

 **432**
Surveys sent out

 **115**
Surveys sent back

 **27%**
Completion rate

Showing responses about Key questions from all patients

Your GP practice services



91% find it easy to get through to this GP practice by phone

ICS result: 55% | National result: 57%

Show
Breakdown



68% find it easy to contact this GP practice using their website

ICS result: 59% | National result: 58%

Show
Breakdown



71% find it easy to contact this GP practice using the NHS App

ICS result: 54% | National result: 54%

Show
Breakdown



95% find the reception and administrative team at this GP practice helpful

ICS result: 86% | National result: 85%

Show
Breakdown



67% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 43% | National result: 42%

Show
Breakdown

Your last contact



99% knew what the next step would be after contacting their GP practice

ICS result: 85% | National result: 84%

Show
Breakdown



96% knew what the next step would be within two days of contacting their GP practice

ICS result: 93% | National result: 93%

Show
Breakdown



91% describe their experience of contacting their GP practice as good

ICS result: 73% | National result: 73%

Show
Breakdown

Your last appointment



89% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 56% | National result: 57%

Show
Breakdown



23% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 15% | National result: 16%

Show
Breakdown



89% felt they waited about the right amount of time for their last general practice appointment

ICS result: 70% | National result: 69%

Show
Breakdown



93% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 88% | National result: 87%

Show
Breakdown



88% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 88% | National result: 86%

Show
Breakdown



75% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

Show
Breakdown



93% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 93% | National result: 92%

Show
Breakdown



94% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 94% | National result: 93%

Show
Breakdown



96% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 93% | National result: 92%

Show
Breakdown



92% felt their needs were met during their last general practice appointment

ICS result: 91% | National result: 90%

Show
Breakdown

Your health



80% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 72% | National result: 70%

Show
Breakdown

Overall experience



91% describe their overall experience of this GP practice as good

ICS result: 78% | National result: 77%

Show
Breakdown