

GP PATIENT SURVEY

Results from the 2023 survey

Practice details

South Bank Surgery

Hunslet Health Centre, 24 Church Street LS10 2PT

B86035 Practice code

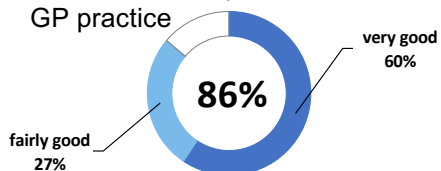
465 surveys sent out

111 surveys sent back

24% completion rate

Overall experience

Good overall experience of this GP practice



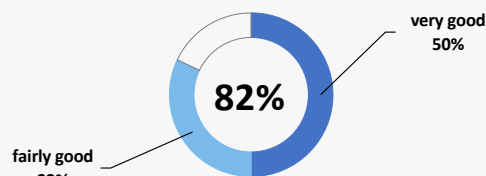
	Very Good	Fairly Good
National	71%	35%
ICS	71%	34%

South Bank Surgery



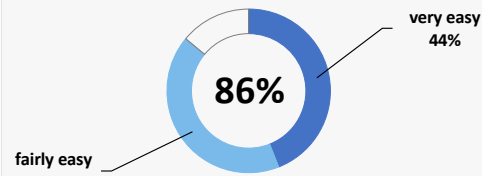
Accessing the practice

Good overall experience of making an appointment



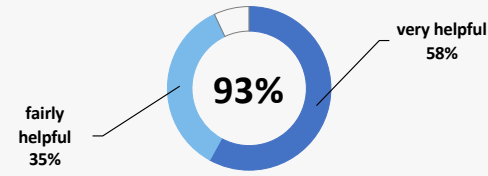
	Very Good	Fairly Good
National	54%	32%
ICS	54%	31%

Easy to get through to this GP practice by phone



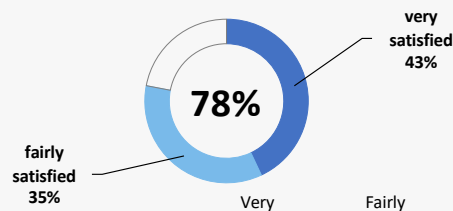
	Very Easy	Fairly Easy
National	50%	37%
ICS	47%	35%

Helpfulness of receptionists at this GP practice



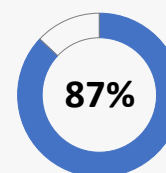
	Very Helpful	Fairly Helpful
National	82%	45%
ICS	82%	45%

Satisfied with the general practice appointment times available



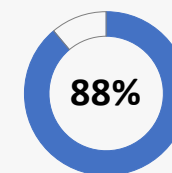
	Very Satisfied	Fairly Satisfied
National	53%	34%
ICS	53%	34%

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



	Offered a choice
National	59%
ICS	59%

Satisfied with the appointment offered



	Satisfied with the appointment
National	72%
ICS	73%



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

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=B86035>



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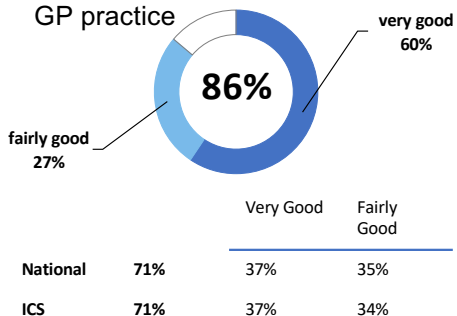
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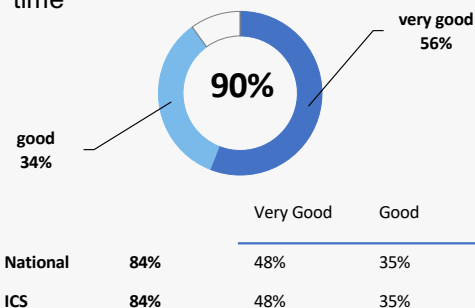


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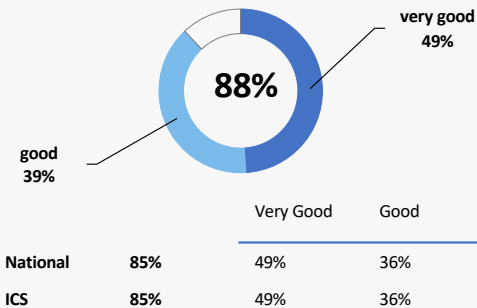


Appointment experience

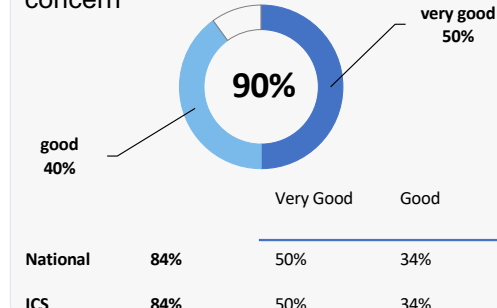
The healthcare professional was good at giving the patient enough time



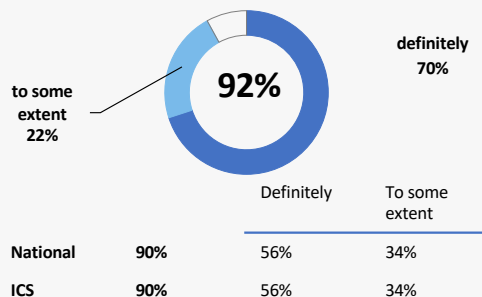
The healthcare professional was good at listening to the patient



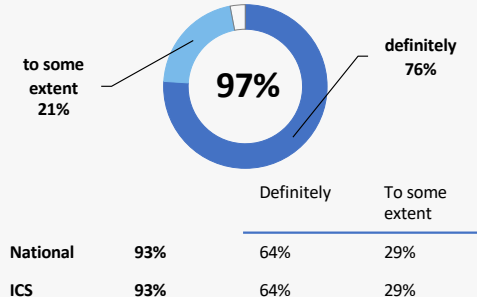
The healthcare professional was good at treating the patient with care and concern



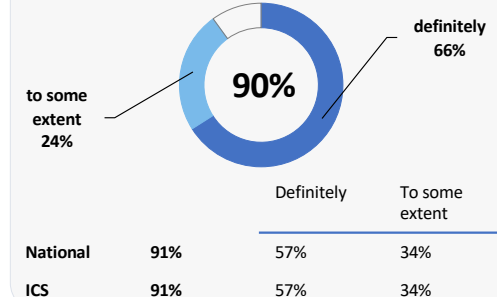
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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