Gresleydale Healthcare Centre

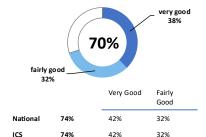
Glamorgan Way, Church Gresley, Swadlincote DE11 9JT

C81114

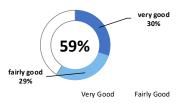
314

105

33%

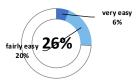


Good overall experience of contacting this GP practice



		Very Good	Fairly Good
National	67%	37%	30%
ICS	66%	34%	31%

Easy to contact this GP practice on the phone



		Very Easy	Fairly Easy	
National	50%	19%	31%	
ICS	45%	15%	30%	

		Very Easy	Fairly Easy	
National	48%	21%	27%	
ICS	43%	18%	25%	

46%

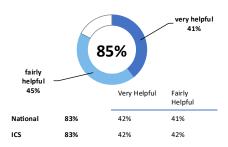
Easy to contact this GP practice

very easy 21%

using their website

fairly easy

Helpfulness of reception and administrative team at this practice



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



National	83%	Yes, knew next step
ICS	82%	Yes, knew next step

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



National	93%	Yes, knew within two days
ICS	95%	Yes, knew within two days

For more information about this practice, please go to: https://gp-patient.co.uk/PatientExperiences?practicecode=C81114

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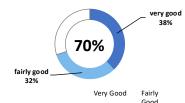
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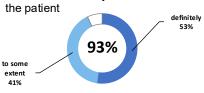
33%



			Good	
National	74%	42%	32%	
ICS	74%	42%	32%	

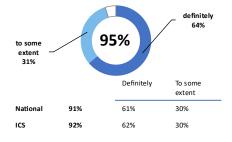
Experience at last appointment

The healthcare professional had all the information they needed about

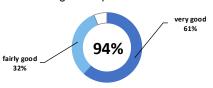


		Definitely	To some extent	
National	92%	57%	35%	
ICS	92%	57%	35%	

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

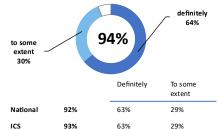


The healthcare professional was good at listening to the patient

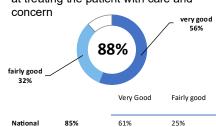


			Fairly good
National	87%	62%	25%
ICS	87%	62%	25%

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



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

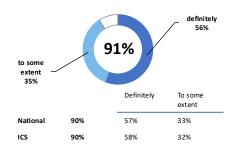


61%

25%

86%

ICS



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