

Practice details

Market Harborough Med.Ctr

67 Coventry Road, Market Harborough, LE16 9BX

C82009 Practice code

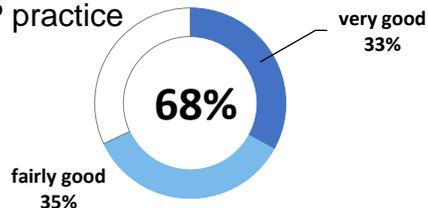
293 surveys sent out

102 surveys sent back

35% completion rate

Overall experience

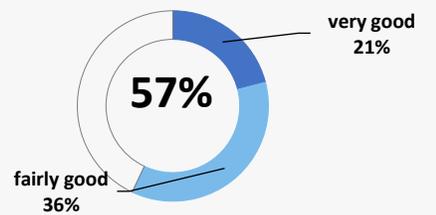
Good overall experience of this GP practice



		Very Good	Fairly Good
National	75%	44%	31%
ICS	72%	40%	32%

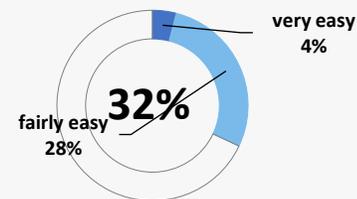
Accessing the practice

Good overall experience of contacting this GP practice



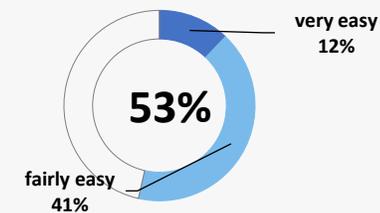
		Very Good	Fairly Good
National	70%	39%	31%
ICS	65%	34%	30%

Easy to contact this GP practice on the phone



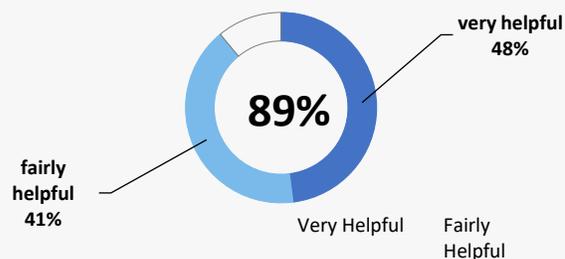
		Very Easy	Fairly Easy
National	53%	21%	32%
ICS	48%	18%	30%

Easy to contact this GP practice using their website



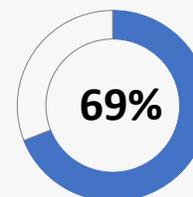
		Very Easy	Fairly Easy
National	51%	23%	28%
ICS	45%	19%	26%

Helpfulness of reception and administrative team at this practice



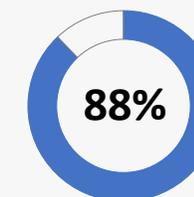
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	81%	39%	42%

Knew what the next step would be after contacting this GP practice



		Yes, knew next step
National	83%	Yes, knew next step
ICS	80%	Yes, knew next step

Knew what the next step would be within two days of contacting this GP practice



		Yes, knew within two days
National	93%	Yes, knew within two days
ICS	92%	Yes, knew within two days

i Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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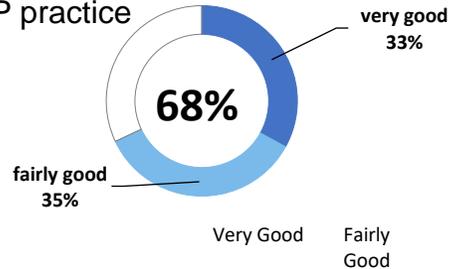
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35% completion rate

Overall experience

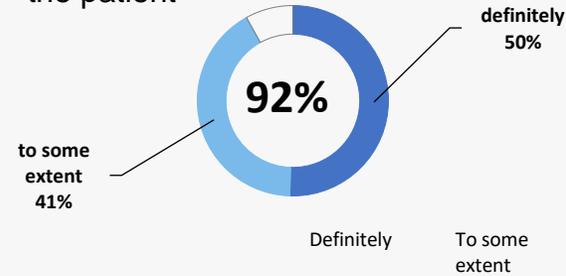
Good overall experience of this GP practice



	Very Good	Fairly Good
National	44%	31%
ICS	40%	32%

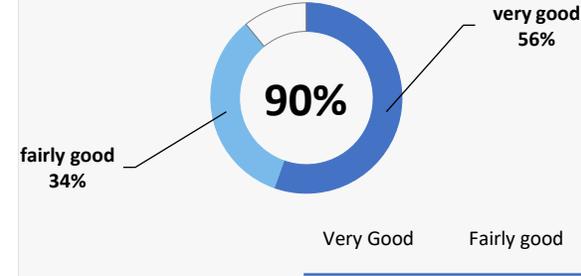
Experience at last appointment

The healthcare professional had all the information they needed about the patient



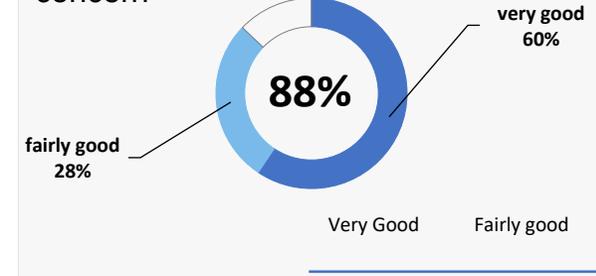
	Definitely	To some extent
National	57%	34%
ICS	55%	36%

The healthcare professional was good at listening to the patient



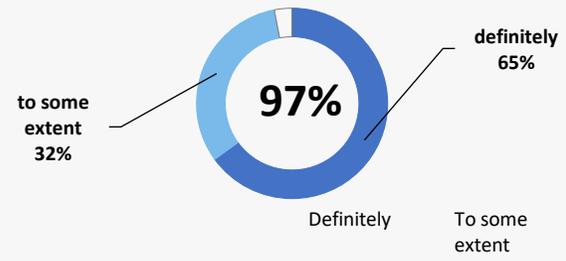
	Very Good	Fairly good
National	62%	25%
ICS	58%	27%

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



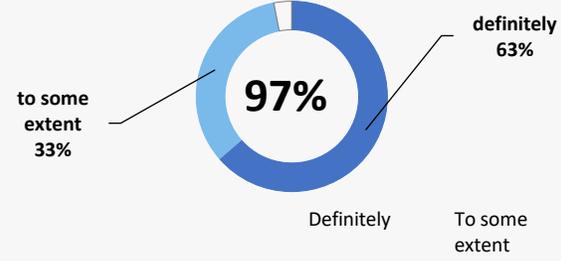
	Very Good	Fairly good
National	61%	25%
ICS	57%	27%

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



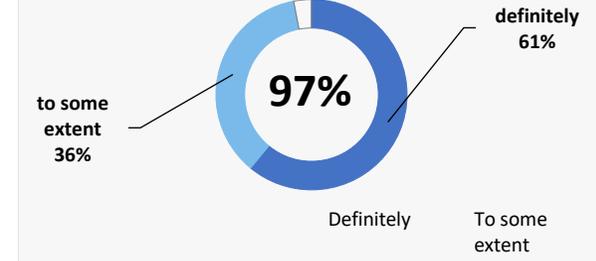
	Definitely	To some extent
National	62%	30%
ICS	59%	31%

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



	Definitely	To some extent
National	64%	29%
ICS	60%	31%

The patient's needs were met



	Definitely	To some extent
National	57%	33%
ICS	54%	35%

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