

Appendix B - Chantry Bridge and surrounding practices - patient experience
GP Patient Survey 2013 (source: NHS Choices)

Question	Chantry Bridge S60 1RY	St Ann's S65 1DA	Clifton S65 1DA	The Gate S65 1DA	York Road S65 1PW	Shakespeare S65 1QY	Woodstock Bower S61 1AH
The proportion of patients who would recommend the GP surgery	74.80% middle range	67.50% amongst worst	78.30% middle range	72% middle range	64.80% amongst worst	75.70% middle range	62.50% amongst worst
GP patient survey score for opening hours	83.10% middle range	72.20% as expected	73.60% as expected	78.40% as expected	76.30% as expected	87.70% amongst best	63.60% amongst worst
Percentage of patients rating their ability to get through on the phone as very easy or easy	80.10% middle range	69% middle range	62.90% worst range	67.90% middle range	87.50% middle range	93.20% amongst best	58.00% amongst worst
Percentage of patients rating their experience of making an appointment as good or very good	77.40% middle range	65.80% amongst worst	71.20% middle range	73.40% middle range	76.60% middle range	80.80% middle range	50.70% amongst worst
Percentage of patients rating their practice as good or very good	86.00% middle range	77.90% amongst worst	80.30% amongst worst	88.10% middle range	79.30% amongst worst	89.10% middle range	69.30% amongst worst

The overall Rotherham patient satisfaction results for patients recommending a surgery are (78%) and satisfaction with opening hours (77%).
The results are provided as a benchmark for comparison with the surgeries within 1 mile of Chantry Bridge in the table above.