

What is our Patients Experience of access?



Dec 2012

81%

June 2013

78%

Dec 2013

78%

July 2014

76%

5%

decline in patients getting through with ease to someone at GP surgery by phone



79%

78%

75%

75%

4%

decline in patients having a good overall experience of making an appointment



24%

24%

27%

25%

1%

increase in patients who had a waiting time at surgery greater than 15 minutes



80%

78%

79%

77%

3%

decline in patients that state their GP surgery is open at times that are convenient



87%

84%

86%

84%

3%

decline in patients who had a good overall experience at their GP Surgery