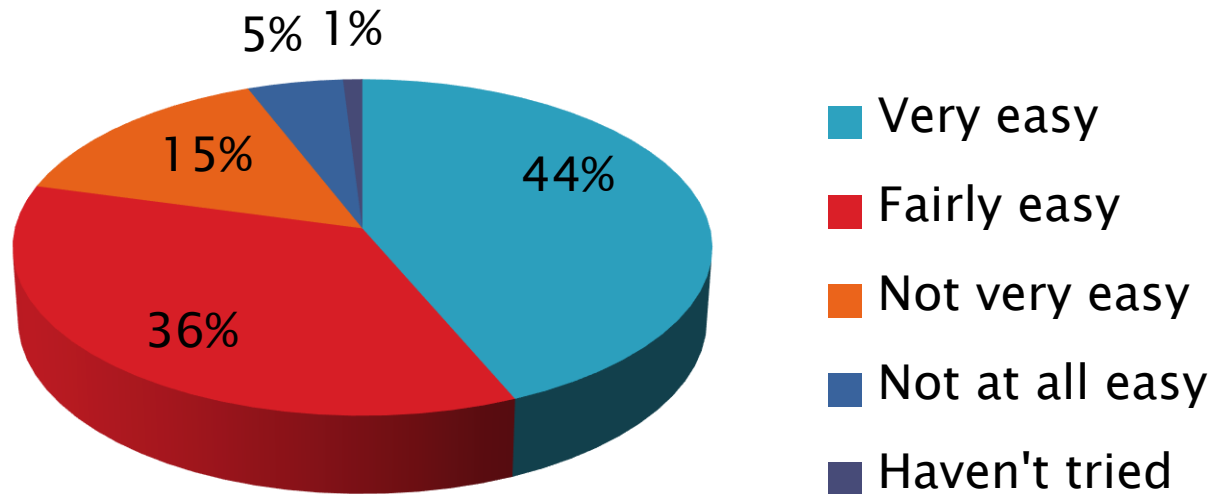


Practice Report

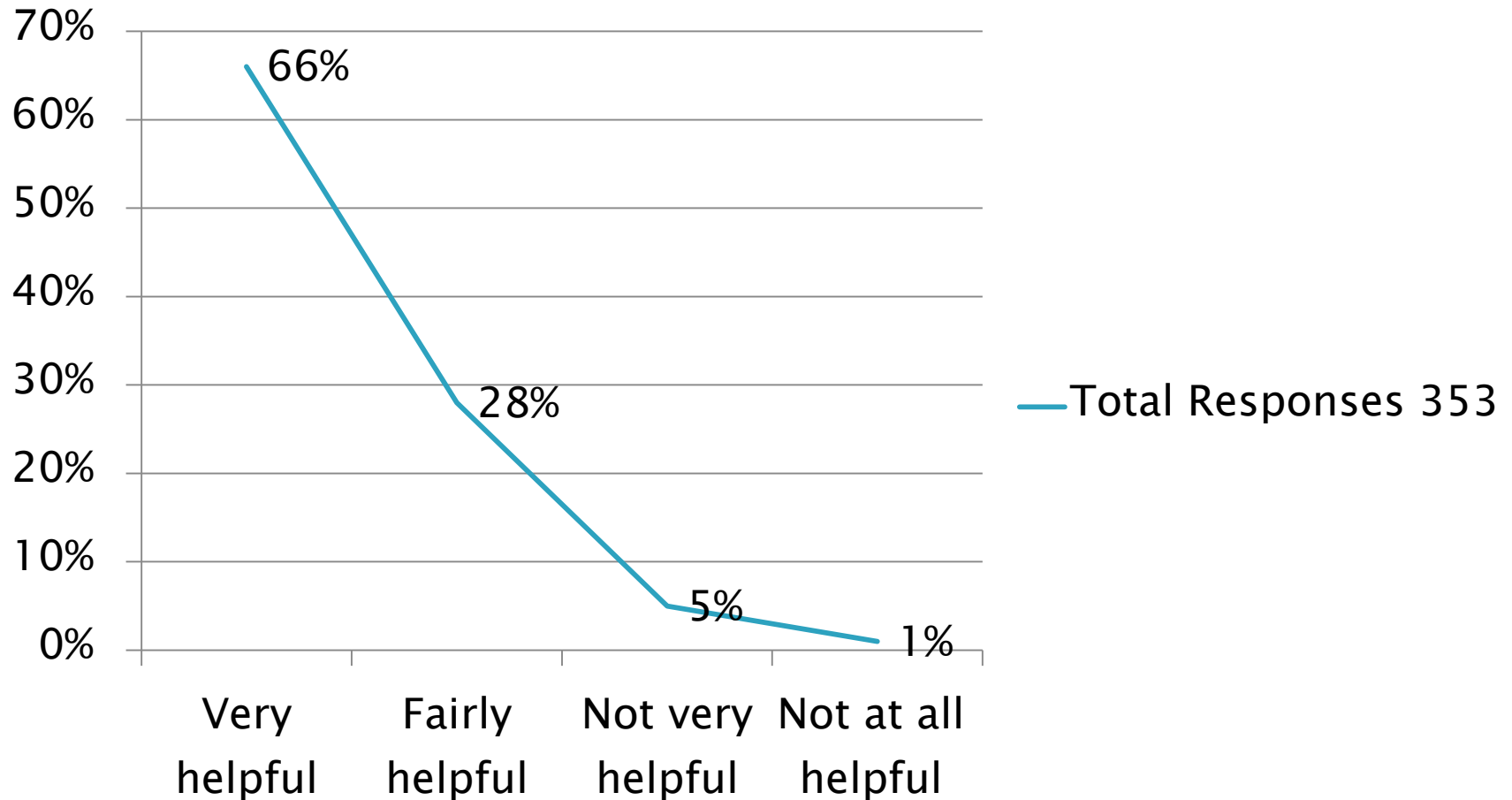
Patient Survey Report
Published January 2015

Accessing Your GP Services

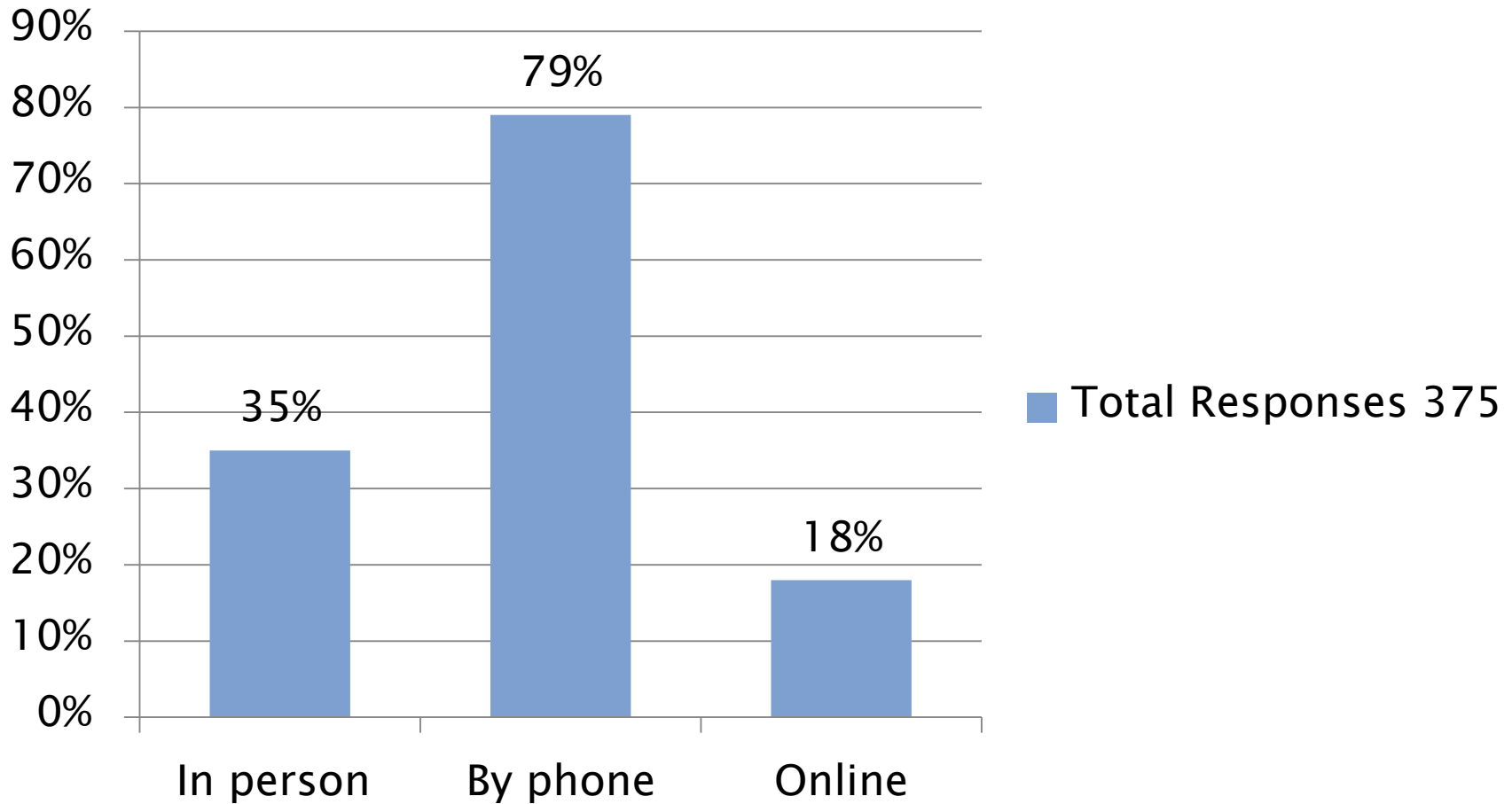
- ▶ Ease of getting through to someone at GP Surgery on the phone – total responses 371



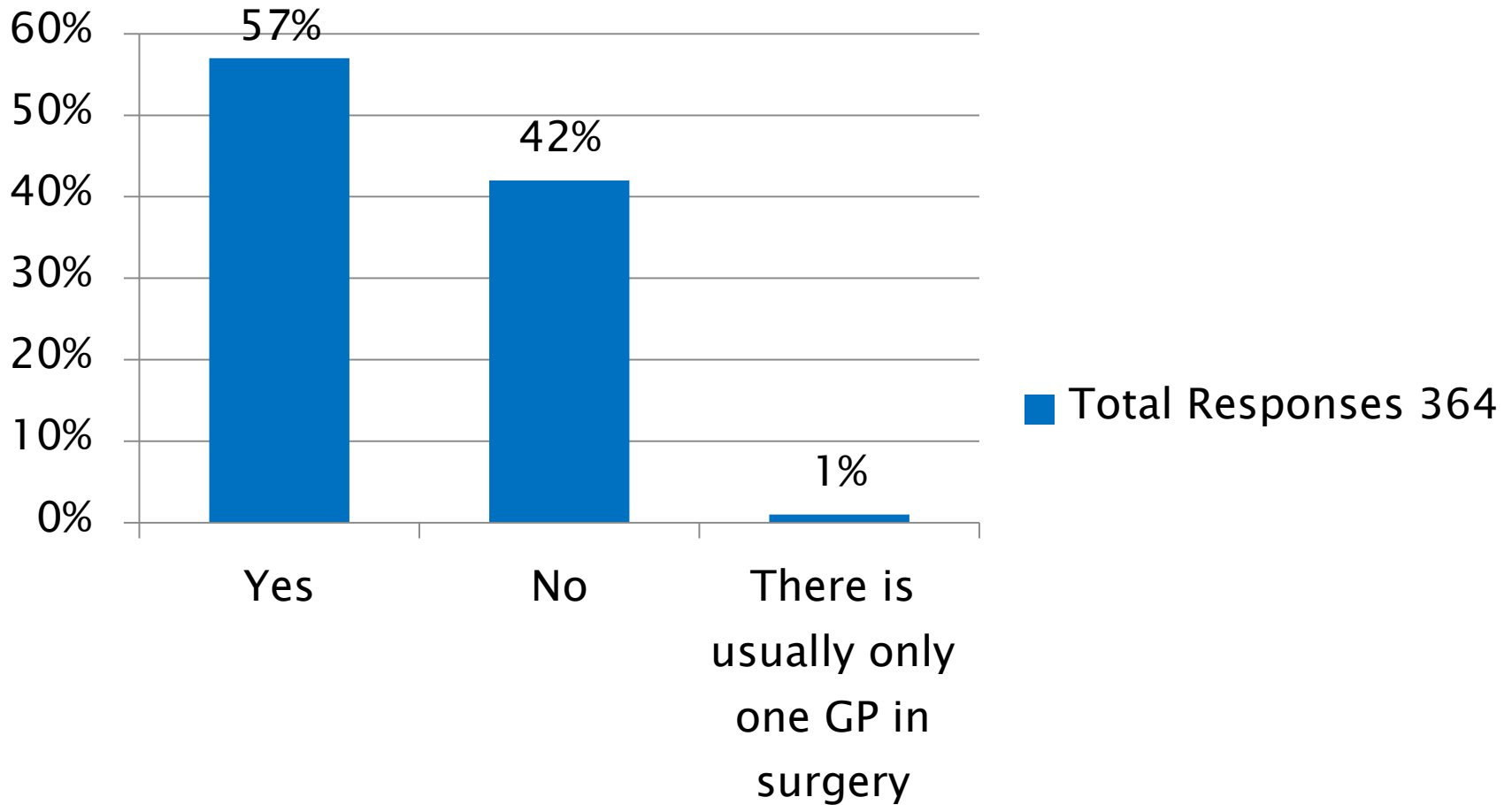
▶ Helpfulness of Receptionists at GP Surgery



▶ How do you normally book appointments to see a GP or Nurse at your GP Surgery?

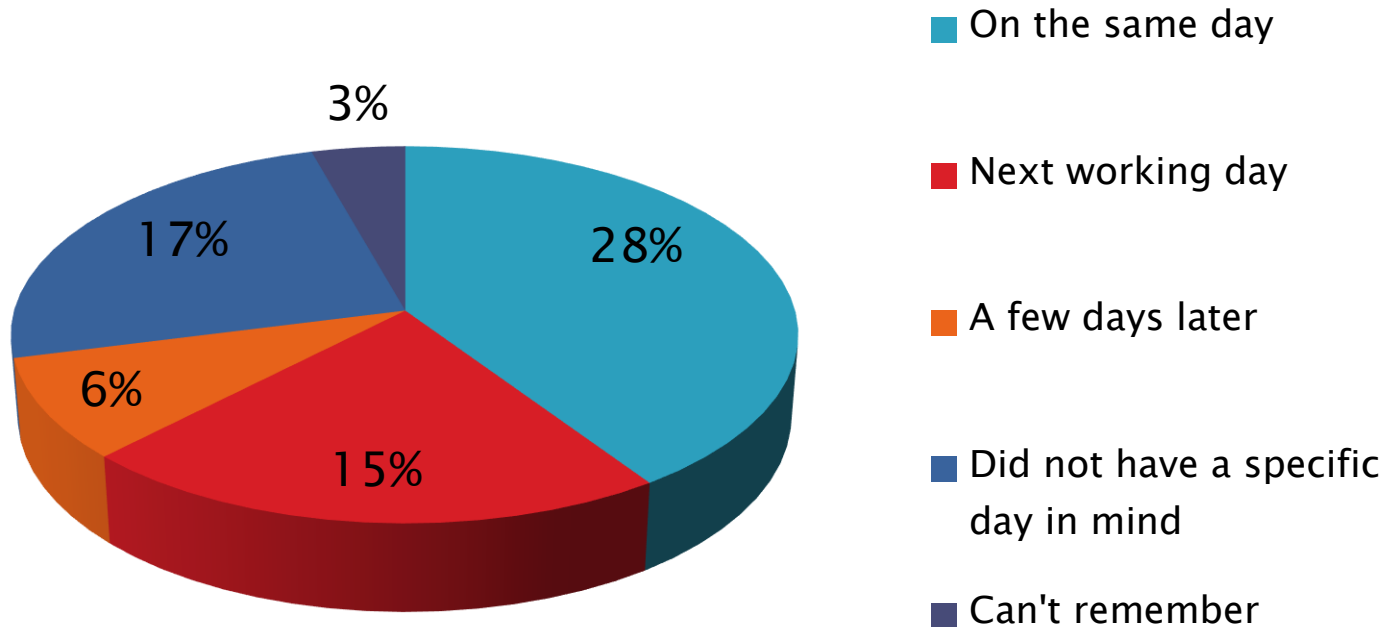


▶ I have a preferred GP to see or speak to



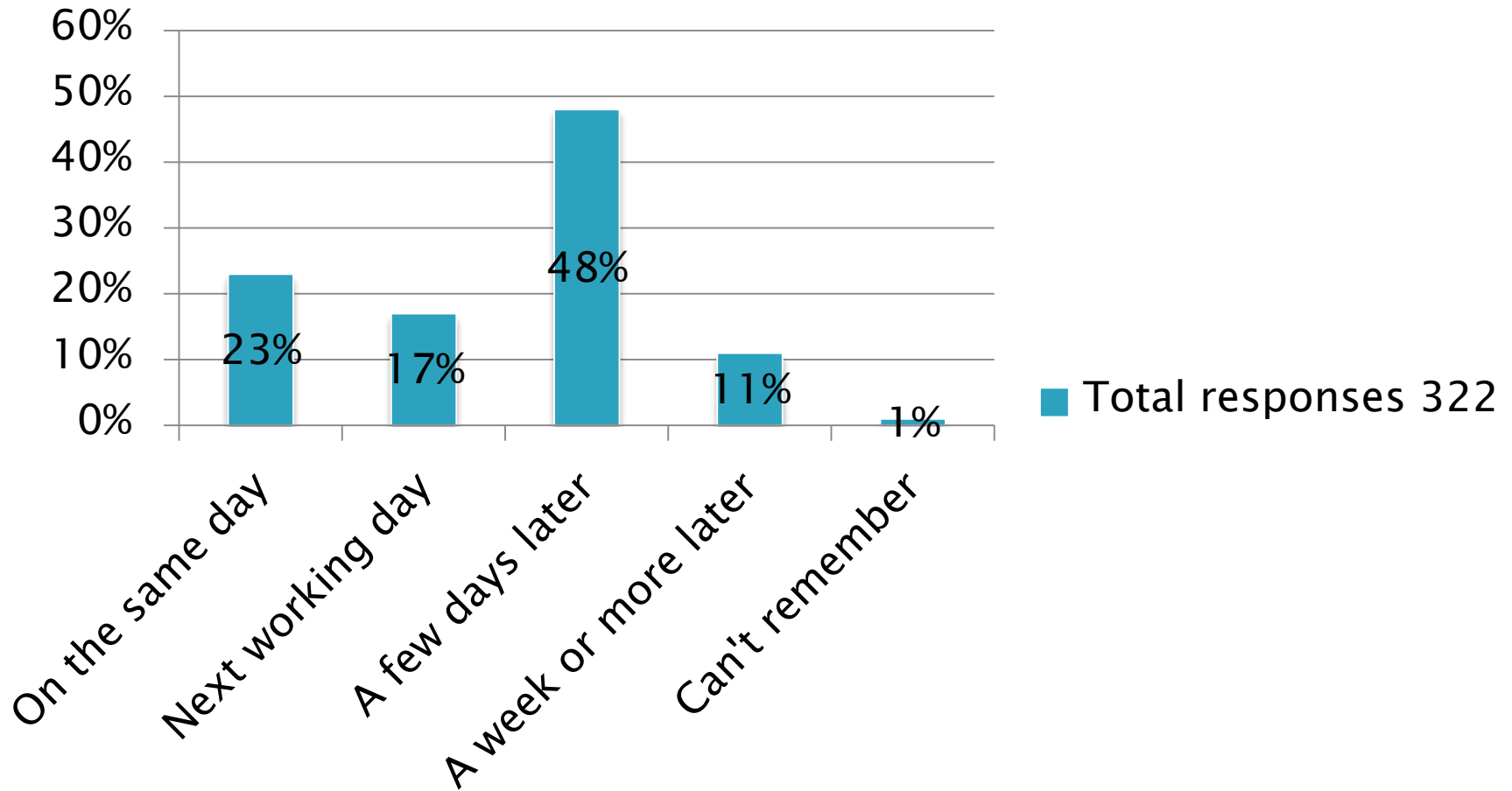
Making An Appointment

- ▶ When did you want to see or speak to a GP or Nurse?

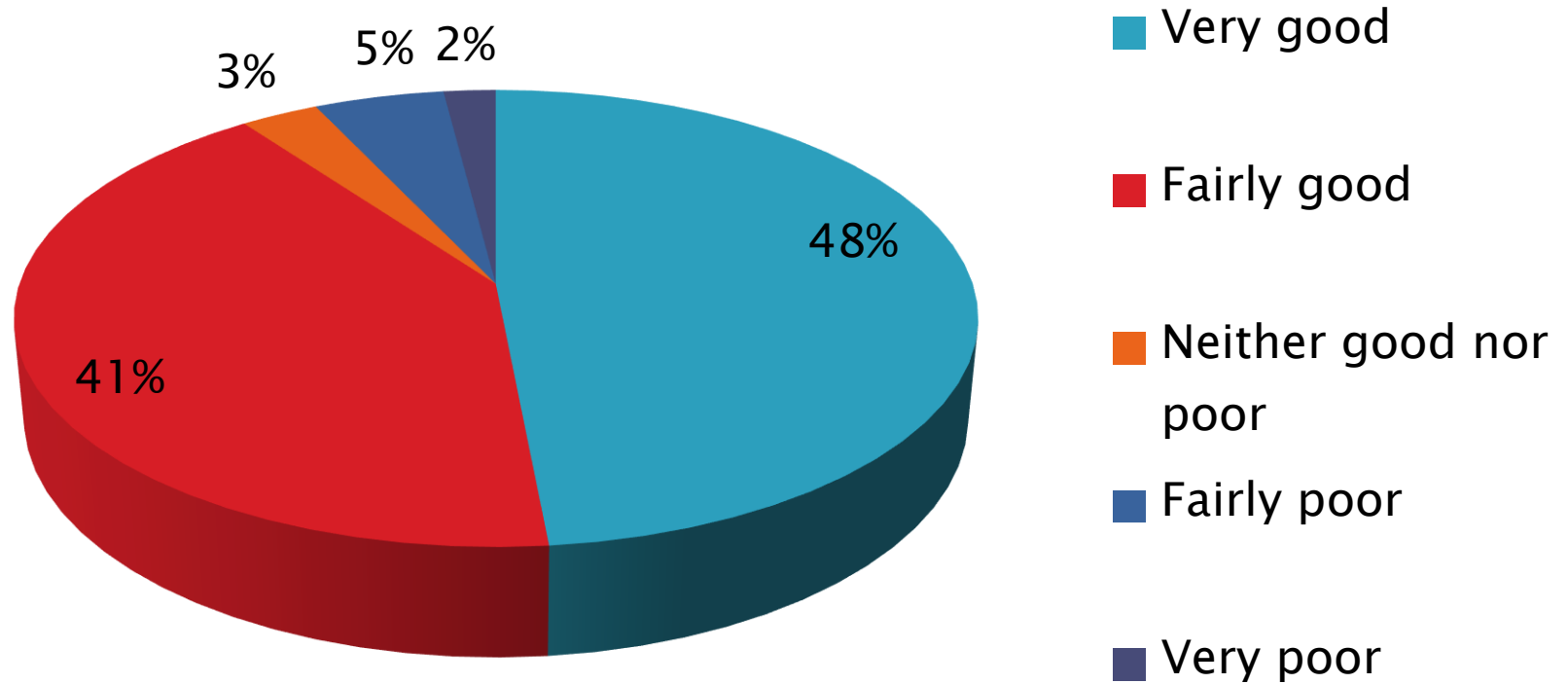


Total responses 368

▶ How long until you actually saw or spoke to a GP/Nurse?

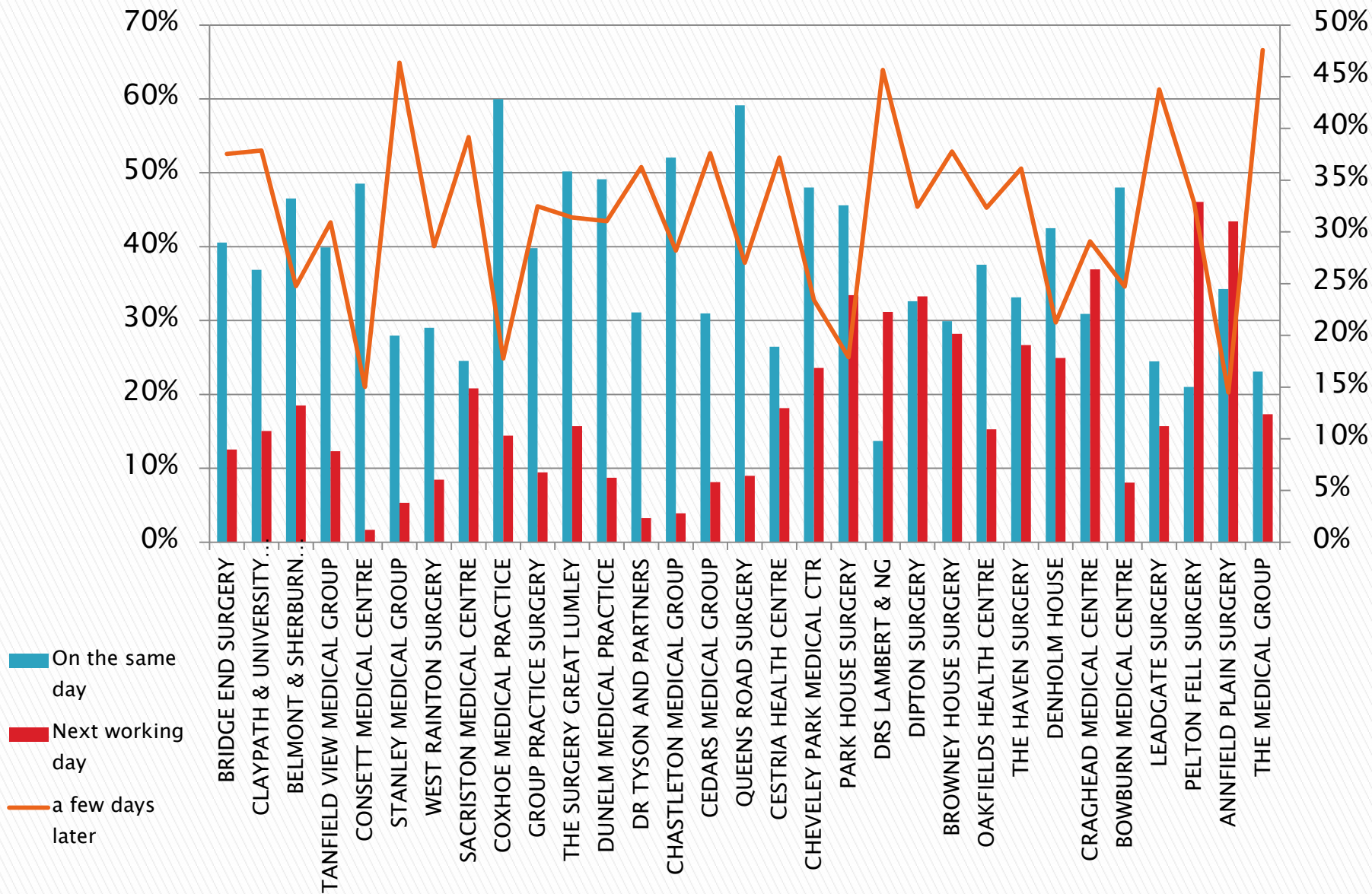


▶ Overall experience of making an appointment



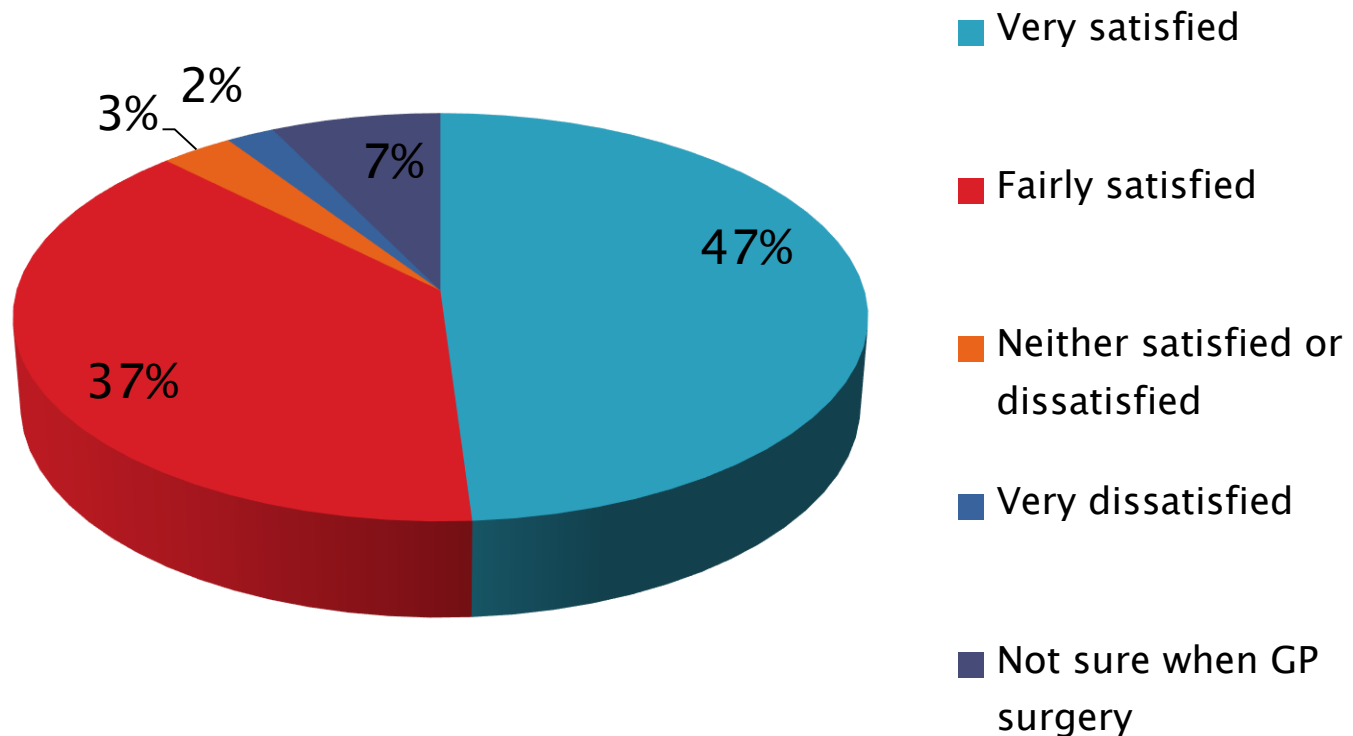
Total responses 367

▶ How long until you actually saw or spoke to a GP/Nurse? – All North Durham Practices



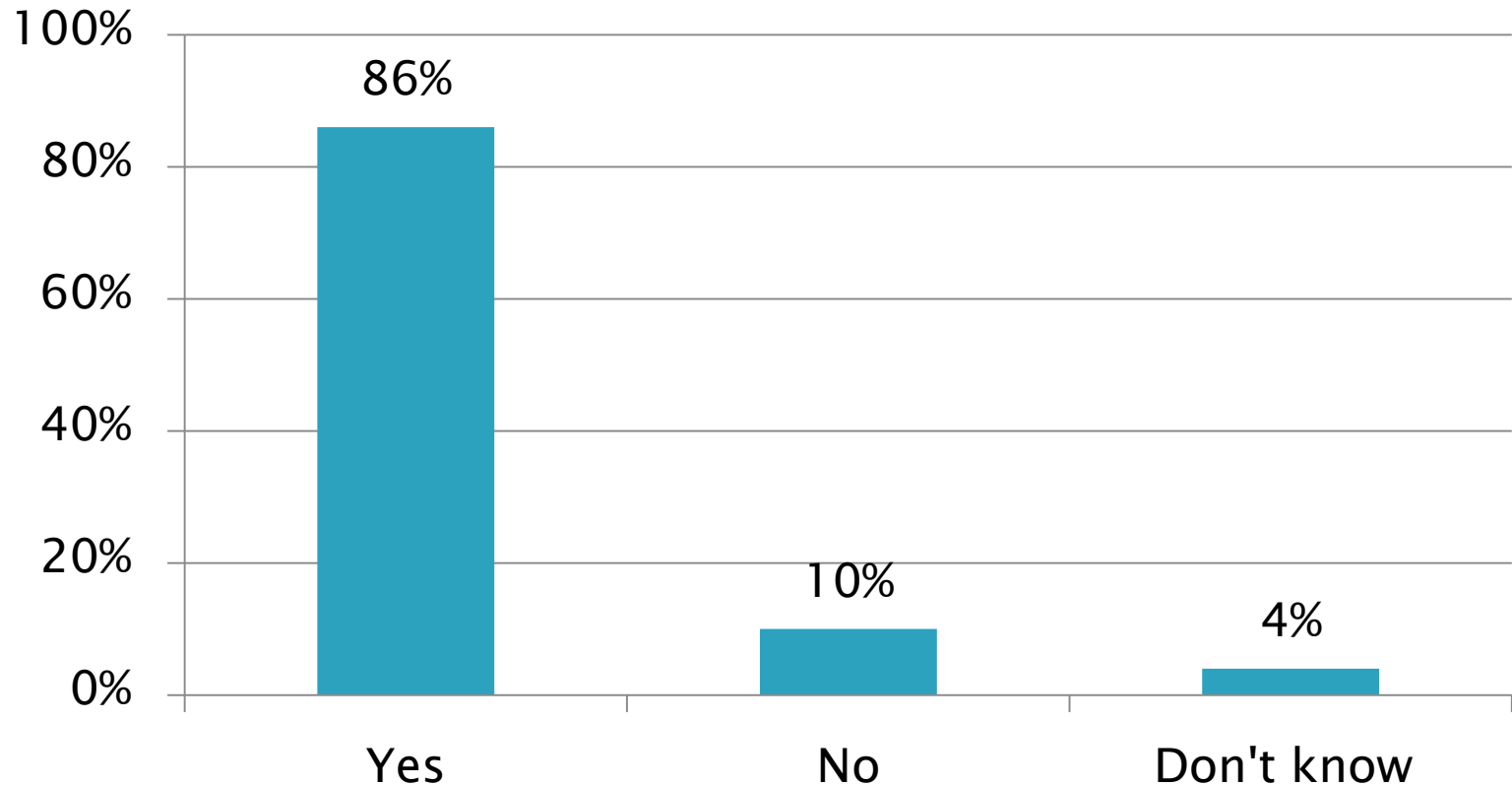
Opening Hours

▶ Satisfaction with Opening Hours



Total responses 354

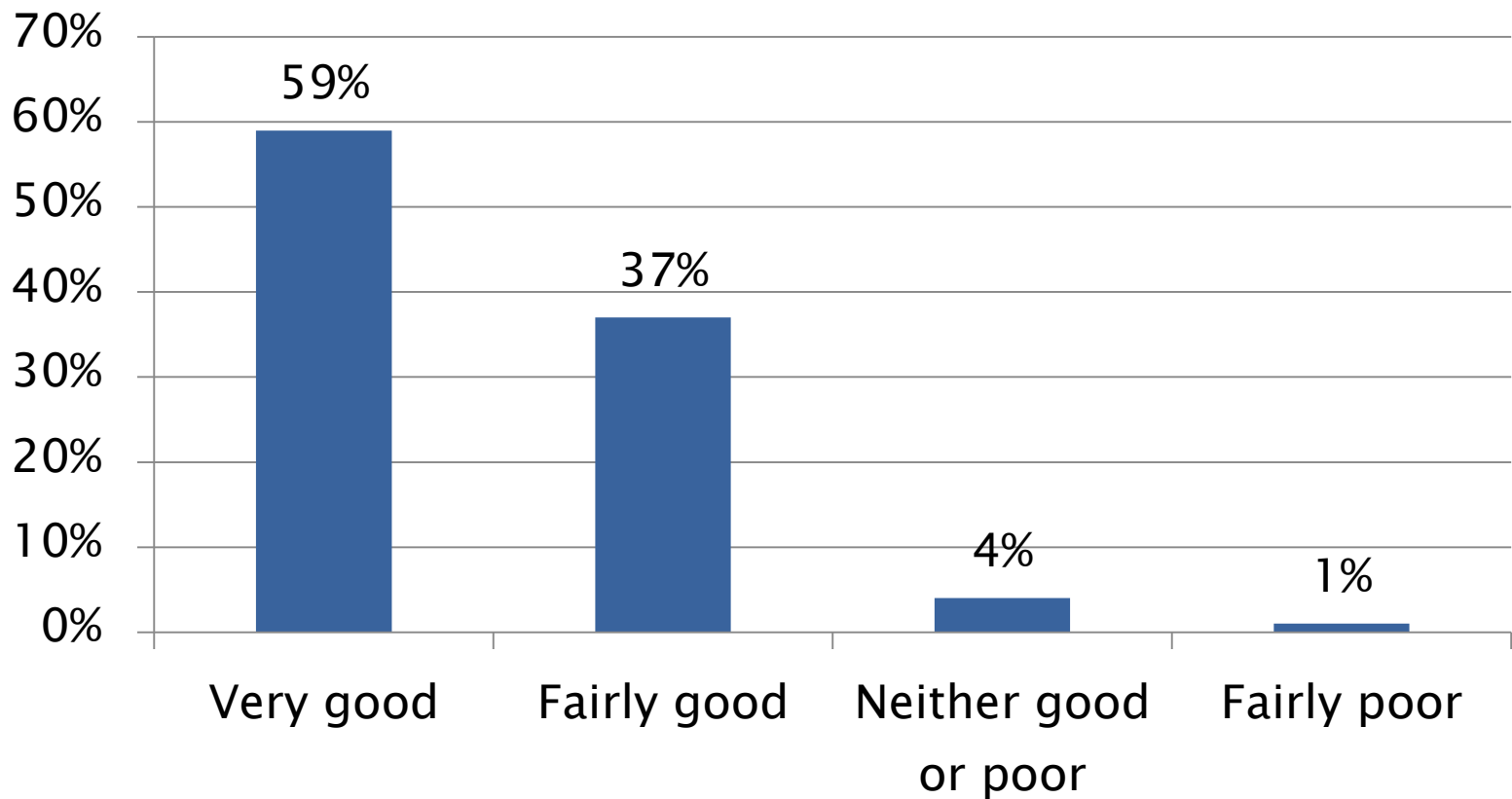
- ▶ Is the GP surgery currently open at times that are convenient?



Total responses 358

Overall Experience

- ▶ Overall experience of GP Surgery



Total responses 372