

## Practice details

### Stanley Medical Group

Stanley Primary Care Ctr, Clifford Road, Stanley DH9 0AB

A83023 Practice code

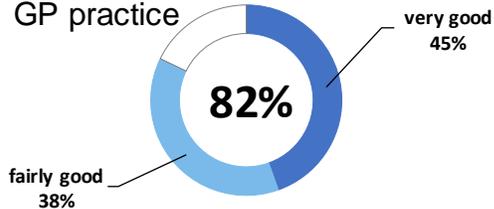
**321** surveys sent out

**124** surveys sent back

**39%** completion rate

## Overall experience

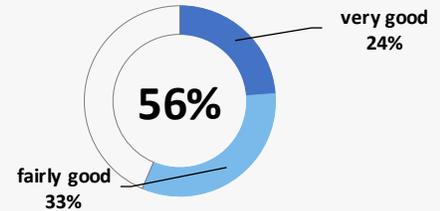
### Good overall experience of this GP practice



		Very Good	Fairly Good
<b>National</b>	<b>71%</b>	37%	35%
<b>ICS</b>	<b>76%</b>	41%	35%

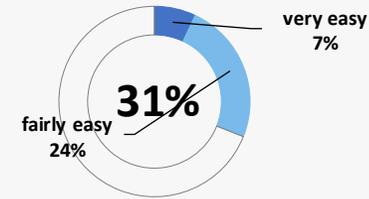
## Accessing the practice

### Good overall experience of making an appointment



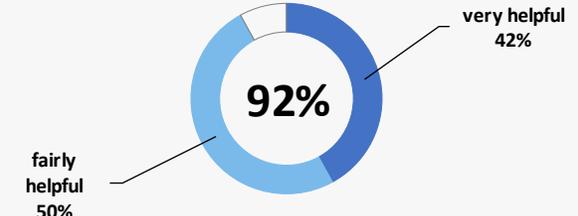
		Very Good	Fairly Good
<b>National</b>	<b>54%</b>	23%	32%
<b>ICS</b>	<b>58%</b>	25%	33%

### Easy to get through to this GP practice by phone



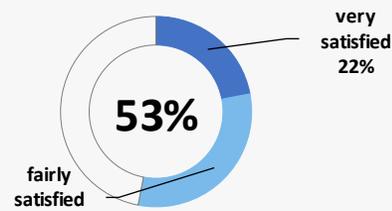
		Very Easy	Fairly Easy
<b>National</b>	<b>50%</b>	13%	37%
<b>ICS</b>	<b>53%</b>	15%	38%

### Helpfulness of receptionists at this GP practice



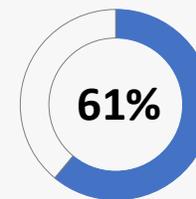
		Very Helpful	Fairly Helpful
<b>National</b>	<b>82%</b>	37%	45%
<b>ICS</b>	<b>86%</b>	42%	44%

### Satisfied with the general practice appointment times available



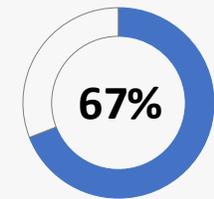
		Very Satisfied	Fairly Satisfied
<b>National</b>	<b>53%</b>	19%	34%
<b>ICS</b>	<b>55%</b>	20%	35%

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



		Offered a choice
<b>National</b>	<b>59%</b>	Offered a choice
<b>ICS</b>	<b>64%</b>	Offered a choice

### Satisfied with the appointment offered



		Satisfied with the appointment
<b>National</b>	<b>72%</b>	Satisfied with the appointment
<b>ICS</b>	<b>76%</b>	Satisfied with the appointment

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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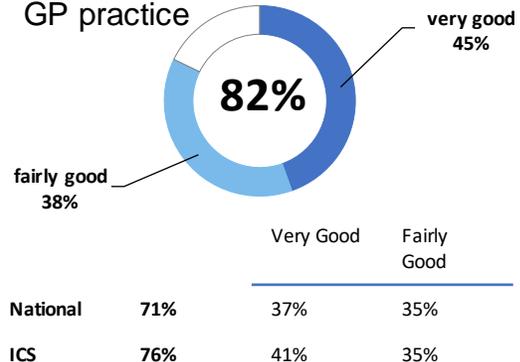
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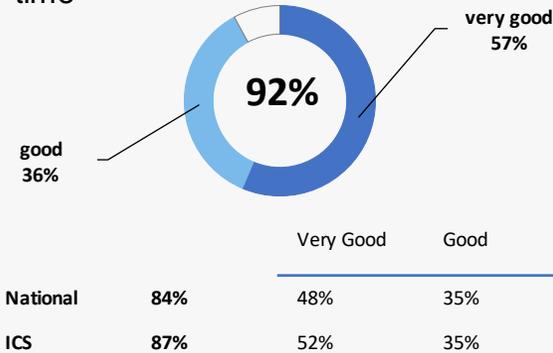
## Overall experience

Good overall experience of this GP practice

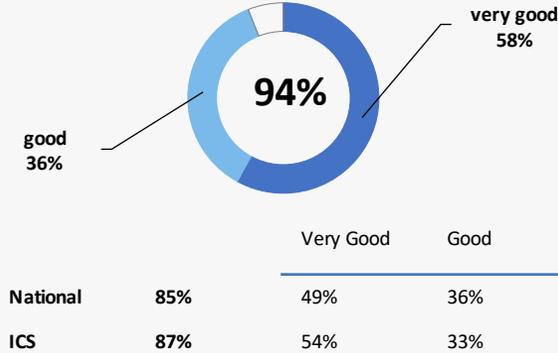


## Appointment experience

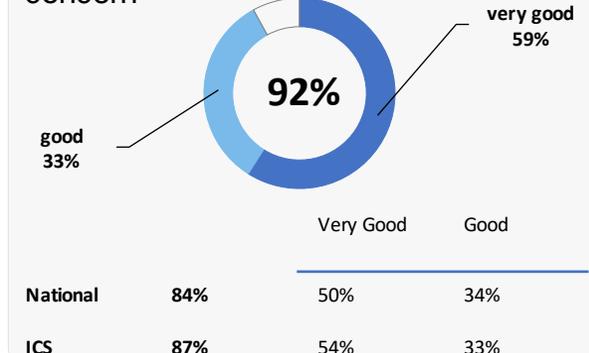
The healthcare professional was good at giving the patient enough time



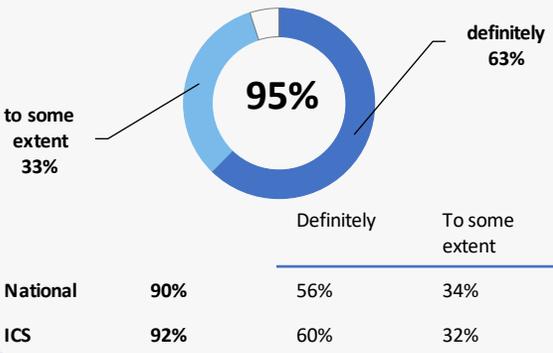
The healthcare professional was good at listening to the patient



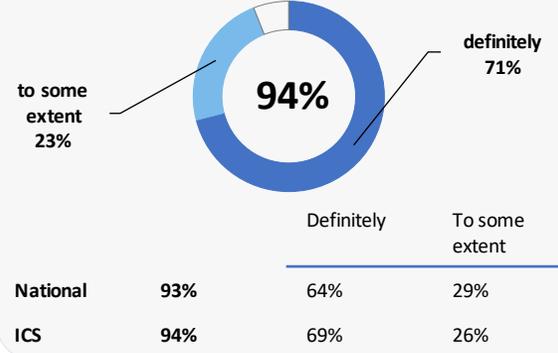
The healthcare professional was good at treating the patient with care and concern



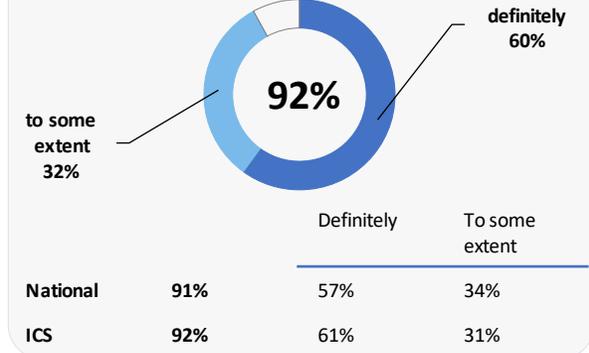
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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