

Practice details

Gresleydale Healthcare Centre

Glamorgan Way, Church Gresley,
Swadlincote, DE11 9JT

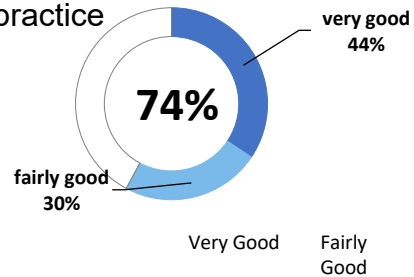
C81114 Practice code

402 surveys sent out

107 surveys sent back

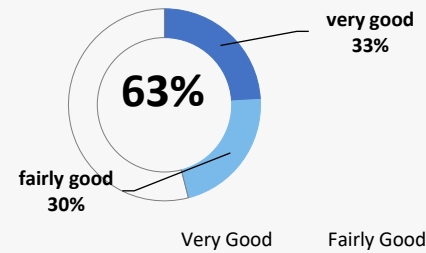
27% completion rate

Overall experience

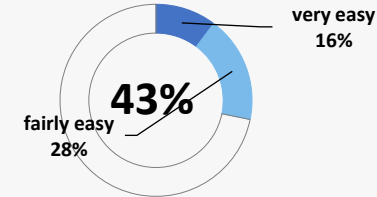
Good overall experience of this GP practice

National	77%	46%	31%
ICS	76%	44%	32%

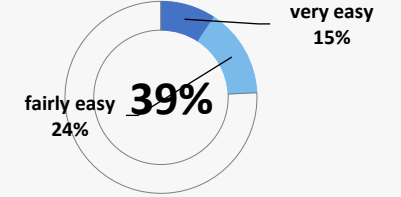
Accessing the practice

Good overall experience of contacting this GP practice

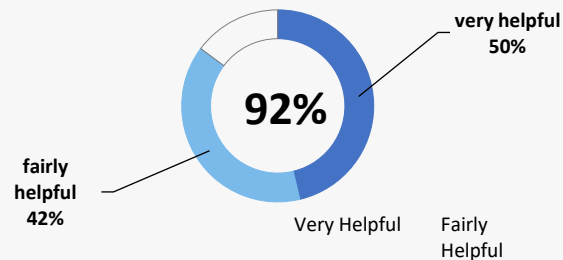
National	73%	42%	31%
ICS	68%	38%	30%

Easy to contact this GP practice on the phone

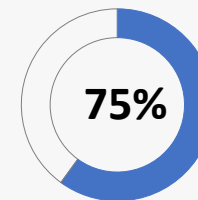
National	57%	23%	34%
ICS	51%	19%	32%

Easy to contact this GP practice using their website

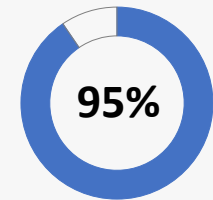
National	58%	27%	31%
ICS	53%	23%	30%

Helpfulness of reception and administrative team at this practice

National	85%	44%	41%
ICS	84%	43%	41%

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

National	84%	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	94%	Yes, knew within two days



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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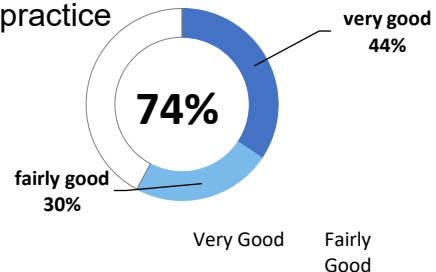
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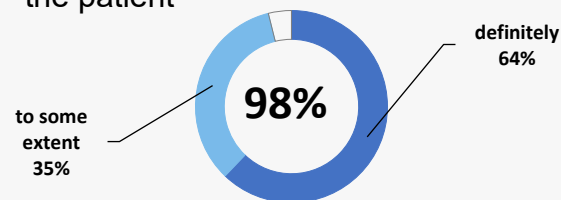


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Data by Ipsos

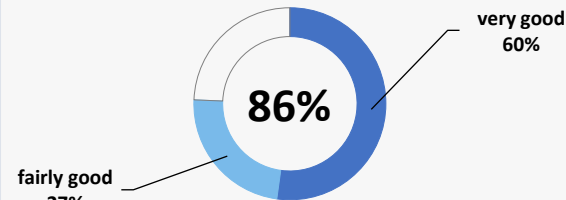
Experience at last appointment

The healthcare professional had all the information they needed about the patient



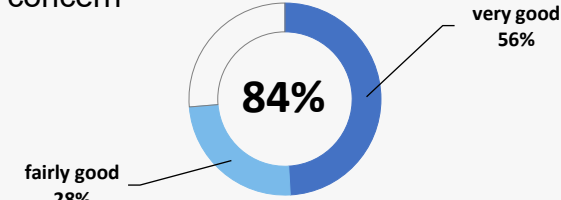
		Definitely	To some extent
National	92%	58%	34%
ICS	92%	58%	34%

The healthcare professional was good at listening to the patient



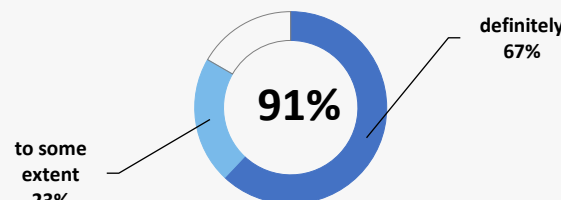
		Very Good	Fairly good
National	87%	62%	25%
ICS	87%	63%	25%

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



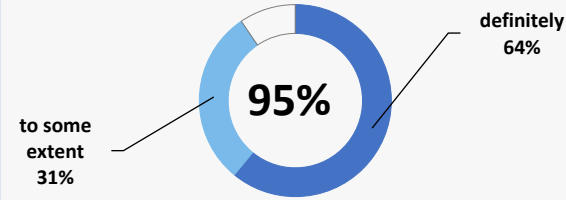
		Very Good	Fairly good
National	86%	62%	24%
ICS	86%	62%	24%

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



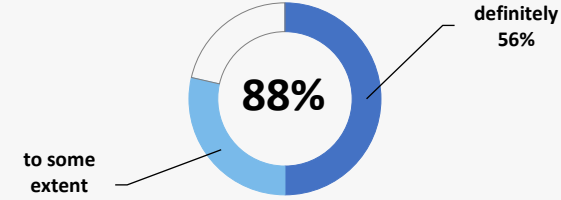
		Definitely	To some extent
National	92%	62%	29%
ICS	91%	63%	28%

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



		Definitely	To some extent
National	93%	64%	28%
ICS	92%	64%	28%

The patient's needs were met



		Definitely	To some extent
National	90%	58%	32%
ICS	90%	58%	32%