

Practice details

The Haven Practice

100 Beaconsfield Villas, Brighton,
BN1 6HE

G81646 Practice code

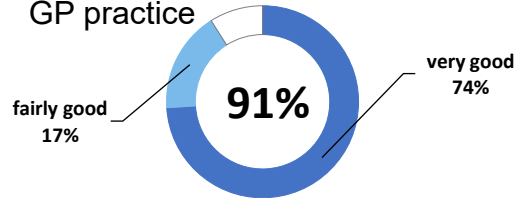
432 surveys sent out

115 surveys sent back

27% completion rate

Overall experience

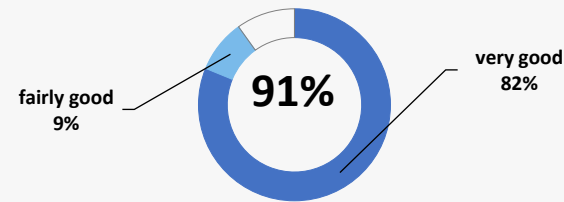
Good overall experience of this
GP practice



		Very Good	Fairly Good
National	77%	46%	31%
ICS	78%	47%	31%

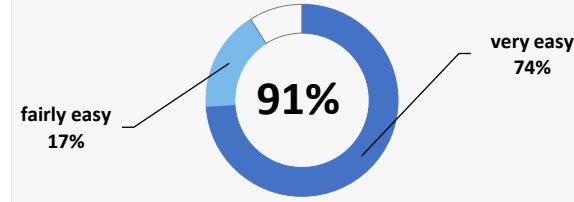
Accessing the practice

Good overall experience of
contacting this GP practice



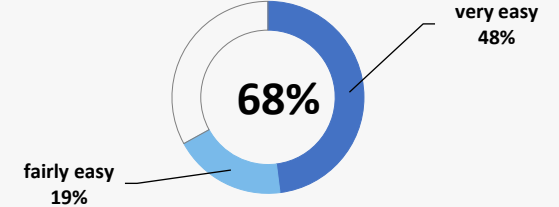
		Very Good	Fairly Good
National	73%	42%	31%
ICS	73%	42%	32%

Easy to contact this GP practice on
the phone



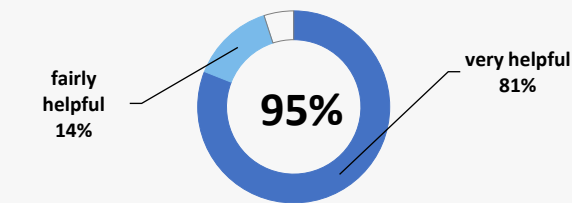
		Very Easy	Fairly Easy
National	57%	23%	34%
ICS	55%	20%	35%

Easy to contact this GP practice
using their website



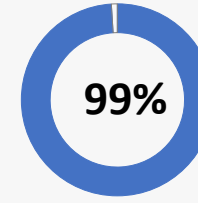
		Very Easy	Fairly Easy
National	58%	27%	31%
ICS	59%	28%	32%

Helpfulness of reception and
administrative team at this practice



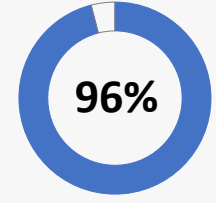
		Very Helpful	Fairly Helpful
National	85%	44%	41%
ICS	86%	45%	42%

Knew what the next step would be
after contacting this GP practice



		Yes, knew next step
National	84%	Yes, knew next step
ICS	85%	Yes, knew next step

Knew what the next step would be
within two days of contacting this GP
practice



		Yes, knew within two days
National	93%	Yes, knew within two days
ICS	93%	Yes, knew within two days



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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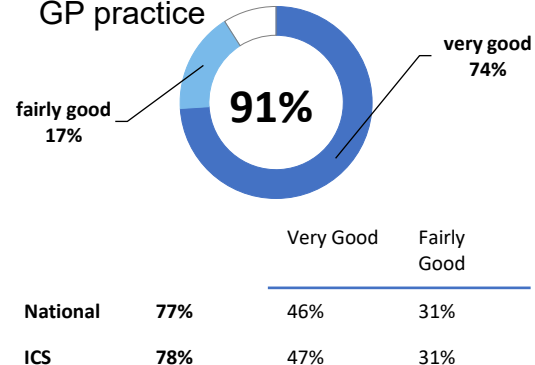
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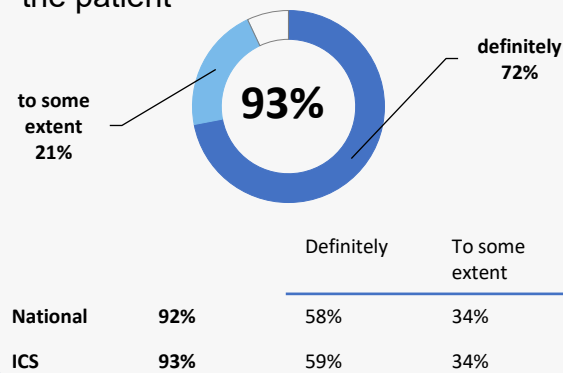


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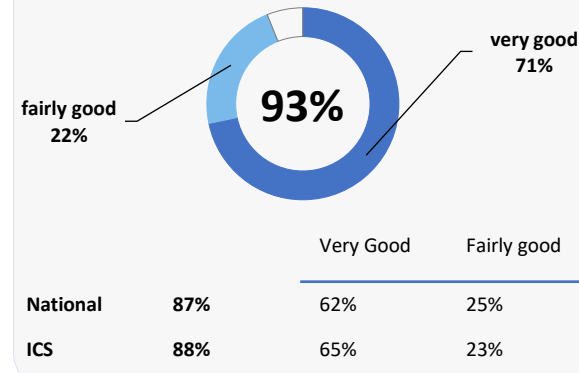
Data by Ipsos

Experience at last appointment

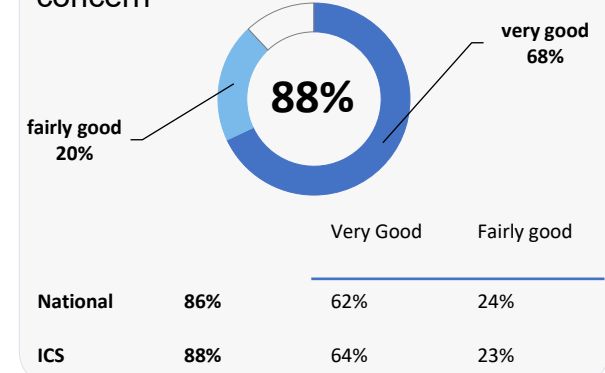
The healthcare professional had all the information they needed about the patient



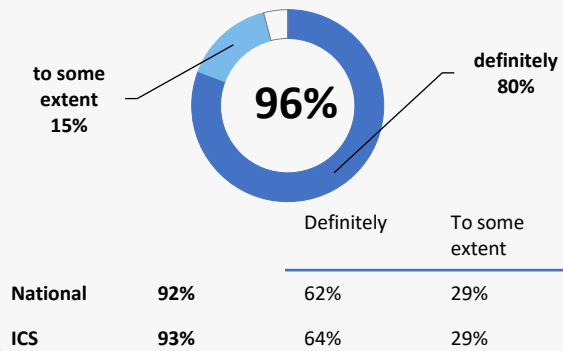
The healthcare professional was good at listening to the patient



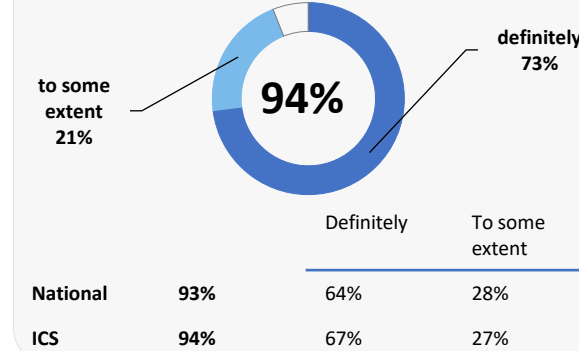
The healthcare professional was good at treating the patient with care and concern



The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met

