

Practice details

Hanscombe House Surgery

52A St. Andrew Street, Hertford SG14 1JA

E82007 Practice code

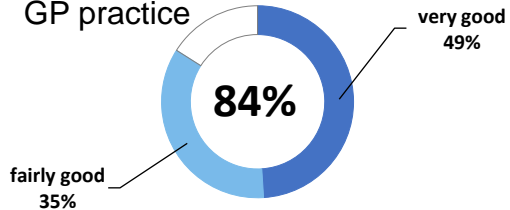
277 surveys sent out

109 surveys sent back

39% completion rate

Overall experience

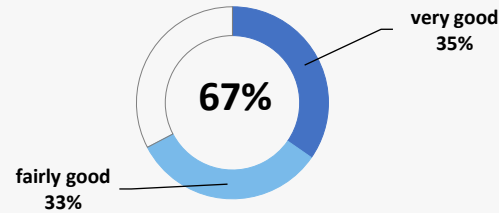
Good overall experience of this GP practice



		Very Good	Fairly Good
National	72%	38%	35%
ICS	72%	35%	37%

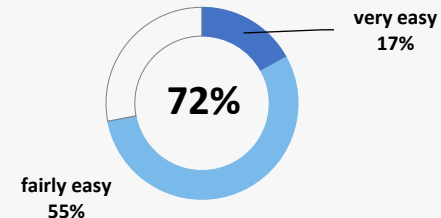
Accessing the practice

Good overall experience of making an appointment



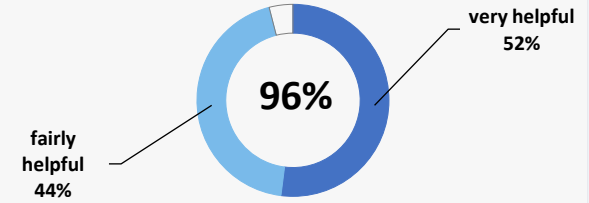
		Very Good	Fairly Good
National	56%	23%	33%
ICS	54%	21%	34%

Easy to get through to this GP practice by phone



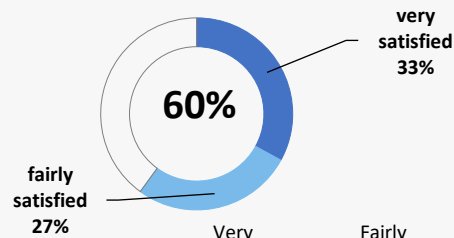
		Very Easy	Fairly Easy
National	53%	14%	38%
ICS	48%	10%	38%

Helpfulness of receptionists at this GP practice



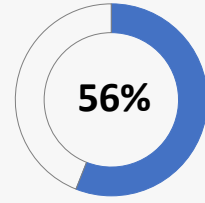
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	82%	34%	47%

Satisfied with the general practice appointment times available



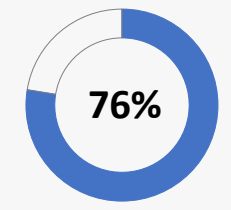
		Very Satisfied	Fairly Satisfied
National	55%	20%	35%
ICS	53%	17%	36%

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



		Offered a choice
National	59%	Offered a choice
ICS	55%	Offered a choice

Satisfied with the appointment offered



		Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	70%	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.

Practice details

Hanscombe House Surgery

52A St. Andrew Street, Hertford SG14 1JA

E82007 Practice code

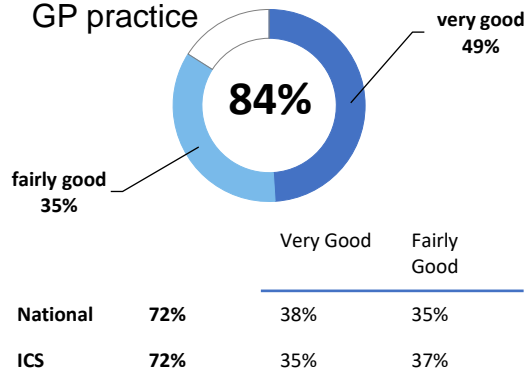
277 surveys sent out

109 surveys sent back

39% completion rate

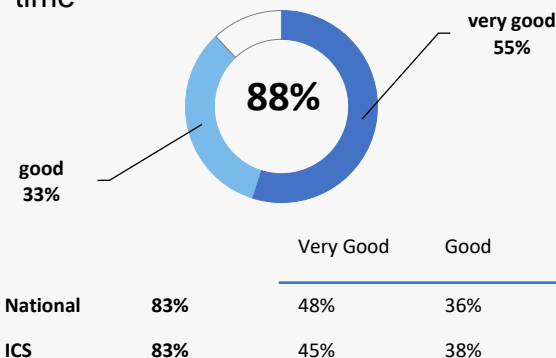
Overall experience

Good overall experience of this GP practice

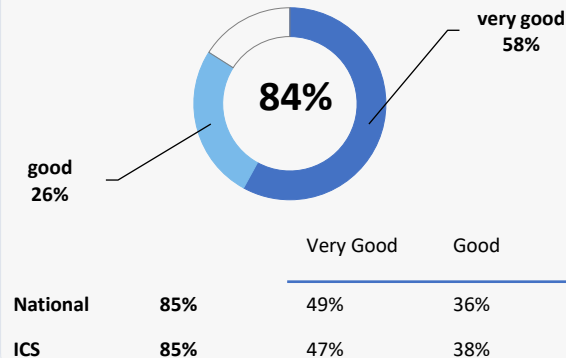


Appointment experience

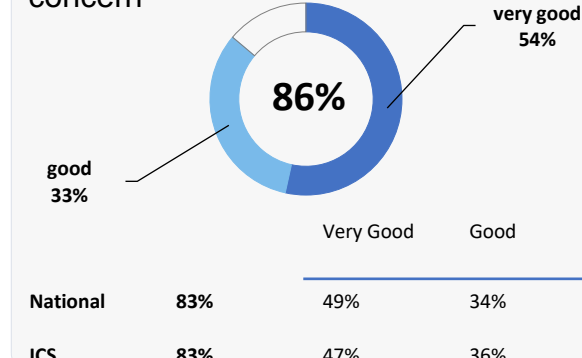
The healthcare professional was good at giving the patient enough time



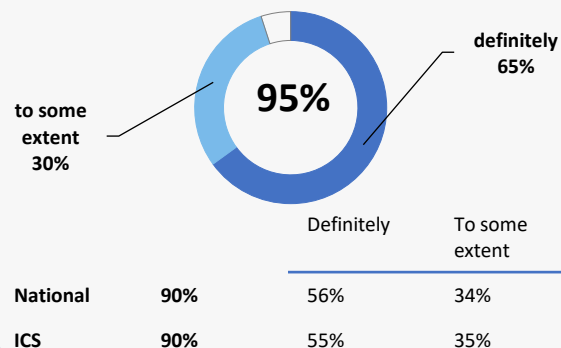
The healthcare professional was good at listening to the patient



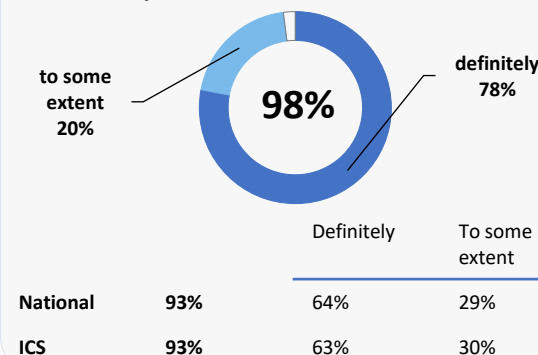
The healthcare professional was good at treating the patient with care and concern



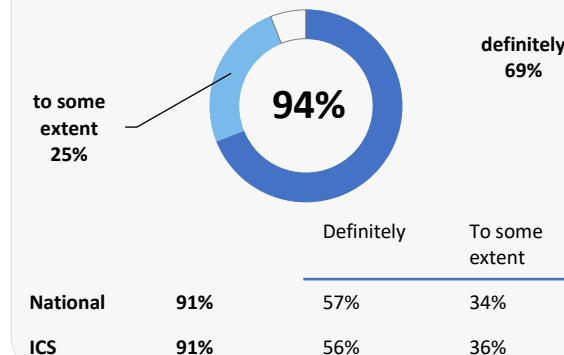
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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