

## Practice details

## Hartington Surgery

Dig Street, Hartington, Buxton, SK17 0AQ

C81082 Practice code

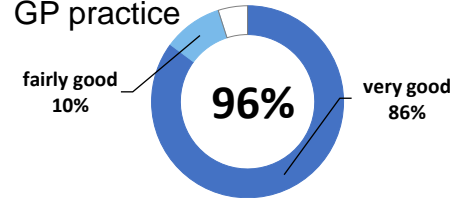
243 surveys sent out

106 surveys sent back

44% completion rate

## Overall experience

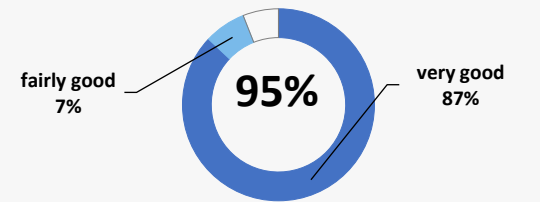
Good overall experience of this GP practice



|          | Very Good | Fairly Good |
|----------|-----------|-------------|
| National | 75%       | 44%         |
| ICS      | 76%       | 43%         |

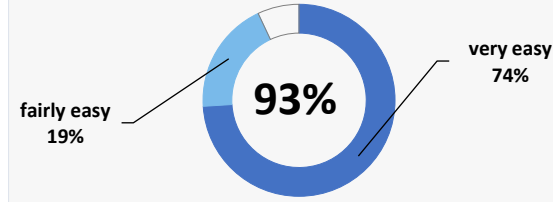
## Accessing the practice

Good overall experience of contacting this GP practice



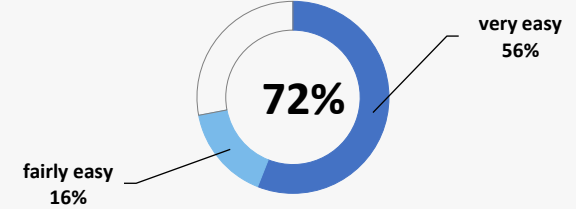
|          | Very Good | Fairly Good |
|----------|-----------|-------------|
| National | 70%       | 39%         |
| ICS      | 68%       | 37%         |

Easy to contact this GP practice on the phone



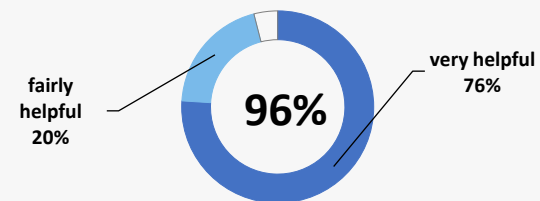
|          | Very Easy | Fairly Easy |
|----------|-----------|-------------|
| National | 53%       | 21%         |
| ICS      | 49%       | 17%         |

Easy to contact this GP practice using their website



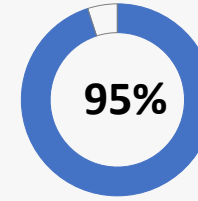
|          | Very Easy | Fairly Easy |
|----------|-----------|-------------|
| National | 51%       | 23%         |
| ICS      | 46%       | 20%         |

Helpfulness of reception and administrative team at this practice



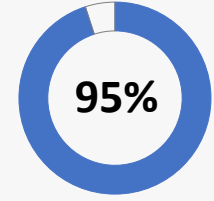
|          | Very Helpful | Fairly Helpful |
|----------|--------------|----------------|
| National | 83%          | 42%            |
| ICS      | 84%          | 42%            |

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



|          | Yes, knew next step |
|----------|---------------------|
| National | 83%                 |
| ICS      | 82%                 |

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



|          | Yes, knew within two days |
|----------|---------------------------|
| National | 93%                       |
| ICS      | 95%                       |



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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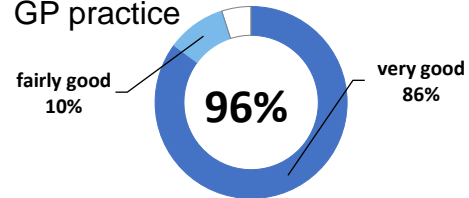
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## Overall experience

Good overall experience of this GP practice



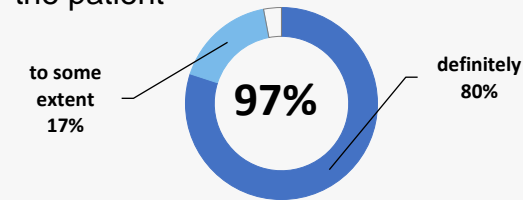
Very Good Fairly Good

National 75% 44% 31%

ICS 76% 43% 33%

## Experience at last appointment

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

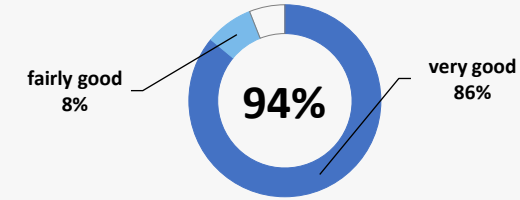


Definitely To some extent

National 92% 57% 34%

ICS 93% 59% 33%

The healthcare professional was good at listening to the patient

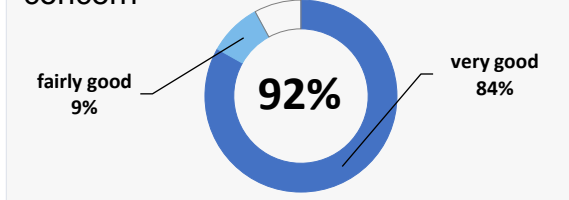


Very Good Fairly good

National 87% 62% 25%

ICS 87% 63% 24%

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

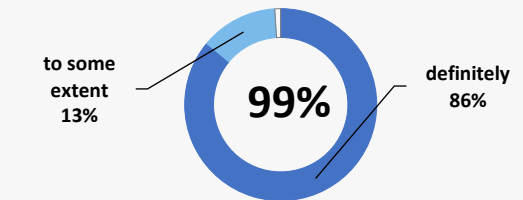


Very Good Fairly good

National 86% 61% 25%

ICS 87% 63% 24%

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

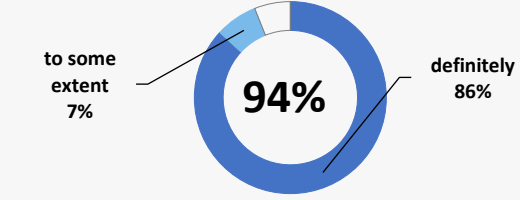


Definitely To some extent

National 91% 62% 30%

ICS 92% 63% 29%

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

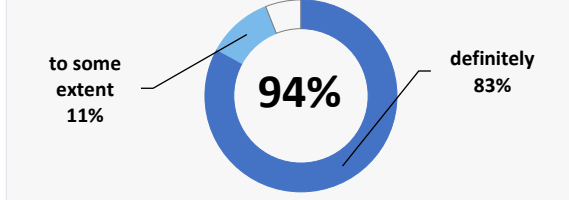


Definitely To some extent

National 93% 64% 29%

ICS 93% 66% 27%

The patient's needs were met



Definitely To some extent

National 90% 57% 33%

ICS 91% 58% 33%



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