

GP PATIENT SURVEY**Results from the 2017 survey****The Haven Practice**

Brighton, East Sussex, BN1 6HE

What this practice does best

-

82% of respondents usually get to see or speak to their preferred GP

Local (CCG) average: **62%**National average: **56%**

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95% of respondents describe their experience of making an appointment as good

Local (CCG) average: **77%**National average: **73%**

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93% of respondents find it easy to get through to this surgery by phone

Local (CCG) average: **76%**National average: **71%**

What this practice could improve

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88% of respondents were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: **88%**National average: **84%**

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99% of respondents had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: **98%**National average: **97%**

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93% of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: **91%**National average: **90%**

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

293

Surveys sent out

98

Surveys sent back

33%

Completion rate

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