

## Practice details

### Great Staughton Surgery

The Surgery, 57 The Highway, Great Staughton PE19 5DA

**D81081** Practice code

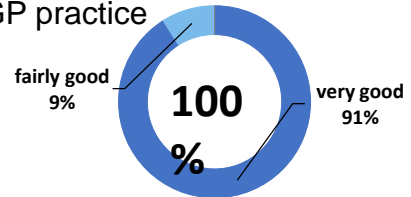
**258** surveys sent out

**139** surveys sent back

**54%** completion rate

## Overall experience

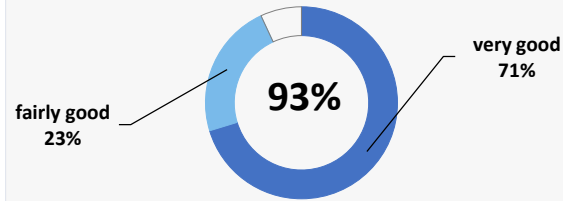
### Good overall experience of this GP practice



		Very Good	Fairly Good
<b>National</b>	<b>72%</b>	38%	35%
<b>ICS</b>	<b>72%</b>	36%	36%

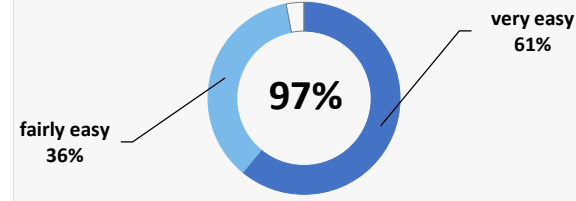
## Accessing the practice

### Good overall experience of making an appointment



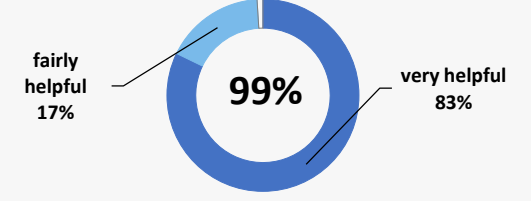
		Very Good	Fairly Good
<b>National</b>	<b>56%</b>	23%	33%
<b>ICS</b>	<b>57%</b>	23%	34%

### Easy to get through to this GP practice by phone



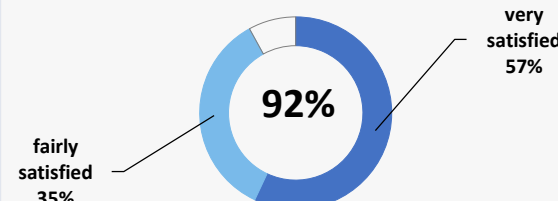
		Very Easy	Fairly Easy
<b>National</b>	<b>53%</b>	14%	38%
<b>ICS</b>	<b>55%</b>	14%	41%

### Helpfulness of receptionists at this GP practice



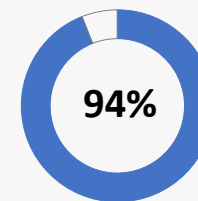
		Very Helpful	Fairly Helpful
<b>National</b>	<b>82%</b>	37%	45%
<b>ICS</b>	<b>82%</b>	35%	47%

### Satisfied with the general practice appointment times available



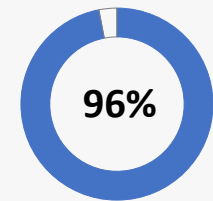
		Very Satisfied	Fairly Satisfied
<b>National</b>	<b>55%</b>	20%	35%
<b>ICS</b>	<b>55%</b>	20%	35%

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



		Offered a choice
<b>National</b>	<b>59%</b>	Offered a choice
<b>ICS</b>	<b>57%</b>	Offered a choice

### Satisfied with the appointment offered



		Satisfied with the appointment
<b>National</b>	<b>72%</b>	Satisfied with the appointment
<b>ICS</b>	<b>73%</b>	Satisfied with the appointment

*i* 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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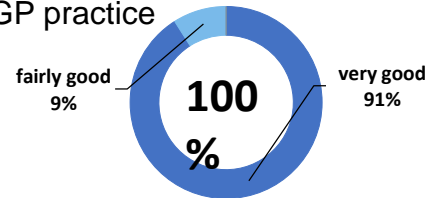
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**54%** completion rate

## Overall experience

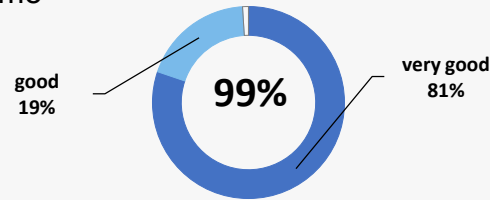
Good overall experience of this GP practice



National	72%	38%	35%
ICS	72%	36%	36%

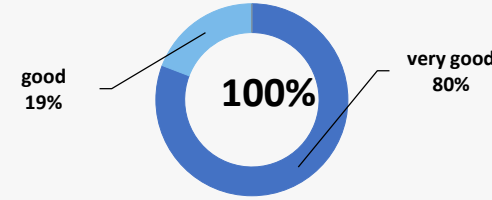
## Appointment experience

The healthcare professional was good at giving the patient enough time



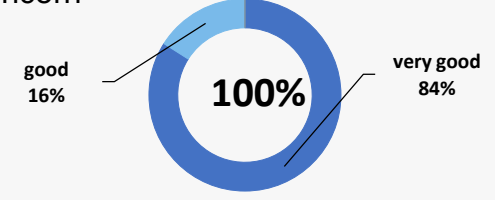
National	83%	48%	36%
ICS	83%	46%	37%

The healthcare professional was good at listening to the patient



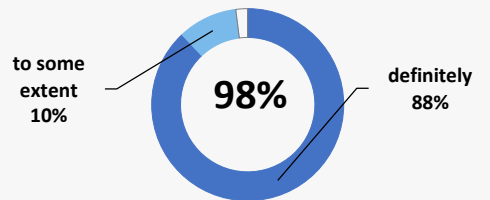
National	85%	49%	36%
ICS	84%	47%	37%

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



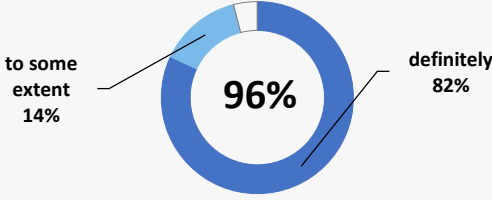
National	83%	49%	34%
ICS	83%	48%	35%

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



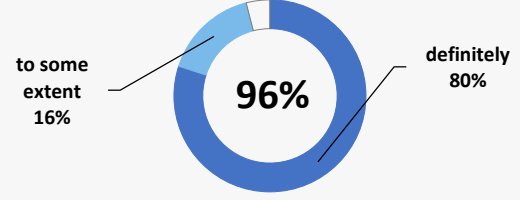
National	90%	56%	34%
ICS	89%	55%	34%

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



National	93%	64%	29%
ICS	93%	63%	29%

The patient's needs were met



National	91%	57%	34%
ICS	91%	56%	35%

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