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Kings Medical Centre

23 Kings Avenue, Buckhurst Hill, IG9 5LP

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Showing responses about [key questions](#) from [all patients](#)

Your local GP services



53% find it easy to get through to this GP practice by phone

ICS result: 44% National result: 50%

[Show breakdown](#)



85% find the receptionists at this GP practice helpful

ICS result: 83% National result: 82%

[Show breakdown](#)



62% are satisfied with the general practice appointment times

[Show breakdown](#)



available

ICS result: 50% National result: 53%



39% usually get to see or speak to their preferred GP when they would like to

ICS result: 32% National result: 35%

Show
breakdown



Making an appointment



59% were offered a choice of appointment when they last tried to make a general practice appointment

ICS result: 57% National result: 59%

Show
breakdown



83% were satisfied with the appointment they were offered

ICS result: 70% National result: 72%

Show
breakdown



100% took the appointment they were offered

ICS result: 96% National result: 96%

Show
breakdown



61% describe their experience of making an appointment as good

ICS result: 52% National result: 54%

Show
breakdown



Your last appointment



95% were given a time for their last general practice appointment

ICS result: 92% National result: 91%

Show
breakdown



90% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

ICS result: 83% National result: 84%

Show
breakdown



89% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 85% National result: 85%

Show
breakdown



92% 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: 83% National result: 84%

Show
breakdown





85% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

ICS result: 82% National result: 81%

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

ICS result: 91% National result: 90%

Show
breakdown



97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 94% National result: 93%

Show
breakdown



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

ICS result: 92% National result: 91%

Show
breakdown



Your health



80% 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%

Show
breakdown



Overall experience




85% describe their overall experience of this GP practice as good

ICS result: 71% National result: 71%

Show
breakdown



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Patient Survey
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Results from the 2023 survey ?

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Kings Medical Centre

23 Kings Avenue, Buckhurst Hill, IG9 5LP

Practice Summary (PowerPoint)

Practice overview

Patient experience

Compare practice ▶

Where patient experience **is highest** compared with the ICS result ?

✓ **85%** of respondents describe their overall experience of this GP practice as good
ICS result: 71% National result: 71%

✓ **80%** of respondents 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%

✓ **62%** of respondents are satisfied with the general practice appointment times available
ICS result: 50% National result: 53%

Where patient experience **is lowest** compared with the ICS result ?

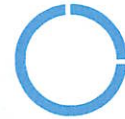
✓ *This practice has scored higher than their ICS average in every question*



376
Surveys sent out



147
Surveys sent
back



39%
Completion
rate

What would you like to do next?



Explore patient experience
at this practice

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Compare this practice
to others

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