

Practice details

Royal Crescent Surgery

Wilson Health Centre, 236 Prestbury Road, Cheltenham GL52 3EY

L84059 Practice code

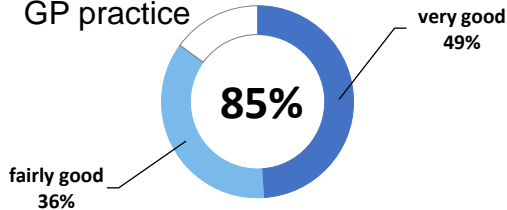
342 surveys sent out

109 surveys sent back

32% completion rate

Overall experience

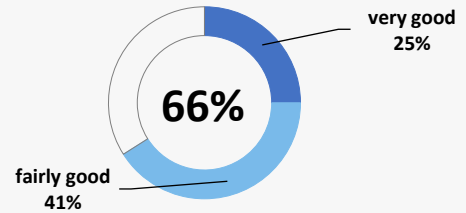
Good overall experience of this GP practice



		Very Good	Fairly Good
National	71%	37%	35%
ICS	80%	45%	35%

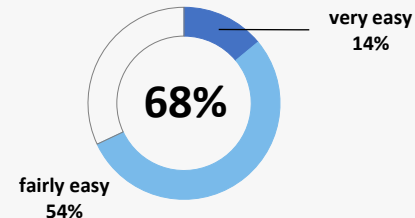
Accessing the practice

Good overall experience of making an appointment



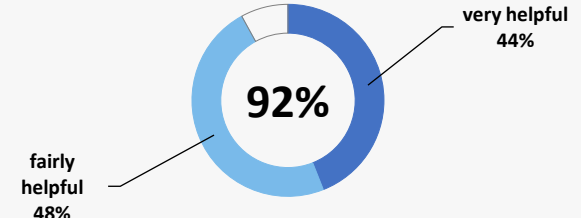
		Very Good	Fairly Good
National	54%	23%	32%
ICS	63%	28%	35%

Easy to get through to this GP practice by phone



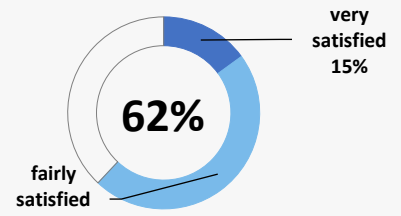
		Very Easy	Fairly Easy
National	50%	13%	37%
ICS	63%	18%	45%

Helpfulness of receptionists at this GP practice



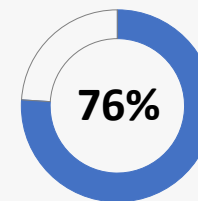
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	89%	45%	44%

Satisfied with the general practice appointment times available



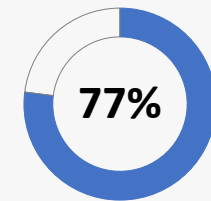
		Very Satisfied	Fairly Satisfied
National	53%	19%	34%
ICS	59%	21%	38%

Offered a choice of appointment when last tried to make a general practice appointment



National	59%	Offered a choice
ICS	65%	Offered a choice

Satisfied with the appointment offered



National	72%	Satisfied with the appointment
ICS	75%	Satisfied with the appointment

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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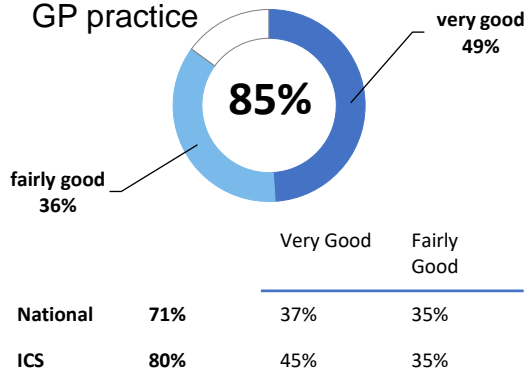
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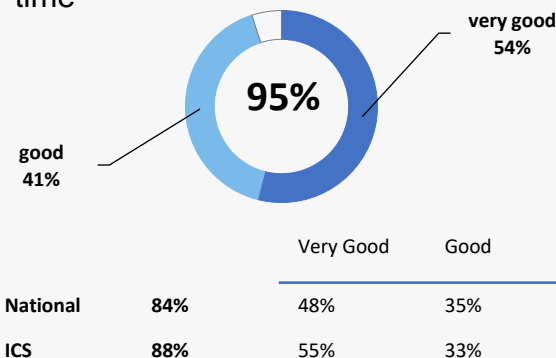
Overall experience

Good overall experience of this GP practice

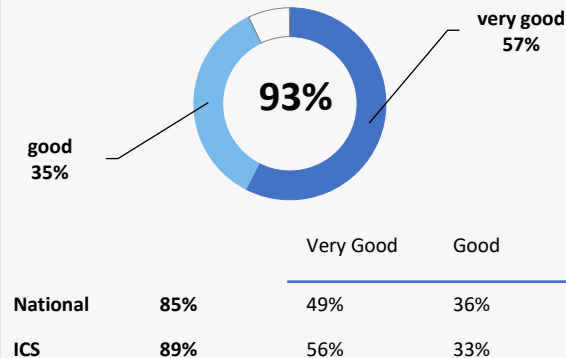


Appointment experience

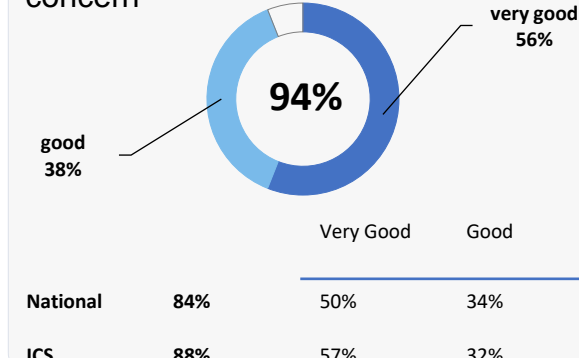
The healthcare professional was good at giving the patient enough time



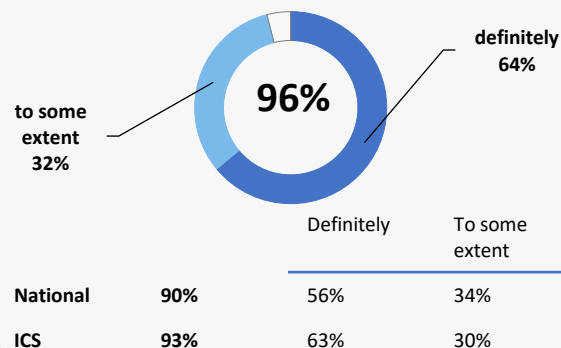
The healthcare professional was good at listening to the patient



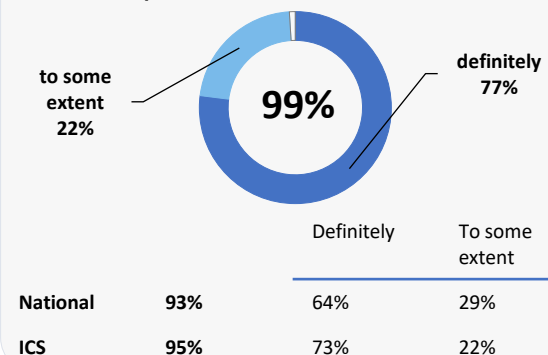
The healthcare professional was good at treating the patient with care and concern



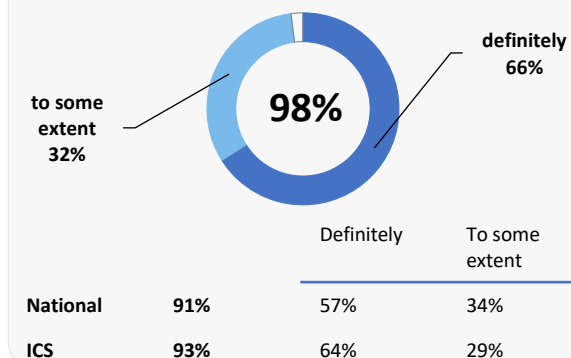
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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