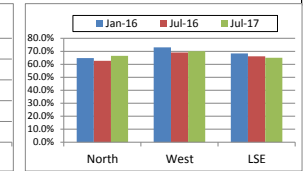
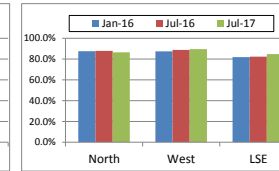
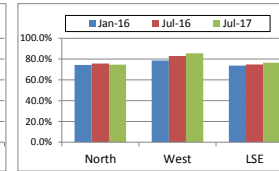
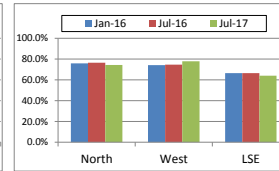
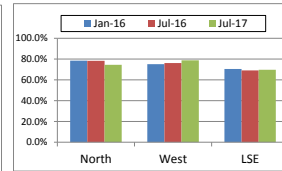
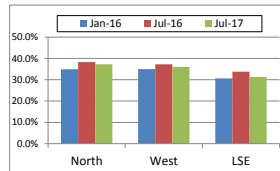
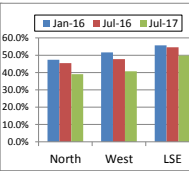
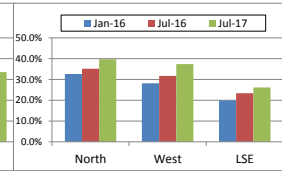
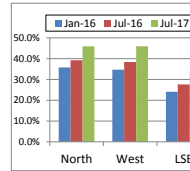


GP Survey Results - January 16 to July 17

	Response rate (%)			Overall experience of making an appointment (Good)			Ease of getting through to someone at GP surgery on the phone (Easy)			Satisfaction with opening hours (Satisfied)			Overall experience of GP surgery (Good)			Overall experience of NHS service when GP surgery was closed (Good)		
	Jan-16	Jul-16	Jul-17	Jan-16	Jul-16	Jul-17	Jan-16	Jul-16	Jul-17	Jan-16	Jul-16	Jul-17	Jan-16	Jul-16	Jul-17	Jan-16	Jul-16	Jul-17
NHS LEEDS NORTH CCG	34.9%	38.3%	37.2%	78.5%	78.3%	74.5%	75.9%	76.5%	74.3%	74.3%	75.7%	74.7%	87.5%	87.8%	86.5%	64.7%	62.7%	66.5%
NHS LEEDS WEST CCG	35.0%	37.3%	36.1%	75.1%	76.2%	78.7%	74.2%	74.6%	77.8%	78.6%	83.0%	85.6%	87.4%	88.7%	89.6%	73.1%	69.1%	70.1%
NHS LEEDS SOUTH AND EAST CCG	30.6%	33.8%	31.3%	70.5%	69.1%	69.6%	66.4%	66.4%	64.0%	73.8%	74.7%	76.5%	81.9%	82.4%	84.7%	68.3%	66.2%	65.0%
ENGLAND	36.0%	39.0%	37.5%	73.3%	74.0%	72.7%	70.4%	69.9%	68.0%	74.8%	77.3%	76.2%	84.9%	85.7%	84.8%	67.0%	67.4%	66.2%



Awareness of online services offered by GP surgery									
% Booking appointments online				% Ordering repeat prescriptions online				% Don't know	
Jan-16	Jul-16	#		Jan-16	Jul-16	Jul-17	#	Jul-16	Jul-17
35.8%	39.3%	#		32.7%	35.2%	39.7%	#	45.4%	39.0%
34.7%	38.4%	#		28.1%	31.7%	37.4%	#	47.8%	40.7%
24.0%	27.6%	#		19.9%	23.4%	26.2%	#	54.6%	49.7%
29.3%	31.3%	#		29.6%	30.9%	34.1%	#	49.8%	46.3%



Jan-16 - Fieldwork -Jan-Mar 2015 and Jul-Sept 2014
Jul-16 - Fieldwork -July-Sept 2015 and Jan-March 2016
Jul-17 - Fieldwork - January - March 2017