

South Waveney Area Network - Patient Satisfaction Survey 2023					
Your local GP services	Sole Bay H/C	Bungay Medical Centre	Other SWAN practice	Other SWAN practice	Other SWAN practice
% of patients who find it easy to get through to this GP practice by phone	97%	88%	18%	62%	88%
	ICS result: 55%	ICS result: 55%	ICS result: 55%	ICS result: 55%	ICS result: 55%
	National result: 50%	National result: 50%	National result: 50%	National result: 50%	National result: 50%
% of patients who find the receptionists at this GP practice helpful	95%	89%	87%	84%	92%
	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%
	National result: 82%	National result: 82%	National result: 82%	National result: 82%	National result: 82%
% of patients who are satisfied with the general practice appointment times available	74%	62%	41%	59%	63%
	ICS result: 56%	ICS result: 56%	ICS result: 56%	ICS result: 56%	ICS result: 56%
	National result: 53%	National result: 53%	National result: 53%	National result: 53%	National result: 53%
% of patients who usually get to see or speak to their preferred GP when they would like to	65%	24%	8%	31%	22%
	ICS result: 39%	ICS result: 39%	ICS result: 39%	ICS result: 39%	ICS result: 39%
	National result: 35%	National result: 35%	National result: 35%	National result: 35%	National result: 35%

Making an appointment	Sole Bay H/C	Bungay Medical Centre	Other SWAN practice	Other SWAN practice	Other SWAN practice
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	73%	60%	48%	59%	65%
	ICS result: 60%	ICS result: 60%	ICS result: 60%	ICS result: 60%	ICS result: 60%
	National result: 59%	National result: 59%	National result: 59%	National result: 59%	National result: 59%
% of patients who were satisfied with the appointment they were offered	86%	80%	72%	75%	85%
	ICS result: 76%	ICS result: 76%	ICS result: 76%	ICS result: 76%	ICS result: 76%
	National result: 72%	National result: 72%	National result: 72%	National result: 72%	National result: 72%
% of patients who took the appointment they were offered	100%	97%	99%	95%	99%
	ICS result: 97%	ICS result: 97%	ICS result: 97%	ICS result: 97%	ICS result: 97%
	National result: 96%	National result: 96%	National result: 96%	National result: 96%	National result: 96%
% of patients who describe their experience of making an appointment as good	82%	73%	33%	60%	81%
	ICS result: 59%	ICS result: 59%	ICS result: 59%	ICS result: 59%	ICS result: 59%
	National result: 54%	National result: 54%	National result: 54%	National result: 54%	National result: 54%

Your last appointment	Sole Bay H/C	Bungay Medical Centre	Other SWAN practice	Other SWAN practice	Other SWAN practice
% of patients who were given a time for their last general practice appointment	96%	97%	93%	96%	88%
	ICS result: 93%	ICS result: 93%	ICS result: 93%	ICS result: 93%	ICS result: 93%
	National result: 91%	National result: 91%	National result: 91%	National result: 91%	National result: 91%
% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	94%	91%	84%	88%	91%
	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%
	National result: 84%	National result: 84%	National result: 84%	National result: 84%	National result: 84%
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	96%	94%	83%	87%	90%
	ICS result: 87%	ICS result: 87%	ICS result: 87%	ICS result: 87%	ICS result: 87%
	National result: 85%	National result: 85%	National result: 85%	National result: 85%	National result: 85%
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	95%	95%	85%	86%	86%
	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%	ICS result: 86%
	National result: 84%	National result: 84%	National result: 84%	National result: 84%	National result: 84%

% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	92%	84%	78%	83%	80%
	ICS result: 84%	ICS result: 84%	ICS result: 84%	ICS result: 84%	ICS result: 84%
	National result: 81%	National result: 81%	National result: 81%	National result: 81%	National result: 81%
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	99%	94%	89%	94%	90%
	ICS result: 92%	ICS result: 92%	ICS result: 92%	ICS result: 92%	ICS result: 92%
	National result: 90%	National result: 90%	National result: 90%	National result: 90%	National result: 90%
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	98%	99%	96%	93%	94%
	ICS result: 94%	ICS result: 94%	ICS result: 94%	ICS result: 94%	ICS result: 94%
	National result: 93%	National result: 93%	National result: 93%	National result: 93%	National result: 93%
% of patients who felt their needs were met during their last general practice appointment	97%	97%	91%	94%	95%
	ICS result: 92%	ICS result: 92%	ICS result: 92%	ICS result: 92%	ICS result: 92%
	National result: 91%	National result: 91%	National result: 91%	National result: 91%	National result: 91%

Your health	Sole Bay H/C	Bungay Medical Centre	Other SWAN practice	Other SWAN practice	Other SWAN practice
% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	82%	78%	74%	74%	59%
	ICS result: 68%	ICS result: 68%	ICS result: 68%	ICS result: 68%	ICS result: 68%
	National result: 65%	National result: 65%	National result: 65%	National result: 65%	National result: 65%
Overall experience	Sole Bay H/C	Bungay Medical Centre	Other SWAN practice	Other SWAN practice	Other SWAN practice
% of patients who describe their overall experience of this GP practice as good	92%	87%	60%	78%	87%
	ICS result: 75%	ICS result: 75%	ICS result: 75%	ICS result: 75%	ICS result: 75%
	National result: 71%	National result: 71%	National result: 71%	National result: 71%	National result: 71%