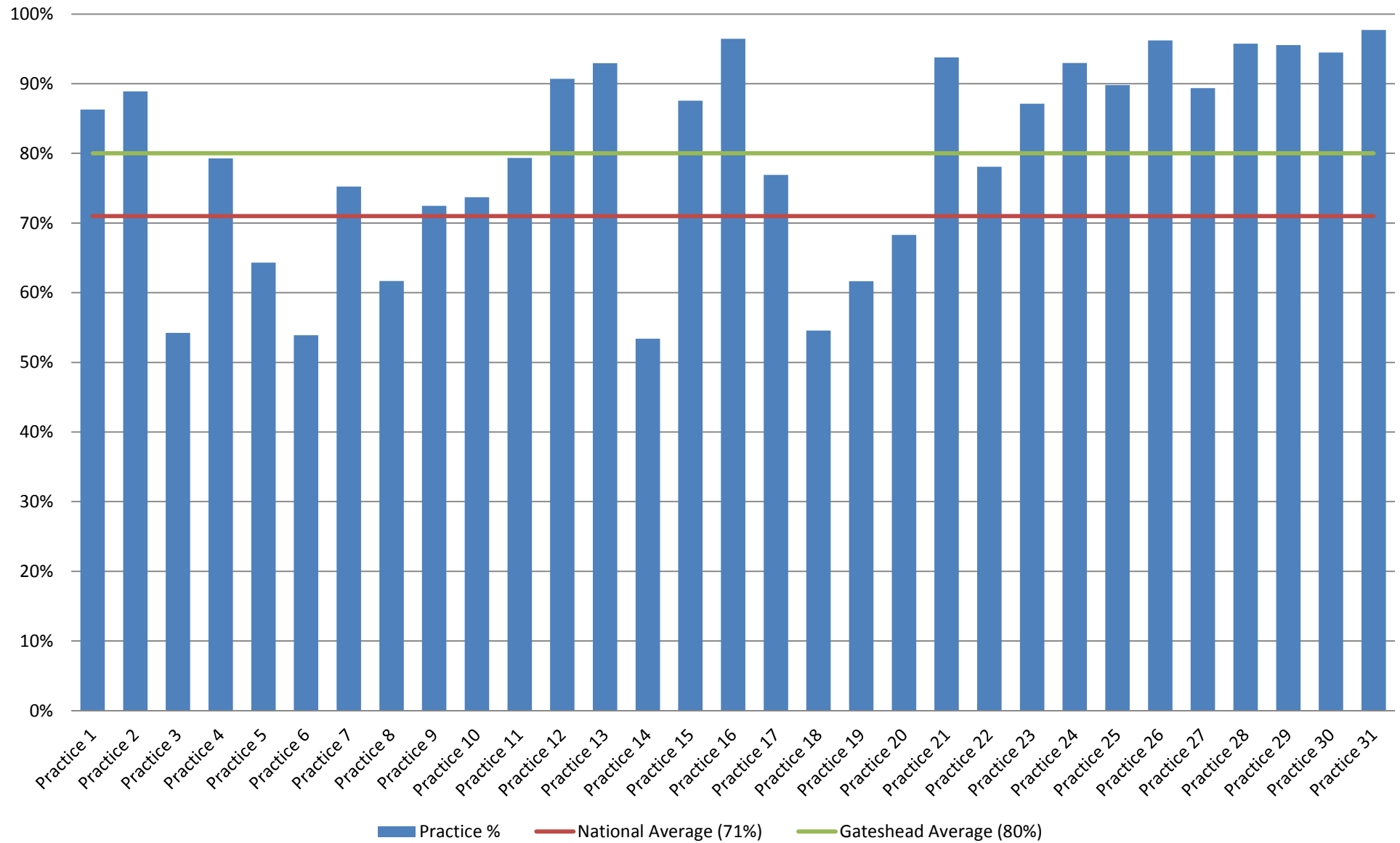


	Q3 - Ease of getting through to someone at GP surgery on the phone		Q6 - Awareness of online services offered by GP surgery						Q7 - Use of online services at GP surgery in past 6 months					Q9 - Frequency of seeing preferred GP			Q12 - Able to get an appointment to see or speak to someone			Q14 - How long until <u>actually</u> saw or spoke to nurse				
	Total Responses	% Easy (total)	Total Responses	% Booking appointments online	% Ordering repeat prescriptions online	% Accessing medical records online	% None of these	% Don't know	Total Responses	% Booking appointments online	% Ordering repeat prescriptions online	% Accessing medical records online	% None of these	Total Responses	% See their preferred GP always, almost always or a lot of the time (total)	Total Responses	% Yes (total)	Total Responses	% On the same day	% On the next working day	% A few days later	% A week or more later		
Practice 1	115	86%	112	37%	32%	1%	3%	54%	105	5%	6%	0%	91%	55	65%	114	93%	103	41%	10%	36%	9%		
Practice 2	77	89%	75	2%	4%	0%	7%	89%	76	1%	3%	0%	97%	35	93%	72	90%	63	55%	14%	24%	5%		
Practice 3	110	54%	110	3%	10%	3%	20%	70%	110	1%	1%	0%	98%	45	54%	108	81%	87	46%	12%	21%	16%		
Practice 4	171	79%	166	19%	29%	1%	6%	65%	166	3%	8%	0%	90%	79	64%	154	93%	143	13%	12%	53%	22%		
Practice 5	239	64%	236	35%	26%	*	13%	48%	234	1%	3%	0%	97%	113	57%	219	80%	171	46%	12%	27%	12%		
Practice 6	144	54%	144	46%	40%	3%	8%	38%	145	9%	9%	1%	90%	56	26%	140	75%	104	40%	12%	31%	9%		
Practice 7	135	75%	128	13%	15%	*	11%	68%	132	5%	5%	0%	92%	59	55%	129	87%	110	23%	18%	32%	18%		
Practice 8	250	62%	241	22%	28%	3%	10%	58%	246	2%	5%	0%	95%	117	29%	244	80%	196	37%	7%	29%	22%		
Practice 9	107	72%	103	4%	6%	0%	21%	71%	106	4%	3%	0%	94%	51	62%	104	74%	75	18%	3%	41%	36%		
Practice 10	175	74%	163	46%	38%	6%	6%	45%	175	12%	11%	4%	85%	87	65%	173	93%	162	35%	11%	26%	22%		
Practice 11	126	79%	122	18%	21%	0%	15%	60%	124	1%	3%	*	96%	39	57%	123	86%	106	25%	7%	37%	28%		
Practice 12	67	91%	64	5%	4%	1%	16%	76%	66	2%	5%	0%	95%	32	82%	65	87%	55	34%	13%	37%	12%		
Practice 13	52	93%	51	5%	3%	1%	17%	77%	51	0%	2%	0%	98%	24	92%	50	93%	46	11%	19%	58%	12%		
Practice 14	121	53%	118	30%	24%	2%	7%	59%	118	2%	5%	3%	91%	38	42%	120	79%	94	43%	3%	21%	31%		
Practice 15	128	88%	124	11%	13%	1%	7%	78%	126	2%	2%	0%	98%	55	62%	122	88%	106	30%	4%	33%	31%		
Practice 16	76	96%	77	7%	5%	*	20%	73%	74	5%	2%	0%	95%	55	65%	74	87%	64	16%	16%	36%	29%		
Practice 17	83	77%	79	26%	32%	3%	4%	61%	81	8%	10%	0%	89%	39	68%	80	87%	69	45%	18%	27%	9%		
Practice 18	165	55%	165	36%	26%	5%	12%	48%	165	6%	7%	0%	90%	78	62%	162	73%	117	37%	9%	29%	18%		
Practice 19	267	62%	258	64%	53%	1%	3%	31%	263	15%	19%	1%	77%	162	60%	257	85%	214	20%	13%	30%	34%		
Practice 20	35	68%	34	16%	13%	1%	8%	75%	35	2%	4%	0%	96%	14	75%	34	84%	29	12%	53%	29%	4%		
Practice 21	79	94%	75	48%	32%	6%	9%	39%	77	4%	4%	*	92%	34	70%	78	97%	70	42%	15%	27%	16%		
Practice 22	44	78%	40	12%	15%	5%	7%	77%	43	1%	1%	0%	99%	19	72%	44	87%	38	18%	18%	52%	3%		
Practice 23	70	87%	68	9%	24%	1%	12%	63%	68	1%	7%	0%	93%	28	69%	68	86%	54	20%	21%	49%	6%		
Practice 24	39	93%	38	7%	3%	0%	11%	81%	38	*	*	*	100%	14	92%	39	90%	34	39%	14%	38%	6%		
Practice 25	28	90%	27	3%	6%	2%	22%	69%	27	3%	3%	0%	96%	7	~	27	96%	25	17%	38%	37%	3%		
Practice 26	83	96%	81	11%	6%	1%	14%	74%	80	3%	5%	0%	93%	25	44%	80	81%	65	30%	3%	21%	41%		
Practice 27	65	89%	65	11%	10%	4%	8%	80%	61	3%	3%	0%	95%	39	51%	61	84%	52	25%	1%	38%	27%		
Practice 28	40	96%	38	19%	20%	1%	5%	67%	38	10%	5%	0%	88%	19	90%	39	95%	37	26%	24%	42%	4%		
Practice 29	49	96%	48	14%	31%	2%	6%	64%	46	1%	4%	*	95%	29	94%	48	98%	47	25%	20%	38%	7%		
Practice 30	54	94%	52	47%	46%	4%	4%	42%	53	6%	10%	2%	85%	27	62%	54	95%	51	67%	6%	16%	8%		
Practice 31	20	98%	20	37%	25%	0%	4%	57%	20	9%	9%	0%	89%	2	~	20	92%	18	48%	23%	25%	1%		
Gateshead Average	3,212	80%	3,122	21%	21%	2%	10%	63%	3,148	4%	5%	0%	93%	1,475	65%	3,104	87%	2,604	32%	15%	34%	16%		
National Average	854,501	71%	832,820	27%	28%	2%	10%	53%	834,118	6%	10%	*	86%	421,281	60%	830,142	85%	694,830	37%	11%	30%	18%		

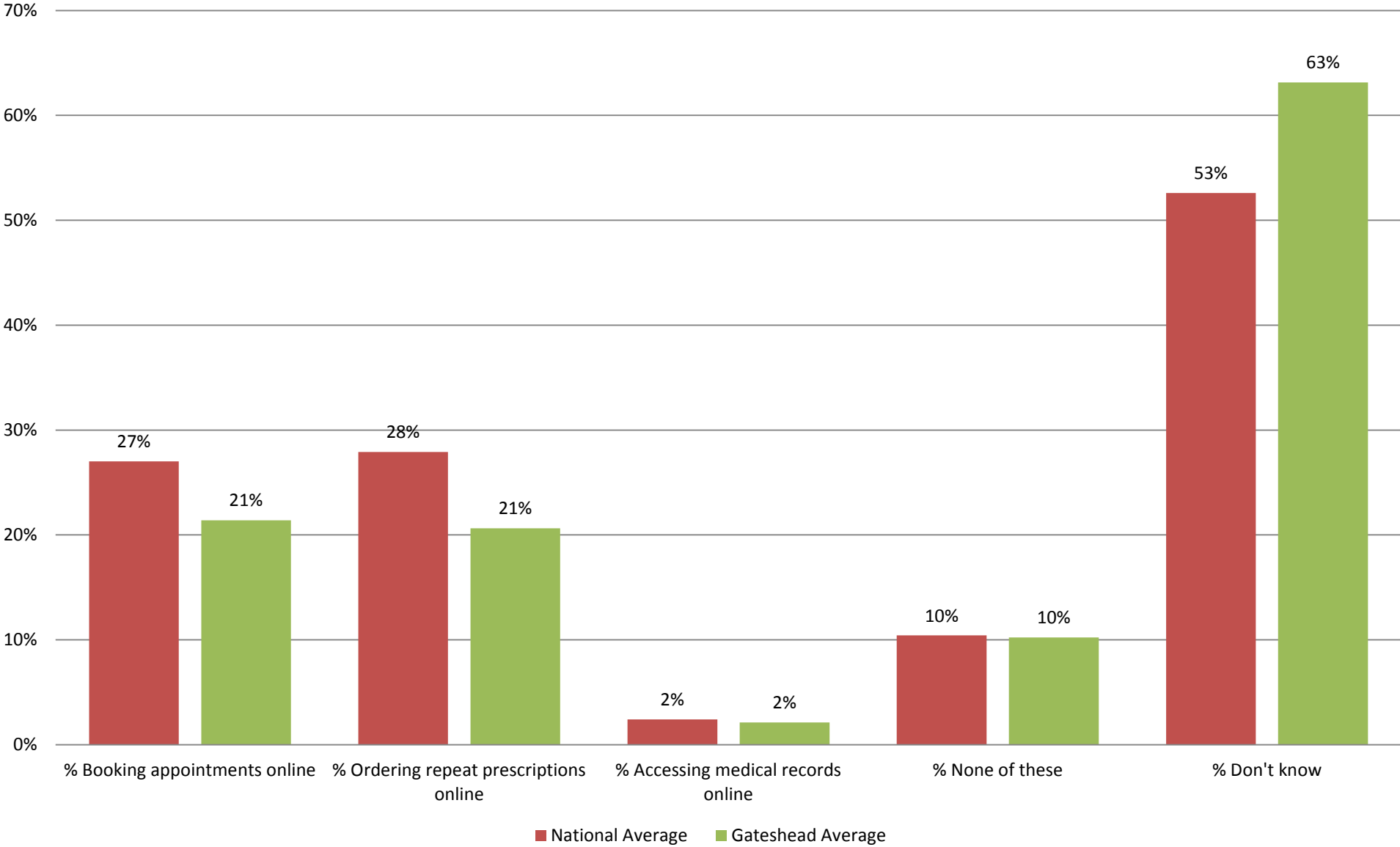
Practice / GP		Q15 - Convenience of appointment		Q16 - Reason for not being able to get an appointment / the appointment offered was inconvenient						Q18 - Overall experience of making an appointment		Q19 - Waiting time at surgery						Q20 - Impressions	
	% Can't remember	Total Responses	% Convenient (total)	Total Responses	% 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	Total Responses	% Good (total)	Total Responses	% Don't normally have appointments at a particular time	% Less than 5 minutes	% 5 to 15 minutes	% More than 15 minutes	% Can't remember	Total Responses	% Don't normally have to wait too long
Practice 1	4%	106	95%	12	28%	27%	26%	19%	0%	114	80%	109	3%	7%	81%	7%	4%	112	69%
Practice 2	1%	65	99%	5	~	~	~	~	~	74	90%	74	1%	12%	73%	6%	7%	75	75%
Practice 3	5%	87	92%	24	45%	9%	14%	26%	7%	105	53%	107	7%	5%	42%	38%	8%	108	46%
Practice 4	0%	140	87%	29	54%	36%	9%	0%	0%	152	81%	153	0%	12%	66%	17%	5%	154	62%
Practice 5	3%	174	93%	40	53%	25%	8%	14%	0%	233	62%	231	4%	10%	57%	16%	13%	230	62%
Practice 6	8%	105	90%	27	54%	12%	0%	15%	18%	139	59%	142	5%	8%	47%	30%	11%	141	47%
Practice 7	9%	111	97%	16	82%	9%	5%	0%	4%	130	66%	128	0%	3%	39%	48%	10%	129	39%
Practice 8	4%	196	92%	54	62%	12%	17%	9%	0%	246	57%	246	1%	6%	55%	34%	5%	246	43%
Practice 9	1%	76	94%	24	55%	11%	0%	17%	18%	105	68%	103	1%	12%	55%	29%	3%	103	60%
Practice 10	5%	162	91%	19	51%	0%	21%	28%	0%	173	82%	171	5%	19%	60%	8%	8%	172	75%
Practice 11	4%	106	83%	31	35%	42%	0%	0%	22%	125	73%	123	6%	9%	47%	37%	1%	125	45%
Practice 12	3%	56	95%	5	~	~	~	~	~	65	86%	66	4%	13%	62%	21%	*	66	70%
Practice 13	0%	45	97%	4	~	~	~	~	~	48	93%	49	1%	15%	58%	18%	7%	49	51%
Practice 14	2%	94	88%	28	47%	9%	4%	6%	34%	120	48%	118	4%	5%	49%	37%	5%	118	39%
Practice 15	3%	107	97%	9	~	~	~	~	~	118	71%	123	6%	12%	51%	23%	8%	123	57%
Practice 16	3%	64	93%	7	~	~	~	~	~	77	70%	75	1%	2%	61%	31%	5%	75	42%
Practice 17	1%	69	95%	12	71%	19%	5%	0%	5%	80	81%	80	2%	14%	66%	13%	5%	80	75%
Practice 18	7%	117	97%	33	38%	5%	8%	49%	0%	164	67%	165	*	7%	62%	21%	9%	163	68%
Practice 19	3%	218	90%	57	62%	24%	6%	0%	8%	258	70%	260	1%	9%	61%	28%	1%	262	58%
Practice 20	2%	29	100%	1	~	~	~	~	~	35	81%	32	*	8%	37%	44%	10%	35	39%
Practice 21	0%	75	97%	3	~	~	~	~	~	78	97%	80	4%	29%	51%	10%	5%	79	80%
Practice 22	9%	38	93%	7	~	~	~	~	~	43	74%	40	2%	2%	55%	35%	6%	40	57%
Practice 23	5%	56	90%	13	46%	42%	0%	8%	4%	68	78%	66	3%	18%	65%	11%	4%	66	75%
Practice 24	3%	33	97%	2	~	~	~	~	~	38	87%	39	10%	11%	56%	12%	10%	39	78%
Practice 25	5%	26	100%	1	~	~	~	~	~	27	96%	27	2%	26%	67%	3%	2%	27	85%
Practice 26	4%	63	90%	16	44%	26%	0%	0%	30%	79	70%	80	2%	9%	62%	25%	2%	80	59%
Practice 27	10%	52	88%	9	~	~	~	~	~	62	77%	62	4%	9%	58%	23%	6%	62	58%
Practice 28	4%	37	100%	1	~	~	~	~	~	39	96%	38	1%	4%	71%	21%	4%	39	62%
Practice 29	10%	47	99%	1	~	~	~	~	~	47	97%	48	1%	21%	64%	8%	6%	47	74%
Practice 30	4%	51	98%	3	~	~	~	~	~	53	85%	52	7%	14%	52%	20%	7%	54	71%
Practice 31	3%	19	99%	1	~	~	~	~	~	20	97%	20	1%	42%	50%	6%	1%	20	90%
Gateshead Average	4%	2,623	94%	494	52%	19%	8%	12%	9%	3,117	77%	3,106	3%	12%	57%	22%	6%	3,119	62%
National Average	4%	699,152	92%	124,974	48%	18%	9%	14%	11%	824,865	73%	825,915	3%	10%	55%	27%	5%	829,894	58%

Q24 - Perception of waiting time at surgery					Q25 - Satisfaction with opening hours		Q26 - Is GP surgery currently open at times that are convenient		Q27 - Additional opening times that would make it easier to see or speak to someone							Q42 - Ease of contacting the out-of-hours GP service by telephone		Q43 - Impression of how quickly care from out-of-hours GP service received		Q45 - Overall experience of out-of-hours GP services	
% Have to wait a bit too long	% Have to wait far too long	% No opinion / doesn't apply	Total Responses	% Satisfied (total)	Total Responses	% Yes	Total Responses	% Before 8am	% At lunchtime	% After 6.30pm	% On a Saturday	% On a Sunday	% None of these	Total Responses	% Easy (total)	Total Responses	% Time it took to receive care from the out-of-hours GP service was about right	Total Responses	% Good (total)		
Practice 1	21%	1%	8%	109	74%	112	74%	29	41%	0%	84%	54%	63%	0%	5	~	5	~	5	~	
Practice 2	16%	0%	9%	76	87%	73	92%	6	~	~	~	~	~	3	~	3	~	3	~		
Practice 3	24%	19%	11%	110	46%	109	52%	51	19%	13%	81%	55%	16%	3%	18	74%	18	21%	18	61%	
Practice 4	30%	4%	4%	170	78%	159	81%	29	15%	34%	47%	89%	60%	0%	8	~	8	~	8	~	
Practice 5	12%	4%	22%	232	76%	221	80%	43	32%	3%	59%	45%	25%	29%	19	~	19	~	19	~	
Practice 6	29%	12%	11%	146	71%	143	82%	26	14%	0%	56%	29%	15%	34%	16	39%	17	28%	16	18%	
Practice 7	36%	13%	12%	133	60%	132	60%	53	46%	13%	85%	80%	38%	3%	9	~	9	~	9	~	
Practice 8	35%	15%	6%	248	70%	247	71%	71	33%	8%	71%	72%	34%	2%	22	~	22	~	22	~	
Practice 9	21%	13%	6%	106	64%	104	69%	32	18%	7%	65%	49%	27%	17%	10	65%	10	40%	10	76%	
Practice 10	16%	1%	7%	172	89%	160	86%	22	30%	9%	76%	46%	25%	21%	12	~	12	~	12	~	
Practice 11	32%	17%	6%	127	73%	126	71%	36	36%	0%	55%	69%	50%	3%	6	~	6	~	5	~	
Practice 12	18%	11%	1%	65	85%	64	88%	8	~	~	~	~	~	8	~	8	~	7	~		
Practice 13	30%	5%	14%	52	83%	51	85%	8	~	~	~	~	~	4	~	4	~	3	~		
Practice 14	38%	13%	11%	119	67%	120	68%	38	53%	14%	80%	89%	49%	0%	10	~	10	76%	10	55%	
Practice 15	22%	8%	12%	127	86%	126	87%	17	19%	4%	84%	87%	43%	0%	3	~	3	~	3	~	
Practice 16	28%	23%	6%	77	85%	75	82%	13	29%	3%	53%	37%	63%	0%	11	65%	11	58%	9	~	
Practice 17	12%	3%	9%	81	83%	82	77%	19	38%	21%	88%	82%	51%	0%	2	~	2	~	1	~	
Practice 18	9%	15%	8%	166	74%	157	85%	24	15%	5%	72%	71%	36%	10%	17	86%	17	53%	17	63%	
Practice 19	29%	4%	9%	263	76%	262	76%	58	37%	27%	69%	86%	53%	3%	12	~	12	~	12	~	
Practice 20	36%	12%	13%	34	72%	35	73%	8	~	~	~	~	~	2	~	2	~	2	~		
Practice 21	10%	2%	9%	79	88%	80	81%	14	29%	9%	77%	89%	45%	0%	2	~	2	~	2	~	
Practice 22	14%	20%	9%	44	66%	43	72%	12	58%	19%	51%	90%	29%	3%	4	~	4	~	4	~	
Practice 23	13%	5%	6%	69	86%	68	81%	13	23%	3%	37%	97%	26%	0%	4	~	4	~	4	~	
Practice 24	6%	3%	13%	39	76%	38	78%	8	~	~	~	~	~	2	~	2	~	2	~		
Practice 25	8%	3%	3%	28	84%	27	87%	4	~	~	~	~	~	2	~	2	~	2	~		
Practice 26	28%	9%	3%	81	71%	81	71%	23	34%	12%	88%	61%	34%	0%	7	~	7	~	7	~	
Practice 27	23%	15%	4%	65	69%	64	65%	21	18%	5%	68%	76%	41%	1%	2	~	2	~	2	~	
Practice 28	24%	1%	13%	39	85%	37	76%	9	~	~	~	~	~	4	~	4	~	4	~		
Practice 29	13%	2%	10%	48	94%	48	94%	3	~	~	~	~	~	3	~	3	~	3	~		
Practice 30	15%	4%	11%	55	86%	54	79%	11	31%	15%	84%	89%	29%	3%	4	~	4	~	4	~	
Practice 31	4%	4%	1%	20	94%	20	83%	3	~	~	~	~	~	0	~	0	~	0	~		
Gateshead Average	21%	8%	9%	3,178	77%	3,120	78%	714	30%	10%	70%	70%	39%	6%	230	66%	23067%	46%	225	55%	
National Average	25%	9%	8%	842,965	75%	830,593	74%	212,610	33%	11%	70%	73%	40%	4%	112,361	77%	111,770	61%	111,123	69%	

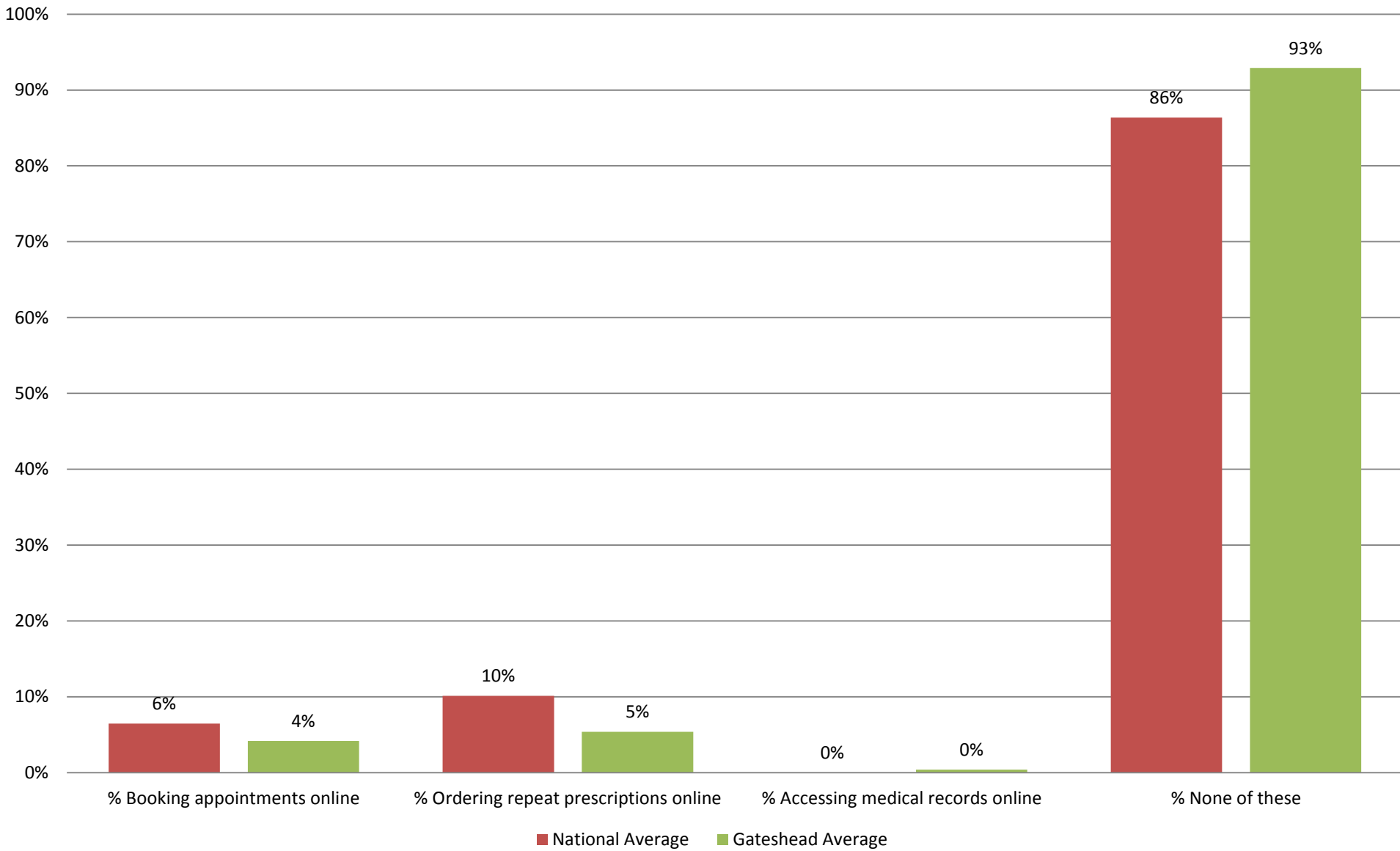
### Q3 - Ease of Getting Through on the Telephone



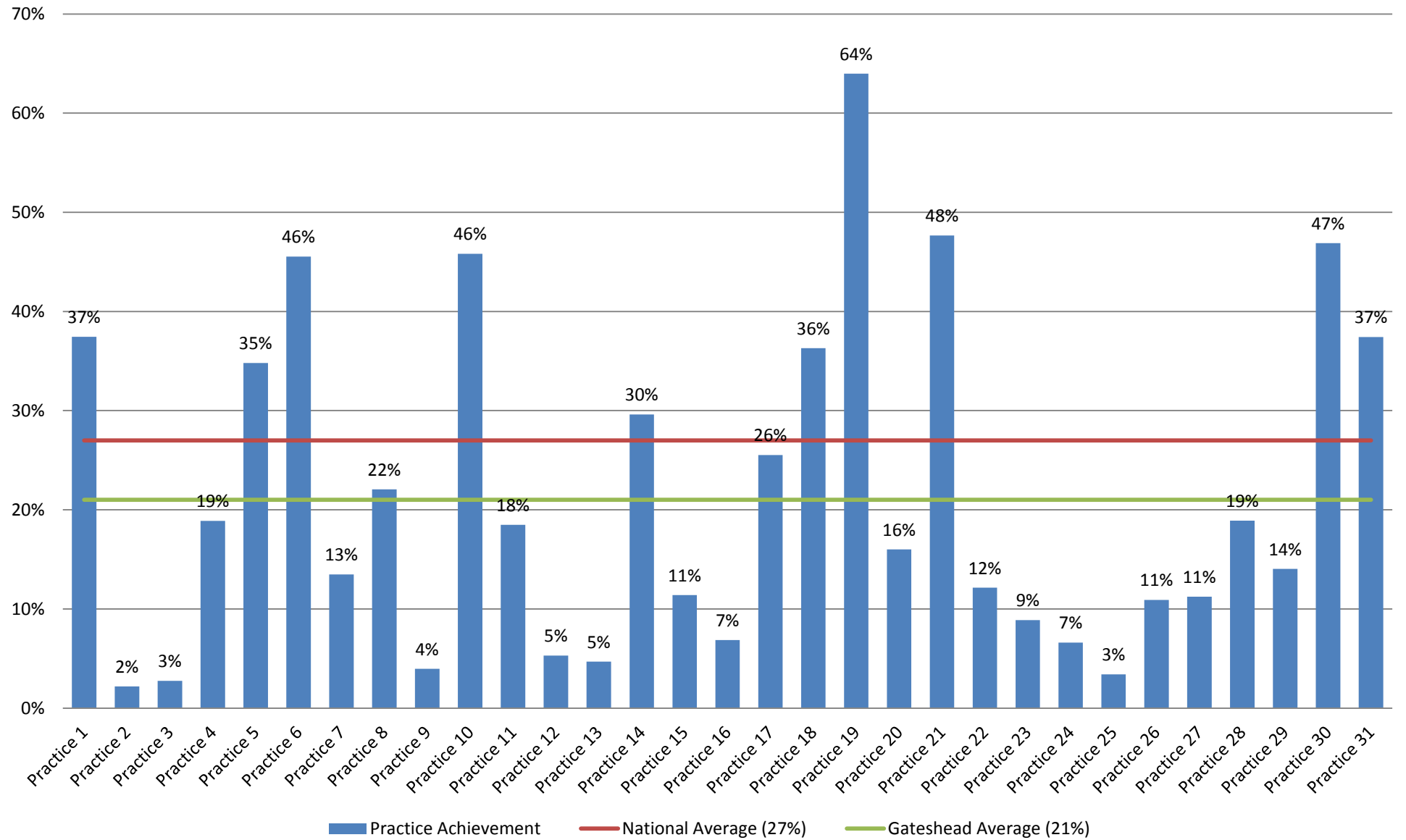
### Q6 - Awareness of Online Services



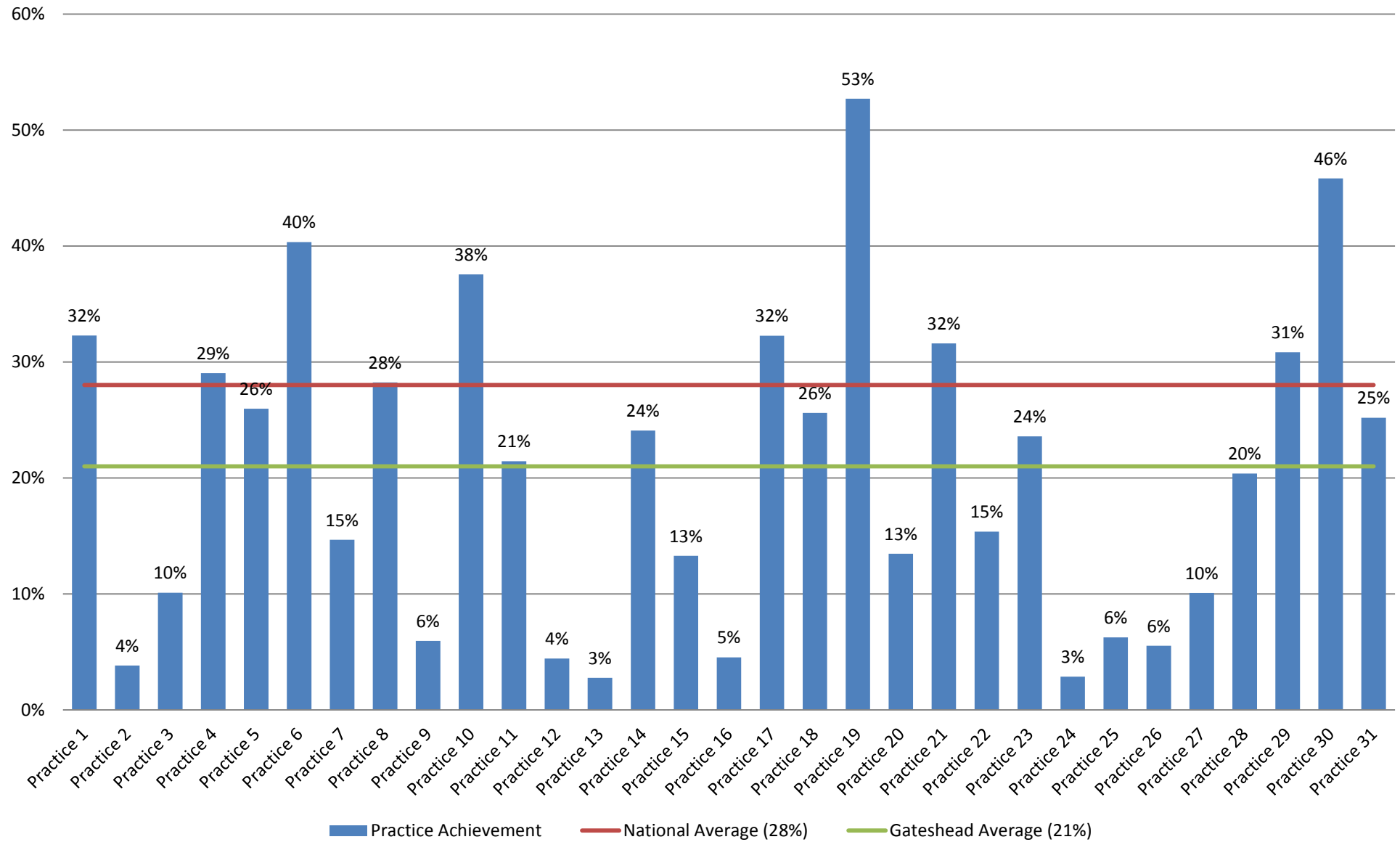
# Q7 - Use of Online Services



# Q7 Expanded - Awareness of Booking Appointments Online

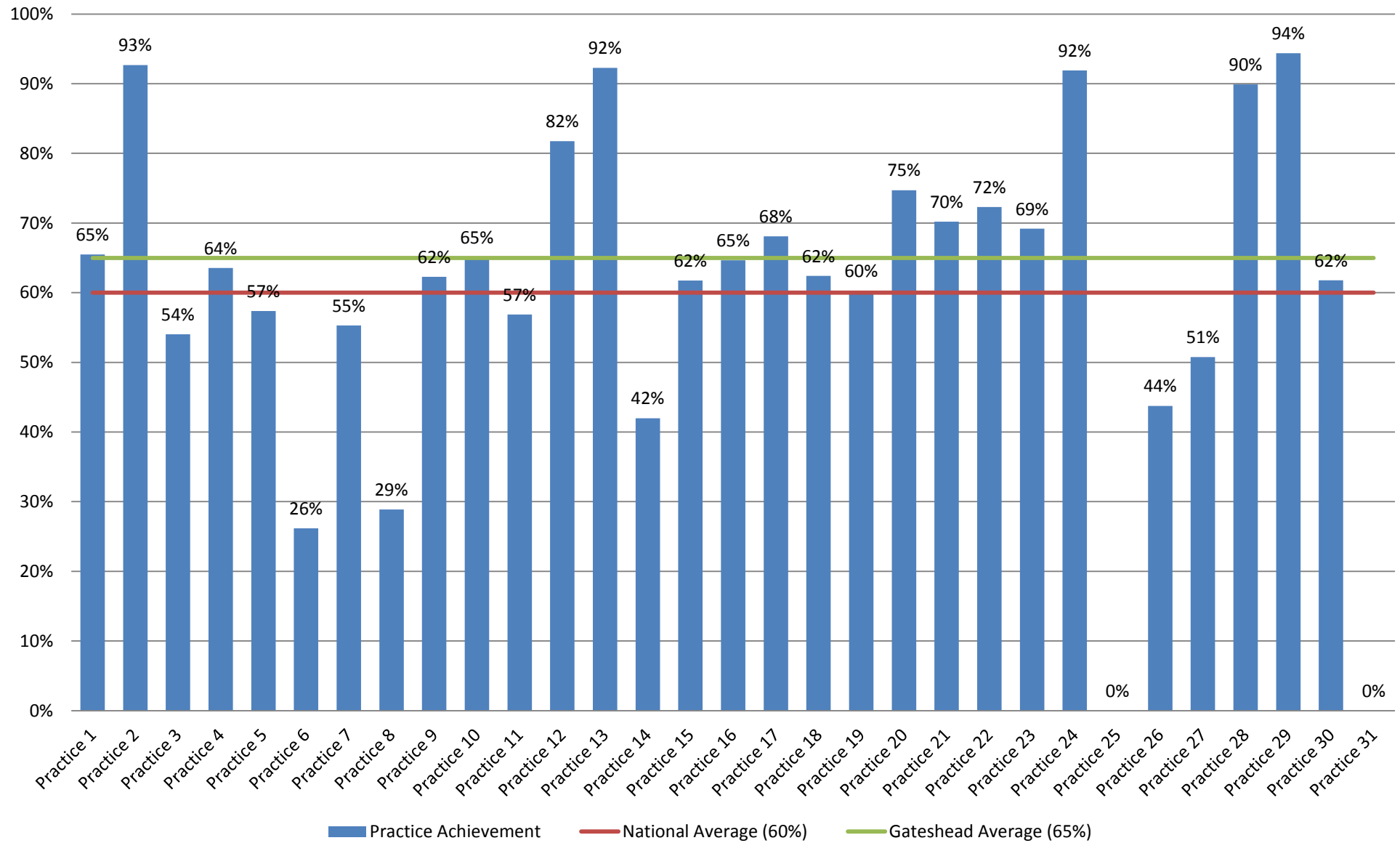


# Q7 Expanded - Awareness of Ordering Prescriptions Online

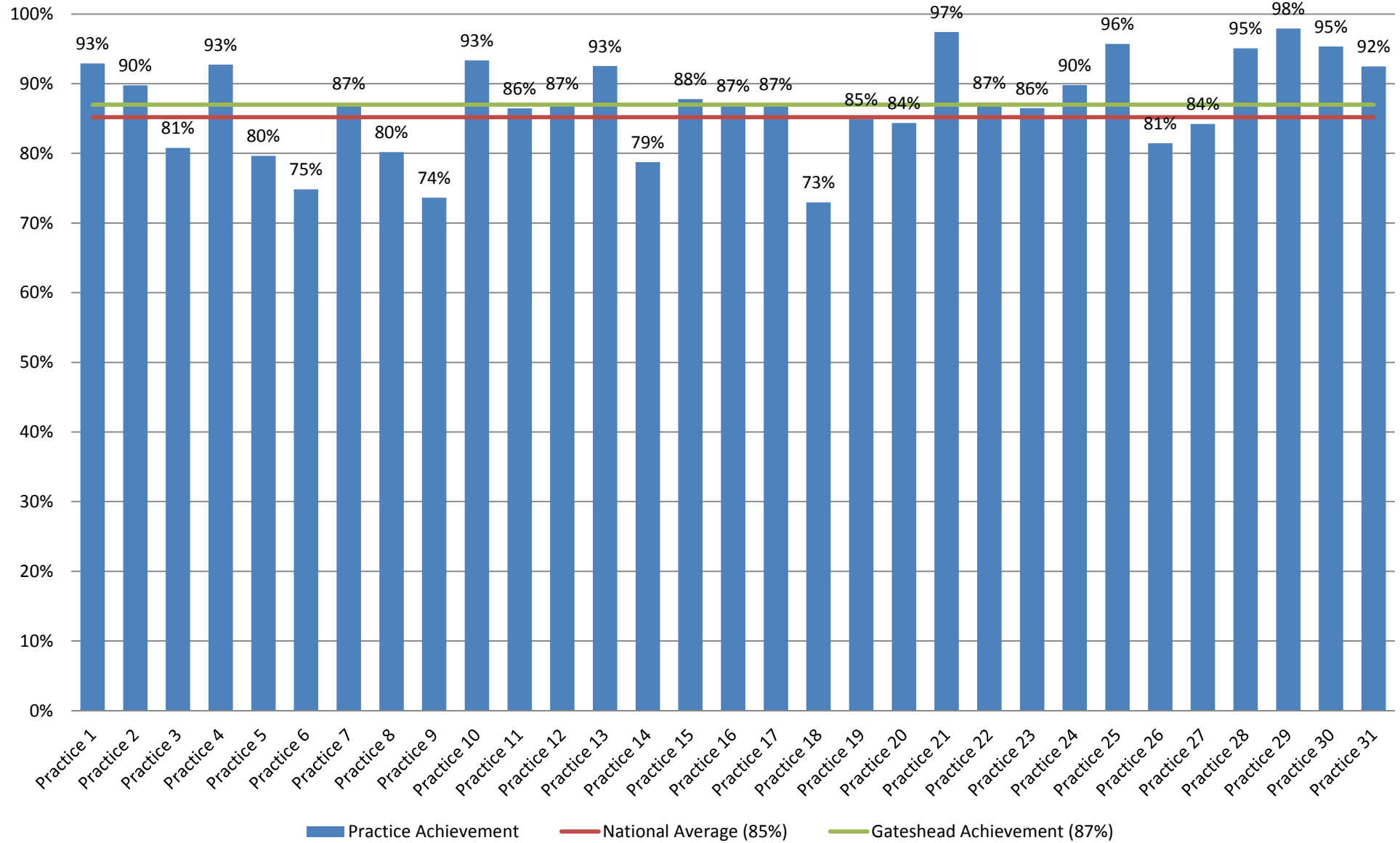




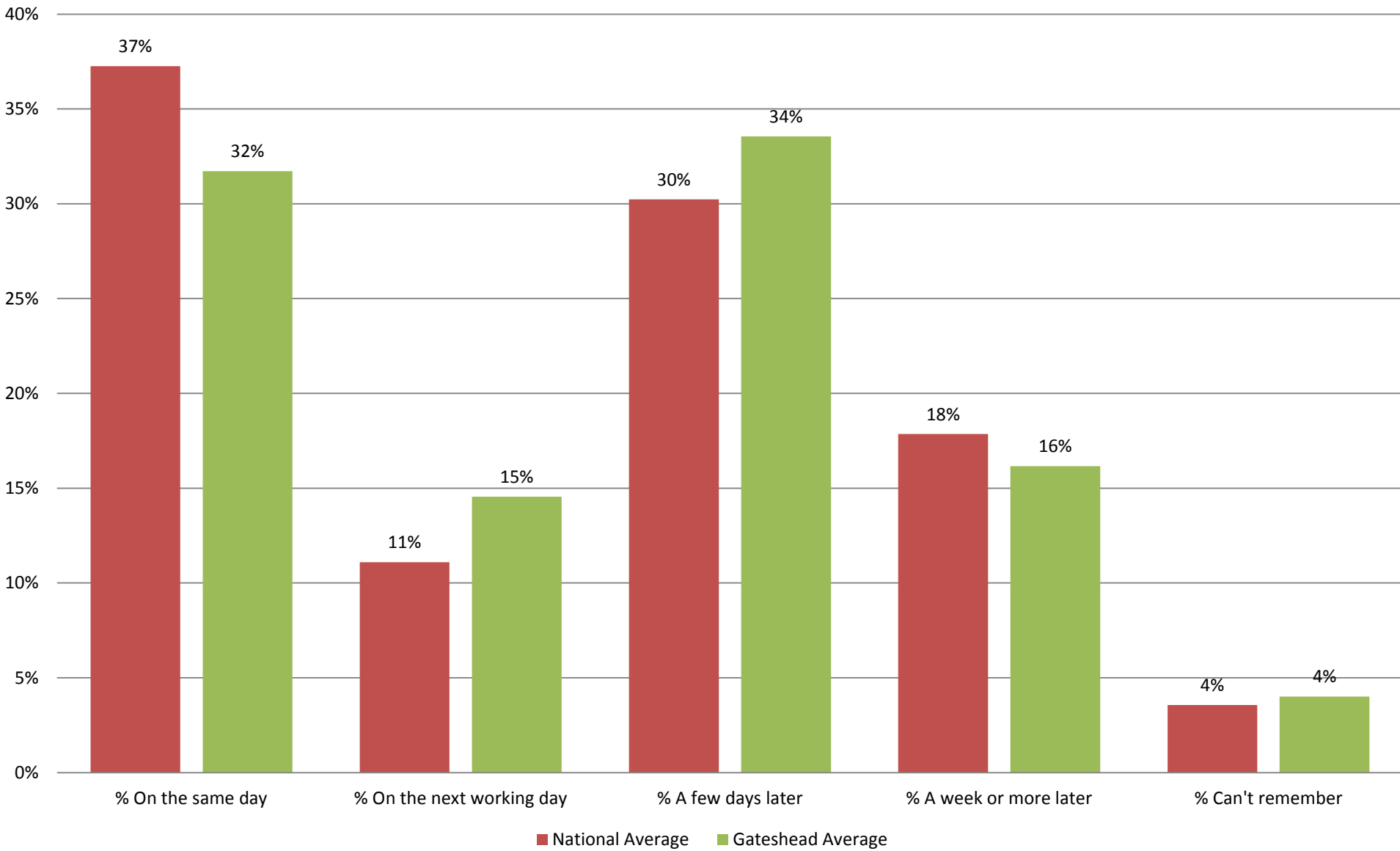
# Q9 - Frequency of seeing Preferred GP



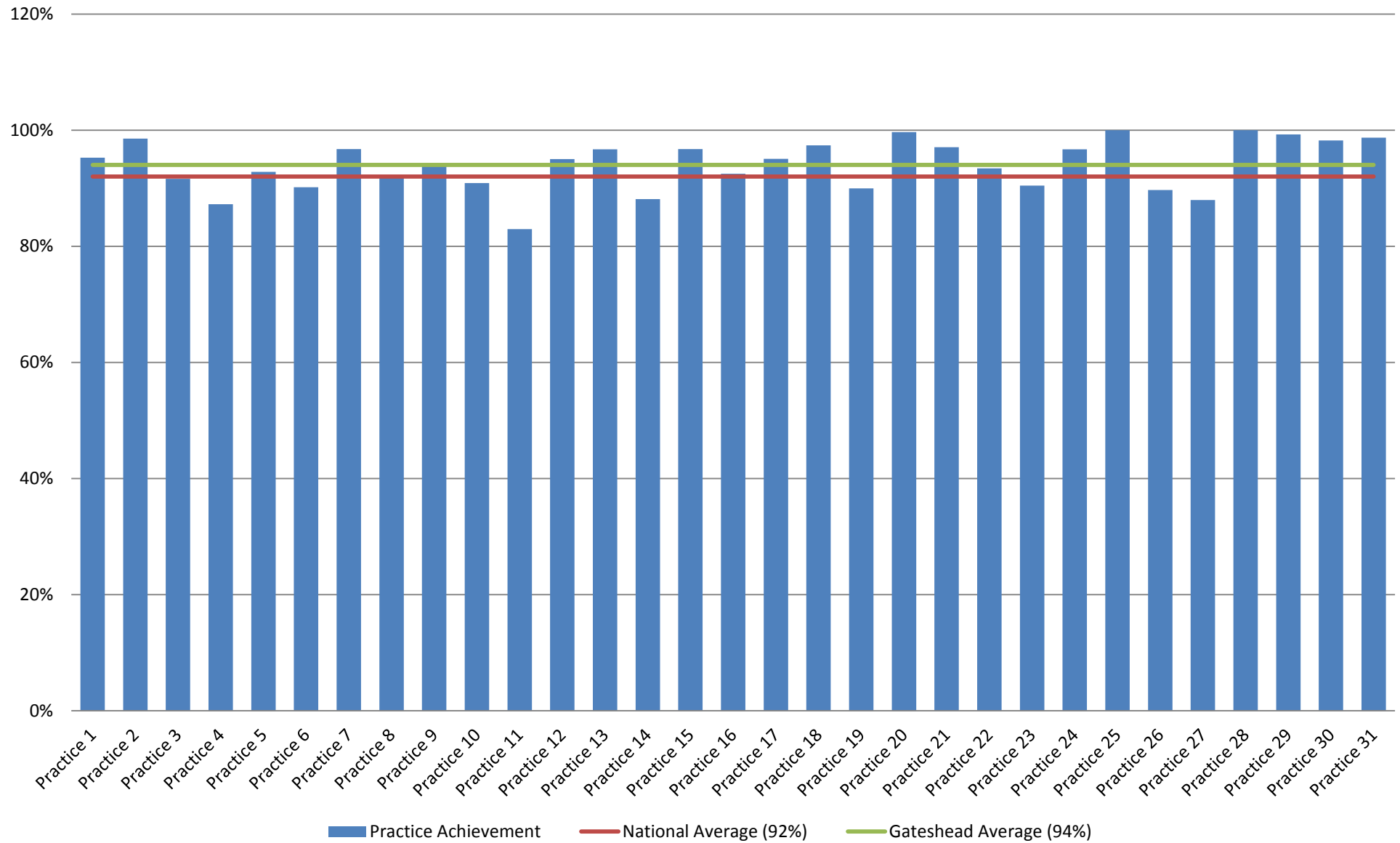
# Q12 - Ease of Making an Appointment



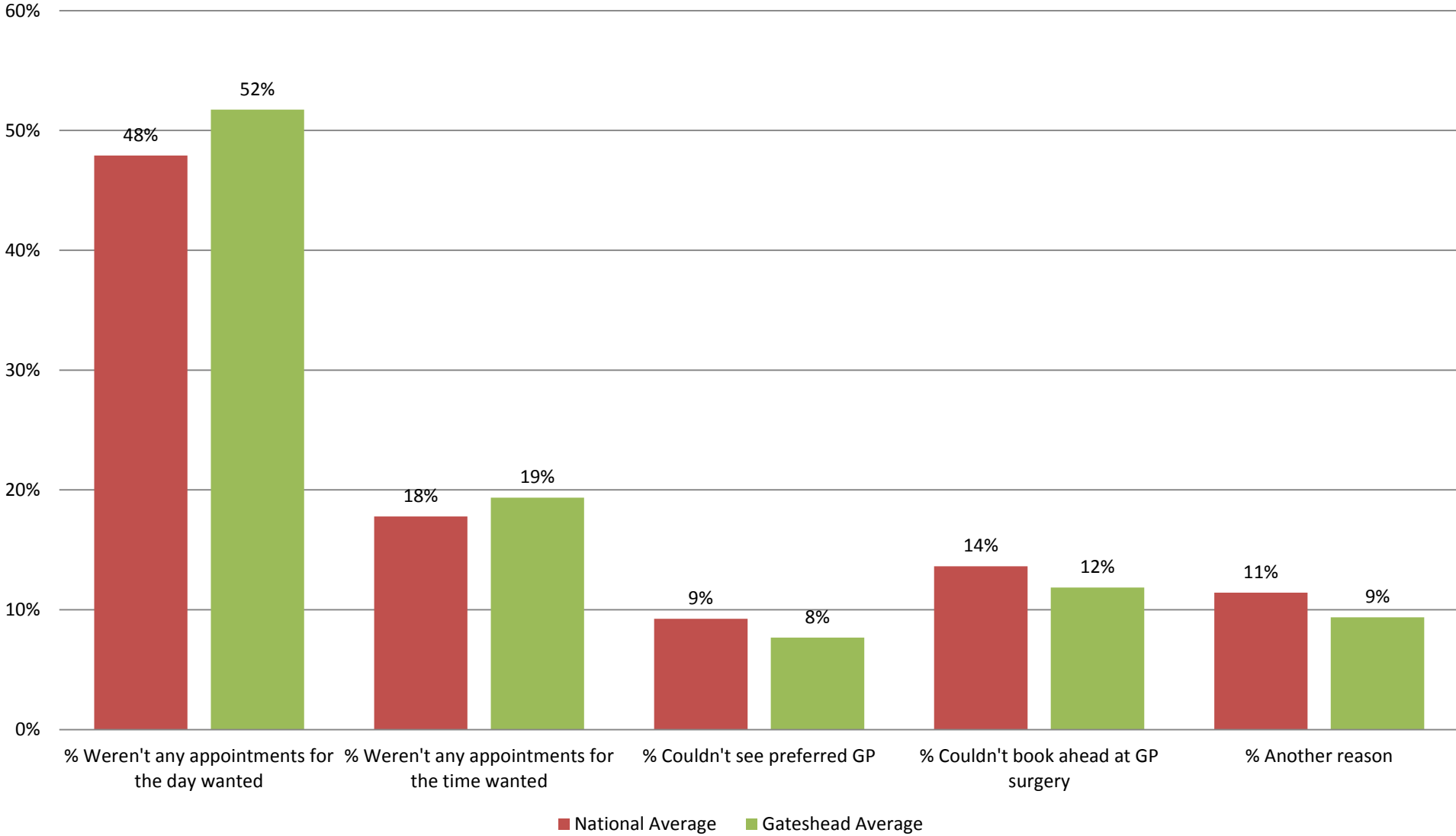
# Q14 - Waiting Times



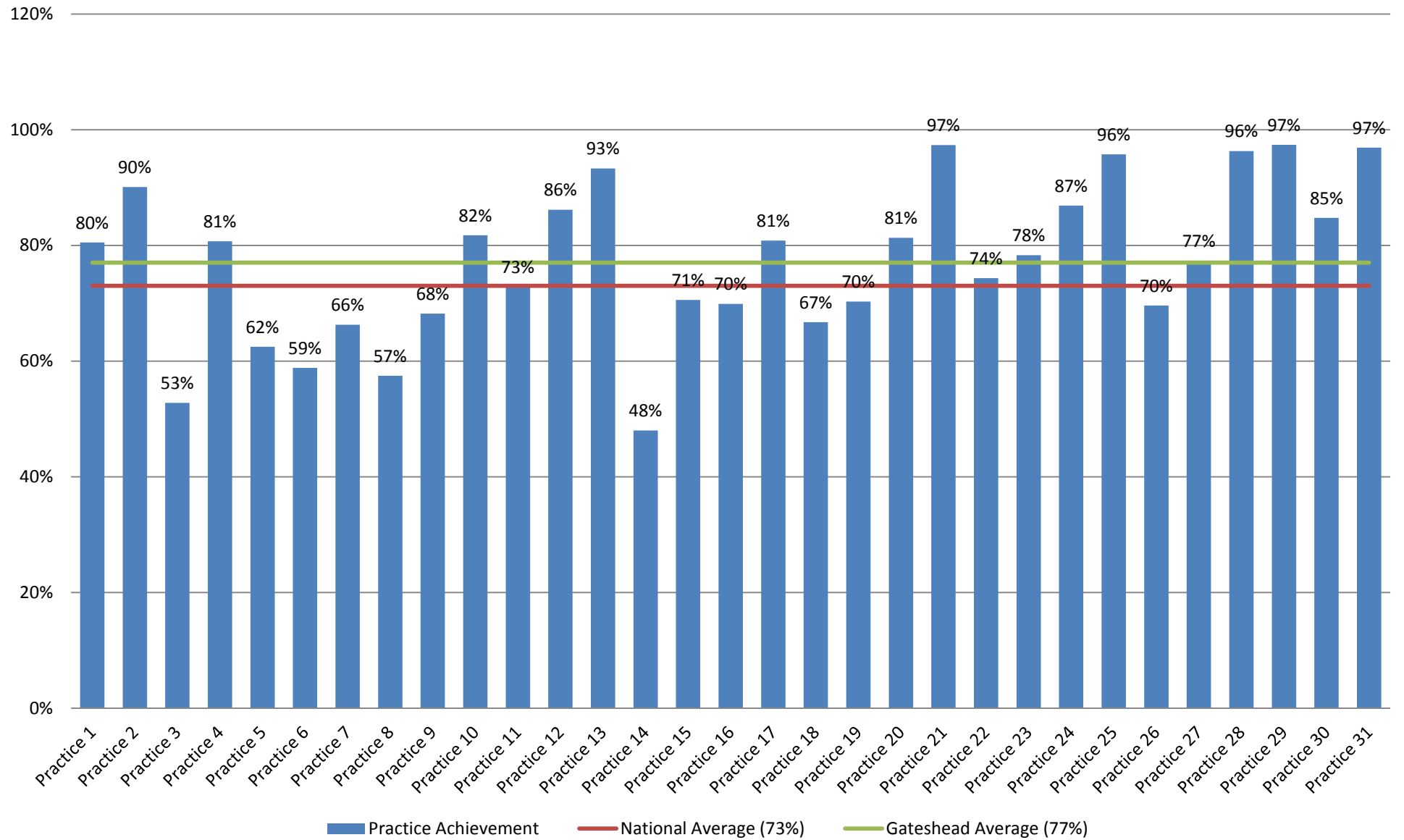
# Q15 - Patient satisfied with Convenience of Appointment



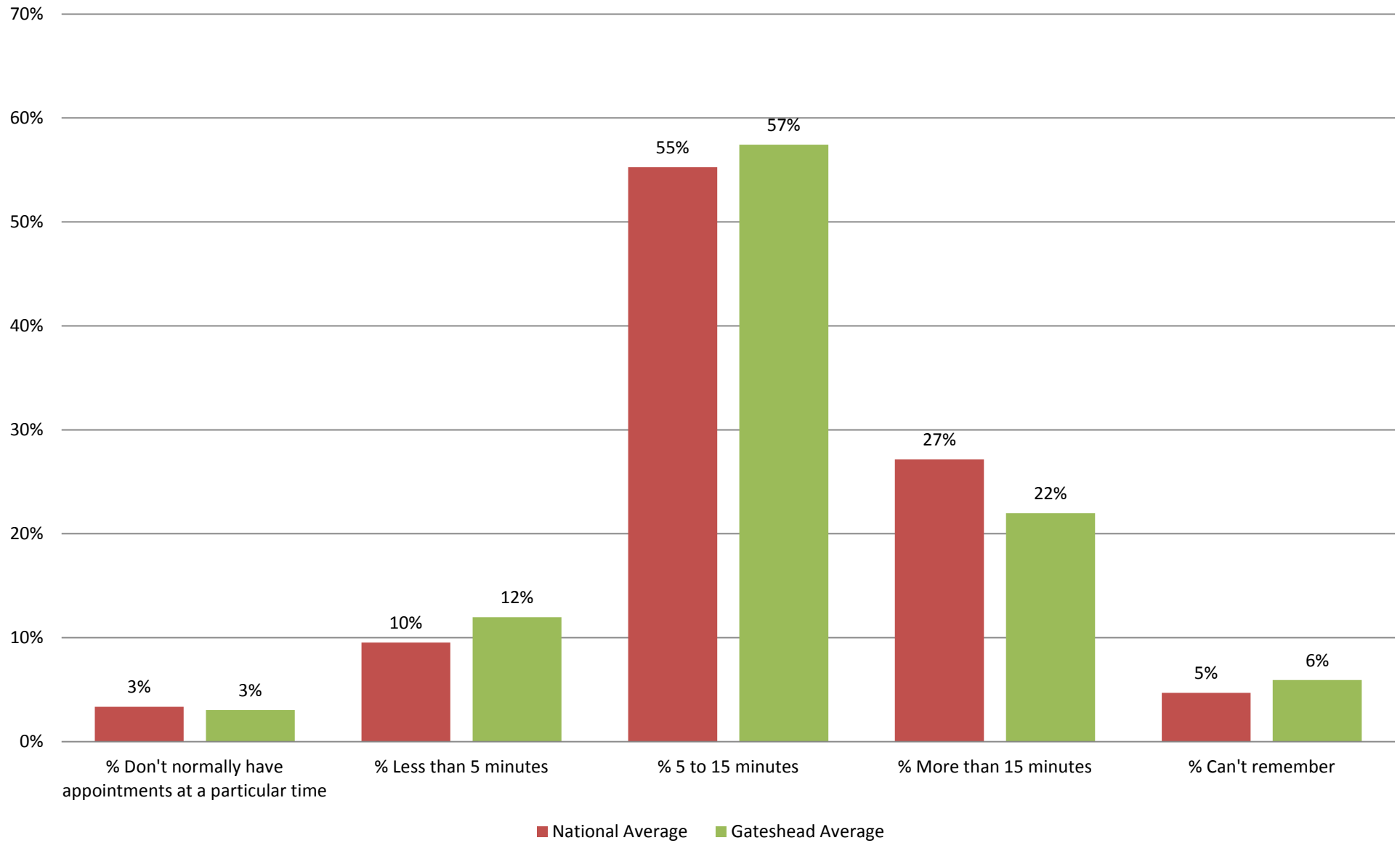
# Q16 - Why were you unable to get an appointment or Why was it not convenient?



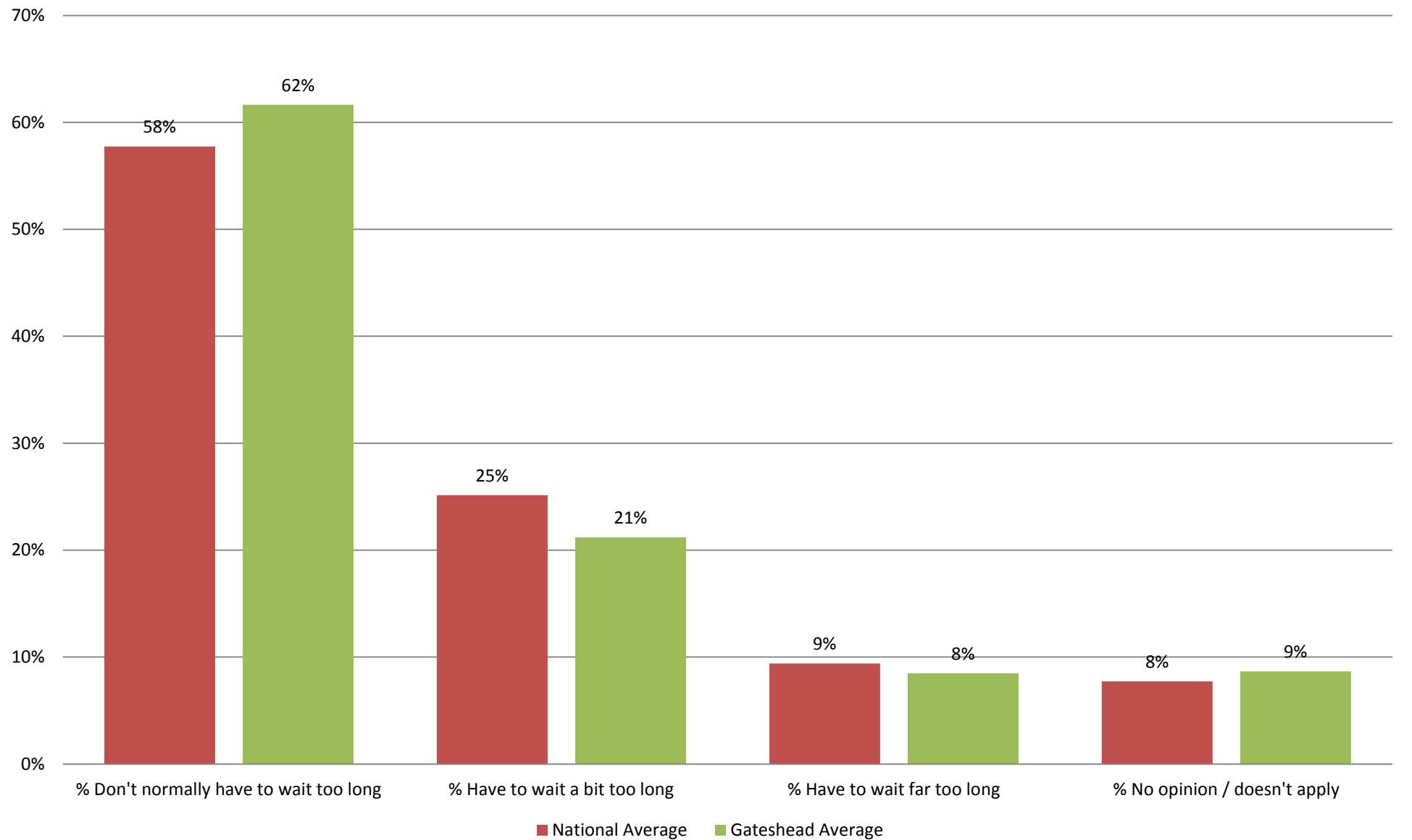
## Q18 - Overall Satisfaction of Making an Appointment



# Q19 - How long after your appointment do you normally wait to be seen

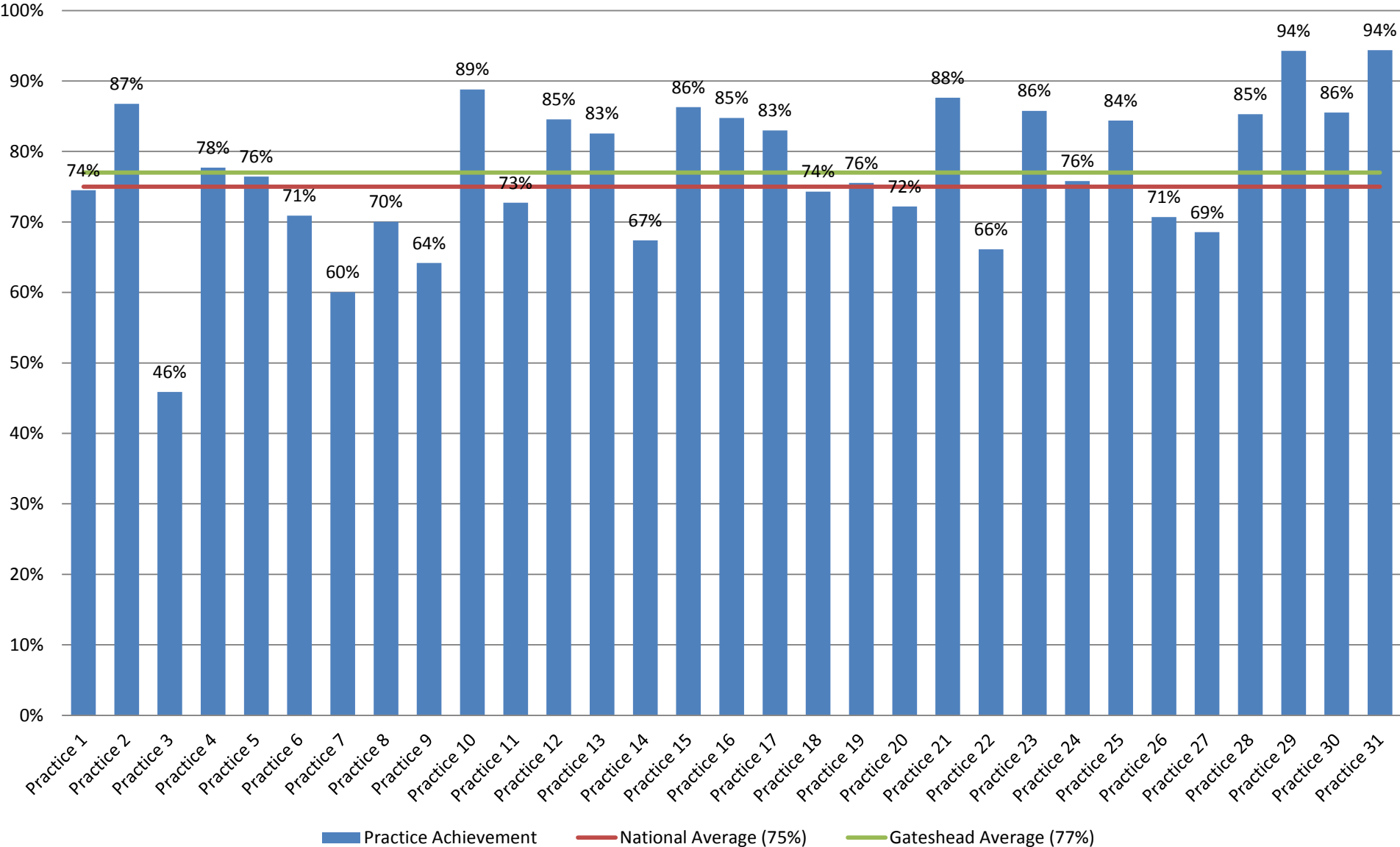


## Q20 - How you feel about how long you normally wait to be seen

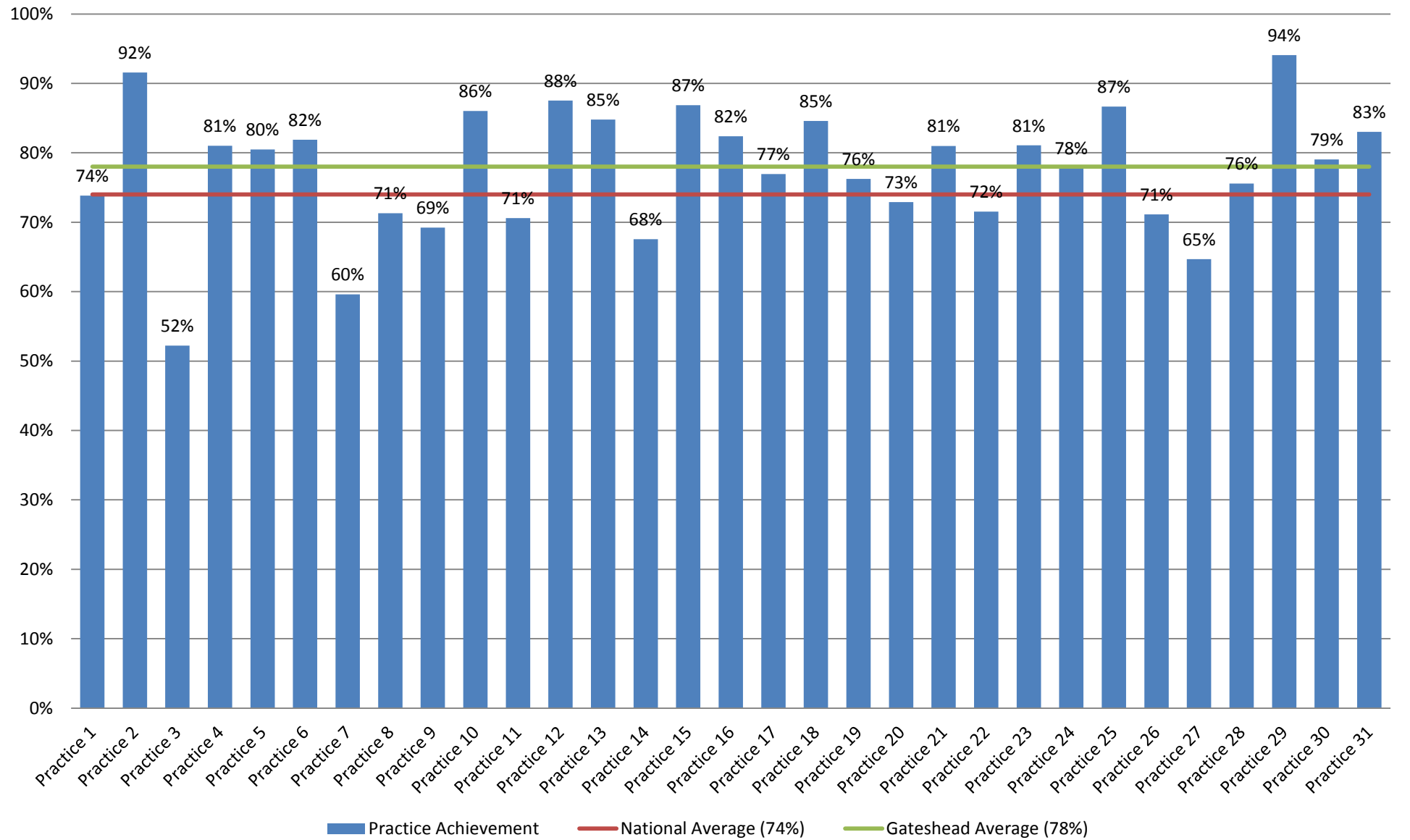




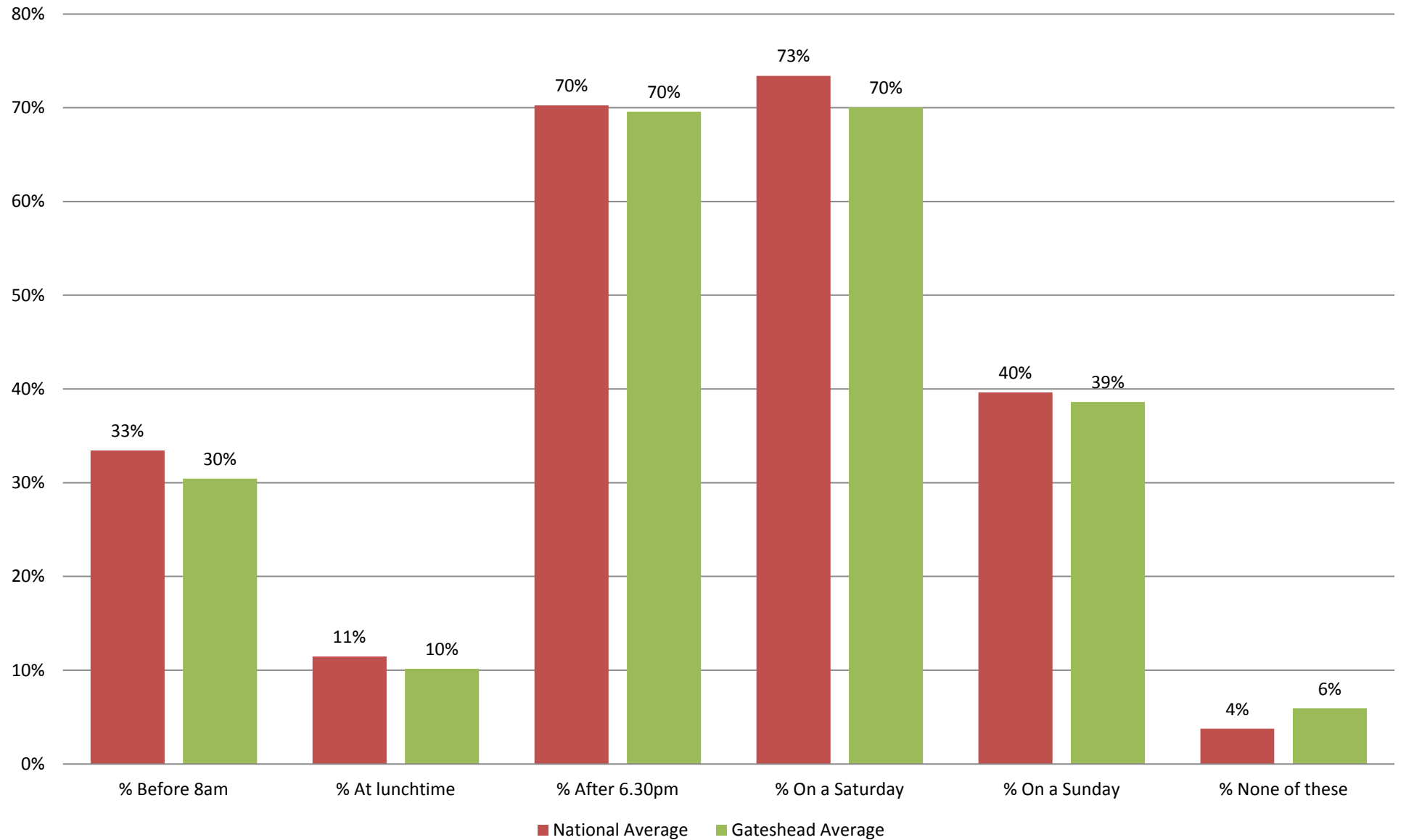
# Q25 - Satisfaction with Opening Hours



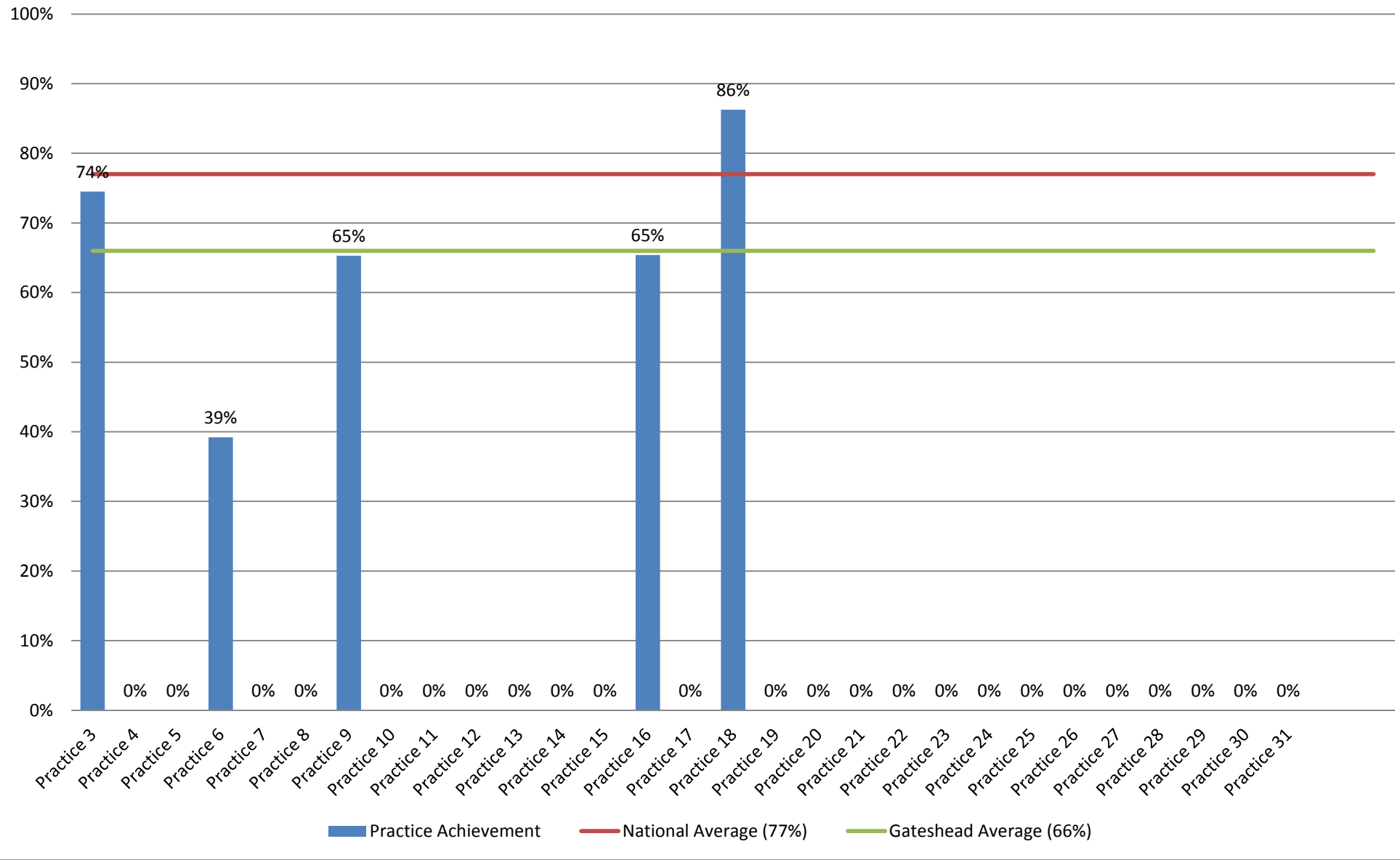
## Q26 - Is the Surgery Open at a time that is Convenient for you?



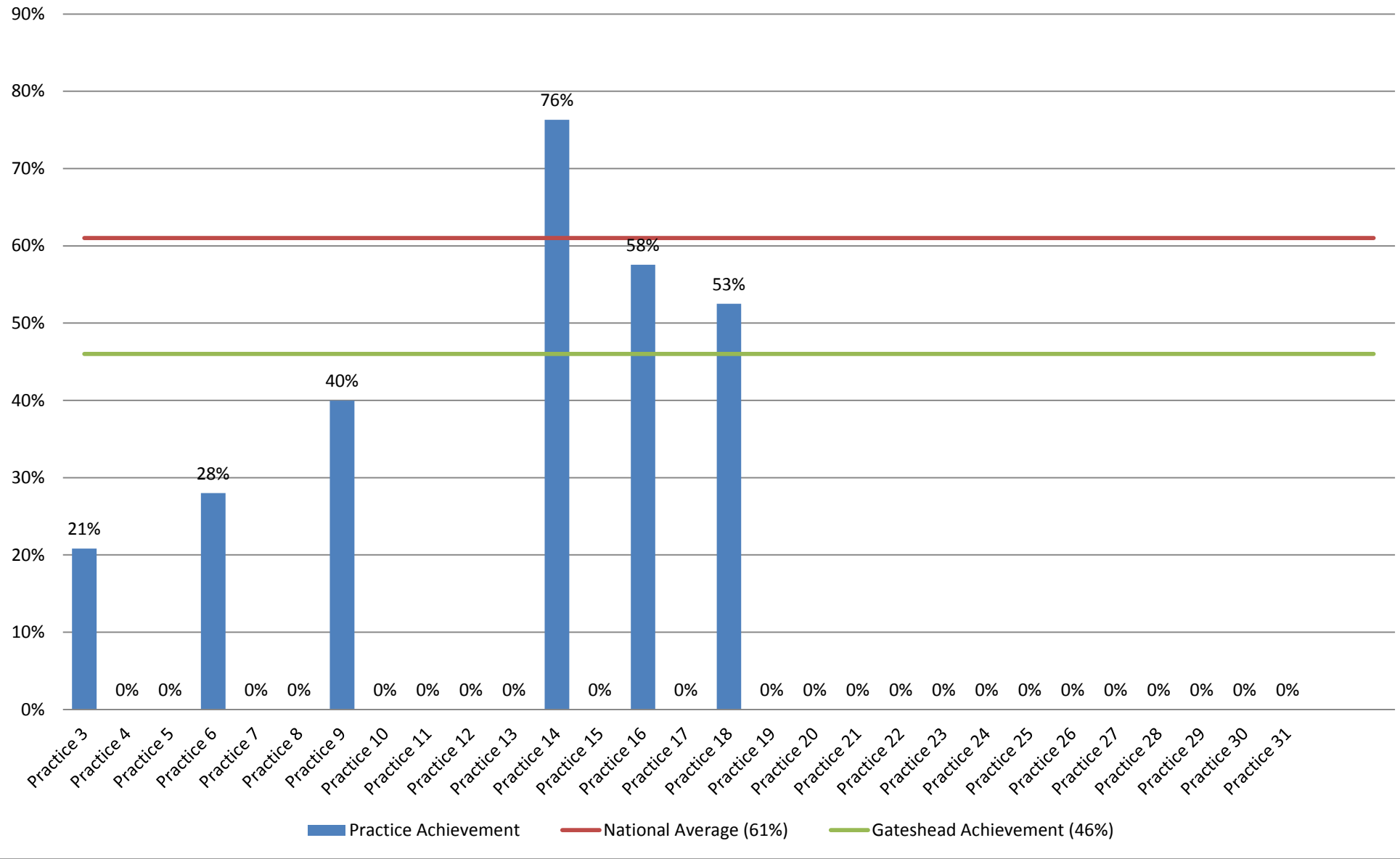
## Q27 - Preference for Additional Opening Hours



# Q42 - Ease of Contacting Out of Hours Services



# Q43 - Satisfaction with timeliness of Care Provided Out of Hours



# Q45 - Exerperience of Care Out of Hours

