

Results from the 2020 survey ?

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The Haven Practice

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

Where patient experience **is best** ?



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

Local (CCG) average: 71% | National average: 65%



79% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 68% | National average: 60%



81% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 70% | National average: 63%

Where patient experience **could improve** ?



77% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 88% | National average: 87%



81% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 90% | National average: 88%



81% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 89% | National average: 85%

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

**363**

Surveys sent out

**125**Surveys sent
back**34%**Completion
rate

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