

Appendix 2 - Results of GP Access Survey

Code		Ease of getting through to someone at GP surgery on the phone		Able to get an appointment to see or speak to someone		Convenience of appointment				
		Very / Fairly Easy	% Yes	% Yes, but had to call back closer to or on the day they wanted the appointment	% Very convenient	% Fairly convenient	% Not very convenient	% Not at all convenient	% Convenient (total)	
N/A	England Average	75%	74%	13%	47%	46%	7%	1%	92%	
00K	NHS HARTLEPOOL AND STOCKTON-ON-TEES CCG	74%	74%	13%	49%	44%	7%	1%	93%	
Stockton Practices										
A81001	THE DENSHAM SURGERY	71%	70%	22%	37%	61%	2%	1%	98%	
A81002	QUEENS PARK MEDICAL CENTRE	82%	82%	7%	60%	34%	5%	1%	94%	
A81006	TENNANT STREET MEDICAL PRACTICE	71%	66%	24%	46%	48%	5%	1%	94%	
A81014	QUEENSTREE PRACTICE	89%	74%	9%	49%	46%	5%	0%	95%	
A81017	WOODBIDGE PRACTICE	51%	64%	16%	32%	53%	14%	1%	85%	
A81025	THE DOVECOT SURGERY	68%	73%	11%	45%	45%	9%	1%	90%	
A81027	YARM MEDICAL PRACTICE	72%	73%	16%	41%	52%	5%	2%	93%	
A81034	THORNABY & BARWICK MEDICAL GROUP	79%	66%	15%	35%	52%	12%	2%	87%	
A81036	NORTON MEDICAL CENTRE	67%	72%	14%	40%	46%	11%	2%	86%	
A81039	EAGLESCLIFFE MEDICAL PRACTICE	79%	77%	9%	38%	59%	2%	0%	98%	
A81040	MARSH HOUSE MEDICAL PRACTICE	78%	82%	9%	49%	40%	11%	0%	89%	
A81046	WOODLANDS FAMILY MEDICAL CENTRE	70%	65%	13%	33%	58%	9%	0%	91%	
A81056	MELROSE SURGERY	93%	94%	3%	71%	25%	4%	0%	96%	
A81057	KINGSWAY MEDICAL CENTRE	92%	86%	3%	56%	40%	4%	0%	96%	
A81066	PARK LANE SURGERY	89%	84%	11%	59%	36%	5%	1%	95%	
A81067	ALMA MEDICAL CENTRE	85%	79%	10%	53%	40%	7%	0%	93%	
A81602	DR RASOOL	96%	94%	1%	69%	29%	2%	0%	98%	
A81608	ELM TREE MEDICAL CENTRE	89%	80%	4%	57%	35%	8%	0%	92%	
A81609	A & B MEDICAL PRACTICE	84%	60%	13%	51%	43%	6%	0%	94%	
A81610	THE ROSEBERRY PRACTICE	76%	78%	6%	40%	50%	9%	1%	90%	
A81620	DR CHOUDHURY	~	~	~	~	~	~	~	~	
A81623	DR SYED	94%	80%	8%	72%	26%	2%	0%	98%	
A81629	RIVERSIDE MEDICAL PRACTICE	99%	89%	4%	54%	40%	6%	0%	94%	
A81632	LAWSON STREET PRACTICE	79%	68%	6%	56%	35%	8%	1%	91%	
A81634	THE ARRIVAL PRACTICE	81%	53%	19%	37%	41%	12%	10%	78%	
Y00527	STOCKTON NHS HEALTH CARE CENTRE	96%	84%	5%	65%	31%	4%	0%	96%	

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		Reason for not being able to get an appointment / the appointment offered was inconvenient					What did you do on that occasion?						
		% 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	% 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
N/A	England Average	49%	17%	11%	13%	10%	38%	24%	5%	9%	3%	13%	11%
00K	NHS HARTLEPOOL AND STOCKTON-ON-TEES CCG	53%	13%	11%	14%	9%	36%	22%	3%	18%	1%	13%	9%
Stockton Practices													
A81001	THE DENSHAM SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
A81002	QUEENS PARK MEDICAL CENTRE	60%	20%	0%	14%	7%	66%	4%	0%	30%	0%	0%	0%
A81006	TENNANT STREET MEDICAL PRACTICE	38%	14%	16%	14%	17%	22%	21%	22%	21%	6%	9%	0%
A81014	QUEENSTREE PRACTICE	~	~	~	~	~	32%	36%	9%	3%	0%	0%	20%
A81017	WOODBIDGE PRACTICE	57%	6%	9%	21%	6%	38%	27%	3%	23%	0%	5%	4%
A81025	THE DOVECOT SURGERY	41%	41%	0%	7%	11%	18%	7%	3%	33%	4%	23%	16%
A81027	YARM MEDICAL PRACTICE	67%	26%	8%	0%	0%	53%	16%	0%	11%	0%	8%	17%
A81034	THORNABY & BARWICK MEDICAL GROUP	60%	20%	4%	11%	4%	41%	36%	0%	8%	0%	7%	7%
A81036	NORTON MEDICAL CENTRE	23%	11%	30%	17%	19%	33%	5%	0%	28%	5%	24%	5%
A81039	EAGLESCLIFFE MEDICAL PRACTICE	44%	5%	15%	31%	5%	20%	39%	0%	0%	22%	14%	13%
A81040	MARSH HOUSE MEDICAL PRACTICE	47%	16%	20%	10%	6%	43%	18%	0%	15%	0%	22%	3%
A81046	WOODLANDS FAMILY MEDICAL CENTRE	62%	3%	19%	11%	6%	41%	27%	0%	25%	0%	2%	18%
A81056	MELROSE SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
A81057	KINGSWAY MEDICAL CENTRE	55%	0%	22%	0%	23%	34%	50%	13%	0%	0%	0%	3%
A81066	PARK LANE SURGERY	~	~	~	~	~	~	~	~	~	~	~	~
A81067	ALMA MEDICAL CENTRE	62%	12%	3%	0%	23%	32%	18%	0%	17%	0%	33%	0%
A81602	DR RASOOL	~	~	~	~	~	~	~	~	~	~	~	~
A81608	ELM TREE MEDICAL CENTRE	~	~	~	~	~	~	~	~	~	~	~	~
A81609	A & B MEDICAL PRACTICE	~	~	~	~	~	~	~	~	~	~	~	~
A81610	THE ROSEBERRY PRACTICE	28%	27%	28%	5%	13%	45%	14%	8%	8%	0%	11%	13%
A81620	DR CHOUDHURY	~	~	~	~	~	~	~	~	~	~	~	~
A81623	DR SYED	~	~	~	~	~	~	~	~	~	~	~	~
A81629	RIVERSIDE MEDICAL PRACTICE	~	~	~	~	~	~	~	~	~	~	~	~
A81632	LAWSON STREET PRACTICE	~	~	~	~	~	~	~	~	~	~	~	~
A81634	THE ARRIVAL PRACTICE	~	~	~	~	~	~	~	~	~	~	~	~
Y00527	STOCKTON NHS HEALTH CARE CENTRE	~	~	~	~	~	~	~	~	~	~	~	~

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Appendix 2 - Results of GP Access Survey		Overall experience of making an appointment	Waiting times			Impression of waiting time at surgery				Satisfaction with opening hours		
Code	CCG / Practice Name	% Good / Fairly Good	% Less than 5 minutes	% 5 to 15 minutes	Less than 15 minutes	% Don't normally have to wait too long	% Have to wait a bit too long	% Have to wait far too long	% No opinion / doesn't apply	% Very satisfied	% Fairly satisfied	% satisfied
N/A	England Average	76%	10%	57%	67%	59%	25%	9%	7%	39%	41%	80%
00K	NHS HARTLEPOOL AND STOCKTON-ON-TEES CCG	77%	12%	59%	71%	64%	21%	6%	8%	45%	37%	82%
Stockton Practices												
A81001	THE DENSHAM SURGERY	82%	14%	66%	80%	74%	16%	3%	7%	38%	43%	81%
A81002	QUEENS PARK MEDICAL CENTRE	86%	24%	55%	79%	73%	13%	2%	12%	54%	31%	85%
A81006	TENNANT STREET MEDICAL PRACTICE	80%	9%	66%	75%	65%	23%	7%	4%	41%	41%	83%
A81014	QUEENSTREE PRACTICE	74%	24%	66%	90%	80%	9%	7%	3%	38%	34%	72%
A81017	WOODBIDGE PRACTICE	58%	10%	68%	78%	63%	25%	6%	6%	40%	34%	74%
A81025	THE DOVECOT SURGERY	79%	10%	56%	67%	65%	24%	8%	3%	45%	36%	81%
A81027	YARM MEDICAL PRACTICE	76%	13%	64%	77%	64%	26%	5%	5%	40%	37%	76%
A81034	THORNABY & BARWICK MEDICAL GROUP	69%	10%	71%	80%	63%	24%	3%	10%	35%	45%	81%
A81036	NORTON MEDICAL CENTRE	71%	11%	53%	64%	63%	25%	5%	7%	40%	40%	80%
A81039	EAGLESCLIFFE MEDICAL PRACTICE	82%	16%	63%	80%	73%	17%	1%	9%	32%	41%	74%
A81040	MARSH HOUSE MEDICAL PRACTICE	80%	7%	64%	71%	61%	24%	10%	4%	62%	28%	90%
A81046	WOODLANDS FAMILY MEDICAL CENTRE	66%	5%	48%	54%	50%	27%	13%	10%	47%	37%	84%
A81056	MELROSE SURGERY	96%	11%	72%	84%	78%	14%	0%	8%	67%	23%	89%
A81057	KINGSWAY MEDICAL CENTRE	90%	6%	50%	56%	48%	28%	11%	13%	55%	34%	89%
A81066	PARK LANE SURGERY	90%	6%	60%	66%	65%	20%	10%	5%	45%	32%	77%
A81067	ALMA MEDICAL CENTRE	82%	7%	38%	45%	62%	17%	11%	10%	49%	40%	90%
A81602	DR RASOOL	95%	46%	52%	98%	94%	4%	0%	2%	68%	23%	91%
A81608	ELM TREE MEDICAL CENTRE	86%	16%	44%	60%	54%	32%	8%	6%	41%	43%	84%
A81609	A & B MEDICAL PRACTICE	71%	15%	59%	74%	71%	19%	3%	7%	53%	31%	84%
A81610	THE ROSEBERRY PRACTICE	76%	5%	57%	62%	57%	24%	8%	11%	43%	34%	77%
A81620	DR CHOUDHURY	~	~	~	~	~	~	~	~	~	~	~
A81623	DR SYED	91%	10%	38%	48%	82%	12%	2%	4%	53%	29%	83%
A81629	RIVERSIDE MEDICAL PRACTICE	93%	23%	56%	79%	73%	22%	0%	6%	47%	42%	89%
A81632	LAWSON STREET PRACTICE	61%	6%	41%	47%	32%	31%	31%	6%	48%	31%	79%
A81634	THE ARRIVAL PRACTICE	70%	10%	42%	52%	44%	34%	8%	14%	50%	42%	92%
Y00527	STOCKTON NHS HEALTH CARE CENTRE	62%	25%	5%	30%	87%	7%	6%	4%	73%	23%	97%

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Code	CCG / Practice Name	GP surgery currently open at convenient times?	Additional opening times that would make it easier to see or speak to someone					experience of GP surgery	Recommending GP surgery
		Yes	% Before 8am	% At lunchtime	% After 6.30pm	% On a Saturday	% On a Sunday	% Very good/fairly good	% Yes
N/A	England Average	77%	34%	12%	70%	72%	34%	87%	80%
00K	NHS HARTLEPOOL AND STOCKTON-ON-TEES CCG	79%	32%	13%	74%	70%	36%	89%	81%
Stockton Practices									
A81001	THE DENSHAM SURGERY	83%	25%	16%	89%	66%	18%	96%	82%
A81002	QUEENS PARK MEDICAL CENTRE	78%	17%	33%	57%	64%	40%	95%	87%
A81006	TENNANT STREET MEDICAL PRACTICE	73%	33%	12%	87%	59%	43%	88%	76%
A81014	QUEENSTREE PRACTICE	76%	57%	18%	66%	87%	5%	83%	62%
A81017	WOODBIDGE PRACTICE	71%	30%	12%	66%	81%	27%	75%	67%
A81025	THE DOVECOT SURGERY	82%	33%	4%	77%	83%	46%	81%	73%
A81027	YARM MEDICAL PRACTICE	79%	56%	11%	93%	64%	40%	88%	86%
A81034	THORNABY & BARWICK MEDICAL GROUP	73%	35%	0%	77%	64%	47%	89%	82%
A81036	NORTON MEDICAL CENTRE	78%	44%	15%	68%	81%	44%	90%	80%
A81039	EAGLESCLIFFE MEDICAL PRACTICE	65%	14%	3%	78%	83%	30%	91%	88%
A81040	MARSH HOUSE MEDICAL PRACTICE	89%	47%	0%	85%	89%	64%	92%	89%
A81046	WOODLANDS FAMILY MEDICAL CENTRE	85%	48%	3%	68%	95%	45%	89%	75%
A81056	MELROSE SURGERY	89%	~	~	~	~	~	97%	82%
A81057	KINGSWAY MEDICAL CENTRE	83%	22%	4%	65%	71%	40%	93%	96%
A81066	PARK LANE SURGERY	71%	31%	18%	81%	64%	24%	92%	93%
A81067	ALMA MEDICAL CENTRE	79%	27%	10%	73%	67%	6%	92%	86%
A81602	DR RASOOL	88%	~	~	~	~	~	97%	91%
A81608	ELM TREE MEDICAL CENTRE	79%	~	~	~	~	~	91%	74%
A81609	A & B MEDICAL PRACTICE	76%	~	~	~	~	~	78%	61%
A81610	THE ROSEBERRY PRACTICE	72%	45%	7%	78%	80%	35%	94%	92%
A81620	DR CHOUDHURY	~	~	~	~	~	~	~	~
A81623	DR SYED	86%	~	~	~	~	~	97%	87%
A81629	RIVERSIDE MEDICAL PRACTICE	82%	40%	0%	57%	63%	27%	92%	87%
A81632	LAWSON STREET PRACTICE	80%	~	~	~	~	~	64%	56%
A81634	THE ARRIVAL PRACTICE	83%	~	~	~	~	~	81%	68%
Y00527	STOCKTON NHS HEALTH CARE CENTRE	96%	~	~	~	~	~	91%	81%