

Your GP practice services

Whyburn Medical Practice



Meden Medical Services



Hama Medical Centre



% of patients who find it easy to get through to this GP practice by phone

15%

ICS result: 46%
National result: 50%

25%

ICS result: 46%
National result: 50%

84%

ICS result: 46%
National result: 50%

Show breakdown



% of patients who find it easy to contact this GP practice using their website

17%

ICS result: 39%
National result: 48%

38%

ICS result: 39%
National result: 48%

65%

ICS result: 39%
National result: 48%

Show breakdown



% of patients who find it easy to contact this GP practice using the NHS App

12%

ICS result: 43%
National result: 45%

36%

ICS result: 43%
National result: 45%

80%

ICS result: 43%
National result: 45%

Show breakdown



% of patients who find the reception and administrative team at this GP practice helpful

78%

ICS result: 83%
National result: 83%

78%

ICS result: 83%
National result: 83%

96%

ICS result: 83%
National result: 83%

Show breakdown



% of patients who usually get to see or speak to their preferred healthcare professional when they would like to

37%

ICS result: 38%
National result: 40%

16%

ICS result: 38%
National result: 40%

69%

ICS result: 38%
National result: 40%

Show breakdown



Your last contact

% of patients who knew what the next step would be after contacting their GP practice

76%

ICS result: 83%
National result: 83%

80%


ICS result: 83%
National result: 83%


93%

ICS result: 83%
National result: 83%


Show breakdown





% of patients who knew what the next step would be within two days of contacting their GP practice	95%	98%	97%
	ICS result: 94% National result: 93%	ICS result: 94% National result: 93%	ICS result: 94% National result: 93%
Show breakdown 			


% of patients who describe their experience of contacting their GP practice as good	43%	45%	90%
	ICS result: 66% National result: 67%	ICS result: 66% National result: 67%	ICS result: 66% National result: 67%
Show breakdown 			

Your last appointment


% of patients who were offered a choice of time or day when they last tried to make a general practice appointment	40%	48%	59%
	ICS result: 53% National result: 53%	ICS result: 53% National result: 53%	ICS result: 53% National result: 53%
Show breakdown 			


% of patients who were offered a choice of location when they last tried to make a general practice appointment	10%	4%	12%
	ICS result: 12% National result: 13%	ICS result: 12% National result: 13%	ICS result: 12% National result: 13%
Show breakdown 			


% of patients who felt they waited about the right amount of time for their last general practice appointment	49%	57%	66%
	ICS result: 65% National result: 66%	ICS result: 65% National result: 66%	ICS result: 65% National result: 66%
Show breakdown 			


% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	86%	89%	86%
	ICS result: 86% National result: 87%	ICS result: 86% National result: 87%	ICS result: 86% National result: 87%
Show breakdown 			


% of patients who say the healthcare professional they saw or spoke to was good at treating them with care	86%	90%	86%
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and concern during their last general practice appointment	ICS result: 85% National result: 85%	ICS result: 85% National result: 85%	ICS result: 85% National result: 85%
Show breakdown 			

% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment	70% ICS result: 71% National result: 73%	82% ICS result: 71% National result: 73%	68% ICS result: 71% National result: 73%
Show breakdown 			


% of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment	92% ICS result: 92% National result: 92%	93% ICS result: 92% National result: 92%	88% ICS result: 92% National result: 92%
Show breakdown 			

% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	90% ICS result: 92% National result: 92%	95% ICS result: 92% National result: 92%	92% ICS result: 92% National result: 92%
Show breakdown 			

% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	91% ICS result: 90% National result: 91%	91% ICS result: 90% National result: 91%	89% ICS result: 90% National result: 91%
Show breakdown 			

% of patients who felt their needs were met during their last general practice appointment	86% ICS result: 90% National result: 90%	92% ICS result: 90% National result: 90%	95% ICS result: 90% National result: 90%
Show breakdown 			

Overall experience

% of patients who describe their overall experience of this GP practice as good	<div>59%</div> <div>ICS result: 74% National result: 74%</div>	<div>74%</div> <div>ICS result: 74% National result: 74%</div>	<div>89%</div> <div>ICS result: 74% National result: 74%</div>
Show breakdown 			

Your health

% of patients who 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	<div>59%</div> <div>ICS result: 68% National result: 68%</div>	<div>74%</div> <div>ICS result: 68% National result: 68%</div>	<div>73%</div> <div>ICS result: 68% National result: 68%</div>
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