

Primary Care Survey Dataset volume 2

Short Survey Responses and Maps

9 December 2021 to 10 January 2022

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Appendix 5

RUTLAND

Responses: 902 Date: 09/12 to 10/01/2022

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		Neighbour 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			
	20	2%	693	77%	28	3%	161	18%		
When you called, did you get an engaged tone?	Yes		No							
	345	50%	345	50%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	232	40%	35	6%	320	55%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	164	24%	260	38%	145	21%	119	17%		
Were you triaged ?	Yes		No							
	562	81%	131	19%						
Did you find the receptionist helpful?	Yes		No							
	582	84%	131	19%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
			< 3 days		46%		A week or more		54%	
	181	20%	163	18%	71	8%	150	17%	337	37%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	450	50%	119	13%	229	25%	11	1%	87	10%
Did you see the person you wanted to?	Yes		No							
	465	52%	437	48%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	358	40%	528	59%	15	2%	6	1%		
Were you happy with your level of care?	Yes		No							
	559	63%	333	37%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
			Easy		43%		Not Easy		57%	
	141	16%	91	10%	158	18%	129	14%	383	42%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
			Satisfied		59%		Not Satisfied		41%	
	224	25%	107	12%	200	22%	100	11%	271	30%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
			Satisfied		62%		Not Satisfied		38%	
	225	25%	147	16%	189	21%	119	13%	222	25%

Appendix 5

EMPINGHAM MEDICAL CENTRE

Responses: 150

Date: 09/12 to 10/01/2022

The centre has 9027 registered patients, which includes 1335 patients outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		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		Phone		App		Website			
	1	1%	147	98%	0	0%	2	1%		
When you called, did you get an engaged tone?	Yes		No							
	18	12%	128	88%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	87	82%	9	8%	10	9%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	97	68%	44	31%	1	1%	1	1%		
Were you triaged ?	Yes		No							
	130	88%	17	12%						
Did you find the receptionist helpful?	Yes		No							
	125	85%	22	15%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
	< 3 days 42%				A week or more 58%					
	33	22%	22	15%	8	5%	12	8%	75	50%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	92	61%	10	7%	40	27%	1	1%	7	5%
Did you see the person you wanted to?	Yes		No							
	95	63%	55	37%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	56	37%	91	61%	0	0%	3	2%		
Were you happy with your level of care?	Yes		No							
	108	72%	41	28%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
	Easy 68%				Not Easy 32%					
	57	38%	20	13%	25	17%	17	11%	31	21%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
	Satisfied 63%				Not Satisfied 37%					
	51	34%	15	10%	29	19%	15	10%	40	27%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
	Satisfied 75%				Not Satisfied 25%					
	63	42%	20	13%	29	19%	16	11%	22	15%

Appendix 5

OAKHAM MEDICAL PRACTICE

Responses 536

Date: 09/12 to 10/01/2022

OMP has 15,507 registered patients, which includes 9 patients outside outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		Some one with additional needs		Elderly Relative	
	449	86%	42	8%	1	0%	3	1%	30	6%
How did you last make an appointment?	In Person		Phone		App		Website			
	13	2%	391	73%	22	4%	110	21%		
When you called, did you get an engaged tone?	Yes		No							
	298	77%	91	23%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	61	17%	21	6%	286	78%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	26	7%	145	37%	119	31%	100	26%		
Were you triaged ?	Yes		No							
	313	80%	78	20%						
Did you find the receptionist helpful?	Yes		No							
	230	59%	161	41%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
			< 3 days		43%		A week or more		56%	
	114	21%	81	15%	38	7%	86	16%	215	40%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	259	48%	79	15%	133	25%	4	1%	61	11%
Did you see the person you wanted to?	Yes		No							
	234	44%	302	56%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	185	35%	337	63%	2	0%	12	2%		
Were you happy with your level of care?	Yes		No							
	286	54%	244	46%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
			Easy		28%		Not Easy		72%	
	30	6%	35	7%	83	15%	87	16%	301	56%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
			Satisfied		52%		Not Satisfied		48%	
	98	18%	61	11%	121	23%	66	12%	190	35%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
			Satisfied		53%		Not Satisfied		47%	
	80	15%	87	16%	116	22%	80	15%	173	32%

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

MARKET OVERTON AND SOMERBY SURGERY

The surgery has 4920 registered patients, which includes 456 patient outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		Some one with additional needs		Elderly Relative	
	80	90%	5	6%	0	0%	1	1%	3	3%
How did you last make an appointment?	In Person		Phone		App		Website			
	2	2%	85	92%	3	3%	2	2%		
When you called, did you get an engaged tone?	Yes		No							
	14	16%	71	84%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	43	75%	1	2%	13	23%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	23	27%	34	40%	19	22%	9	11%		
Were you triaged ?	Yes		No							
	66	78%	19	22%						
Did you find the receptionist helpful?	Yes		No							
	62	73%	23	27%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
	< 3 days 47%						A week or more 53%			
	15	16%	19	21%	9	10%	18	20%	31	34%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	53	58%	11	12%	16	17%	1	1%	11	12%
Did you see the person you wanted to?	Yes		No							
	47	51%	45	49%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	31	34%	58	63%	3	3%	0	0%		
Were you happy with your level of care?	Yes		No							
	62	69%	28	31%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
	Easy 57%						Not Easy 43%			
	14	15%	12	13%	26	28%	14	15%	26	28%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
	Satisfied 61%						Not Satisfied 39%			
	21	23%	12	13%	23	25%	13	14%	23	25%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
	Satisfied 68%						Not Satisfied 29%			
	26	28%	16	17%	21	23%	11	12%	16	17%

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Responses: 124

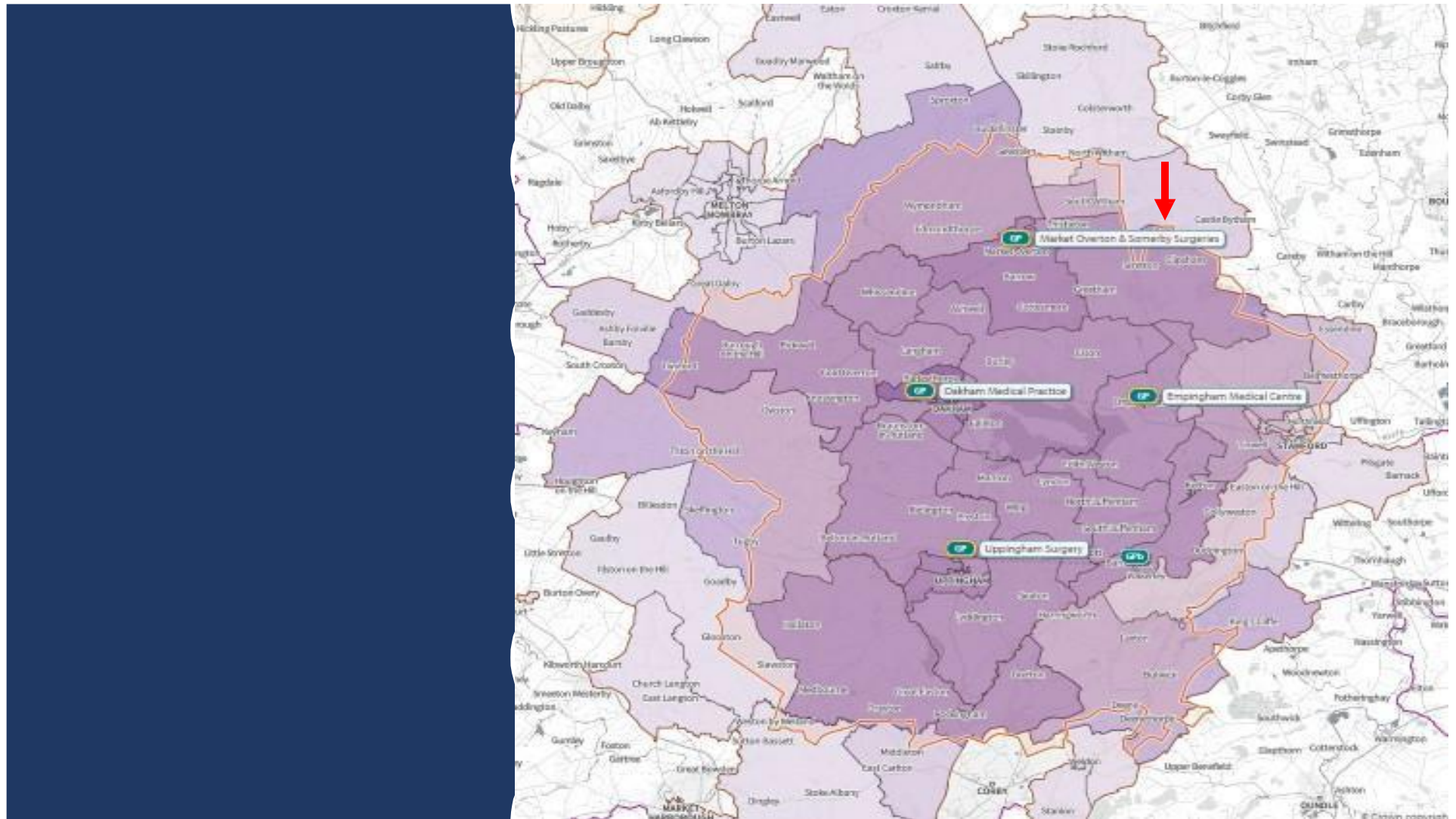
Date: 09/12 to 10/01/2022

UPPINGHAM SURGERY

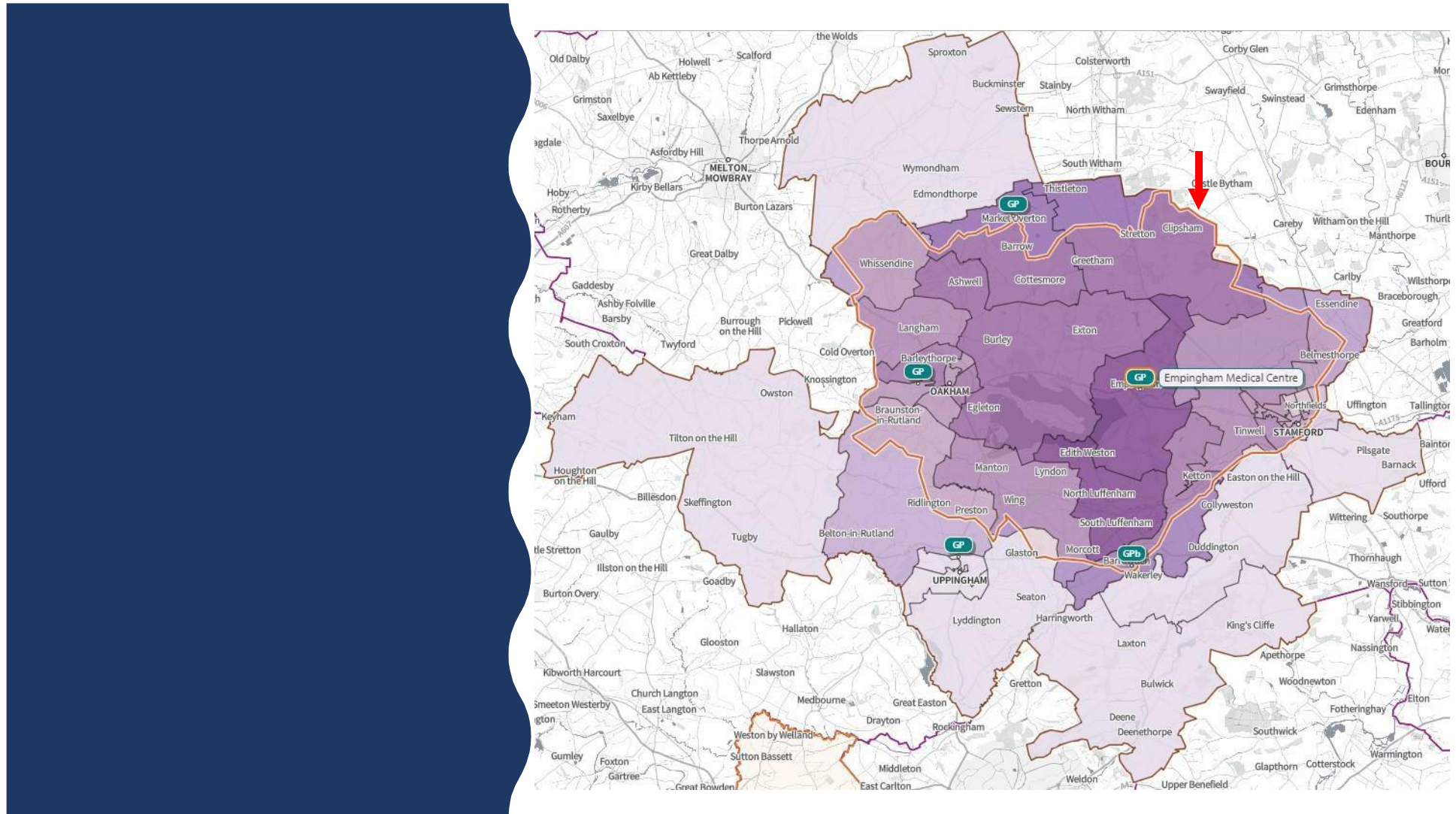
Uppingham has 12170 registered patients, which includes 1729 outside outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		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 Person		Phone		App		Website			
	4	3%	70	56%	4	3%	46	37%		
When you called, did you get an engaged tone?	Yes		No							
	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 answered?	<5 mins		5 to 15		15 to 30		>30			
	18	26%	37	53%	6	9%	9	13%		
Were you triaged ?	Yes		No							
	53	76%	17	24%						
Did you find the receptionist helpful?	Yes		No							
	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%						A week or more 39%			
	19	15%	41	33%	16	13%	32	26%	16	13%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	52	42%	19	15%	40	32%	5	4%	8	6%
Did you see the person you wanted to?	Yes		No							
	89	72%	35	28%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	84	68%	39	31%	1	1%	0	0%		
Were you happy with your level of care?	Yes		No							
	103	84%	20	16%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
	Easy 71%						Not Easy 29%			
	40	32%	24	19%	24	19%	11	9%	25	20%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
	Satisfied 81%						Not Satisfied 19%			
	54	44%	19	15%	27	22%	6	5%	18	15%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
	Satisfied 81%						Not Satisfied 19%			
	56	45%	22	18%	23	19%	12	10%	11	9%

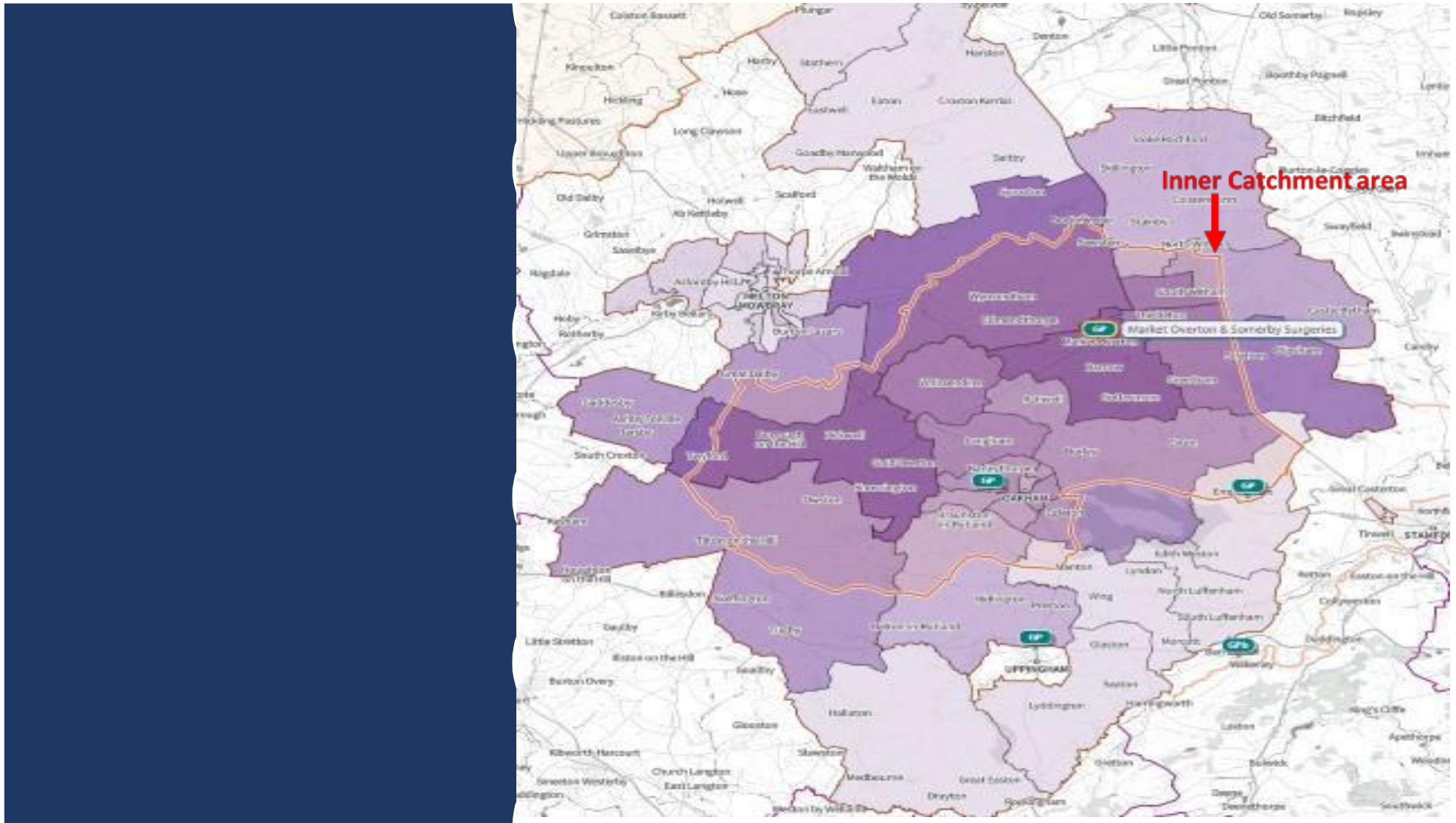
MAP - RUTLAND SURGERIES CATCHMENT



MAP – EMPINGHAM MEDICAL CENTRE CATCHMENT



MAP – MARKET OVERBY AND SOMERBY CATCHMENT



MAP – UPPINGHAM SURGERY CATCHMENT

