

Practice Name	Response rate	Accessing GP Services								Making an Appointment					
		Q3: Ease of getting through on the phone		Q4: Helpfulness of reception		Q8: Have a preferred Doctor		Q9: See preferred Doctor		Q12: Able to get an appointment		Q15: Convenience of appointment		Q18: Experience of making appointment	
		Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey
ALEXANDRA RD SURGERY	38.0%	79%	→	89%	→	54%	→	71%	→	90%	→	92%	→	74%	→
BECCLES MEDICAL CENTRE	49.6%	72%	→	89%	→	78%	→	78%	→	94%	→	94%	→	74%	→
LONGSHORE SURGERIES	53.9%	65%	→	82%	→	52%	→	66%	→	90%	→	99%	→	74%	→
BRIDGE ROAD SURGERY	50.2%	96%	→	96%	→	57%	→	60%	→	94%	→	95%	→	87%	→
VICTORIA ROAD SURGERY	42.0%	87%	→	88%	→	69%	→	55%	→	93%	→	93%	→	82%	→
SOUTHWOLD SURGERY	51.6%	91%	→	94%	→	68%	→	76%	→	96%	→	99%	→	87%	→
HIGH STREET SURGERY	37.2%	87%	→	95%	→	85%	→	92%	→	96%	→	99%	→	93%	→
KIRKLEY MILL HEALTH CENTRE	38.0%	74%	→	86%	→	34%	→	44%	→	85%	→	95%	→	69%	→
BUNGAY MEDICAL CENTRE	50.8%	92%	→	86%	→	65%	→	48%	→	87%	→	89%	→	67%	→
CUTLERS HILL SURGERY	50.2%	76%	→	87%	→	75%	→	79%	→	95%	↑	92%	→	80%	→
ROSDALE SURGERY	41.5%	90%	→	92%	→	61%	→	58%	→	96%	→	97%	→	87%	→
MARINE PARADE SURGERY	31.6%	81%	→	87%	→	38%	→	41%	→	84%	→	85%	→	67%	→
ANDAMAN SURGERY	46.1%	87%	→	91%	→	45%	→	72%	→	96%	→	94%	→	88%	→
WESTWOOD SURGERY	31.7%	99%	→	100%	→	60%	→	95%	→	98%	→	100%	→	89%	→

Key and Notes

- **No value** - in a cell indicates it was not possible to calculate performance as there were too few responses to the question either in this survey or the previous one.
- **Overall Score** - is calculated for the most recent and previous surveys by adding together the significance scores for each question together (where -1 = significantly worse, 1 = significantly better and 0 = no significant difference). The maximum score is 26 and the minimum score is -26. To show the direction of travel the difference between the overall score for the most recent and previous survey is shown.
- **Practice names highlighted in red** (column "B") indicate that these are included in the bottom 10% of practices nationally for the weighted percentage of patients responding "Very good" and "Fairly good" to question 28 in the survey ("Overall, how would you describe your experience of your GP surgery?")
- **Practice scores** calculated for this analysis differ from those published on the GP patient survey website. Where possible we have excluded responses indicating no definite opinion (such as "Haven't tried", "Don't know / cant say", "Not tried at this GP surgery", "Can't remember", and "Doesn't apply") from the numerators and denominators we have calculated.
- **Practice scores shaded Red and Green** - indicate where the practice score for a particular question is significantly better/worse compared to the national average (i.e. where confidence intervals for the practice and the national average do not overlap).
- **Red, Amber and Green arrows** - show whether the practice score has significantly improved or declined compared to the result in the previous survey (significance based on confidence intervals not overlapping).

	Seeing a Doctor in the Surgery											
	Q21a: Doctor gave you enough time		Q21b: Doctor listened to you		Q21c: Doctor explained tests and treatment		Q21d: Doctor involved in decisions about you		Q21e: Doctor treated with care and concern		Q22: Confidence and trust in Doctor	
Practice Name	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey
ALEXANDRA RD SURGERY	91%	→	93%	→	94%	↑	87%	→	90%	→	98%	→
BECCLES MEDICAL CENTRE	87%	→	89%	→	87%	→	81%	→	87%	→	93%	→
LONGSHORE SURGERIES	91%	→	92%	→	89%	→	88%	→	90%	→	98%	→
BRIDGE ROAD SURGERY	90%	→	95%	→	83%	→	89%	→	88%	→	99%	→
VICTORIA ROAD SURGERY	90%	→	97%	→	91%	→	84%	→	90%	→	99%	→
SOUTHWOLD SURGERY	93%	→	97%	→	93%	→	94%	→	93%	→	99%	→
HIGH STREET SURGERY	94%	→	96%	→	90%	→	82%	→	86%	→	98%	→
KIRKLEY MILL HEALTH CENTRE	78%	→	75%	→	68%	→	67%	→	64%	→	87%	→
BUNGAY MEDICAL CENTRE	94%	→	98%	→	93%	→	85%	→	95%	→	100%	→
CUTLERS HILL SURGERY	94%	→	97%	→	96%	→	93%	→	92%	→	99%	→
ROSEDALE SURGERY	89%	→	91%	→	89%	→	79%	→	88%	→	93%	→
MARINE PARADE SURGERY	72%	→	74%	→	74%	→	66%	→	71%	→	79%	→
ANDAMAN SURGERY	94%	→	96%	→	94%	→	90%	→	96%	→	99%	→
WESTWOOD SURGERY	92%	→	91%	→	90%	→	86%	→	89%	→	95%	→

Practice Name	Seeing a Nurse in the Surgery												Opening Hours			
	Q23a: Nurse gave you enough time		Q23b: Nurse listened to you		Q23c: Nurse explained tests and treatment		Q23d: Nurse involved in decisions about you		Q23e: Nurse treated with care and concern		Q24: Confidence and trust in Nurse		Q25: Satisfied with GP opening hours		Q26: GP surgery open at convenient times	
	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey
ALEXANDRA RD SURGERY	91%	→	88%	→	86%	→	86%	→	87%	→	93%	↓	83%	→	88%	→
BECCLES MEDICAL CENTRE	95%	→	93%	→	91%	→	87%	→	94%	→	96%	→	89%	→	87%	→
LONGSHORE SURGERIES	99%	→	99%	→	98%	→	92%	→	98%	→	99%	→	78%	→	82%	→
BRIDGE ROAD SURGERY	99%	↑	98%	→	96%	→	95%	→	95%	→	99%	→	93%	→	96%	→
VICTORIA ROAD SURGERY	96%	→	95%	→	90%	→	91%	→	95%	→	99%	→	81%	→	83%	→
SOUTHWOLD SURGERY	97%	→	95%	→	92%	→	90%	→	95%	→	98%	→	75%	→	81%	→
HIGH STREET SURGERY	99%	→	99%	→	97%	→	96%	→	98%	→	99%	→	94%	→	94%	→
KIRKLEY MILL HEALTH CENTRE	91%	→	86%	→	87%	→	75%	→	84%	→	94%	→	71%	→	89%	→
BUNGAY MEDICAL CENTRE	88%	→	88%	→	89%	→	87%	→	90%	→	95%	→	89%	→	93%	→
CUTLERS HILL SURGERY	96%	→	93%	→	89%	→	88%	→	89%	→	94%	→	87%	→	88%	→
ROSEDALE SURGERY	94%	→	93%	→	87%	→	85%	→	88%	→	100%	→	85%	→	86%	→
MARINE PARADE SURGERY	80%	→	79%	→	77%	→	79%	→	81%	→	90%	→	76%	→	93%	→
ANDAMAN SURGERY	90%	→	91%	→	91%	→	86%	→	94%	→	97%	→	82%	→	81%	→
WESTWOOD SURGERY	89%	→	93%	→	92%	→	91%	→	91%	→	95%	→	87%	→	87%	→

Practice Name	Overall Experience				Out of Hours							
	Q28: Overall experience of GP surgery		Q29: Recommend surgery to people new to the area		Q36: Know how to contact an out-of-hours GP service		Q38: Ease of contacting the out-of-hours GP service by telephone		Q40: Confidence and trust in out-of-hours clinician		Q41: Overall experience of out-of-hours GP services	
	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey	Jul - Sep 2014 Survey (Published Jan 2015)	Compared to Jan - Mar 2014 Survey
ALEXANDRA RD SURGERY	89%	→	85%	→	72%	→	86%	→	86%	→	77%	→
BECCLES MEDICAL CENTRE	92%	→	90%	→	65%	→	72%	→	97%	→	57%	→
LONGSHORE SURGERIES	85%	→	86%	→	64%	→	80%	→	88%	→	80%	→
BRIDGE ROAD SURGERY	93%	→	92%	→	65%	→	89%	→	93%	→	75%	→
VICTORIA ROAD SURGERY	91%	→	88%	→	68%	→	89%	→	69%	→	68%	→
SOUTHWOLD SURGERY	92%	→	91%	→	57%	→	53%	→	96%	→	39%	→
HIGH STREET SURGERY	95%	→	91%	→	71%	→	72%	→	96%	→	58%	→
KIRKLEY MILL HEALTH CENTRE	73%	→	57%	→	49%	→	87%	↓	93%	↓	84%	↓
BUNGAY MEDICAL CENTRE	87%	→	88%	→	62%	→	84%	→	78%	→	53%	→
CUTLERS HILL SURGERY	89%	→	93%	→	79%	→	79%	→	82%	→	75%	→
ROSEDALE SURGERY	91%	→	86%	→	67%	→	80%	→	84%	→	77%	→
MARINE PARADE SURGERY	70%	→	50%	→	59%	→	68%	→	100%	→	60%	→
ANDAMAN SURGERY	90%	→	91%	→	67%	→	64%	→	78%	→	71%	→
WESTWOOD SURGERY	93%	→	76%	→	65%	→						

Net change in overall score	Overall Score Jul-Sep 2014	Overall Score Jan-Mar 2014
-8	8	16
-2	8	10
6	3	-3
16	17	1
3	7	4
0	7	7
13	19	6
-21	-9	12
4	8	4
2	12	10
-1	8	9
-19	-12	7
1	9	8
8	4	-4