

Practice details

Nelson Medical Centre

Nelson Medical Practice, Pasteur Road, Great Yarmouth NR31 0DW

Y06275 Practice code

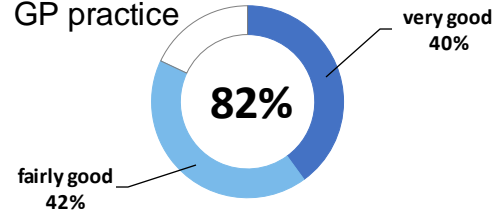
576 surveys sent out

135 surveys sent back

23% completion rate

Overall experience

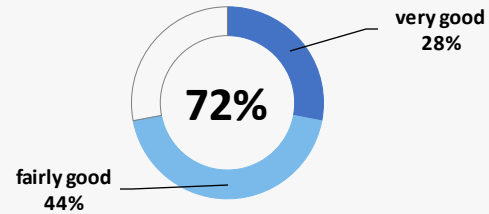
Good overall experience of this GP practice



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

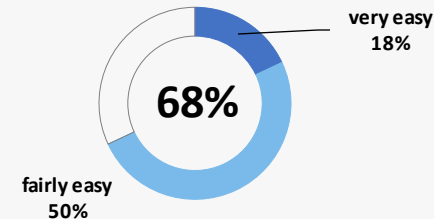
Accessing the practice

Good overall experience of making an appointment



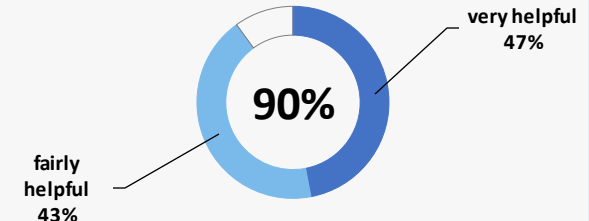
	Very Good	Fairly Good
National	23%	32%
ICS	25%	34%

Easy to get through to this GP practice by phone



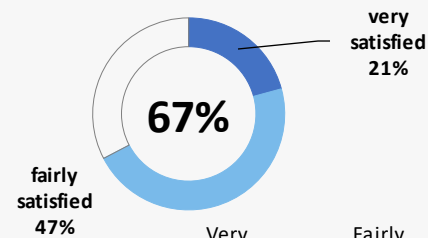
	Very Easy	Fairly Easy
National	13%	37%
ICS	15%	41%

Helpfulness of receptionists at this GP practice



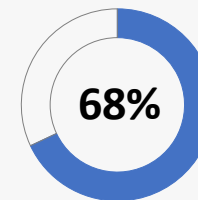
	Very Helpful	Fairly Helpful
National	37%	45%
ICS	39%	47%

Satisfied with the general practice appointment times available



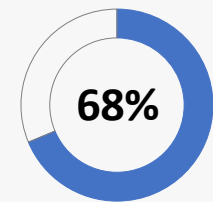
	Very Satisfied	Fairly Satisfied
National	19%	34%
ICS	20%	36%

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



	Offered a choice
National	59%
ICS	60%

Satisfied with the appointment offered



	Satisfied with the appointment
National	72%
ICS	76%

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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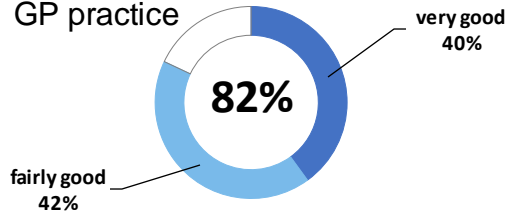
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Overall experience

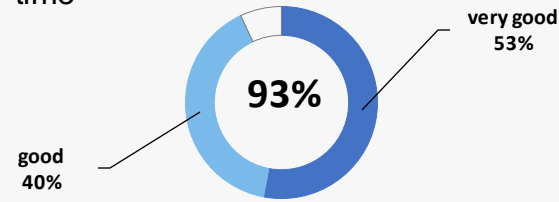
Good overall experience of this GP practice



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

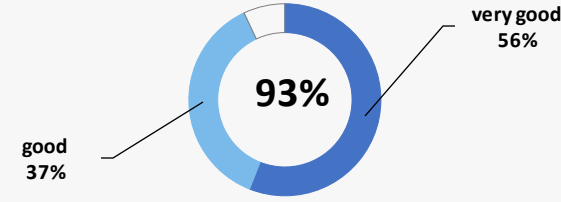
Appointment experience

The healthcare professional was good at giving the patient enough time



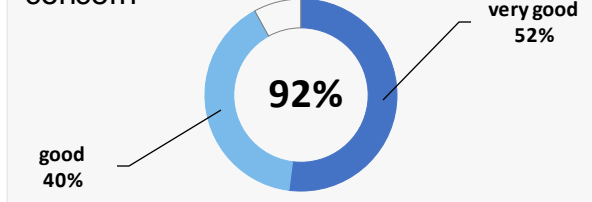
	Very Good	Good
National	48%	35%
ICS	51%	35%

The healthcare professional was good at listening to the patient



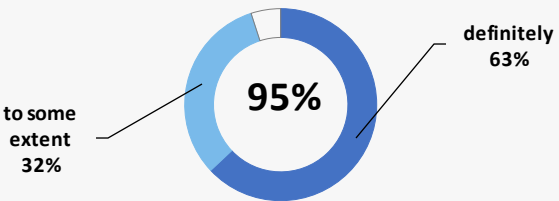
	Very Good	Good
National	49%	36%
ICS	52%	35%

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



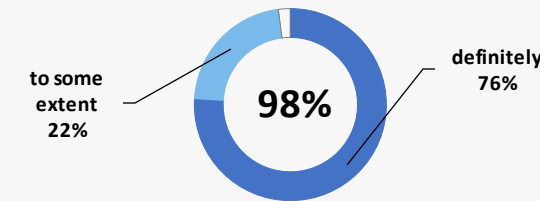
	Very Good	Good
National	50%	34%
ICS	53%	33%

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



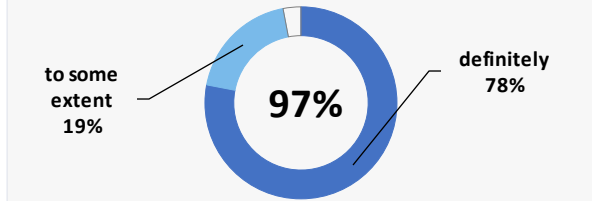
	Definitely	To some extent
National	56%	34%
ICS	60%	32%

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



	Definitely	To some extent
National	64%	29%
ICS	68%	26%

The patient's needs were met



	Definitely	To some extent
National	57%	34%
ICS	61%	31%

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