



# GP Patient Survey Report

Redwood Community Health

Practice Code: REDWOOD COMMUNITY HEALTH

Data Year: 2025

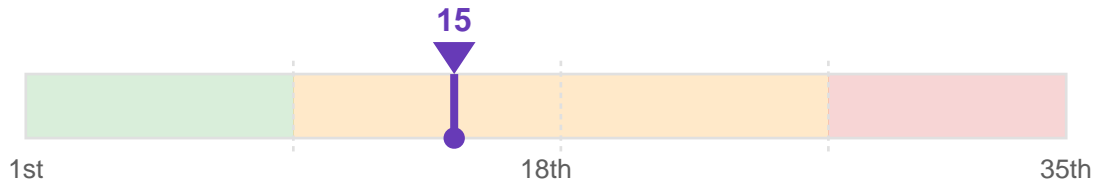
ICS: South Coast Health Partnership

PCN: The Heartlands Health Network

Generated: 17 July 2025

Generated by My Practice Manager

# Executive Summary




You rank **15th** out of **35** similar practices

Based on practice size, baseline performance, and patient demographics

## Top 3 Improvement Opportunities

- 1 **Expand Appointment Choice Options:** Only **48.6%** of patients feel they were offered adequate choice in appointment timing
- 2 **Maintain NHS App Excellence:** Strong performance: **63.7%** adoption with **40.6%** satisfaction. Maintain current standards. Continue current best practices while monitoring for any decline.
- 3 **Enhance Digital Channel Performance:** **1** digital gap(s) identified requiring attention

 *If we expand appointment choice options, we could move into the top quartile of similar practices*

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# Strategic Positioning

## *Understanding Your Performance Context*

This section establishes your practice's position within a cohort of similar practices and provides the strategic context for all subsequent analysis.

### What You'll Find In This Section:

- How we identified your 35 most similar practices
- Your current ranking within this peer group
- Key performance gaps and opportunities
- Why peer benchmarks drive better decisions

# Your Practice & Peer Cohort

## Understanding Your Performance Context Through Similar Practices

### How We Identified Your Peer Cohort

We identified the 35 practices most similar to Redwood Community Health using multi-dimensional similarity analysis.

Rather than comparing you to all practices nationally, we focus on practices that share similar characteristics, challenges, and starting points.

This peer-focused approach ensures that:

- Performance comparisons are relevant and achievable
- Improvement targets are based on genuine peer achievements
- Recommendations reflect what works for practices like yours
- Success stories come from credible, similar contexts

# Similarity Criteria

Practices in your cohort were selected based on similarity across these key dimensions:

Similarity Dimension	Weight	Why It Matters
Practice Size	15%	Similar operational scale
Baseline Performance	25%	Similar starting point
Patient Demographics	20%	Similar patient needs
Geographic Context	15%	Similar healthcare environment
Service Profile	25%	Similar service offerings

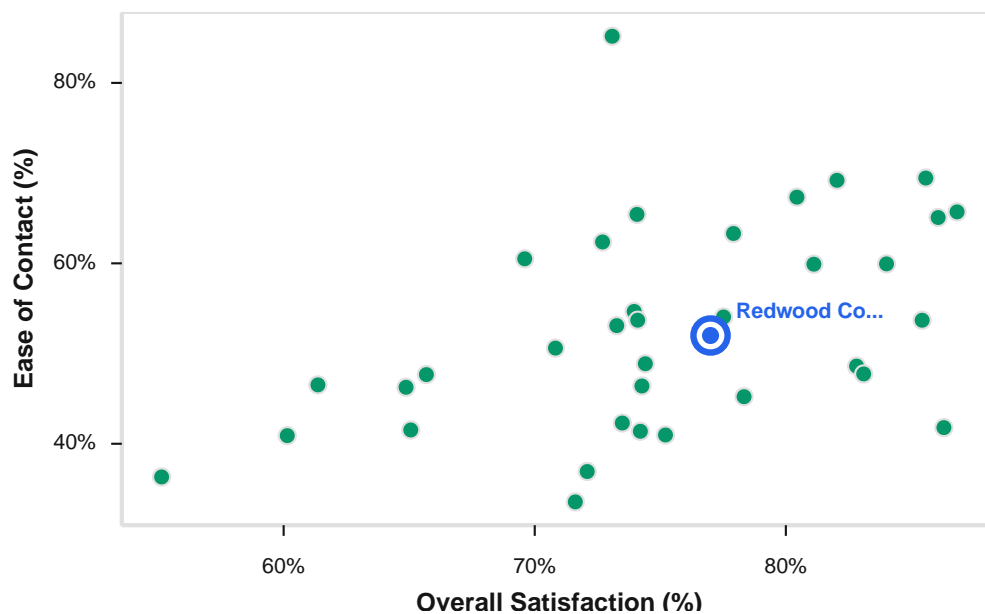
Average similarity score: 3.7%

(Higher scores indicate greater similarity)

# Your Position Within the Peer Cohort

## Cohort Similarity Analysis

35 practices most similar to Redwood Community Health



You're positioned in the lower-middle portion of your 35-peer cohort, performing 0.1 points above the peer average.

The distribution shows several similar practices have achieved significant improvements. For example, The Landmark Health Centre (similar size: 5,843 patients) improved by 15.1 points through focused improvement efforts.

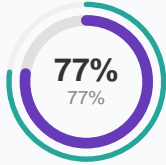
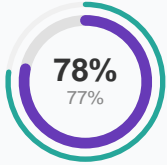
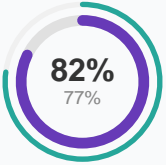
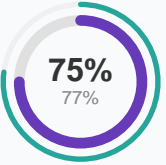
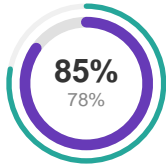
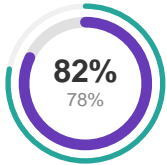
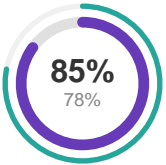
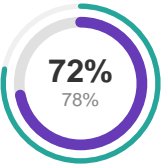
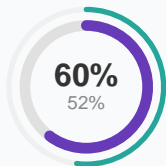
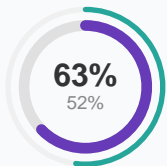
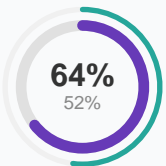
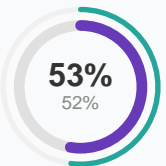
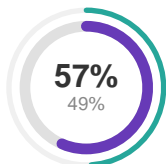
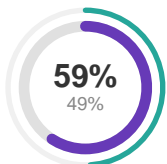
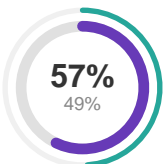
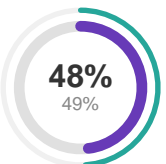
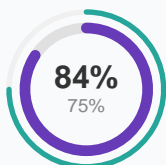
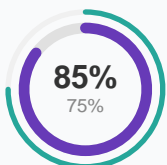
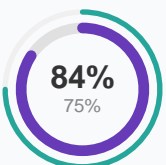
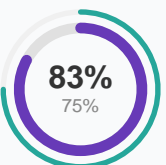
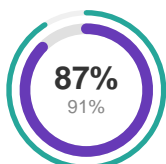
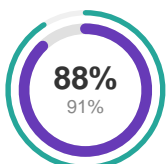
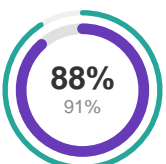
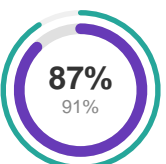
# Why Peer Benchmarks Drive Better Decisions

Throughout this report, we prioritize peer benchmarks over national averages because:

Benchmark Type	Peer Cohort	National Average
Relevance	Similar starting points, demographics, and challenges	All practices regardless of context
Credibility	"If they achieved it, we can too"	May seem unrealistic or irrelevant
Actionability	Performance patterns directly applicable	Generic insights may not fit your context
Motivation	Peer achievements feel achievable	National benchmarks can feel intimidating

The rest of this report focuses on peer performance patterns to help you set realistic targets and identify proven improvement opportunities.

# Performance Intelligence Dashboard

Metric	National	ICS	PCN	Peer Cohort
Overall Good Experience				
Digital Channel Adoption* % who have tried website or NHS App				
Ease of First Contact*				
Digital Channel Satisfaction*				
Reception Helpfulness*				
Healthcare Professional Listening*				

\* These metrics show percentage of total population. For services like digital channels, reception, and consultation experiences, we include patients who haven't used or experienced these services in the denominator. This approach provides a true population-level view of service accessibility and effectiveness across all patients.



# Achievement Opportunities

## Based on Peer Cohort Success Patterns

### Focus on Phone Access

**+5 points  
potential**

54% success rate

Strong correlation (54%) with overall satisfaction. 19 of 35 similar practices improved in this area.

### Focus on Healthcare Listening

**+1 points  
potential**

46% success rate

Strong correlation (55%) with overall satisfaction. 16 of 35 similar practices improved in this area.

### Phone + Reception Focus

**+7 points  
potential**

46% success rate

16 similar practices used this approach with 46% success rate, achieving average improvement of 7.0 points.

## Priority Focus

### Focus on Phone Access

Strong correlation (54%) with overall satisfaction. 19 of 35 similar practices improved in this area.

**Expected Impact**

**+5 points**

**Success Probability**

**54%**

# Performance Analysis

## *Deep Dive Into Patient Experience*

This section analyzes your performance across all patient touchpoints, using peer comparisons to identify specific improvement opportunities.

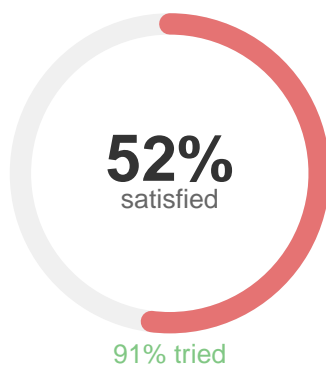
### What You'll Find In This Section:

- Channel performance (phone, website, app) vs peers
- Patient journey analysis from contact to care
- Population equity performance patterns
- Benchmark gaps with improvement potential

# Digital Transformation Analysis

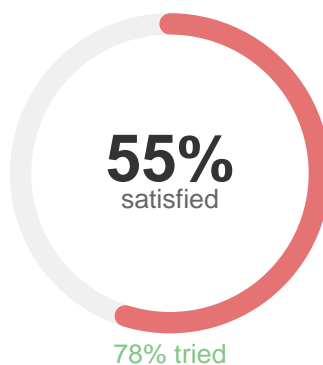
## Channel Adoption Rates & User Satisfaction

Satisfaction rates are shown as the main percentage in the circle, with adoption rates (% who tried) shown below.  
This reveals both user experience quality and population reach.



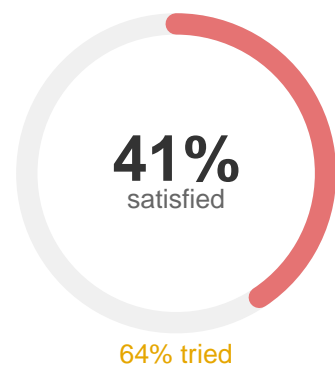
### Phone

Strategic Focus  
Improve Experience



### Website

Strategic Focus  
Improve Experience

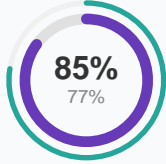
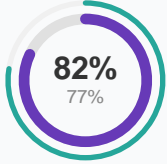
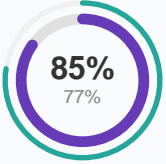
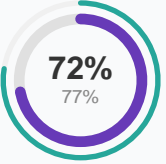
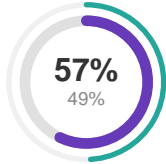
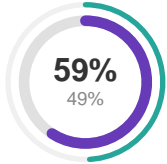
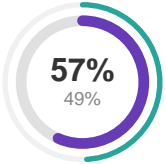
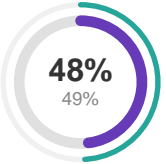


### NHS App

Strategic Focus  
Maintain Excellence

## How You Compare

Each dial shows the benchmark score (large center number) with your practice score (small bottom number).  
Adoption = % who have tried channels, Satisfaction = % satisfied among users.

Metric	PCN	ICS	National	Peers
Adoption				
Satisfaction				

## The Digital Transformation Opportunity

### Key Insights

**Phone remains the preferred channel** - 52.0% satisfaction with ~90.5% usage vs digital alternatives

**Strategic priority: Improve user experience** - Focus on optimizing existing digital touchpoints for better satisfaction

# Patient Journey Deep Dive

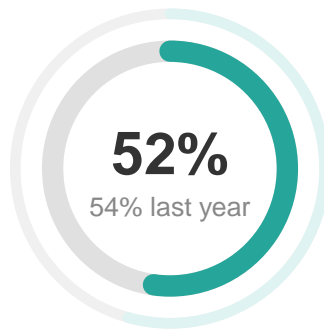
Your practice satisfaction scores are shown as the larger percentage in each circle, with previous year performance shown below.



## Access & Contact

↗ +1.7%

Status  
Needs improvement



## Appointment Experience

↘ -2.1%

Status  
Needs improvement

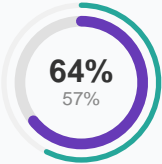
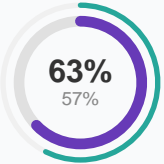
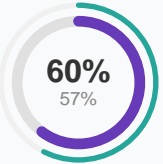
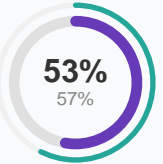
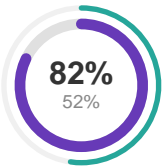
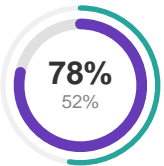
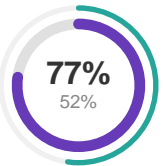
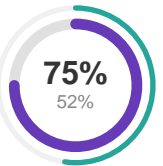
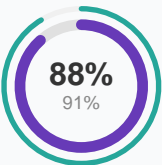
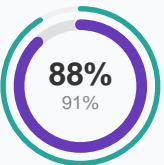
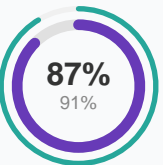
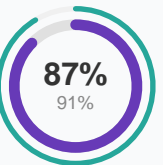


## Consultation Quality

↗ +1.1%

Status  
Strength

# Benchmark Comparison

Journey Stage	PCN Average	ICS Average	National Average	Peer Cohort
Access & Contact				
Appointment Experience				
Consultation Quality				

# Performance Analysis

What Most Impacts Overall Patient Satisfaction?

Key factors driving satisfaction scores



## Appointment Experience Details

**Wait Time Satisfaction**

**55.6%**

satisfied with wait times  
78 patient responses

**Choice Offered**

**48.6%**

felt offered adequate choice  
71 patient responses

# The Patient Journey Story

## Key Insights

Reception Helpfulness is your top satisfaction driver, but currently 24.2 points below benchmark

Clinical care quality is a strength with top 20% performance nationally

Confidence & trust exceed benchmarks (97.6% satisfaction)

Choice (48.6%) and wait times (55.6%) both below expectations

Overall journey efficiency is 69.4% - has room for improvement



# Success Patterns

## *What Correlates with Peer Success*

This section uses statistical analysis to identify what distinguishes high-performing practices and provides evidence-based improvement priorities.

### What You'll Find In This Section:

- Statistical patterns of top-performing peers
- Key drivers that correlate with success
- ROI analysis of improvement opportunities
- Success probability for different strategies

# Drivers of Success

## What Correlates with Peer Performance

### Peer Performance Patterns

#### Top Performer Profile

The top 3 performing practices in your cohort achieved significant improvements:

##### [The Landmark Health Centre](#)

ICB: South Coast Health Partnership

Practice Size: 5,843 patients

Improvement: **+15.1 points**

Similarity Score: 96% similar to your practice

##### [The Landmark Health Centre](#)

ICB: South Coast Health Partnership

Practice Size: 12,784 patients

Improvement: **+12.2 points**

Similarity Score: 97% similar to your practice

##### [Riverside Medical Group](#)

ICB: NORTH CENTRAL LONDON  
INTEGRATED CARE SYSTEM

Practice Size: 15,276 patients

Improvement: **+11.7 points**

Similarity Score: 96% similar to your practice

## Performance Correlations

Factors that correlate most strongly with overall satisfaction in your peer cohort:

1. Reception Helpfulness: 89% correlation with overall satisfaction
2. Healthcare Professional Listening: 84% correlation with overall satisfaction
3. Ease of Contact: 81% correlation with overall satisfaction

### Understanding Correlations

*While correlation doesn't necessarily imply causation, these patterns from your peer cohort suggest areas where focused improvement efforts have historically led to better overall patient satisfaction. The stronger the correlation, the more likely that improvements in this area will positively impact your overall score.*

- Healthcare Listening: 55.3 point improvement potential
- Phone Access: 54.5 point improvement potential
- Reception Helpfulness: 52.9 point improvement potential

## Peer-Validated Key Drivers

These factors have been validated by peer performance data:

1. Focus on Healthcare Listening: Based on analysis of 35 similar practices, 55% correlation observed between Healthcare Listening and overall satisfaction
2. Focus on Phone Access: Based on analysis of 35 similar practices, 54% correlation observed between Phone Access and overall satisfaction
3. Focus on Reception Helpfulness: Based on analysis of 35 similar practices, 53% correlation observed between Reception Helpfulness and overall satisfaction

## From Patterns to Action

Based on these patterns, here's what we recommend focusing on:

1. Expand Appointment Choice Options: Offering choice is a key driver of patient satisfaction and reduces perceived wait times
2. Maintain NHS App Excellence: Strong performance: 63.7% adoption with 40.6% satisfaction. Maintain current standards. Access performance gap requires immediate attention.
3. Enhance Digital Channel Performance: Digital channels can improve efficiency and patient convenience



# Action Planning

## *From Insights to Implementation*

This section translates all analysis into concrete, prioritized actions with clear implementation guidance and success metrics.

### What You'll Find In This Section:

- How to use this report effectively
- Priority matrix: Quick wins vs strategic initiatives
- Evidence-based action recommendations
- Implementation timeline and success metrics

# How to Use This Report in Practice

This report provides evidence-based insights to help you improve patient experience. Here's how to get the most value from the analysis:

## Suggested Uses

### CQC Inspections

- Demonstrate systematic approach to patient experience improvement
- Show peer-benchmarked performance context
- Evidence evidence-based improvement planning
- Highlight areas of strength and focused improvement

### Business Planning

- Set realistic improvement targets based on peer performance
- Prioritize resource allocation using ROI analysis
- Track progress against peer-validated metrics
- Plan strategic initiatives with evidence-based priorities

### Patient Participation Group Meetings

- Share performance context with patient representatives
- Discuss improvement priorities with patient input
- Demonstrate commitment to evidence-based improvement
- Engage patients in priority-setting process

## Recommended Next Steps

Week	Activity	Key Actions
1	<b>Present to Practice Team</b>	<ul style="list-style-type: none"> <li>• Share Executive Summary with all staff</li> <li>• Discuss top 3 priorities from Action Plan</li> <li>• Assign responsibility for each priority area</li> <li>• Set initial implementation timeline</li> </ul>
2-3	<b>Develop Implementation Plan</b>	<ul style="list-style-type: none"> <li>• Create detailed action plans for priority areas</li> <li>• Set specific, measurable targets based on peer performance</li> <li>• Allocate resources and assign team members</li> <li>• Establish monitoring and review schedule</li> </ul>
Ongoing	<b>Monitor Progress</b>	<ul style="list-style-type: none"> <li>• Track progress against peer-validated metrics</li> <li>• Review and adjust implementation plans monthly</li> <li>• Celebrate achievements and address challenges</li> <li>• Prepare for next year's survey with targeted improvements</li> </ul>

# Evidence-Based Action Plan

## Translating Peer Performance Insights into Concrete Next Steps

### Executive Summary

Based on analysis of 35 practices similar to yours, we have identified 10 evidence-based recommendations prioritized by their correlation with peer success.

Key Findings from Peer Analysis:

- Top-performing peers achieved 15 point improvement
- Healthcare Listening shows highest correlation with overall satisfaction
- Focus on Phone Access offers the best return on investment
- Implementation timeline: 3-6 months for meaningful results

### Current Performance Snapshot

Your current phone access performance: **72.1%** | Peer average: **74.2%** | Top performer: **84.7%**

### Action Priority Matrix

Quick Wins	Strategic	Monitor
<ul style="list-style-type: none"><li>• Maintain NHS App Excellence</li></ul>	<ul style="list-style-type: none"><li>• Expand Appointment Choice Options</li><li>• Enhance Digital Channel Performance</li><li>• Improve Phone User Experience</li></ul>	<ul style="list-style-type: none"><li>• Expand Appointment Choice Options</li><li>• Enhance Digital Channel Performance</li><li>• Improve Phone User Experience</li></ul>

### Performance-Based Actions



These recommendations are ranked by their correlation with peer success patterns:

Rank	Recommendation	Peer Success Rate	Expected Impact	Timeframe
1	<b>Enhance Healthcare Professional Communication</b> Your peer cohort shows 55% correlation between Healthcare Listening and overall satisfaction	47%	Medium Impact	Medium
2	<b>Focus on Phone Access</b> Your peer cohort shows 54% correlation between Phone Access and overall satisfaction	46%	Medium Impact	Medium
3	<b>Improve Reception Team Training</b> Your peer cohort shows 53% correlation between Reception Helpfulness and overall satisfaction	45%	Medium Impact	Medium

**How to use this table:** Peer Success Rate shows the percentage of similar practices that successfully implemented each recommendation. Higher rates indicate greater confidence. Start with the highest-ranked recommendations for best results.

## Performance Targets

Realistic goals based on peer achievement data:

Conservative Target	Ambitious Target	Aspirational Target
<b>82%</b> 75th percentile of peer cohort 6-12 months	<b>88%</b> 90th percentile of peer cohort 12-18 months	<b>92%</b> Best performer in cohort 18-24 months

Moving from rank 15 to the top 10 within your peer cohort represents a realistic and achievable improvement trajectory.

## Achievement Metrics

Track these metrics to measure progress against your peer cohort and implementation goals.

Metric	Current	Target	Review
Phone Access	52%	60%	Monthly
Reception Training	75%	81%	Quarterly
Overall Experience	77%	87%	Annually

## Implementation Roadmap

A phased approach to implementing peer-validated improvements:

### Phase 1: Quick Wins (0-3 months)

- Maintain NHS App Excellence

### Phase 2: Medium-term Improvements (3-12 months)

- Implement peer-validated consultation quality improvements
- Develop digital service offerings based on peer success patterns
- Establish patient feedback loops proven effective in peer practices

### Phase 3: Long-term Initiatives (12+ months)

- Expand Appointment Choice Options
- Enhance Digital Channel Performance
- Improve Phone User Experience

## Success Tracking

Monitor progress using peer-validated metrics and celebrate achievements as you move up the cohort rankings.

## Next Steps

Begin with Phase 1 quick wins to build momentum, then systematically work through the roadmap while tracking your progress against peer benchmarks.

# Appendix: Peer Practice Cohort

## Appendix A: Complete Practice List

Full transparency about peer cohort composition and characteristics

### Selection Methodology

Your peer cohort of 35 practices was selected using a multi-dimensional similarity algorithm that considers practice size, baseline performance, patient demographics, and geographic context. The average similarity score is 3.7%, ensuring meaningful comparisons while maintaining analytical diversity.

#### Key Similarity Criteria:

- Practice size (patient list size) - weighted 15%
- Baseline 2024 overall satisfaction - weighted 20%
- Access performance (phone, website, app) - weighted 20%
- Consultation quality metrics - weighted 24%
- Geographic healthcare system context - weighted 10%
- Patient engagement (response rate) - weighted 10%
- Appointment experience - weighted 3%

### Cohort Statistics

#### Practice Characteristics

Average population size: 9,206.6

Geographic regions: 7

Cohort size: 35 practices

#### Performance Range

Average baseline (2024): 74.9%

Average current (2025): 75.0%

Improvement range: -15.2 to 15.1 points

## Practice Directory

All practices in your peer cohort ranked by overall survey performance

Rank	Practice Name	List Size	Current Score
1	<b>The Copper Beech Medical Centre</b> (South Coast)	16,857	<b>86.8%</b> +3.2
2	<b>The Landmark Health Centre</b> (South Coast)	12,784	<b>86.3%</b> +12.2
3	<b>Greenfield Health Services</b> (South Coast)	8,030	<b>86.1%</b> +11.5
4	<b>Westbridge Health Partnership</b> (South Coast)	7,952	<b>85.6%</b> +7.5
5	<b>Linden Tree Family Practice</b> (South Coast)	14,082	<b>85.4%</b> +9.6
6	<b>The Landmark Health Centre</b> (South Coast)	10,085	<b>84.0%</b> +8.6
7	<b>Thornfield Medical Group</b> (South Coast)	6,204	<b>83.1%</b> +4.2
8	<b>Hillside Community Practice</b> (South Coast)	12,242	<b>82.8%</b> +4.2
9	<b>Riverside Medical Group</b> (NORTH CENTRAL)	15,276	<b>82.0%</b> +11.7
10	<b>The Landmark Health Centre</b> (South Coast)	5,843	<b>81.1%</b> +15.1
11	<b>Woodland View Medical</b> (South Coast)	8,725	<b>80.4%</b> +0.5
12	<b>The Anchor Primary Care</b> (South Coast)	9,022	<b>78.3%</b> +2.4
13	<b>The Landmark Health Centre</b> (BRISTOL, NORTH)	10,043	<b>77.9%</b> +3.7
14	<b>Stonecroft Medical Centre</b> (South Coast)	8,319	<b>77.5%</b> +2.5
15	<b>The Bramble Bush Surgery</b> (SOUTH EAST)	11,646	<b>75.2%</b> +1.3
16	<b>The Valley View Surgery</b> (South Coast)	6,968	<b>74.4%</b> -6.3
	<b>The Landmark Health Centre</b>		<b>74.3%</b>

Rank	Practice Name	List Size	Current Score
17	(South Coast)	8,238	-0.1
18	<b>Beacon Hill Family Practice</b> (South Coast)	5,811	74.2% +5.4
19	<b>The Ashford Bridge Surgery</b> (South Coast)	5,374	74.1% -2.9
20	<b>Northgate Medical Partnership</b> (South Coast)	15,714	74.1% -9.2
21	<b>The Bramble Bush Surgery</b> (South Coast)	11,402	74.0% +9.4
22	<b>The Cedar Grove Clinic</b> (BUCKINGHAMSHIRE, OXFORDSHIRE)	10,195	73.5% -0.5
23	<b>The Rose Garden Practice</b> (South Coast)	5,968	73.3% +0.8
24	<b>Riverside Medical Group</b> (South Coast)	12,172	73.1% -0.8
25	<b>The Oakwood Health Centre</b> (Northern Counties)	11,275	72.7% +1.0
26	<b>The Copper Beech Medical Centre</b> (South Coast)	9,232	72.1% -6.6
27	<b>Dovecote Health Partnership</b> (South Coast)	7,747	71.6% -10.7
28	<b>The Valley View Surgery</b> (South Coast)	8,511	70.8% -6.2
29	<b>The Yew Tree Medical Centre</b> (South Coast)	5,974	69.6% +0.5
30	<b>The Rose Garden Practice</b> (South Coast)	5,284	65.7% -10.0
31	<b>The Junction Medical Practice</b> (South Coast)	3,588	65.1% -8.1
32	<b>Parklands Health Partnership</b> (South Coast)	5,115	64.9% -5.7
33	<b>The Heatherfield Surgery</b> (South Coast)	7,020	61.4% -14.9
34	<b>The Rose Garden Practice</b> (South Coast)	6,713	60.1% -15.2
	<b>Kingfisher Valley Surgery</b>		55.1%

Rank	Practice Name	List Size	Current Score
35	(The Shires)	12,820	-13.9

## Performance Distribution

### Quartile Performance

Top performers (75th percentile): 5.4+ points

Above average (50th percentile): 0.8+ points

Below average (25th percentile): -6.3+ points

Lowest performers: -15.2 points

### Trend Analysis

Strong improvers (5+ points): 9 practices

Moderate improvers (1-5 points): 7 practices

Stable ( $\pm 1$  point): 7 practices

Declining ( $>1$  point): 12 practices