# Primary Care Survey Dataset volume 2 Short Survey Responses and Maps

9 December 2021 to 10 January 2022

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Rutland Surgeries have 41624 registered patients, which includes 3529 patients outside the combined commissioning CCG         Who were you making an appointment for?       Self       A child       Neigbour or friend       Some one with additional needs       Elderly Relative         782       88%       59       7%       1       0%       8       1%       35       4%         How did you last make an appointment?       In Person       Phone       App       Website       Phone       App
appointment for?SelfA childNeigbour or friendwith additional needsElderly Relative78288%597%10%81%354%How did you last make an appointment?In PersonPhoneAppWebsite118%202%69377%283%16118%11When you called, did you get an engaged tone?YesNoHow many times did you call before you got an answer?First 2322nd Attempt 345>2How long until your call was<5 mins
How did you last make an appointment?In PersonPhoneAppWebsite202%69377%283%16118%When you called, did you get an engaged tone?YesNoImplementImplement34550%34550%ImplementImplementHow many times did you call before you got an answer?First 2322ndAttempt>223240%356%32055%ImplementHow long until your call was<5 mins
appointment?       20       2%       693       77%       28       3%       161       18%         When you called, did you get an engaged tone?       Yes       No       Image: Constraint of the second sec
When you called, did you get an engaged tone?YesNoII34550%34550%IIIHow many times did you call before you got an answer?First 2322nd Attempt 35>223240%356%32055%How long until your call was<5 mins
engaged tone?       345       50%       345       50%       Image: Solution of the system of t
How many times did you call before you got an answer?First Attempt2nd Attempt>223240%356%32055%How long until your call was<5 mins
before you got an answer?         232         40%         35         6%         320         55%           How long until your call was         <5 mins
Were you triaged ?
562 81% 131 19%
Did you find the receptionist Yes No
helpful? 582 84% 131 19%
Same day <48 hours <72 hours Within a week Over a wee
How long did you wait for an
appointment? 181 20% 163 18% 71 8% 150 17% 337 37%
Who was your appointment GP Nurse Nurse P Pharmacist Other
with? (Other (please specify)) 450 50% 119 13% 229 25% 11 1% 87 10%
Did you see the person you Yes No
wanted to? 465 52% 437 48%
Was your appointment face to face, or remote?     F2F     Telephone     Home Visit     Virtual
Were you happy with your level Yes No
of care? 559 63% 333 37%
Overall, how easy was it make         5         4         3         2         1
an appointment? Easy 43% Not Easy 57%
1 = not at all easy, 5 = very easy:         141         16%         91         10%         158         18%         129         14%         383         42%
How satisfied were you with the 5 4 3 2 1
appointment time offered? Satisfied 59% Not Satisfied 41%
appointment time offered?Satisfied 59%Not Satisfied 41%1 = not at all satisfied, 5 = very satisfied22425%10712%20022%10011%27130%
appointment time offered? 1 = not at all satisfied, 5 = very satisfiedSatisfied59%Not Satisfied41%22425%10712%20022%10011%27130%

EMPINGHAM MEDICAL CENT			sponse		50				10/01/2			
The centre has 9027 registered p Who were you making an appointment for?	Self		A child		patients outside Neigbour or friend		the commission Some one with additional needs		Elderly Relative			
	138	95%	6	4%	0	0%	1	1%	0	0%		
How did you last make an appointment?	In Person		<b>Ph</b> 147	one 98%	<b>A</b>	<b>pp</b> 0%	Webs	site 1%				
When you called, did you get		es		lo								
an engaged tone? How many times did you call	18 12% First Attempt				128 2nd A	88%	>	>2				
before you got an answer?	87	82%	9	8%	10	9%						
How long until your call was	<5	nins	5 te	o 15	15 t	o 30	>30	)				
answered?	97	68%	44	31%	1	1%	1	1%				
Were you triaged ?	<b>Y</b> 130	<b>es</b> 88%	<b>N</b> 17	<b>lo</b> 12%								
Did you find the receptionist helpful?	<b>Y</b> 125	<b>es</b> 85%	22	<b>lo</b> 15%								
			<48 hours		<72 hours		Within a week		Over a week			
How long did you wait for an	Same day <48 hours < 3 days 42%			A week or more								
appointment?	33	22%	22	15%	8	5%	12	8%	75	50%		
Who was your appointment	GP		Nurse		Nurse P		Pharmacist		Other			
with? (Other (please specify))	92	61%	10	7%	40	27%	1	1%	7	5%		
Did you see the person you	Y	es	No									
wanted to?	95	63%	55	37%								
Was your appointment face to	F	2F	Telephone		Home Visit		Virtual					
face, or remote?	56	37%	91	61%	0	0%	3	2%				
Were you happy with your level	Y	es	N	lo								
of care?	108	72%	41	28%								
Overall, how easy was it make an appointment?		5		4		3		t Easy	1 32%			
1 = not at all easy, 5 = very easy:	57	38%	Easy 20	68% 13%	25	17%	17	11%	31	21%		
How satisfied were you with the appointment time offered?		5 S	4 atisfied 63%		3		2 Not Satisfied		1			
1 = not at all satisfied, 5 = very satisfied	51	34%	15	10%	29	19%	15	10%	40	27%		
Overall, how satisfied were you		5		4		3	2			1		
with your level of care? 1 = not at all satisfied, 5 = very	63	S 42%	atisfied 20	75% 13%	29	19%	Not Sat	isfied 11%	25% 22	15%		
satisfied:		,.					<b>.</b>	,				

OAKHAM MEDICAL PRACTICE			spons						12 to 10/0	
OMP has 15,507 registered patie Who were you making an appointment for?	ents, which in Self		cludes 9 pati		ents outside o Neigbour or friend		outside the com Some one with additional needs		Elderly Relative	
	449	86%	42	8%	1	0%	3	1%	30	6%
How did you last make an	In Pe	erson	Р	hone	4	Арр	We	bsite		
appointment?	13	2%	391	73%	22	4%	110	21%		
When you called, did you get an	Y	es		No						
engaged tone?	298	77%	91	23%						
How many times did you call		rst mpt	2nd Attempt			>2				
before you got an answer?	61	17%	21	6%	286	78%				
How long until your call was	<5 m	nins	5	to 15	15	to 30		•30		
answered?	26	7%	145	37%	119	31%	100	26%		
		1								
Were you triaged ?		es		No						
	313	80%	78	20%						
Did you find the receptionist helpful?	Yes		No							
	230	59%	161	41%						
How long did you wait for an	Same day <48 hours			~72	<72 hours Within a week			0		
				nouro	12	nours				week
÷ .		< 3	days	43%		1	A week	or more	56%	1
<b>-</b> .	114		•		38	7%				40%
appointment? Who was your appointment	114 <b>G</b>	< 3 21%	days 81	43%	38	1	A week	or more	56%	40%
appointment? Who was your appointment		< 3 21%	days 81	43% 15%	38	7%	A week	c or more 16%	56% 215	40%
appointment? Who was your appointment	<b>G</b> 259	< 3 21%	days 81 <b>N</b> 79	43% 15% <b>urse</b>	38 <b>Nu</b>	7% rse P	A week 86 Phar	or more 16% macist	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you	<b>G</b> 259	< 3 21% P 48%	days 81 <b>N</b> 79	43% 15% <b>urse</b> 15%	38 <b>Nu</b>	7% rse P	A week 86 Phar	or more 16% macist	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to?	<b>G</b> 259 <b>Y</b> 234	< 3 21% P 48% es	days 81 79 302	43% 15% urse 15% No	38 <b>Nu</b> 133	7% rse P	A week 86 Phar 4	or more 16% macist	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you	<b>G</b> 259 <b>Y</b> 234	< 3 21% 48% es 44%	days 81 79 302	43% 15% urse 15% No 56%	38 <b>Nu</b> 133	7% rse P 25%	A week 86 Phar 4	or more 16% macist 1%	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote?	<b>G</b> 259 <b>Y</b> 234 <b>F</b> 185	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> </ul>	days 81 79 302 <b>Tele</b> 337	43% 15% urse 15% No 56%	38 Nu 133 Hom	7% rse P 25%	A week 86 Phar 4	rtual	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level	<b>G</b> 259 <b>Y</b> 234 <b>F</b> 185	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> </ul>	days 81 79 302 <b>Tele</b> 337	43% 15% 15% No 56% ephone 63%	38 Nu 133 Hom	7% rse P 25%	A week 86 Phar 4	rtual	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to	G 259 234 74 234 F2 185 74 286	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>es</li> </ul>	days 81 79 302 <b>Tele</b> 337	43% 15% urse 15% No 56% ephone 63%	38 Nu 133 Hom	7% rse P 25%	A week 86 Phar 4	rtual	56% 215 Oth	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment?	G 259 234 74 234 F2 185 74 286	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>es</li> <li>54%</li> </ul>	days 81 79 302 <b>Tele</b> 337	43% 15% 15% No 56% ephone 63% No 46%	38 Nu 133 Hom	7% rse P 25% e Visit 0%	A week 86 Phar 4 Vii 12	rtual	56% 215 Oth 61	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very	G 259 234 74 234 F2 185 74 286	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>es</li> <li>54%</li> </ul>	days 81 79 302 <b>Tele</b> 337 244	43% 15% 15% No 56% 56% 63% No 46% 46%	38 Nu 133 Hom	7% rse P 25% e Visit 0%	A week 86 Phar 4 Vii 12	or more           16%           macist           1%           2%           2	56% 215 Oth 61	40%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy: How satisfied were you with the	G 259 234 F2 185 Y0 286 \$ 30	< 3 21% 48% es 44% 2F 35% es 54%	days 81 79 302 <b>Tele</b> 337 244 Easy	43% 15% <b>urse</b> 15% <b>No</b> 63% <b>No</b> 46% 46% 4	38 Nu 133 Hom 2	7% rse P 25% e Visit 0% 3	A week 86 Phar 4 Vii 12	rtual 2% Not Easy	56% 215 Oth 61	40% er 11% 56%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy: How satisfied were you with the appointment time offered?	G 259 234 F2 185 Y0 286 \$ 30	<ul> <li>&lt; 3</li> <li>21%</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>es</li> <li>54%</li> <li< td=""><td>days 81 79 302 <b>Tele</b> 337 244 Easy</td><td>43% 15% 15% No 56% 9hone 63% 46% 46% 48% 7%</td><td>38 Nu 133 Hom 2</td><td>7% rse P 25% e Visit 0% 3 15%</td><td>A week 86 Phar 4 Vii 12 87</td><td>or more           16%           macist           1%           2%           2           Not Easy           16%</td><td>56% 215 Oth 61</td><td>40% er 11% 56%</td></li<></ul>	days 81 79 302 <b>Tele</b> 337 244 Easy	43% 15% 15% No 56% 9hone 63% 46% 46% 48% 7%	38 Nu 133 Hom 2	7% rse P 25% e Visit 0% 3 15%	A week 86 Phar 4 Vii 12 87	or more           16%           macist           1%           2%           2           Not Easy           16%	56% 215 Oth 61	40% er 11% 56%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy: How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very	G 259 234 F2 185 Y0 286 \$ 30	<ul> <li>&lt; 3</li> <li>21%</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>es</li> <li>54%</li> <li< td=""><td>days 81 79 302 <b>Tele</b> 337 244 Easy 35</td><td>43% 15% 15% No 56% 56% 63% A A 46% 46% 46% 28% 7%</td><td>38 Nu 133 Hom 2</td><td>7% rse P 25% e Visit 0% 3 15%</td><td>A week 86 Phar 4 Vii 12 87</td><td>or more         16%         macist         1%         2%         2%         16%         2%         16%         2         16%         2         16%         2         16%         2         2         2         2         2         2         2         2         2         2         2</td><td>56% 215 Oth 61</td><td>40% er 11% 56%</td></li<></ul>	days 81 79 302 <b>Tele</b> 337 244 Easy 35	43% 15% 15% No 56% 56% 63% A A 46% 46% 46% 28% 7%	38 Nu 133 Hom 2	7% rse P 25% e Visit 0% 3 15%	A week 86 Phar 4 Vii 12 87	or more         16%         macist         1%         2%         2%         16%         2%         16%         2         16%         2         16%         2         16%         2         2         2         2         2         2         2         2         2         2         2	56% 215 Oth 61	40% er 11% 56%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy: How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	G 259 Yu 234 F2 185 Yu 286 286 30 30	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>es</li> <li>44%</li> <li>2F</li> <li>35%</li> <li>54%</li> <li>54%</li> <li>6%</li> <li>6%</li> <li>Sat</li> </ul>	days 81 79 302 <b>Tele</b> 337 244 Easy 35	43% 15% 15% No 56% 63% A 63% 46% 46% 28% 7% 4	38 Nu 133 Hom 2	7% rse P 25% e Visit 0% 3 15% 3 23%	A week 86 Phar 4 Vii 12 12 87 87	rtual 2% Not Easy 16% 2	56% 215 Oth 61	40% ner 11% 56% 35%
appointment? Who was your appointment with? (Other (please specify)) Did you see the person you wanted to? Was your appointment face to face, or remote? Were you happy with your level of care? Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy: How satisfied were you with the appointment time offered?	G 259 Yu 234 F2 185 Yu 286 286 30 30	<ul> <li>&lt; 3</li> <li>21%</li> <li>P</li> <li>48%</li> <li>48%</li> <li>2F</li> <li>35%</li> <li>2F</li> <li>35%</li> <li>54%</li> <li></li></ul>	days 81 79 302 <b>Tele</b> 337 244 Easy 35	43% 15% 15% No 56% 63% A 63% 46% 46% 28% 7% 4 52% 11%	38 Nu 133 Hom 2	7% rse P 25% e Visit 0% 3 15% 3	A week 86 Phar 4 Vii 12 12 87 87 87 87	<pre>cor more 16% macist 1% 1% 2% curved 2% curved 2% curved 16% curved 2% curved 16% curved curved</pre>	56% 215 Oth 61 1 72% 301 1 48% 190	40% ner 11% 56% 35%

MARKET OVERTON	AND SOMERBY SURGERY

Reponses: 51 Date 09/12 to 10/01/2022

MARKET OVERTON AND SOF	VIERB	Y SUKG	ERY							
The surgery has 4920 register	ed pat	tients, w	/hich	includes	s 456	patient o	utside tl	ne comm	issior	ing CCG
Who were you making an appointment for?	Self		A child		Neigbour or friend		Some one with additional needs		Elderly Relative	
	80	80 90% 5 6%		0 0%		1 1%		3	3%	
How did you last make an	In P	erson	erson Phone		Арр		Website			
appointment?	2	2%	85 92%		3 3%		2 2%			
When you called, did you get	Y	′es		No						
an engaged tone?	14	16%	71	84%						
How many times did you call		irst empt	2nd Attempt		>2					
before you got an answer?	43	75%	1	2%	13	23%				
How long until your call was			-					20		
now long until your call was answered?	<b>&lt;5</b> 23	mins 27%	<b>5</b> 34	to 15 40%	<b>15</b> 19	to 30 22%	9	• <b>30</b> 11%		
					13	2270	3	1170		
Were you triaged ?	۲ 66	<b>′es</b> 78%	19	<b>No</b> 22%						
Did you find the receptionist helpful?		/es		No 070/						
	62	73%	23	27%						
How long did you wait for an appointment?	Same day <48 hours			<72	hours	Within a week Over a we			'a week	
			days 47%		I I		A week or more			
	15	16%	19	21%	9	10%	18	20%	31	34%
Who was your appointment		GP	N	urse	Nu	rse P	Phar	macist	C	Other
with? (Other (please specify))	53	58%	11	12%	16	17%	1	1%	11	12%
Did you see the person you	Y	′es		No						
wanted to?	47	51%	45	49%						
Was your appointment face	F2F		Telephone		Home Visit		Virtual			
to face, or remote?	31	34%	58	63%	3	3%	0	0%		
Were you happy with your	٢	′es		No						
level of care?	62	69%	28	31%						
Overall, how easy was it make an appointment?		5	4		3		2		1	
1 = not at all easy, 5 = very			Easy	57%	<b></b>			Not Easy	1	
easy:	14	15%	12	13%	26	28%	14	15%	26	28%
How satisfied were you with		5		4		3	2			1
the appointment time offered?		Sati	sfied	61%		[	Not Satisfied		39%	
1 = not at all satisfied, 5 = very satisfied	21	23%	12	13%	23	25%	13	14%	23	25%
Overall, how satisfied were		5		4		3		2		1
you with your level of care?		Sati	sfied	68%			Not S	atisfied	29%	
1 = not at all satisfied, 5 = very satisfied:	26	28%	16	17%	21	23%	11	12%	16	17%

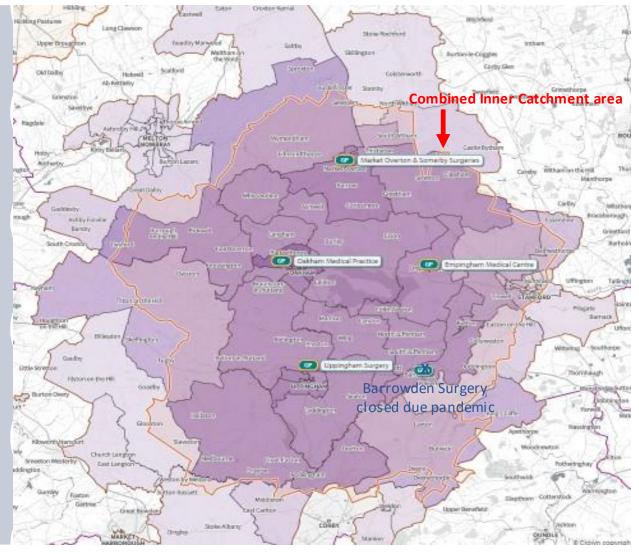
UPPINGHAM SURGERY		Re	esponse	es: 1	24	D	ate:	09/12 to	10/01/2	022
Uppingham has 12170 registered Who were you making an appointment for?	patients, which <b>Self</b>		A child		9 outside outsic Neigbour or friend		de the commission Some one with additional needs		Elderly Relative	
	115	92%	6	5%	2	2%	0	0%	2	2%
How did you last make an appointment?	In Po	erson 3%	<b>Phc</b> 70	<b>ne</b> 56%	4	App 3%	<b>W</b> 46	ebsite 37%		
When you called, did you get	Y	es	N	0						
an engaged tone?	15	21%	55	79%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt			>2				
	41	73%	4	7%	11	20%				
How long until your call was	<5	mins	5 to	15	15	to 30		>30		
answered?	18	26%	37	53%	6	9%	9	13%		
Were you triaged ?	<b>Y</b> 53	<b>es</b> 76%	<b>N</b> 17	<b>o</b> 24%						
Did you find the receptionist	Y	es	N	i						
helpful?	56	80%	14	20%						
How long did you wait for an appointment?	Same day <48 hours			<72 hours Within a week			Over a week			
		•	< 3 days	61%	I		A wee	ek or more	39%	Π
	19	15%	41	33%	16	13%	32	26%	16	13%
Who was your appointment	GP		Nurse		Nurse P		Pharmacist		Other	
with? (Other (please specify))	52	42%	19	15%	40	32%	5	4%	8	6%
			N							
Did you see the person you wanted to?		es 700/	N OF	1						
	89	72%	35	28%						
Was your appointment face to	F	2F	Telephone		Home Visit		Virtual			
face, or remote?	84	68%	39	31%	1	1%	0	0%		
Were you happy with your level	Y	es	N	0						
of care?	103	84%	20	16%						
Overall, how easy was it make		5	4		3		2		1	
an appointment?			Easy 71%					Not Easy	29%	
1 = not at all easy, 5 = very easy:	40	32%	24	19%	24	19%	11	9%	25	20%
How satisfied were you with the		5	4	•		3		2	1	
appointment time offered? 1 = not at all satisfied, 5 = very			Satisfied	81%			Not	Satisfied	19%	
satisfied	54	44%	19	15%	27	22%	6	5%	18	15%
Overall, how satisfied were you with your level of care?		5	4			3		2		
1 = not at all satisfied, 5 = very			Satisfied	1	1			Satisfied	19%	
satisfied:	56	45%	22	18%	23	19%	12	10%	11	9%

### **MAP - RUTLAND SURGERIES CATCHMENT**

**Rutland Surgeries** 

Rutland Surgeries have 41624 registered patients

This includes 3529 patients outside the combined inner catchment area.

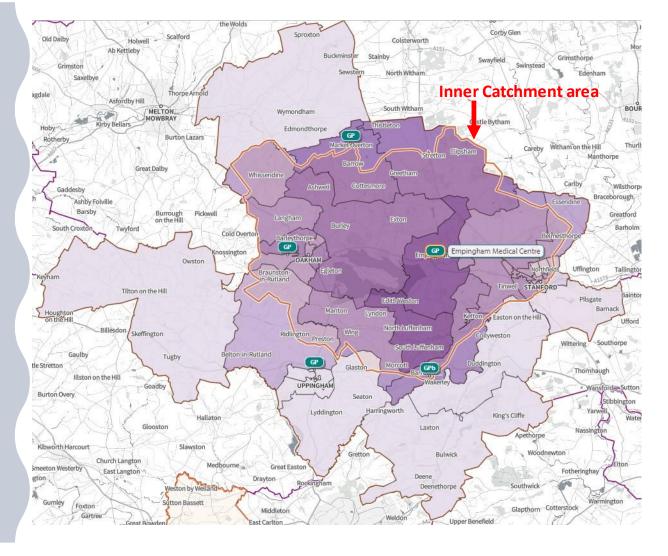


### MAP – EMPINGHAM MEDICAL CENTRE CATCHMENT

### Empingham Medical Centre

The centre has 9027 registered patients

This includes 1335 patients outside the inner catchment area

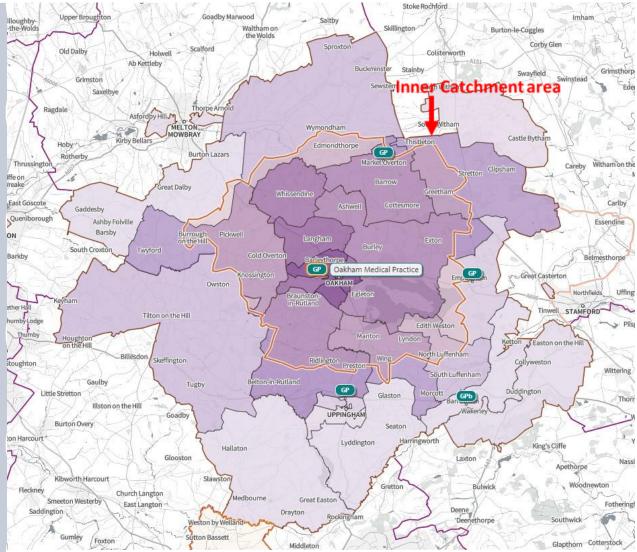


### MAP – OAKHAM MEDICAL PRACTICE CATCHMENT

### Oakham Medical Practice

The surgery has 15507 registered patients

This includes 9 patients outside the inner catchment area



### MAP – MARKET OVERBY AND SOMERBY CATCHMENT

Market Overby and Somerby Surgeries

The surgery has 4920 registered patients

This includes 456 patients outside the inner catchment area

