

Old Harlow Health Centre

Jenner House, Garden Terrace Road, CM17
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Showing responses about **all questions** from
all patients

Showing weighted results ▼

Your local GP services



81% find it easy to get through to
this GP practice by phone

Local (CCG) average: 61% | National average: 70%

Show breakdown



97% find the receptionists at this
GP practice helpful

Local (CCG) average: 87% | National average: 90%

Show breakdown



79% are satisfied with the
general practice appointment
times available

Local (CCG) average: 60% | National average: 66%

Show breakdown



58% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 43% | National average: 50%

Show breakdown

Making an appointment



69% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 54% | National average: 62%

Show breakdown



74% were satisfied with the type of appointment they were offered

Local (CCG) average: 70% | National average: 74%

Show breakdown



96% took the appointment they were offered

Local (CCG) average: 95% | National average: 94%

Show breakdown



78% describe their experience of making an appointment as good

Local (CCG) average: 63% | National average: 69%


Show breakdown

Your last appointment



72% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment


Local (CCG) average: 65% | National average: 69%

Show breakdown 



94% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment


Local (CCG) average: 84% | National average: 87%

Show breakdown 



95% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment


Local (CCG) average: 88% | National average: 89%

Show breakdown 



95% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment


Local (CCG) average: 86% | National average: 87%

Show breakdown 



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


Local (CCG) average: 93% | National average: 93%

Show breakdown 



96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment


Local (CCG) average: 94% | National average: 96%

Show breakdown 



91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment


Local (CCG) average: 85% | National average: 87%

Show breakdown 



98% felt their needs were met during their last general practice appointment

Local (CCG) average: 94% | National average: 95%


Show breakdown 

Your health



87% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 78% | National average: 79%


Show breakdown 

Overall experience



94% describe their overall experience of this GP practice as good

Local (CCG) average: 80% | National average: 84%

Show breakdown 

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