

## Practice details

### East Norfolk Medical Practice

East Norfolk Medical Prac, 147 Lawn Avenue, Great Yarmouth NR30 1QP

D82007 Practice code

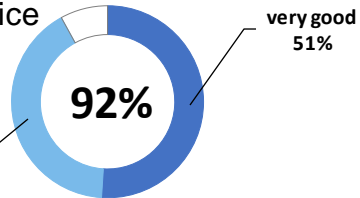
**399** surveys sent out

**113** surveys sent back

**28%** completion rate

## Overall experience

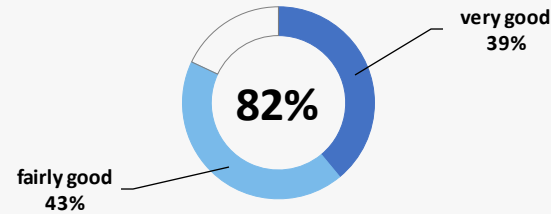
### Good overall experience of this GP practice



		Very Good	Fairly Good
National	71%	37%	35%
ICS	75%	40%	35%

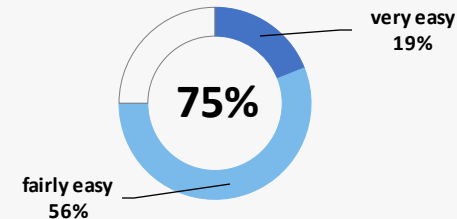
## Accessing the practice

### Good overall experience of making an appointment



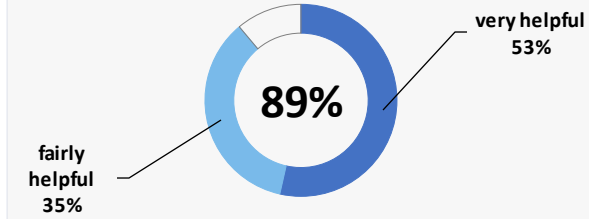
		Very Good	Fairly Good
National	54%	23%	32%
ICS	59%	25%	34%

### Easy to get through to this GP practice by phone



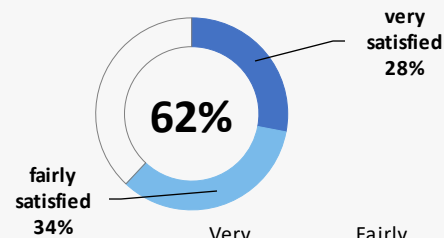
		Very Easy	Fairly Easy
National	50%	13%	37%
ICS	55%	15%	41%

### Helpfulness of receptionists at this GP practice



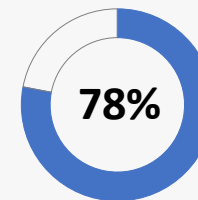
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	86%	39%	47%

### Satisfied with the general practice appointment times available



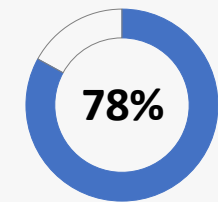
		Very Satisfied	Fairly Satisfied
National	53%	19%	34%
ICS	56%	20%	36%

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



		Offered a choice
National	59%	Offered a choice
ICS	60%	Offered a choice

### Satisfied with the appointment offered



		Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	76%	Satisfied with the appointment

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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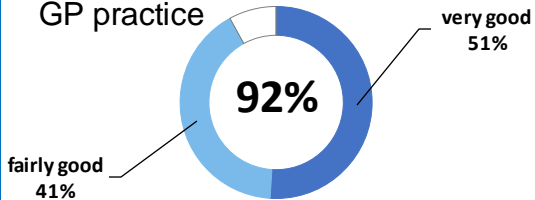
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**28%** completion rate

## Overall experience

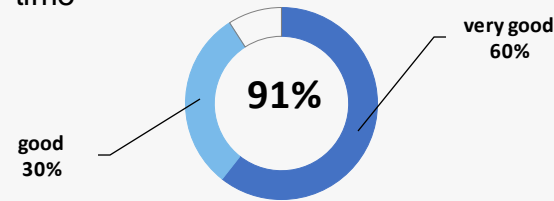
Good overall experience of this GP practice



	Very Good	Fairly Good
National	71%	37%
ICS	75%	40%

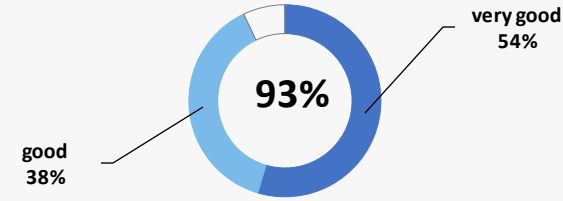
## Appointment experience

The healthcare professional was good at giving the patient enough time



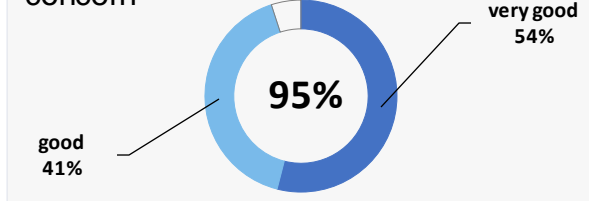
	Very Good	Good
National	84%	48%
ICS	86%	51%

The healthcare professional was good at listening to the patient



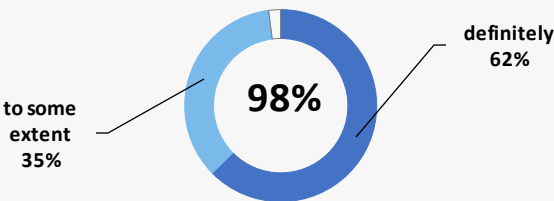
	Very Good	Good
National	85%	49%
ICS	87%	52%

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



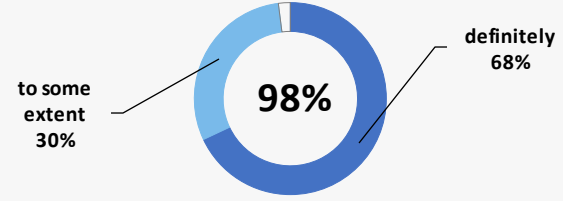
	Very Good	Good
National	84%	50%
ICS	86%	53%

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



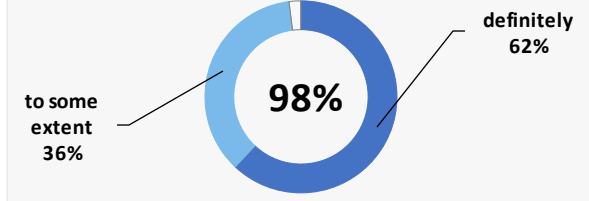
	Definitely	To some extent
National	90%	56%
ICS	92%	60%

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



	Definitely	To some extent
National	93%	64%
ICS	94%	68%

The patient's needs were met



	Definitely	To some extent
National	91%	57%
ICS	92%	61%

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