

GP PATIENT SURVEY

Results from the 2023 survey

Practice details

The New Springwells Practice

The Surgery, Springwells,
Billingborough NG34 0QQ

Y01652 Practice code

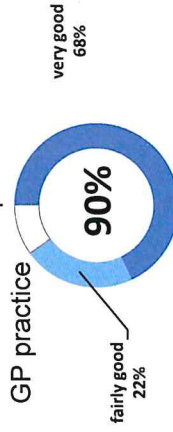
258 surveys sent out

127 surveys sent back

49% completion rate

Overall experience

Good overall experience of this GP practice



	Very Good	Fairly Good
National	71%	37%
ICS	71%	36%

1 Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

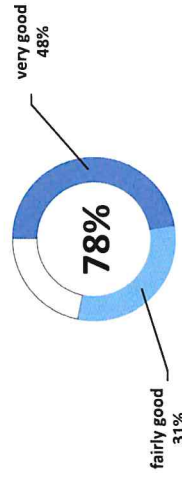
Data by Ipsos

The New Springwells Practice



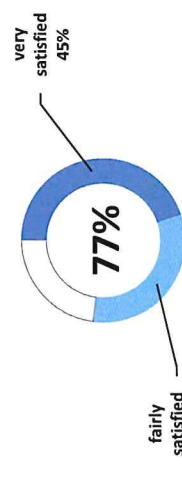
Accessing the practice

Good overall experience of making an appointment



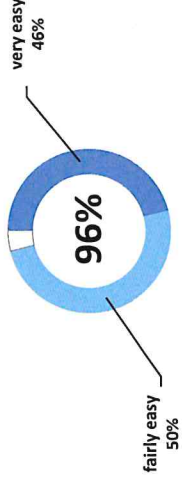
	Very Good	Fairly Good
National	54%	23%
ICS	57%	24%

Satisfied with the general practice appointment times available



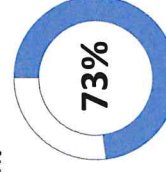
	Very Satisfied	Fairly Satisfied
National	53%	19%
ICS	55%	20%

Easy to get through to this GP practice by phone



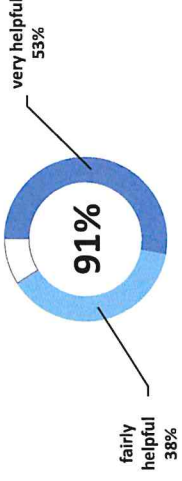
	Very Easy	Fairly Easy
National	50%	13%
ICS	50%	13%

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



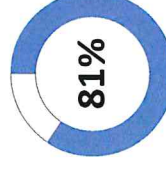
	National	ICS
Offered a choice	59%	60%

Helpfulness of receptionists at this GP practice



	Very Helpful	Fairly Helpful
National	82%	37%
ICS	84%	38%

Satisfied with the appointment offered



	National	ICS
Satisfied with the appointment	72%	76%

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=Y01652>



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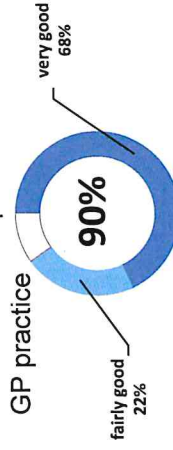
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GP practice



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		35%
		35%

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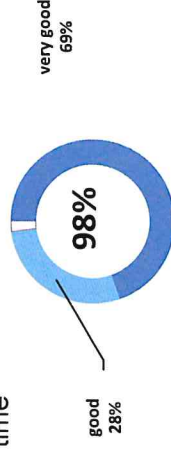
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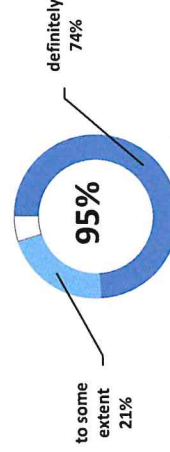
Appointment experience

The healthcare professional was good at giving the patient enough time



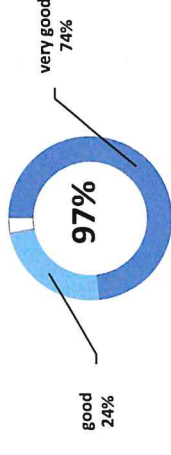
	Very Good	Good
National	84%	48%
ICS	84%	48%
		35%
		36%

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



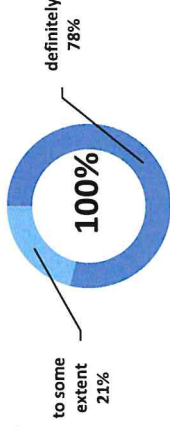
	Definitely	To some extent
National	90%	56%
ICS	90%	56%
		34%
		34%

The healthcare professional was good at listening to the patient



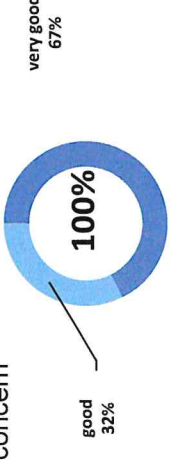
	Very Good	Good
National	85%	49%
ICS	84%	48%
		36%
		36%

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



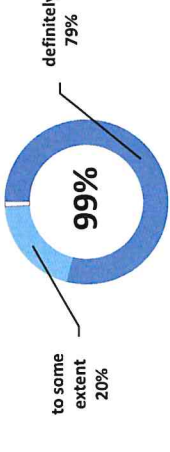
	Definitely	To some extent
National	93%	64%
ICS	93%	64%
		29%
		30%

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



	Very Good	Good
National	84%	50%
ICS	84%	48%
		34%
		35%

The patient's needs were met



	Definitely	To some extent
National	91%	57%
ICS	92%	58%
		34%
		33%

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