

Select Region:	LONDON
Select Area Team:	SOUTH LONDON
Select CCG:	NHS Merton CCG
Select Benchmark Group:	CCG

THE GP PATIENT SURVEY



PRACTICE CODE	PRACTICE NAME	PARENT CCG CODE	PARENT CCG NAME	Ease of getting through on the telephone (Proportion that find it easy to get through on the telephone)	Benchmark Group - CCG	Ease of getting through on the telephone (Denominator)	Helpfulness of receptionist (Proportion that find the receptionist helpful)	Benchmark Group - CCG	Helpfulness of receptionist (Denominator)	Overall experience of making an appointment (Proportion with good overall experience)	Benchmark Group - CCG	Overall experience of making an appointment (Denominator)	Confidence and trust in GP (Proportion who definitely or to some extent have confidence and trust)	Benchmark Group - CCG	Confidence and trust in GP (Denominator)	Confidence and trust in nurse: YES	Benchmark Group - CCG	Confidence and trust in nurse (Denominator)	Satisfaction with opening hours: positive	Benchmark Group - CCG	Satisfaction with opening hours (Denominator)	Overall experience of GP surgery (Proportion with good overall experience)	Benchmark Group - CCG	Overall experience of GP surgery (Denominator)	Recommending GP surgery to someone who has just moved to the local area: YES	Benchmark Group - CCG	Recommending GP surgery (Denominator)	TOTAL SCORE ALL QUESTIONS
H85076	STONECOT SURGERY	OBR	NHS MERTON CCG	63.21	●	147	88.99	●	147	70.24	●	141	91.90	●	142	88.53	●	136	81.40	●	142	87.07	●	145	83.61	●	145	24
H85033	TAMWORTH HOUSE MEDICAL CENTRE.	OBR	NHS MERTON CCG	36.50	●	146	68.36	●	146	43.68	●	139	89.76	●	143	77.16	●	132	69.64	●	145	62.28	●	142	61.38	●	143	14
H85101	GRAND DRIVE SURGERY	OBR	NHS MERTON CCG	87.51	●	143	93.97	●	141	87.33	●	136	96.69	●	138	80.19	●	127	82.99	●	140	90.27	●	139	89.31	●	138	24
H85051	LAMBTON ROAD MEDICAL PRACTICE	OBR	NHS MERTON CCG	51.32	●	150	82.49	●	150	59.82	●	150	93.42	●	149	82.33	●	138	79.75	●	150	76.26	●	150	75.42	●	150	23
H85027	WIMBLETON VILLAGE PRACTICE	OBR	NHS MERTON CCG	76.73	●	157	81.80	●	157	73.63	●	150	94.68	●	150	84.18	●	144	62.33	●	154	87.67	●	149	78.47	●	153	22
H85028	PRINCES ROAD SURGERY	OBR	NHS MERTON CCG	74.91	●	159	86.96	●	159	77.79	●	149	81.67	●	155	65.38	●	137	77.90	●	157	85.07	●	153	74.32	●	155	19
H85016	CANNON HILL LANE MEDICAL PRACTICE	OBR	NHS MERTON CCG	53.49	●	132	77.51	●	131	59.32	●	128	92.13	●	127	89.52	●	123	66.67	●	129	85.87	●	130	72.77	●	132	21
H85070	CENTRAL MEDICAL CENTRE	OBR	NHS MERTON CCG	38.34	●	121	79.25	●	121	50.60	●	115	86.96	●	118	65.47	●	110	75.36	●	118	62.33	●	116	51.39	●	120	12
H85029	WIDE WAY SURGERY	OBR	NHS MERTON CCG	81.35	●	104	89.14	●	105	78.42	●	98	84.15	●	100	84.58	●	98	87.35	●	100	86.34	●	100	81.05	●	100	22
H85078	GRAHAM ROAD SURGERY	OBR	NHS MERTON CCG	82.80	●	49	93.73	●	49	79.74	●	45	91.11	●	48	84.22	●	46	85.26	●	48	86.28	●	48	66.64	●	49	23
H85072	JAMES O'RIORDAN MEDICAL CENTRE	OBR	NHS MERTON CCG	88.44	●	95	97.40	●	95	76.42	●	94	90.98	●	93	71.09	●	82	88.57	●	92	88.16	●	93	84.76	●	93	22
H85649	COLLIERS WOOD SURGERY	OBR	NHS MERTON CCG	58.29	●	167	87.48	●	167	63.50	●	157	83.47	●	161	80.64	●	154	69.61	●	164	69.26	●	162	59.18	●	161	18
H85092	RIVERHOUSE MEDICAL PRACTICE	OBR	NHS MERTON CCG	74.98	●	87	74.16	●	87	68.82	●	83	92.00	●	86	75.51	●	80	58.82	●	86	83.92	●	87	77.30	●	87	19
H85034	PEPYS ROAD SURGERY	OBR	NHS MERTON CCG																									
H85038	CRICKET GREEN MEDICAL PRACTICE	OBR	NHS MERTON CCG	57.02	●	139	78.98	●	138	53.37	●	128	88.49	●	135	81.32	●	127	77.29	●	139	72.64	●	138	64.53	●	139	20
H85035	ROWANS SURGERY	OBR	NHS MERTON CCG	34.90	●	136	83.96	●	139	45.69	●	132	87.41	●	132	80.57	●	130	65.09	●	136	73.84	●	136	65.17	●	135	17
H85656	ALEXANDRA SURGERY	OBR	NHS MERTON CCG	82.05	●	93	90.77	●	93	72.72	●	87	84.21	●	88	77.46	●	85	77.29	●	92	78.43	●	91	69.07	●	92	22
H85020	THE CHURCH LANE PRACTICE	OBR	NHS MERTON CCG	69.51	●	241	92.03	●	241	86.11	●	238	95.15	●	240	81.10	●	233	74.96	●	234	89.86	●	239	91.49	●	240	24
H85110	RAVENSBURY PARK MEDICAL CENTRE	OBR	NHS MERTON CCG	59.76	●	72	80.39	●	72	57.10	●	67	91.65	●	68	73.02	●	66	92.61	●	71	76.93	●	71	67.74	●	71	21
H85024	THE MITCHAM MEDICAL CENTRE.	OBR	NHS MERTON CCG	38.13	●	167	60.82	●	166	45.28	●	160	82.87	●	161	78.10	●	148	57.01	●	163	56.76	●	163	44.35	●	165	7
H85090	FIGGES MARSH SURGERY	OBR	NHS MERTON CCG	44.69	●	103	77.24	●	103	56.98	●	99	75.94	●	99	74.60	●	90	73.83	●	100	67.81	●	97	52.04	●	98	13
H85112	THE VINEYARD HILL ROAD SURGERY	OBR	NHS MERTON CCG	81.96	●	80	87.57	●	80	82.05	●	78	96.65	●	79	82.01	●	74	67.88	●	81	93.50	●	81	94.05	●	81	23
H85026	FRANCIS GROVE SURGERY	OBR	NHS MERTON CCG	51.65	●	174	89.11	●	172	62.20	●	165	90.04	●	168	87.23	●	172	68.26	●	172	80.50	●	172	80.05	●	175	22
Y02968	GP LED HEALTH CENTRE	OBR	NHS MERTON CCG	69.79	●	76	81.86	●	76	74.72	●	73	91.93	●	73	79.32	●	67	90.17	●	73	77.05	●	73	73.28	●	72	24
H85037	MORDEN HALL MEDICAL CENTRE	OBR	NHS MERTON CCG	43.33	●	215	84.47	●	213	62.40	●	211	90.34	●	209	88.02	●	205	73.58	●	213	85.29	●	213	77.47	●	213	22
H85634	THE MERTON MEDICAL PRACTICE	OBR	NHS MERTON CCG	73.50	●	107	85.42	●	107	76.57	●	102	88.03	●	102	80.22	●	100	83.06	●	106	81.39	●	106	78.62	●	107	24

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