

GP PATIENT SURVEY

Results from the 2023 survey

The Haven Practice



Practice details

The Haven Practice

100 Beaconsfield Villas, Brighton,
East Sussex BN1 6HE

G81646 Practice code

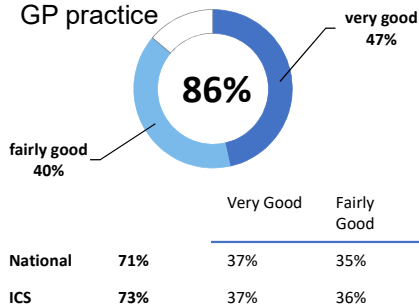
396 surveys sent out

115 surveys sent back

29% completion rate

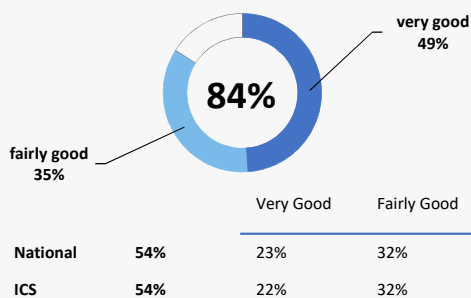
Overall experience

Good overall experience of this GP practice

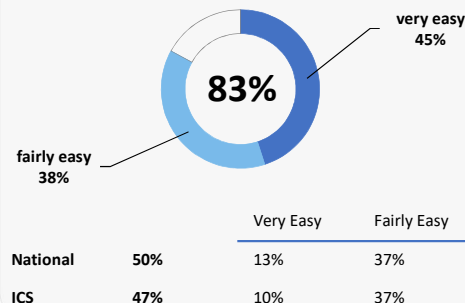


Accessing the practice

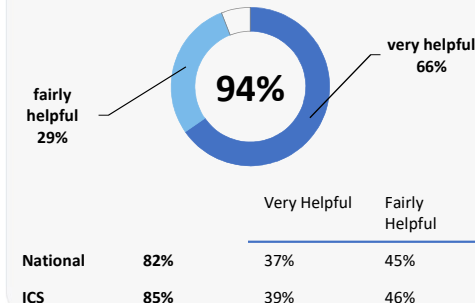
Good overall experience of making an appointment



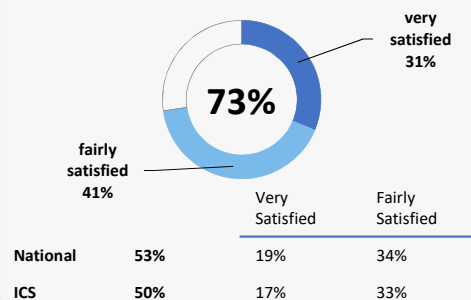
Easy to get through to this GP practice by phone



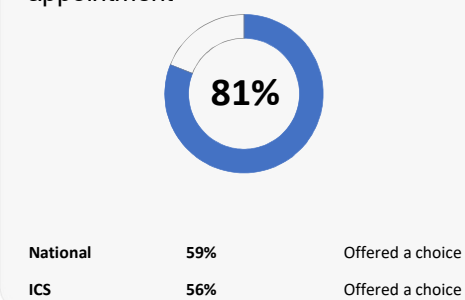
Helpfulness of receptionists at this GP practice



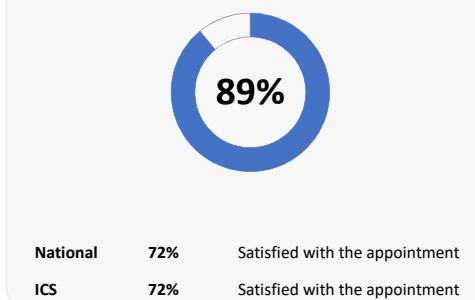
Satisfied with the general practice appointment times available



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



Satisfied with the appointment offered



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

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=G81646>



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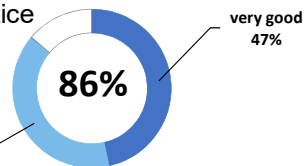
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Overall experience

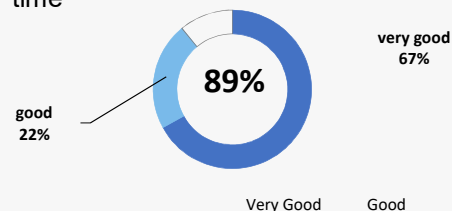
Good overall experience of this GP practice



	Very Good	Fairly Good
National	71%	35%
ICS	73%	36%

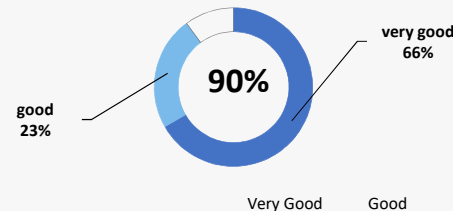
Appointment experience

The healthcare professional was good at giving the patient enough time



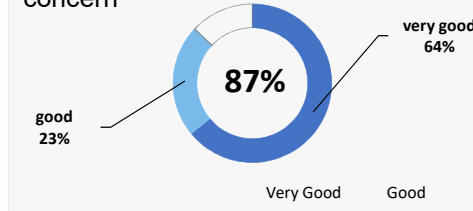
	Very Good	Good
National	84%	35%
ICS	85%	35%

The healthcare professional was good at listening to the patient



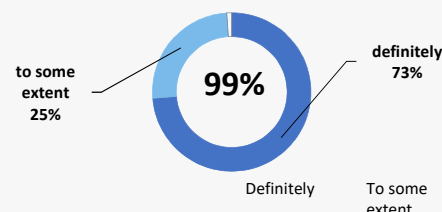
	Very Good	Good
National	85%	36%
ICS	86%	35%

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



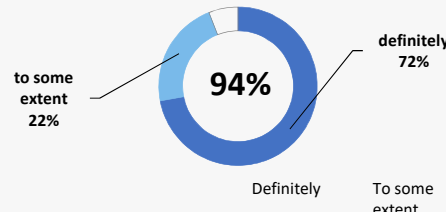
	Very Good	Good
National	84%	34%
ICS	85%	33%

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



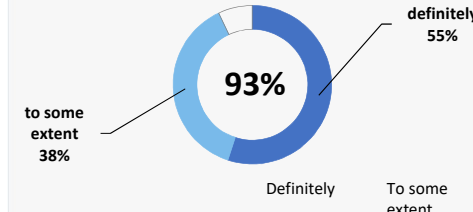
	Definitely	To some extent
National	90%	34%
ICS	92%	34%

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



	Definitely	To some extent
National	93%	29%
ICS	94%	28%

The patient's needs were met



	Definitely	To some extent
National	91%	34%
ICS	92%	34%

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