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The New Springwells Practice

The Surgery, Springwells, Billingborough,
NG34 0QQ

Practice Summary (PowerPoint)

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overview

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Showing responses about **key questions** from

all patients

Your local GP services



96% find it easy to get through to
this GP practice by phone

ICS result: 50% | National result: 50%

Show
breakdown



91% find the receptionists at this
GP practice helpful

ICS result: 84% | National result: 82%

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77% are satisfied with the general practice appointment times available

ICS result: 55% | National result: 53%

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72% usually get to see or speak to their preferred GP when they would like to

ICS result: 31% | National result: 35%

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Making an appointment



73% were offered a choice of appointment when they last tried to make a general practice appointment

ICS result: 60% | National result: 59%

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81% were satisfied with the appointment they were offered

ICS result: 76% | National result: 72%

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96% took the appointment they were offered

ICS result: 97% | National result: 96%

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78% describe their experience of making an appointment as good

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ICS result: 57% | National result: 54%

Your last appointment



96% were given a time for their last general practice appointment

ICS result: 88% | National result: 91%

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98% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

ICS result: 84% | National result: 84%

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97% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 84% | National result: 85%

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100% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 84% | National result: 84%

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93% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

ICS result: 81% | National result: 81%

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breakdown



95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 90% | National result: 90%

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breakdown



100% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 93% | National result: 93%

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breakdown



99% felt their needs were met during their last general practice appointment

ICS result: 92% | National result: 91%

Show
breakdown



Your health



70% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

ICS result: 66% | National result: 65%

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breakdown



Overall experience



90% describe their overall experience of this GP practice as good

ICS result: 71% | National result: 71%

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