

Overall GP Practice Survey Results

% of respondents giving "good" or better for each category.

UK and IOM overall figures shown, with practice by practice breakdown. In the practice section the best result is shown in green and the lowest in red.

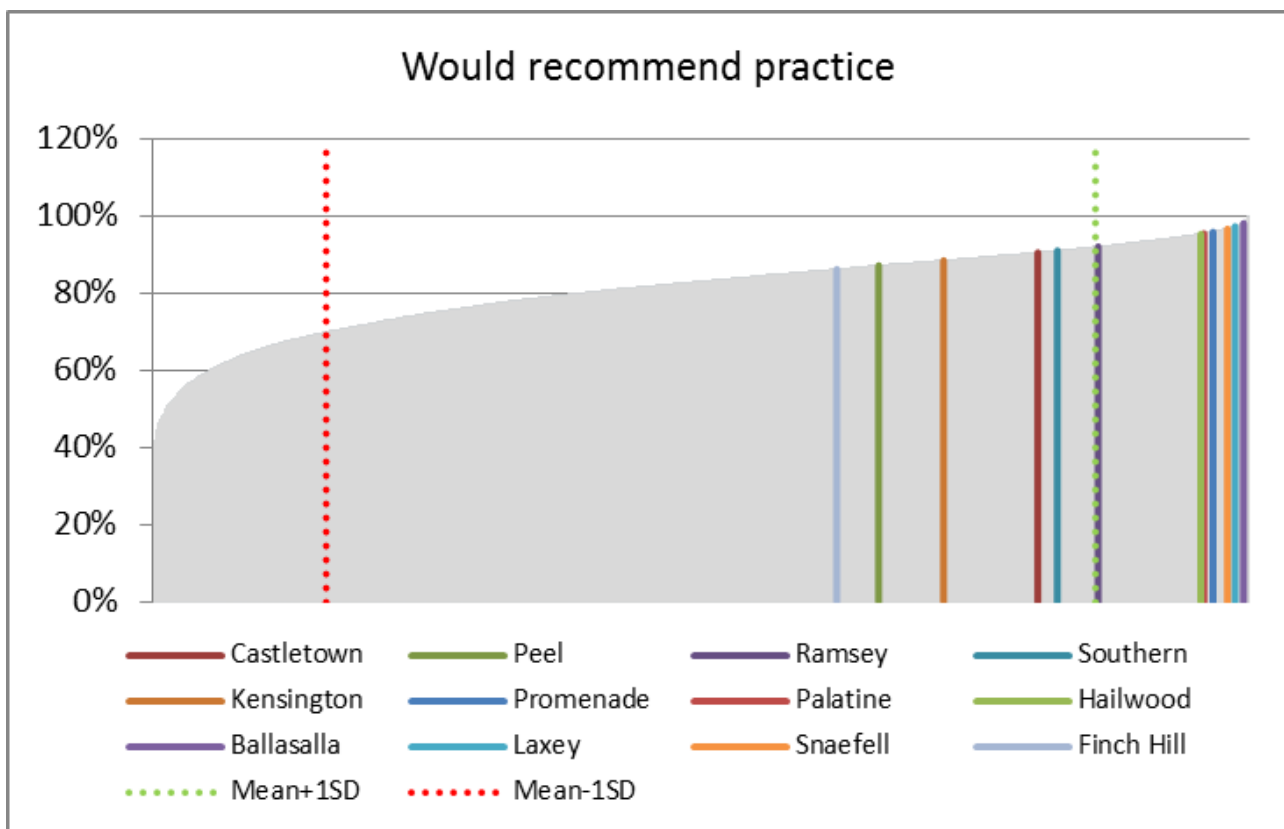
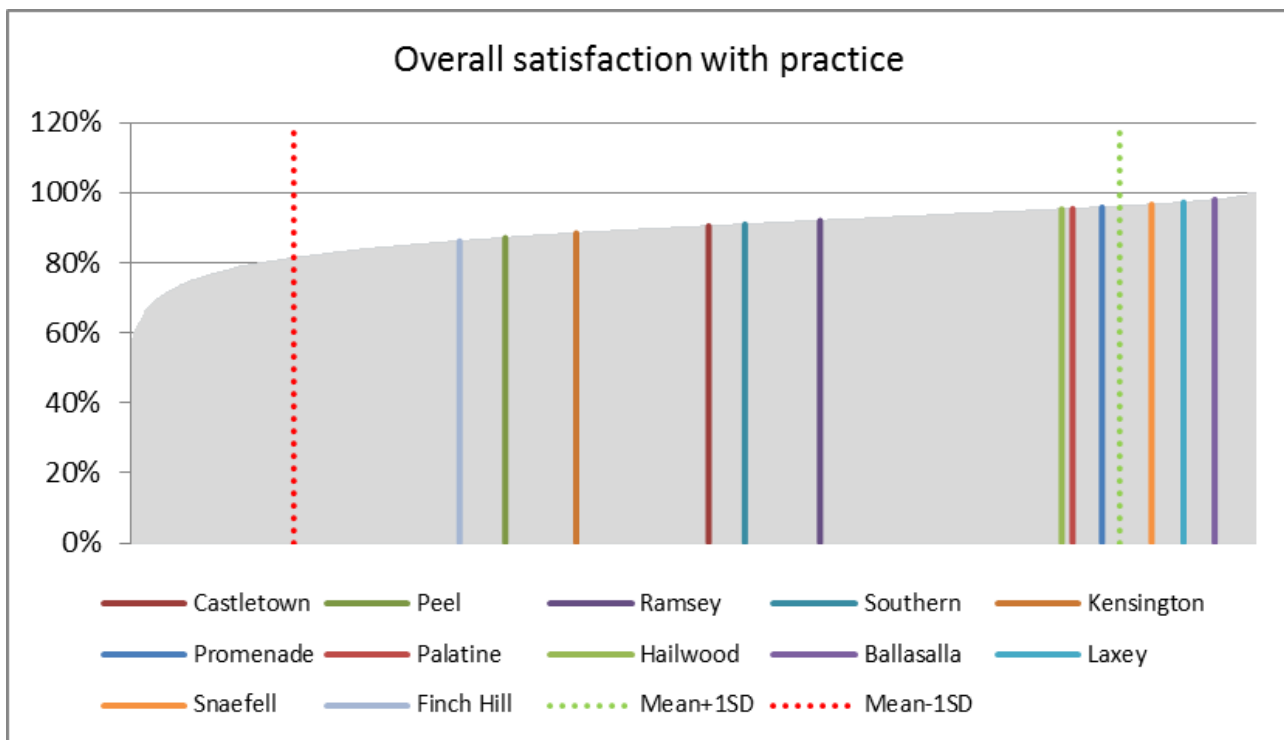
	Ease of getting through to someone at GP surgery on the phone	Helpfulness of receptionist	Convenient appointment	% Don't normally have to wait too long	Overall experience of making appointment	GP giving enough time	GP listening	GP Explains	GP Care & Concern	GP involving	Overall confidence in GP	Nurse giving enough time	Nurse listening	Nurse explains	Nurse Care & Concern	Nurse involving	Overall confidence in Nurse	Overall satisfaction with practice	Recommend
England	80%	91%	94%	65%	81%	88%	89%	85%	85%	78%	94%	85%	84%	81%	82%	71%	90%	89%	82%
Isle of Man	85%	94%	95%	69%	86%	92%	93%	90%	90%	81%	96%	87%	85%	83%	84%	72%	92%	93%	90%
Castletown	90%	95%	93%	55%	85%	92%	92%	88%	88%	78%	96%	90%	90%	85%	86%	70%	95%	91%	83%
Peel	83%	93%	89%	61%	73%	88%	89%	88%	88%	79%	95%	91%	89%	85%	91%	76%	95%	87%	87%
Ramsey	64%	83%	95%	67%	79%	92%	91%	87%	87%	76%	98%	86%	84%	84%	84%	69%	91%	92%	90%
Southern	82%	93%	93%	66%	82%	91%	92%	89%	89%	74%	93%	91%	87%	83%	87%	69%	92%	91%	87%
Kensington	69%	89%	92%	47%	78%	86%	87%	84%	84%	73%	94%	76%	76%	74%	76%	62%	83%	89%	81%
Promenade	89%	97%	95%	75%	90%	93%	96%	93%	93%	89%	96%	88%	88%	87%	87%	81%	92%	96%	94%
Palatine	90%	97%	96%	52%	90%	95%	96%	92%	92%	84%	98%	82%	82%	81%	79%	69%	88%	95%	92%
Hailwood	92%	95%	96%	82%	94%	91%	91%	87%	87%	79%	97%	85%	83%	80%	80%	71%	91%	95%	91%
Ballasalla	97%	99%	100%	88%	96%	95%	96%	94%	94%	86%	98%	93%	92%	88%	88%	76%	97%	98%	98%
Laxey	96%	97%	96%	77%	93%	94%	96%	93%	93%	85%	98%	80%	78%	77%	80%	65%	89%	97%	94%
Snaefell	84%	97%	98%	84%	90%	97%	97%	93%	93%	88%	98%	91%	89%	85%	86%	77%	93%	97%	94%
Finch Hill	85%	95%	91%	73%	81%	92%	91%	89%	89%	77%	92%	90%	88%	87%	88%	79%	93%	86%	86%

Ranking of practice figures compared to English practices

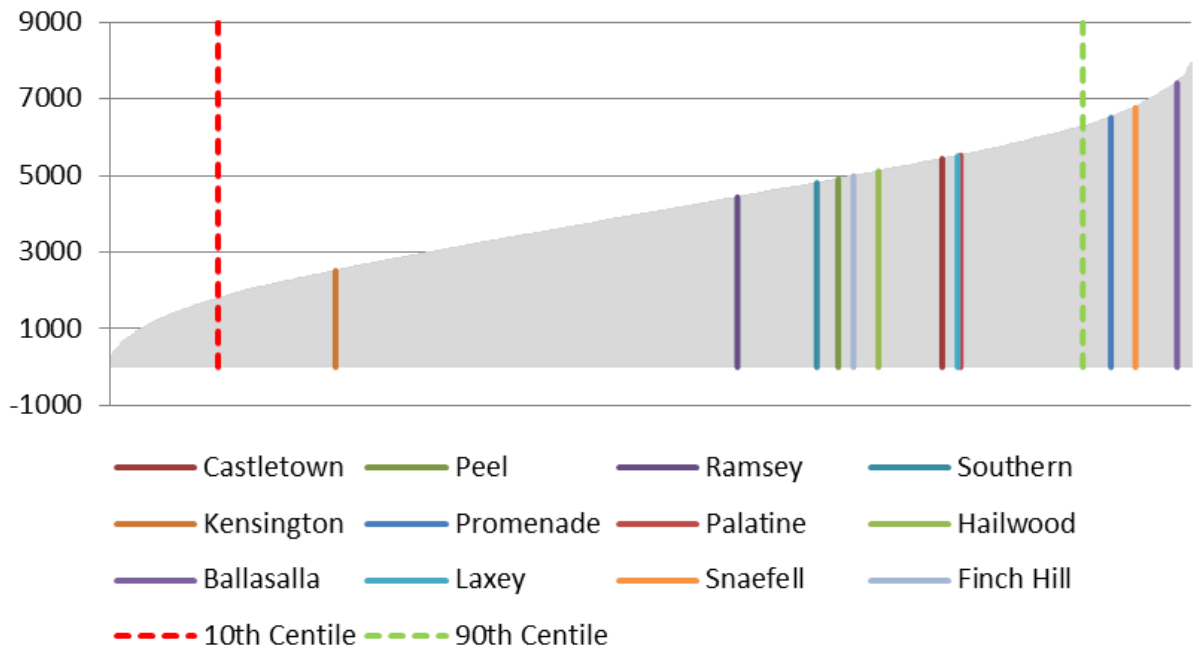
Each practice was ranked compared to over 8000 English practices on each of the categories. The best scoring practice in England and IOM would score 1, and the worst 8800. Those areas shown in green show performance significantly above English median, and those in red below English median. The final column shows what percentage of English practices the local practice is better than. So our best performer is better than 95% of English practices, and our poorest is better than 21% of English practices.

	Ease of getting through to someone at GP surgery on the phone	Helpfulness of receptionist	Convenient appointment	Overall experience of making appointment	GP giving enough time	GP listening	GP Explains	GP Care & Concern	GP involving	Overall confidence in GP	Nurse giving enough time	Nurse listening	Nurse explains	Nurse Care & Concern	Nurse involving	Overall confidence in Nurse	Overall satisfaction with practice	Recommend	Average Rank compared to English practice	Centile of English practices
Castletown	5843	6188	2644	4702	5692	5380	5353	7750	3862	5747	6309	6712	5446	5274	3465	6911	4160	6535	5443	77%
Peel	4080	4873	1032	2005	3549	3681	5186	7497	4453	4980	6682	6353	5556	7350	5792	7231	2696	5361	4909	67%
Ramsey	1289	855	4493	3121	5693	4816	4907	7475	3174	7228	4095	3880	4924	4481	3119	4400	4962	6980	4438	58%
Southern	3809	4837	2986	3850	5112	5615	5612	7701	2402	3075	6872	5257	4501	5763	3001	5133	4421	6679	4813	65%
Kensington	1750	2720	2402	2897	2716	2418	3451	5123	1991	4079	943	1188	1137	1415	1054	1012	3207	5840	2519	21%
Promenade	5455	7289	4353	6157	6591	7457	7452	8062	7658	5859	5479	5748	6413	5870	7192	5465	6992	7827	6518	93%
Palatine	5809	7102	4957	6214	7399	7500	7193	8053	6542	7191	2389	3052	3516	2410	3148	2526	6780	7760	5530	79%
Hailwood	6423	6182	4836	7159	5166	4806	4914	6682	4208	6085	3890	3316	3077	2627	3884	4399	6701	7737	5116	71%
Ballasalla	7676	7857	7813	7602	7495	7602	7635	8023	7113	7334	7469	7317	6741	6488	5737	7769	7803	8052	7418	99%
Laxey	7373	7126	5060	7077	6894	7663	7511	8072	6967	7217	1763	1684	1964	2476	1875	2927	7578	7989	5512	78%
Snaefell	4246	7233	7157	6240	7898	7718	7403	8071	7482	6887	6612	6313	5594	5617	6295	5924	7349	7934	6776	95%
Finch Hill	4528	5810	1663	3730	5747	4628	6075	7170	3553	2191	6264	6001	6346	6145	6761	5784	2367	5052	4990	69%
Mean+1SD	6998	7146	7102	6795	7011	7080	7011	6936	6932	7252	7253	7163	8087	7170	6928	7423	7119	6960		
Mean-1SD	1348	1117	1149	1313	1232	1238	1236	1254	1253	1156	1023	1026	325	1035	1116	964	1174	1286		
Green =	Above one standard deviation from mean																			
Red =	Below one standard deviation from mean																			

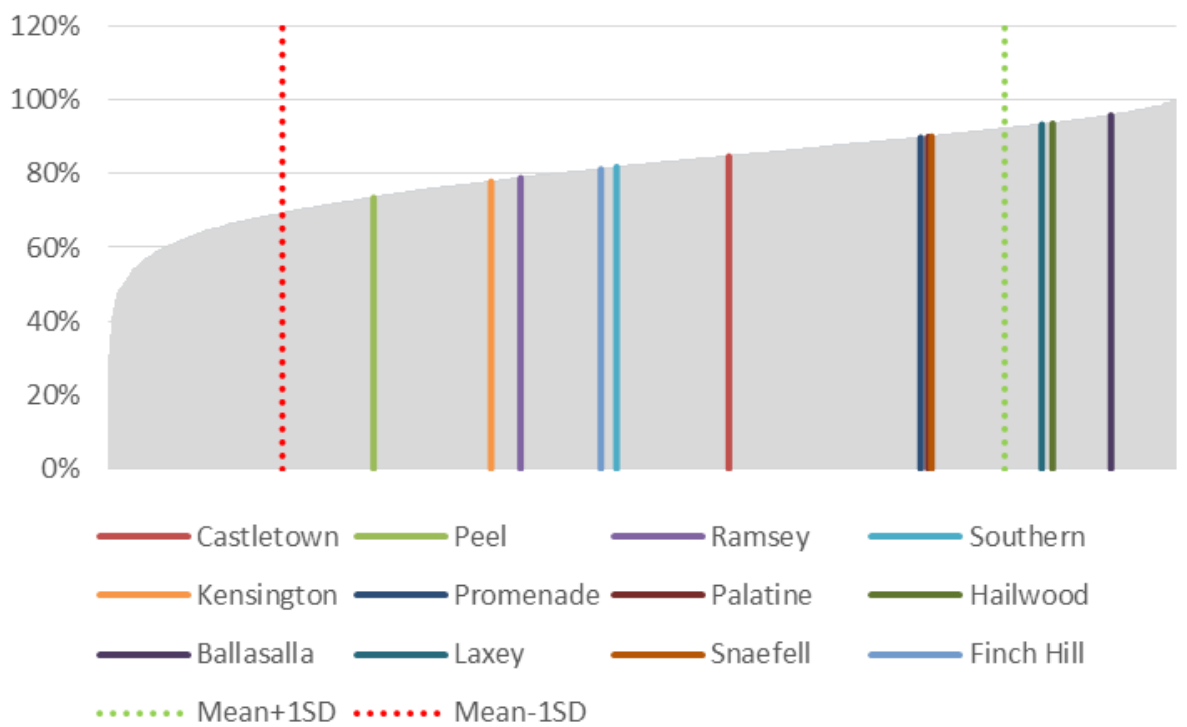
In the following charts the grey area is actually over 8000 individual columns representing the performance of an individual English practice, with IOM practices superimposed. In many the upper and lower markers showing the expected range is shown.



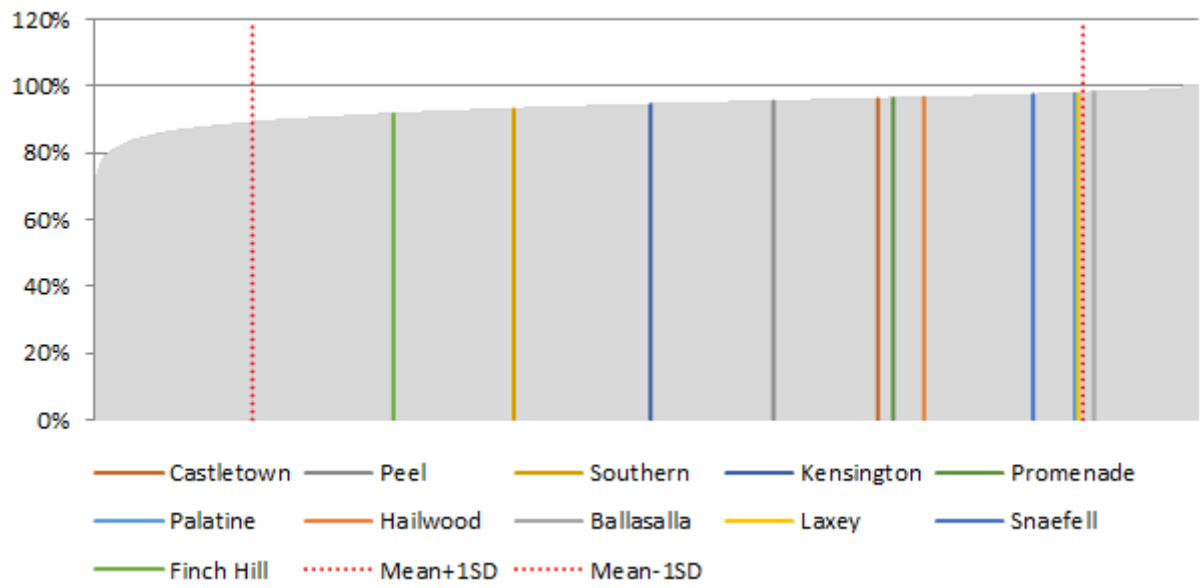
Average Ranking across all domains



Overall Experience of making appointment



Overall confidence in GP



Overall confidence in nurse

