

## Practice details

### Manor Park Medical Centre

Manor Park Medical Ctr., High Street, Polegate BN26 5DJ

G81049 Practice code

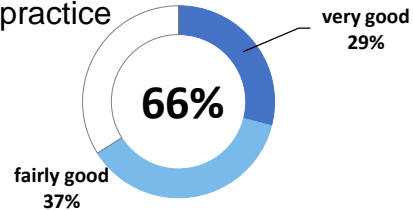
**316** surveys sent out

**134** surveys sent back

**42%** completion rate

## Overall experience

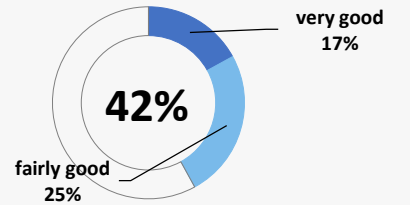
### Good overall experience of this GP practice



|          |     | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 71% | 37%       | 35%         |
| ICS      | 73% | 37%       | 36%         |

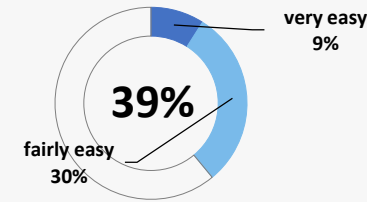
## Accessing the practice

### Good overall experience of making an appointment



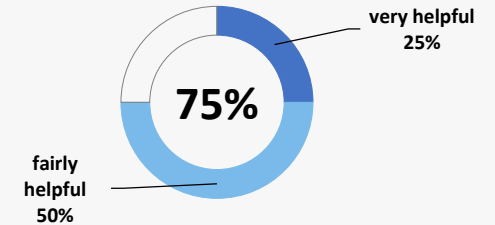
|          |     | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 54% | 23%       | 32%         |
| ICS      | 54% | 22%       | 32%         |

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



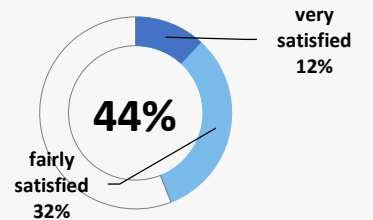
|          |     | Very Easy | Fairly Easy |
|----------|-----|-----------|-------------|
| National | 50% | 13%       | 37%         |
| ICS      | 47% | 10%       | 37%         |

### Helpfulness of receptionists at this GP practice



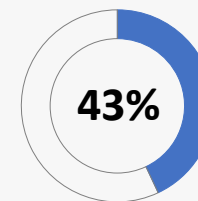
|          |     | Very Helpful | Fairly Helpful |
|----------|-----|--------------|----------------|
| National | 82% | 37%          | 45%            |
| ICS      | 85% | 39%          | 46%            |

### Satisfied with the general practice appointment times available



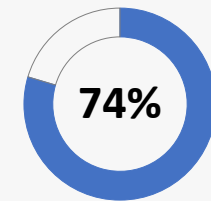
|          |     | Very Satisfied | Fairly Satisfied |
|----------|-----|----------------|------------------|
| National | 53% | 19%            | 34%              |
| ICS      | 50% | 17%            | 33%              |

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



|          |     | Offered a choice |
|----------|-----|------------------|
| National | 59% | Offered a choice |
| ICS      | 56% | Offered a choice |

### Satisfied with the appointment offered



|          |     | Satisfied with the appointment |
|----------|-----|--------------------------------|
| National | 72% | Satisfied with the appointment |
| ICS      | 72% | 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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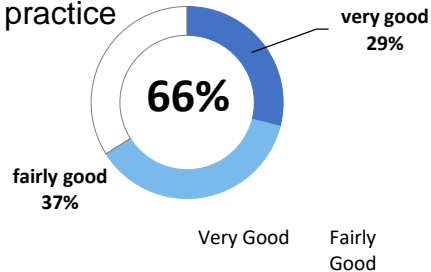
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**42%** completion rate

## Overall experience

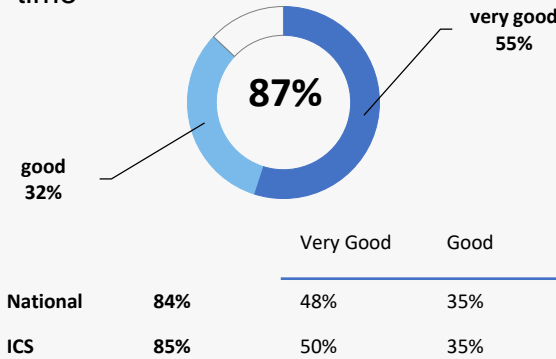
Good overall experience of this GP practice



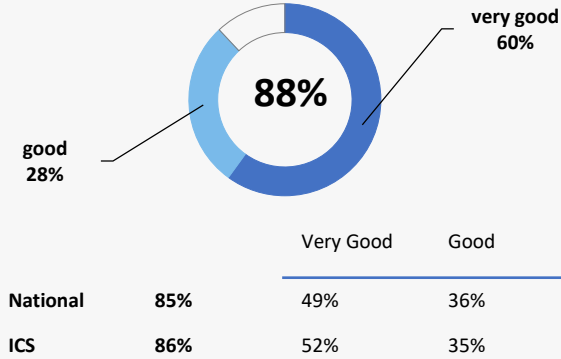
|          | Very Good | Fairly Good |
|----------|-----------|-------------|
| National | 37%       | 35%         |
| ICS      | 37%       | 36%         |

## Appointment experience

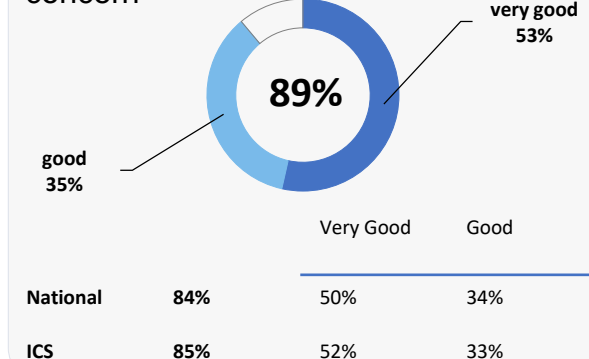
The healthcare professional was good at giving the patient enough time



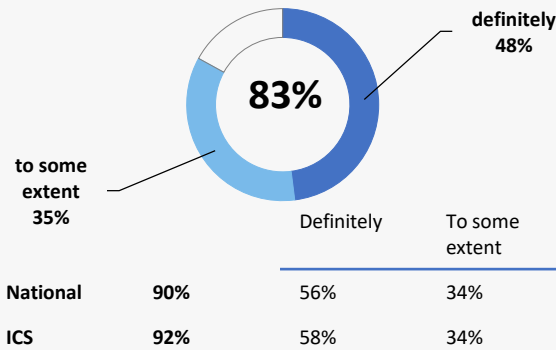
The healthcare professional was good at listening to the patient



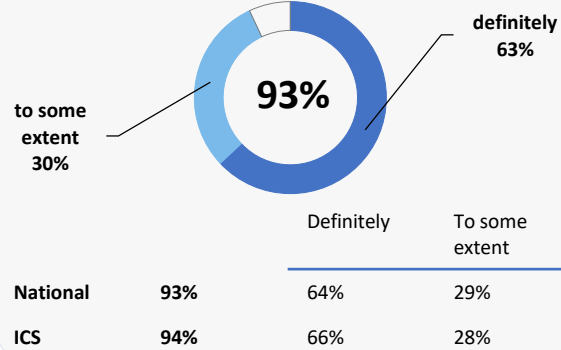
The healthcare professional was good at treating the patient with care and concern



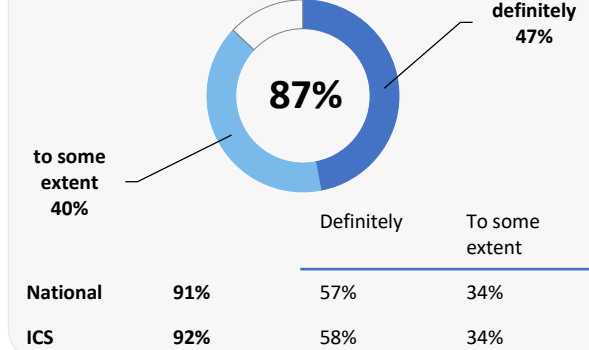
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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