



	CCG Score	Practice Score 2018	Practice Score 2019	Comparison with CCG
Ease of Getting Through to the Surgery	65%	57%	59%	↓
Helpful Receptionists	90%	93%	91%	↑
Satisfied with Appointment Times	65%	60%	61%	↓
Able to speak to preferred GP	45%	48%	53%	↑
Offered a choice of appointments	61%	59%	49%	↓
Satisfied with type of appointment	75%	77%	71%	↓
Patients accepting the appointment offered	94%	96%	97%	↑
Good Overall Experience of Making Appointment	67%	66%	67%	↔
Patients waiting 15 minutes or less to be called in	73%	55%	65%	↓
Given enough time at appointment	88%	91%	91%	↑
Felt Listened to	89%	94%	94%	↑
Care and Dignity Respected	88%	90%	96%	↑
Trust and Confidence in healthcare Professional	96%	99%	98%	↑
Understood Mental health Needs	87%	97%	95%	↑
Needs Met	95%	98%	97%	↑

Help Managing Long Term Conditions	81%	89%	85%	
Good Overall Experience at Practice	85%	88%	93%	
What the Practice Does Best				
<i>93% describe their overall experience as good</i>				
<i>95% felt that the healthcare professional recognised or understood any mental health needs during their last appointment.</i>				
<i>96% say the healthcare professional they saw or spoke to was good at treating them with care and concern</i>				

What the Practice Could Improve			
Issue	Action Plan	By Who	By When
<i>59% find it easy to get through to the practice</i>	<i>The practice will instigate on line triage facility to assist the patient flow</i>	<i>Partnership Manager</i>	<i>31/03/2019</i>
<i>49% were offered a choice of appointment when they last tried to make an appointment.</i>	<i>Sit and waits appointments will continue and on line triage introduced. 3 additional GPs have now been recruited.</i>	<i>Partnership Manager</i>	<i>31/03/2019</i>
<i>71% are satisfied with the general appointment times available</i>	<i>Introduce 8- 8 opening. Additional capacity will be provided following the recruitment of 3 additional GPs</i>	<i>Partnership Manager</i>	<i>31/03/2019</i>