

Practice details

Spring Hall Group Practice

Spring Hall Group Pract, Spring Hall
Medical Ctr, Spring Hall Lane HX1
4JG
B84012 Practice code

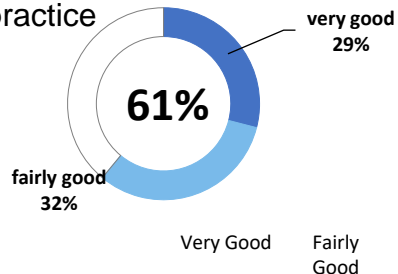
583 surveys sent out

124 surveys sent back

21% completion rate

Overall experience

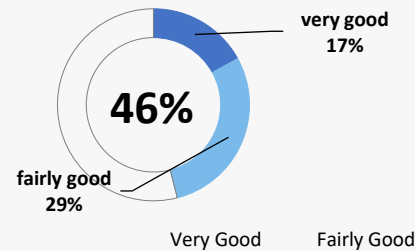
Good overall experience of this
GP practice



National	71%	37%	35%
ICS	71%	37%	34%

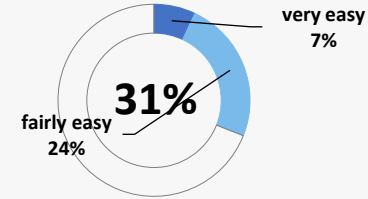
Accessing the practice

Good overall experience of making
an appointment



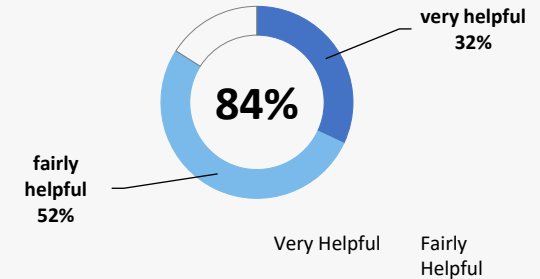
National	54%	23%	32%
ICS	54%	23%	31%

Easy to get through to this GP
practice by phone



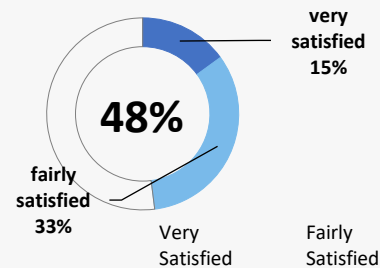
National	50%	13%	37%
ICS	47%	12%	35%

Helpfulness of receptionists at this
GP practice



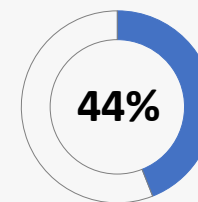
National	82%	37%	45%
ICS	82%	37%	45%

Satisfied with the general practice
appointment times available



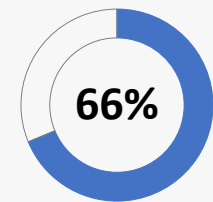
National	53%	19%	34%
ICS	53%	19%	34%

Offered a choice of appointment when
last tried to make a general practice
appointment



National	59%	Offered a choice
ICS	59%	Offered a choice

Satisfied with the appointment
offered



National	72%	Satisfied with the appointment
ICS	73%	Satisfied with the appointment



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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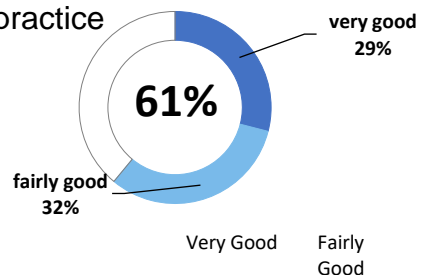
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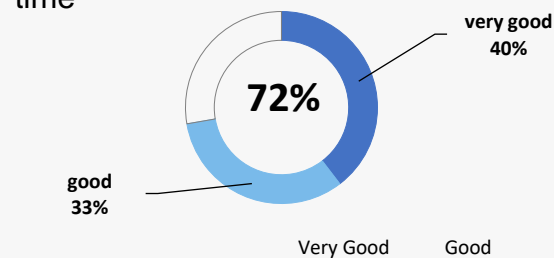


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Data by Ipsos

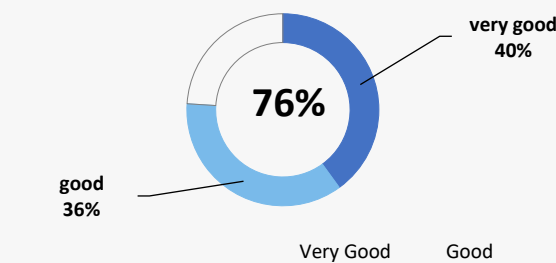
Appointment experience

The healthcare professional was good at giving the patient enough time



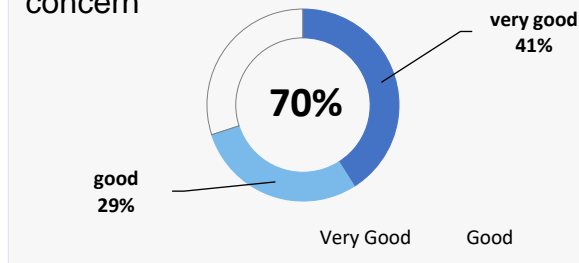
National	84%	48%	35%
ICS	84%	48%	35%

The healthcare professional was good at listening to the patient



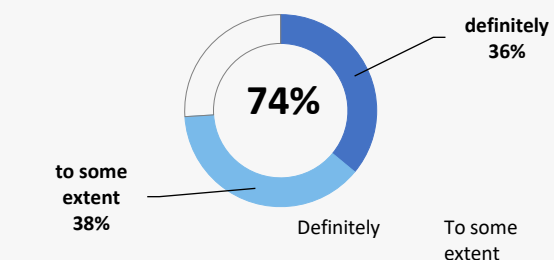
National	85%	49%	36%
ICS	85%	49%	36%

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



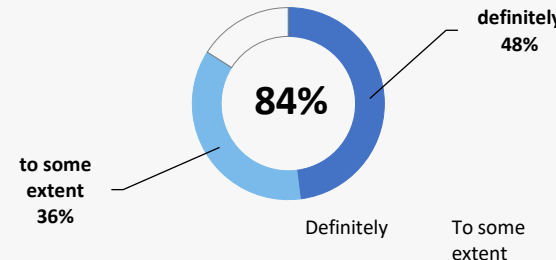
National	84%	50%	34%
ICS	84%	50%	34%

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



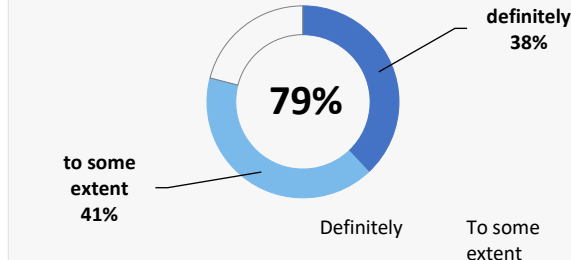
National	90%	56%	34%
ICS	90%	56%	34%

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



National	93%	64%	29%
ICS	93%	64%	29%

The patient's needs were met



National	91%	57%	34%
ICS	91%	57%	34%