

Results from the 2023 survey ?

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The Haven Practice

100 Beaconsfield Villas, Brighton, East Sussex,
BN1 6HE

Practice Summary (PowerPoint)

Practice
overview

Patient
experience

Compare
practice ▶

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

✓ **83%** of respondents find it easy to get through to this GP practice by phone
ICS result: 47% | National result: 50%

✓ **84%** of respondents describe their experience of making an appointment as good
ICS result: 54% | National result: 54%

✓ **81%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment
ICS result: 56% | National result: 59%

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

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

Comparisons with the local ICS or national results are indicative only and may not be statistically significant.



396

Surveys sent out



115

Surveys sent back



29%

Completion rate

What would you like to do next?



Explore patient experience
at this practice

Patient experience



Compare this practice
to others

Compare practices



The survey

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The results

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