

# GP Patient Survey - 2023 results

APPENDIX 2

Survey question	National average	Tees Valley	Stockton	Practice ranges
% of patients surveyed found it easy to get through to someone at their GP practice on the phone	50%	49%	52%	9% - 98%
% of patients surveyed found the receptionists helpful	82%	85%	89%	70% - 99%
% of patients surveyed were satisfied with the GP appointment times available to them	53%	55%	59%	26% - 93%
% of patients surveyed were satisfied with the appointment(s) offered	72%	75%	77%	54% - 96%
% of patients surveyed would describe their experience of making an appointment as good	54%	57%	62%	41% - 96%
% of patients surveyed would describe their overall experience of their GP practice as good	71%	75%	78%	51% - 99%

Key: indicates better than national average; indicates worse than national average

# GP Patient Survey - 2023 results

Survey question	National average	Tees Valley	Stockton	Practice ranges
% of patients surveyed found it easy to get through to someone at their GP practice on the phone	50%	49%	52%	9% - 98%
% of patients surveyed found the receptionists helpful	82%	85%	89%	70% - 99%
% of patients surveyed were satisfied with the GP appointment times available to them	53%	55%	59%	26% - 93%
% of patients surveyed were satisfied with the appointment(s) offered	72%	75%	77%	54% - 96%
% of patients surveyed would describe their experience of making an appointment as good	54%	57%	62%	41% - 96%
% of patients surveyed would describe their overall experience of their GP practice as good	71%	75%	78%	51% - 99%

Key: indicates better than national average; indicates worse than national average

## GP Patient Survey results

Data Source: [GP Patient Survey \(gp-patient.co.uk\)](http://gp-patient.co.uk)

		Q32. Overall, how would you describe your experience of your GP practice?			Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?			Q16. Were you satisfied with the type of appointment you were offered?			Q21. Overall, how would you describe your experience making an appointment?			Q6. How satisfied are you with the general practice appointment times that are available to you?		
		National Average 2023		71%	National Average 2023		50%	National Average 2023		72%	National Average 2023		54%	National Average 2023		53%
Practice Code	Practice	2023	2022	+/- ve	2023	2022	+/- ve	2023	2022	+/- ve	2023	2022	+/- ve	2023	2022	+/- ve
A81001	The Densham Surgery	65%	85%	-20%	48%	51%	-3%	79%	71%	8%	54%	53%	1%	48%	66%	-18%
A81002	Queens Park Medical Centre	73%	62%	12%	26%	24%	3%	73%	62%	11%	51%	36%	14%	41%	43%	-1%
A81006	Tennant Street Medical Practice	89%	75%	14%	27%	16%	11%	75%	66%	10%	56%	39%	16%	53%	36%	17%
A81014	Queenstree Practice	79%	84%	-5%	60%	77%	-17%	74%	71%	3%	65%	70%	-5%	57%	67%	-10%
A81017	Woodbridge Practice	64%	50%	13%	47%	27%	20%	74%	52%	22%	59%	35%	24%	50%	30%	21%
A81025	The Dovecot Surgery	60%	70%	-10%	23%	37%	-14%	60%	76%	-16%	45%	52%	-7%	42%	64%	-22%
A81027	Yarm Medical Practice	77%	67%	10%	27%	31%	-4%	72%	72%	0%	40%	47%	-7%	51%	46%	6%
A81034	Thornaby & Barwick Medical Group	74%	67%	8%	23%	21%	2%	72%	59%	13%	56%	47%	9%	46%	51%	-6%
A81036	Norton Medical Centre	51%	62%	-10%	9%	7%	2%	81%	49%	12%	23%	23%	0%	26%	23%	3%
A81039	Eaglescliffe Medical Practice	90%	87%	2%	63%	62%	1%	86%	82%	5%	67%	68%	0%	70%	56%	14%
A81040	Marsh House Medical Practice	70%	75%	-5%	37%	36%	2%	54%	60%	-6%	43%	46%	-3%	40%	58%	-18%
A81046	Woodlands Family Medical Practice	55%	61%	-6%	30%	42%	-12%	63%	63%	3%	42%	49%	-7%	43%	54%	-11%
A81056	Melrose Surgery	93%	89%	4%	96%	92%	3%	96%	88%	8%	87%	83%	4%	92%	77%	14%
A81057	Kingsway Medical Centre	83%	75%	9%	61%	55%	6%	84%	71%	13%	70%	62%	8%	64%	60%	3%
A81066	Park Lane Surgery	94%	95%	-1%	83%	94%	-11%	83%	91%	-8%	83%	84%	-1%	76%	80%	-3%
A81067	Alma Medical Centre	88%	80%	9%	32%	26%	6%	86%	81%	5%	60%	58%	3%	55%	56%	-1%
A81602	Dr Rasool	99%	98%	1%	98%	96%	2%	96%	99%	-3%	96%	91%	5%	90%	84%	6%
A81608	Elm Tree Surgery	91%	91%	0%	97%	93%	4%	96%	93%	2%	94%	91%	2%	93%	82%	11%
A81610	The Roseberry Practice	58%	63%	-6%	33%	43%	-9%	60%	74%	-14%	41%	56%	-15%	39%	46%	-7%
A81629	Riverside Medical Centre	92%	96%	-5%	90%	92%	-2%	89%	93%	-4%	88%	89%	-1%	84%	90%	-5%
A81634	The Arrival Practice	87%	83%	4%	81%	82%	0%	83%	81%	2%	76%	78%	-2%	80%	87%	-7%

The table above is a comparison of the results from 2023 to 2022.

		Q32. Overall, how would you describe your experience of your GP practice?				Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?				Q16. Were you satisfied with the type of appointment you were offered?				Q21. Overall, how would you describe your experience making an appointment?				Q6. How satisfied are you with the general practice appointment times that are available to you?			
		National Average 2023		71%		National Average 2023		50%		National Average 2023		72%		National Average 2023		54%		National Average 2023		53%	
Practice Code	Practice	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021	PCN Av	2023	2022	2021
A81001	The Densham Surgery	73%	65%	85%	88%	59%	48%	51%	56%	78%	79%	71%	86%	65%	54%	53%	66%	63%	48%	66%	58%
A81002	Queens Park Medical Centre	84%	73%	62%	89%	28%	26%	24%	49%	78%	73%	62%	88%	56%	51%	36%	66%	50%	41%	43%	64%
A81006	Tennant Street Medical Practice	84%	89%	75%	88%	28%	27%	16%	39%	78%	75%	66%	84%	56%	56%	39%	64%	50%	53%	36%	69%
A81014	Queenstree Practice	76%	79%	84%	91%	56%	60%	77%	87%	75%	74%	71%	91%	61%	65%	70%	88%	58%	57%	67%	86%
A81017	Woodbridge Practice	73%	64%	50%	73%	59%	47%	27%	53%	78%	74%	52%	79%	65%	59%	35%	63%	63%	50%	30%	51%
A81025	The Dovecot Surgery	73%	60%	70%	82%	59%	23%	37%	56%	78%	60%	76%	87%	65%	45%	52%	64%	63%	42%	64%	67%
A81027	Yarm Medical Practice	84%	77%	67%	88%	49%	27%	31%	68%	79%	72%	72%	87%	62%	40%	47%	80%	61%	51%	46%	67%
A81034	Thornaby & Barwick Medical Group	84%	74%	67%	79%	49%	23%	21%	42%	79%	72%	59%	81%	62%	42%	56%	47%	61%	46%	51%	62%
A81036	Norton Medical Centre	76%	51%	62%	78%	56%	9%	7%	47%	75%	61%	49%	79%	61%	23%	23%	57%	58%	26%	23%	64%
A81039	Eaglescliffe Medical Practice	84%	90%	87%	86%	49%	63%	62%	78%	79%	86%	82%	86%	62%	67%	68%	81%	61%	70%	56%	74%
A81040	Marsh House Medical Practice	76%	70%	75%	82%	56%	37%	36%	75%	75%	54%	60%	82%	61%	43%	46%	69%	58%	40%	56%	64%
A81046	Woodlands Family Medical	73%	55%	61%	75%	59%	30%	42%	45%	78%	66%	63%	77%	65%	42%	49%	59%	63%	43%	54%	63%
A81056	Melrose Surgery	76%	93%	89%	94%	56%	96%	92%	97%	75%	96%	88%	92%	61%	83%	83%	90%	58%	92%	77%	85%
A81057	Kingsway Medical Centre	76%	83%	75%	90%	56%	61%	55%	80%	75%	84%	71%	82%	61%	70%	62%	82%	58%	64%	60%	69%
A81066	Park Lane Surgery	84%	94%	95%	94%	49%	83%	94%	98%	79%	83%	91%	97%	62%	83%	84%	94%	61%	76%	80%	85%
A81067	Alma Medical Centre	84%	88%	80%	95%	28%	32%	26%	55%	86%	81%	92%	92%	56%	60%	58%	81%	50%	55%	56%	83%
A81602	Dr Rasool	76%	99%	98%	97%	56%	98%	96%	100%	75%	96%	99%	99%	61%	96%	91%	99%	58%	90%	84%	95%
A81608	Elm Tree Surgery	73%	91%	91%	95%	59%	97%	93%	95%	78%	96%	93%	91%	61%	94%	91%	96%	63%	93%	82%	90%
A81610	The Roseberry Practice	76%	58%	63%	80%	56%	33%	43%	56%	75%	60%	74%	74%	61%	41%	56%	64%	58%	39%	46%	55%
A81629	Riverside Medical Centre	73%	92%	96%	90%	59%	90%	92%	92%	78%	89%	93%	88%	65%	88%	89%	90%	63%	84%	90%	91%
A81634	The Arrival Practice	73%	87%	83%	89%	59%	81%	82%	95%	78%	83%	81%	85%	65%	76%	78%	87%	63%	80%	87%	79%

The table above is a heat map of the GP Patient survey results from 2021 to 2023 for Stockton-on-Tees.

		Q32. Overall, how would you describe your experience of your GP practice?		Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?		Q16. Were you satisfied with the type of appointment you were offered?		Q21. Overall, how would you describe your experience making an appointment?		Q6. How satisfied are you with the general practice appointment times that are available to you?	
		National Average 2023	71%	National Average 2023	50%	National Average 2023	72%	National Average 2023	54%	National Average 2023	53%
Practice Code	Practice	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023	TV Av. 2023	2023
A81001	The Densham Surgery	74%	65%	49%	48%	75%	79%	57%	54%	55%	48%
A81002	Queens Park Medical Centre	74%	73%	49%	26%	75%	73%	57%	51%	55%	41%
A81006	Tennant Street Medical Practice	74%	89%	49%	27%	75%	75%	57%	56%	55%	53%
A81014	Queenstree Practice	74%	79%	49%	60%	75%	74%	57%	65%	55%	57%
A81017	Woodbridge Practice	74%	64%	49%	47%	75%	74%	57%	59%	55%	50%
A81025	The Dovecot Surgery	74%	60%	49%	23%	75%	60%	57%	45%	55%	42%
A81027	Yarm Medical Practice	74%	77%	49%	27%	75%	72%	57%	40%	55%	51%
A81034	Thornaby & Barwick Medical Group	74%	74%	49%	23%	75%	72%	57%	56%	55%	46%
A81036	Norton Medical Centre	74%	51%	49%	9%	75%	61%	57%	23%	55%	26%
A81039	Eaglescliffe Medical Practice	74%	90%	49%	63%	75%	86%	57%	67%	55%	70%
A81040	Marsh House Medical Practice	74%	70%	49%	37%	75%	54%	57%	43%	55%	40%
A81046	Woodlands Family Medical Practice	74%	55%	49%	30%	75%	66%	57%	42%	55%	43%
A81056	Melrose Surgery	74%	93%	49%	96%	75%	96%	57%	87%	55%	92%
A81057	Kingsway Medical Centre	74%	83%	49%	61%	75%	84%	57%	70%	55%	64%
A81066	Park Lane Surgery	74%	94%	49%	83%	75%	83%	57%	83%	55%	76%
A81067	Alma Medical Centre	74%	88%	49%	32%	75%	86%	57%	60%	55%	55%
A81602	Dr Rasool	74%	99%	49%	98%	75%	96%	57%	96%	55%	90%
A81608	Elm Tree Surgery	74%	91%	49%	97%	75%	96%	57%	94%	55%	93%
A81610	The Roseberry Practice	74%	58%	49%	33%	75%	60%	57%	41%	55%	39%
A81629	Riverside Medical Centre	74%	92%	49%	90%	75%	89%	57%	88%	55%	84%
A81634	The Arrival Practice	74%	87%	49%	81%	75%	83%	57%	76%	55%	80%

The table above show the Stockton-on-Tees practices' results in 2023 compared to the Tees Valley average.