



## Results from the 2018 survey

### Halcyon Medical

67-69 High Street, Birmingham, B4 7TA



#### What this practice **does best**

 **90%** of respondents say they have had enough support in the last 12 months from local services or organisations to help manage their long-term condition(s)  
Local (CCG) average: 74% | National average: 79%


 **67%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment  
Local (CCG) average: 56% | National average: 62%

 **89%** of respondents 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: 81% | National average: 87%

#### What this practice **could improve**

  **46%** of respondents describe their experience of making an appointment as good  
Local (CCG) average: 58% | National average: 69%

 **72%** of respondents 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: 81% | National average: 87%

 **57%** of respondents are satisfied with the general practice appointment times available  
Local (CCG) average: 62% | National average: 66%

Comparisons to the local (CCG) or national average may not be statistically significant.



**417**

Surveys sent out



**37**

Surveys sent back



**9%**

Completion rate

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This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey  
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