

Table 1: National Patient Experience Survey Scores. <https://gp-patient.co.uk/> Summary Provided by NHS England Thames Valley Area Team

Key	
	Equal or Greater than England
	Less than England

CCG	Satisfaction with Telephone Access				Satisfaction with Opening Hours				Overall Experience of GP Surgery				Confidence in GP				Confidence in Nurse				Recommend Practice			
	2011/12	2012/13	2013/14	Difference	2011/12	2012/13	2013/14	Difference	2011/12	2012/13	2013/14	Difference	2011/12	2012/13	2013/14	Difference	2011/12	2012/13	2013/14	Difference	2011/12	2012/13	2013/14	Difference
Aylesbury	82%	75%	72%	-7%	79%	77%	76%	-2%	90%	86%	86%	-4%	95%	93%	93%	-2%	88%	87%	86%	-1%	86%	81%	80%	-5%
Chiltern	82%	75%	74%	-7%	79%	77%	72%	-2%	90%	86%	85%	-4%	95%	93%	93%	-2%	88%	87%	86%	-1%	86%	81%	81%	-5%
England Total	78%	75%	73%	-3%	81%	80%	77%	-1%	88%	87%	86%	-1%	93%	93%	93%	0%	86%	87%	86%	1%	82%	80%	79%	-2%
TVAT Total	81%	78%	72%	-6%	79%	78%	74%	-4%	89%	88%	84%	-1%	94%	94%	92%	-1%	86%	88%	85%	-2%	83%	81%	78%	-4%

Practice name	13/14		Overall		
	Overall Exp % Good	Recomm Practice %	Tele Access % easy	experience making appt % Good	opening hrs % Satisfied
NORTH END SURGERY	87%	84%	86%	82%	79%
OAKFIELD SURGERY	85%	79%	86%	81%	84%
MEADOWCROFT SURGERY	87%	86%	78%	79%	88%
THE MANDEVILLE PRACTICE	78%	65%	56%	59%	75%
THE CROSS KEYS PRACTICE	91%	84%	61%	74%	72%
HADDENHAM MEDICAL CENTRE	64%	63%	46%	52%	66%
WELLINGTON HOUSE SURGERY	92%	87%	76%	77%	70%
POPLAR GROVE PRACTICE	88%	79%	74%	74%	90%
WHITEHILL SURGERY	83%	76%	55%	61%	78%
WHITCHURCH SURGERY	96%	94%	97%	83%	79%
NORDEN HOUSE SURGERY	82%	77%	72%	71%	73%
TRINITY HEALTH	94%	88%	76%	80%	74%
ASHCROFT SURGERY	96%	98%	72%	86%	77%
WADESODON SURGERY	92%	92%	90%	81%	76%
VERNEY CLOSE SURGERY	75%	62%	59%	64%	65%
STEWKLEY ROAD SURGERY	90%	87%	76%	80%	69%
MASONIC HOUSE SURGERY	87%	83%	86%	81%	73%
WESTONGROVE PARTNERSHIP	84%	75%	75%	71%	77%
ELLSBOROUGH SURGERY	92%	86%	82%	75%	65%
BROUGHTON HOUSE SURGERY	94%	93%	86%	87%	86%
BERRIFIELDS MEDICAL CENTRE	91%	88%	94%	83%	71%
RECTORY MEADOW SURGERY	88%	90%	83%	88%	82%
AMERSHAM HEALTH CENTRE	88%	90%	57%	80%	67%
RAWTHORNDEN SURGERY	90%	83%	94%	84%	74%
IVER MEDICAL CENTRE	73%	67%	62%	56%	51%
THE HALL PRACTICE	92%	92%	90%	90%	86%
TOWER HOUSE SURGERY	84%	82%	79%	74%	81%
MILBARN MEDICAL CENTRE	93%	89%	75%	76%	74%
HIGHFIELD SURGERY	98%	97%	95%	91%	79%
DESBOROUGH SURGERY	87%	74%	77%	83%	85%
CHILTERN HOUSE MED CENTRE	75%	67%	63%	65%	58%
KINGSWOOD SURGERY	77%	65%	54%	54%	64%
THE DOCTORS HOUSE, MARLOW MEDICAL GROUP	73%	73%	71%	60%	64%
THE NEW SURGERY	81%	72%	63%	75%	78%
CHERRYMEAD SURGERY	91%	86%	92%	85%	86%
WYE VALLEY SURGERY	83%	67%	61%	71%	80%
THREEWAYS	95%	94%	91%	93%	85%
BURNHAM HEALTH CENTRE	92%	88%	30%	58%	66%
THE JOHN HAMPDEN SURGERY	93%	93%	93%	91%	79%
RIVERSIDE SURGERY	86%	74%	60%	71%	72%
WATER MEADOW SURGERY	95%	92%	80%	86%	76%
CARRINGTON HOUSE SURGERY	90%	88%	86%	84%	70%
SOUTHMEAD SURGERY	87%	81%	83%	80%	75%
THE SIMPSON CENTRE	93%	93%	91%	88%	76%
STOKENCHURCH MEDICAL CTRE	78%	80%	82%	66%	65%
HUGHENDEN VALLEY SURGERY	87%	80%	73%	77%	69%
THE MISBOURNE SURGERY	92%	87%	87%	79%	86%
PRIORY SURGERY	79%	74%	78%	71%	72%
DENHAM MEDICAL CENTRE	91%	82%	89%	81%	68%
GLADSTONE ROAD SURGERY	80%	73%	83%	64%	67%
POUND HOUSE SURGERY	83%	81%	74%	70%	65%
DR ALLAN AND PARTNERS	89%	91%	88%	86%	77%
THE PRACTICE HANOVER HOUSE	57%	49%	46%	43%	64%
PROSPECT HOUSE SURGERY	83%	72%	83%	73%	71%
LITTLE CHALFONT SURGERY	90%	82%	81%	85%	73%
IVER HEATH HEALTH CENTRE	79%	65%	80%	73%	56%

Patient experience survey 2013/14 cross tabulations

