

Provide feedback on this website

The Haven Practice

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

Showing responses about **all questions** from
all patients

Showing weighted results ▼

Your local GP services



97% find it easy to get through to
this GP practice by phone

Local (CCG) average: 76% | National average: 68%

Show breakdown



99% find the receptionists at this
GP practice helpful

Local (CCG) average: 93% | National average: 89%

Show breakdown



90% are satisfied with the general
practice appointment times
available

Local (CCG) average: 69% | National average: 65%

Show breakdown

Making an appointment



83% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 69% | National average: 62%

Show breakdown



90% were satisfied with the type of appointment they were offered

Local (CCG) average: 80% | National average: 74%

Show breakdown



99% took the appointment they were offered

Local (CCG) average: 96% | National average: 94%

Show breakdown



95% describe their experience of making an appointment as good

Local (CCG) average: 75% | National average: 67%

Show breakdown

Your last appointment



83% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 72% | National average: 69%

Show breakdown



90% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

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

Show breakdown 



90% 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: 89%

Show breakdown 



81% 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%

Show breakdown 



95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 93% | National average: 93%

Show breakdown 



99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 96% | National average: 95%

Show breakdown



76% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 88% | National average: 86%

Show breakdown



96% felt their needs were met during their last general practice appointment

Local (CCG) average: 94% | National average: 94%

Show breakdown

Your health



97% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 81% | National average: 78%

Show breakdown

Overall experience



90% describe their overall experience of this GP practice as good

Local (CCG) average: 85% | National average: 83%

Show breakdown 

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey
© 2019 GP Patient Survey

