

Practice details

Buckland Medical Practice

Buckland Medical Centre, Brookfield Place, Buckland Avenue CT16 2AE

G82700 Practice code

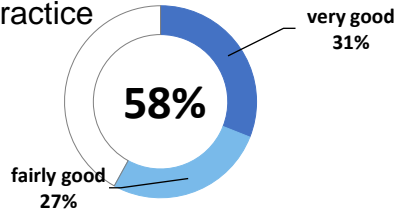
305 surveys sent out

108 surveys sent back

35% completion rate

Overall experience

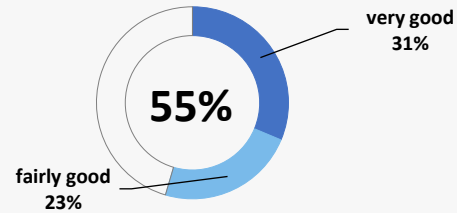
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	68%	37%	32%

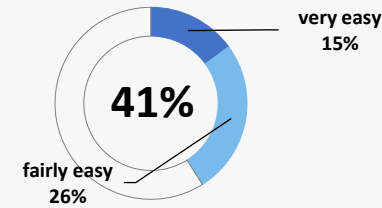
Accessing the practice

Good overall experience of contacting this GP practice



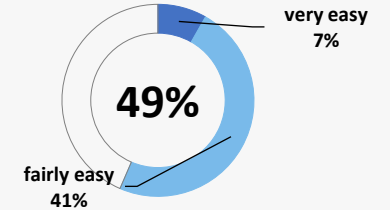
		Very Good	Fairly Good
National	67%	37%	30%
ICS	61%	32%	29%

Easy to contact this GP practice on the phone



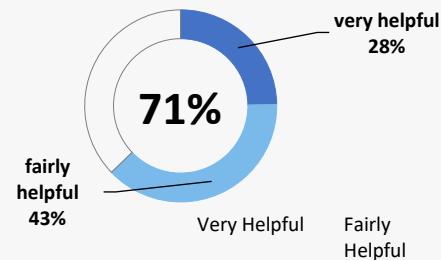
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	41%	14%	28%

Easy to contact this GP practice using their website



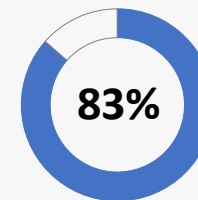
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	42%	17%	26%

Helpfulness of reception and administrative team at this practice



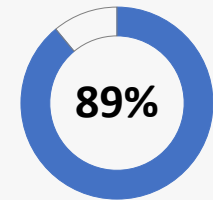
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	80%	38%	42%

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



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

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



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

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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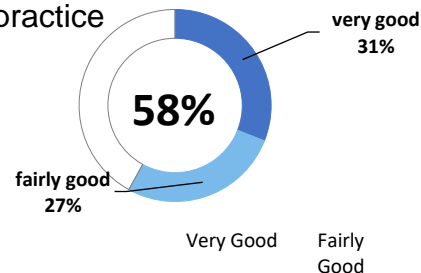
305 surveys sent out

108 surveys sent back

35% completion rate

Overall experience

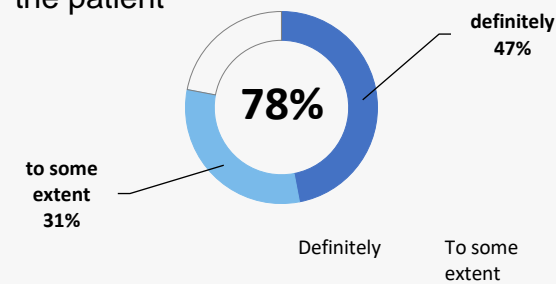
Good overall experience of this GP practice



	Very Good	Fairly Good
National	42%	32%
ICS	37%	32%

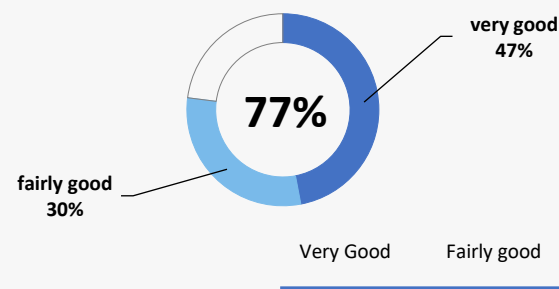
Experience at last appointment

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



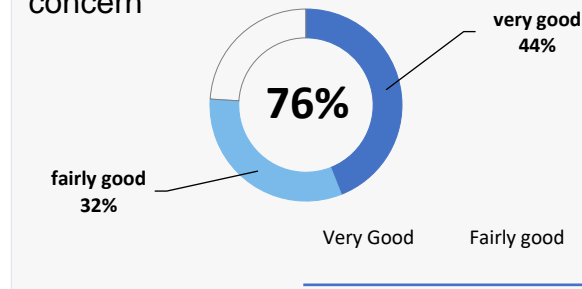
	Definitely	To some extent
National	57%	35%
ICS	53%	37%

The healthcare professional was good at listening to the patient



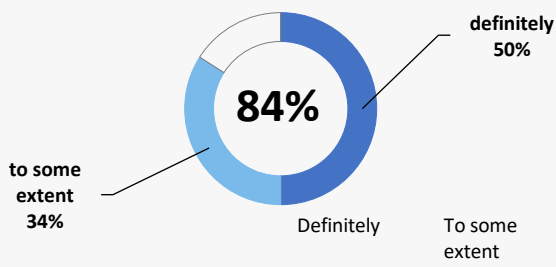
	Very Good	Fairly good
National	62%	25%
ICS	58%	25%

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



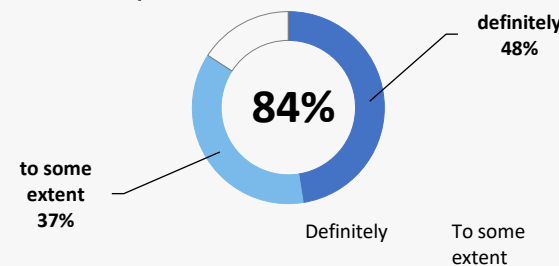
	Very Good	Fairly good
National	61%	25%
ICS	57%	25%

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



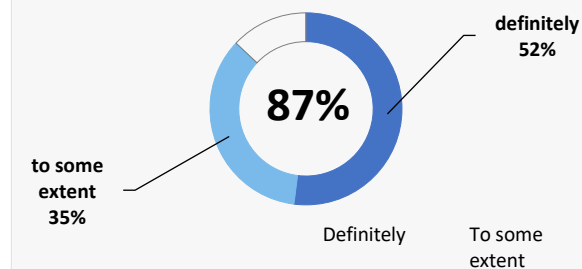
	Definitely	To some extent
National	61%	30%
ICS	58%	32%

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



	Definitely	To some extent
National	63%	29%
ICS	59%	31%

The patient's needs were met



	Definitely	To some extent
National	57%	33%
ICS	53%	35%

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