

## Your GP practice services

[New Queen Street Surgery](#)

[Jenner Healthcare](#)

[Add Practice](#)

% of patients who find it easy to get through to this GP practice by phone

**16%**

**30%**

ICS result: 47%

ICS result: 47%

National result: 50%

National result: 50%

[Show breakdown](#)

% of patients who find it easy to contact this GP practice using their website

**14%**

**46%**

ICS result: 49%

ICS result: 49%

National result: 48%

National result: 48%

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% of patients who find it easy to contact this GP practice using the NHS App

**27%**

**49%**

ICS result: 43%

ICS result: 43%

National result: 45%

National result: 45%

[Show breakdown](#)

% of patients who find the reception and administrative team at this GP practice helpful

**66%**

**66%**

ICS result: 82%

ICS result: 82%

National result: 83%

National result: 83%

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% of patients who usually get to see or speak to their preferred healthcare professional when they would like to

**10%**

**36%**

ICS result: 39%

ICS result: 39%

National result: 40%

National result: 40%

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## Your last contact

% of patients who knew what the next step would be after contacting their GP practice

**53%**

**66%**

ICS result: 82%

ICS result: 82%

[Show breakdown](#)

National result: 83% National result: 83%

% of patients who knew what the next step would be within two days of contacting their GP practice

**99%** **98%**

ICS result: 95% ICS result: 95%

[Show breakdown](#)

National result: 93% National result: 93%

% of patients who describe their experience of contacting their GP practice as good

**37%** **44%**

ICS result: 66% ICS result: 66%

[Show breakdown](#)

National result: 67% National result: 67%

## Your last appointment

% of patients who were offered a choice of time or day when they last tried to make a general practice appointment

**21%** **26%**

ICS result: 50% ICS result: 50%

[Show breakdown](#)

National result: 53% National result: 53%

% of patients who were offered a choice of location when they last tried to make a general practice appointment

**13%** **4%**

ICS result: 12% ICS result: 12%

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National result: 13% National result: 13%

% of patients who felt they waited about the right amount of time for their last general practice appointment

**43%** **39%**

ICS result: 68% ICS result: 68%

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National result: 66% National result: 66%

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

**76%** **75%**

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ICS result:  
86%

ICS result:  
86%

National  
result: 87%

National  
result: 87%

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

**76%**

**74%**

ICS result:  
85%

ICS result:  
85%

National  
result: 85%

National  
result: 85%

[Show breakdown](#)

% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

**57%**

**48%**

ICS result:  
71%

ICS result:  
71%

National  
result: 73%

National  
result: 73%

[Show breakdown](#)

% of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

**82%**

**86%**

ICS result:  
91%

ICS result:  
91%

National  
result: 92%

National  
result: 92%

[Show breakdown](#)

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

**82%**

**88%**

ICS result:  
92%

ICS result:  
92%

National  
result: 92%

National  
result: 92%

[Show breakdown](#)

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

**87%**

**86%**

ICS result:  
90%

ICS result:  
90%

National  
result: 91%

National  
result: 91%

[Show breakdown](#)

% of patients who felt their needs were met during their last general practice appointment

**77%**

**88%**

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ICS result: 89% ICS result: 89%

National result: 90% National result: 90%

## Overall experience

% of patients who describe their overall experience of this GP practice as good

**38%**

**50%**

ICS result: 72% ICS result: 72%

National result: 74% National result: 74%

[Show breakdown](#)

## Your health

% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

**59%**

**73%**

ICS result: 68% ICS result: 68%

National result: 68% National result: 68%

[Show breakdown](#)