

## Practice details

### Birchwood Medical Practice

Birchwood Medical Prac., Birchwood Health Centre, Jasmin Road, Birchwood LN6 0QQ  
**C83082** Practice code

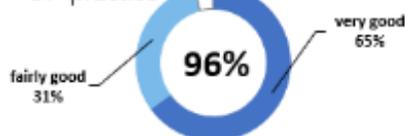
**321** surveys sent out

**108** surveys sent back

**34%** completion rate

## Overall experience

Good overall experience of this GP practice



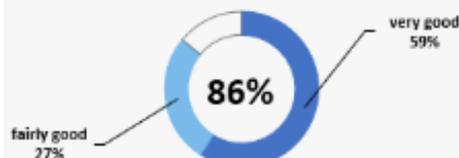
		Very Good	Fairly Good
National	74%	42%	32%
ICS	73%	41%	32%

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

Data by Ipsos

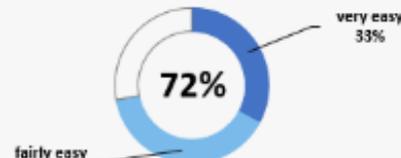
## Accessing the practice

Good overall experience of contacting this GP practice



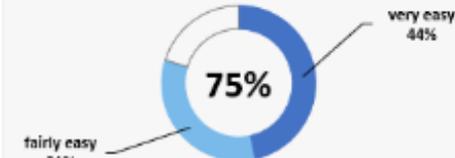
		Very Good	Fairly Good
National	67%	37%	30%
ICS	67%	37%	30%

Easy to contact this GP practice on the phone



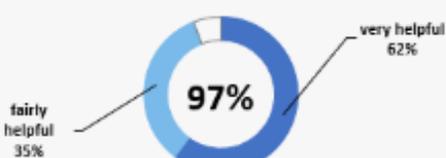
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	47%	16%	31%

Easy to contact this GP practice using their website



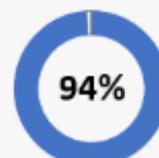
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	49%	22%	27%

Helpfulness of reception and administrative team at this practice



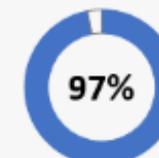
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	84%	42%	42%

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



		Yes, knew next step
National	83%	83%
ICS	84%	84%

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



		Yes, knew within two days
National	93%	93%
ICS	94%	94%

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=C83082>

# GP PATIENT SURVEY

Results from the 2024 survey

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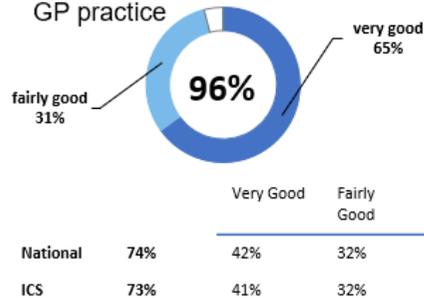
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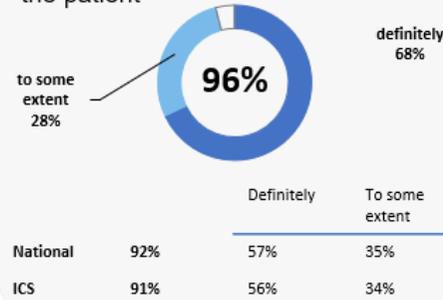
## Overall experience

**Good overall experience of this GP practice**

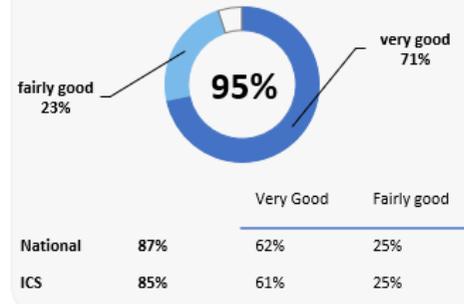


## Experience at last appointment

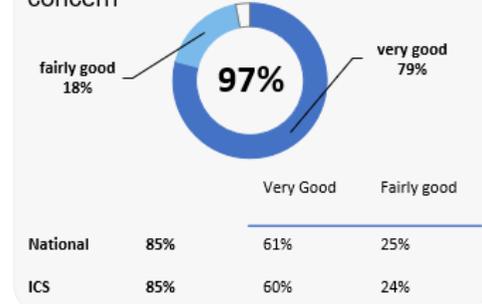
The healthcare professional had all the information they needed about the patient



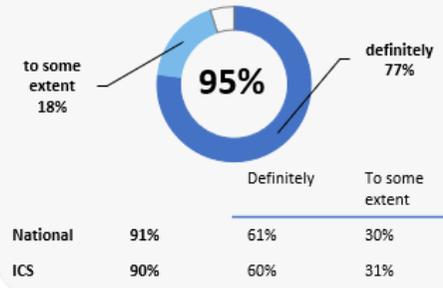
The healthcare professional was good at listening to the patient



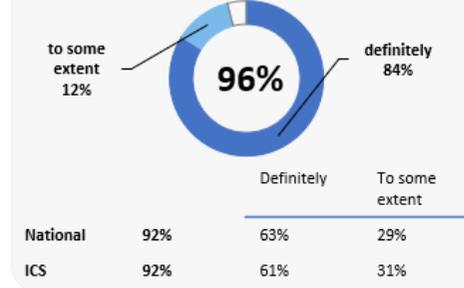
The healthcare professional was good at treating the patient with care and concern



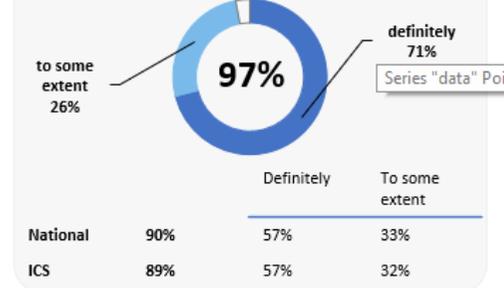
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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