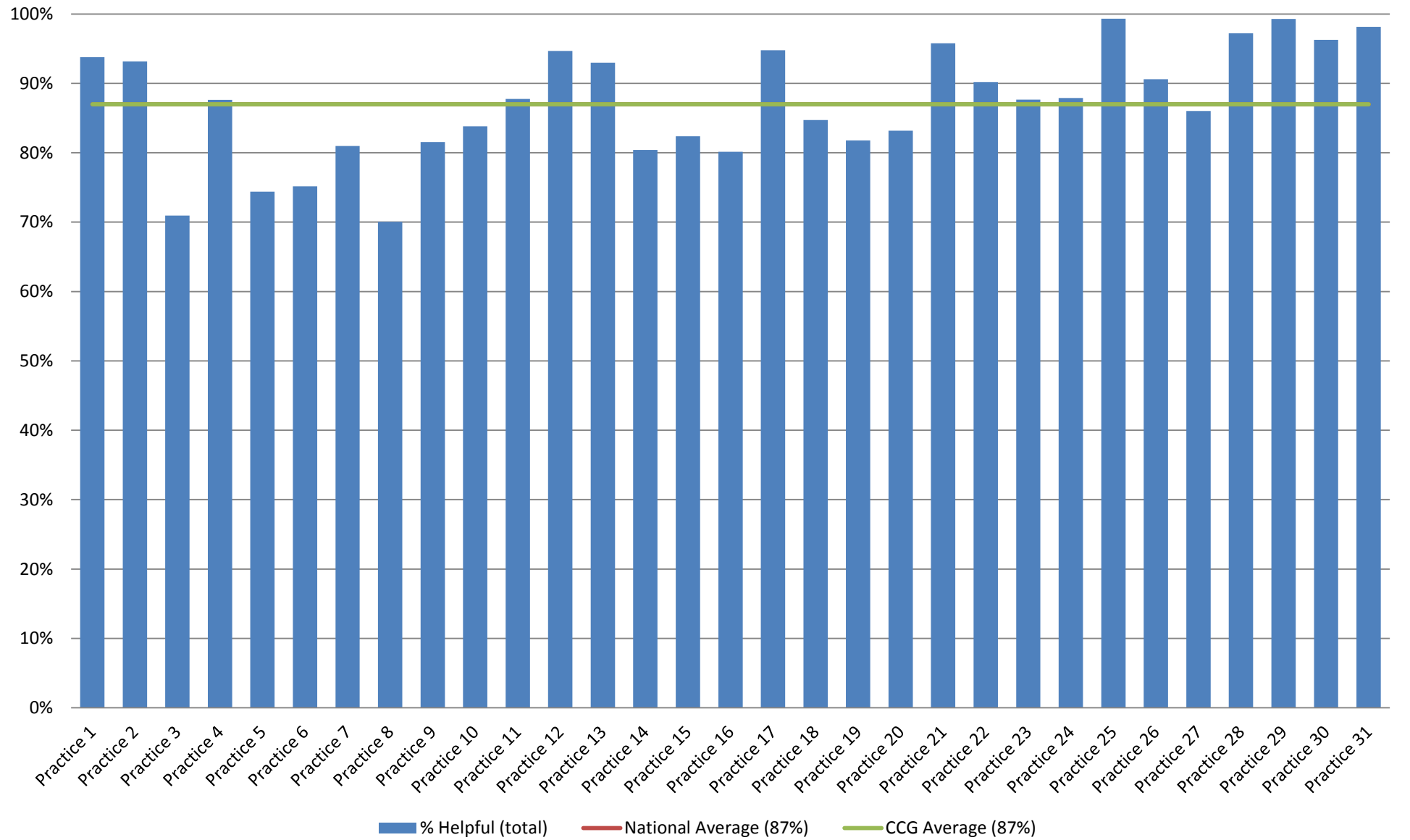
Confidence and trust in nurse (%Yes)



Overall experience of GP surgery (%Good)



Helpfulness of receptionists at GP surgery (%Helpful)



If you were unable to get appt at a convenient time - What did you do on that occasion?

