

# GP PATIENT SURVEY

Results from the 2024 survey

# Spring House Health



## Practice details

### Spring House Health

Spring House Site, Ascots Lane,  
Welwyn Garden City AL7 4HL

Y02639 Practice code

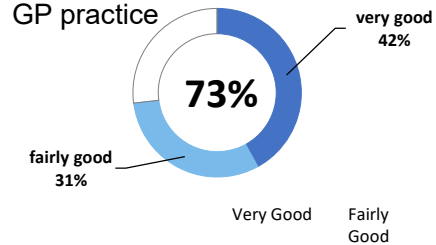
446 surveys sent out

137 surveys sent back

31% completion rate

## Overall experience

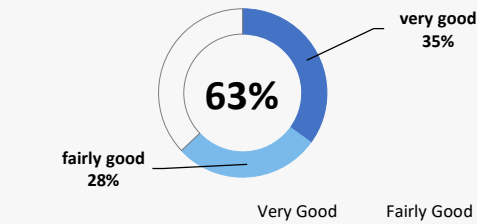
### Good overall experience of this GP practice



	Very Good	Fairly Good
National	74%	32%
ICS	72%	32%

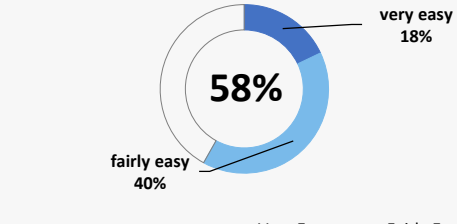
## Accessing the practice

### Good overall experience of contacting this GP practice



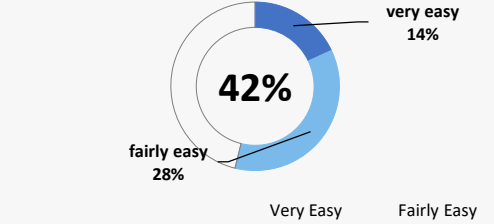
	Very Good	Fairly Good
National	67%	30%
ICS	65%	30%

### Easy to contact this GP practice on the phone



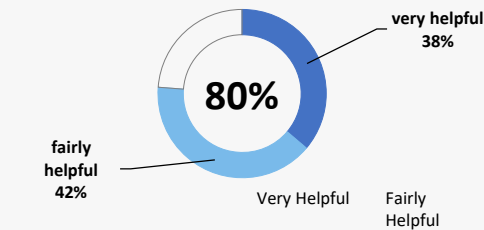
	Very Easy	Fairly Easy
National	50%	31%
ICS	44%	30%

### Easy to contact this GP practice using their website



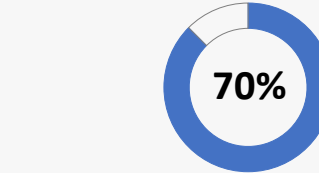
	Very Easy	Fairly Easy
National	48%	27%
ICS	48%	29%

### Helpfulness of reception and administrative team at this practice



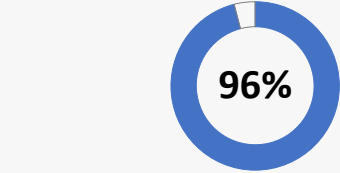
	Very Helpful	Fairly Helpful
National	83%	41%
ICS	81%	42%

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



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

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



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

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

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=Y02639>



# GP PATIENT SURVEY

Results from the 2024 survey

# Spring House Health



## Practice details

### Spring House Health

Spring House Site, Ascots Lane,  
Welwyn Garden City AL7 4HL

Y02639 Practice code

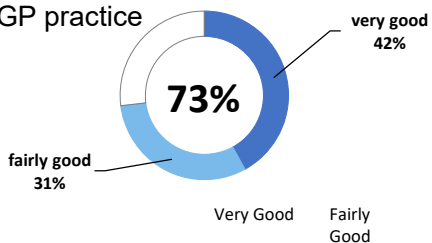
446 surveys sent out

137 surveys sent back

31% completion rate

## Overall experience

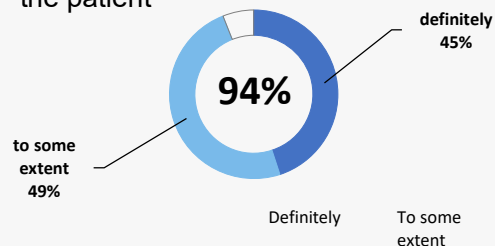
Good overall experience of this GP practice



	Very Good	Fairly Good
National	74%	32%
ICS	72%	32%

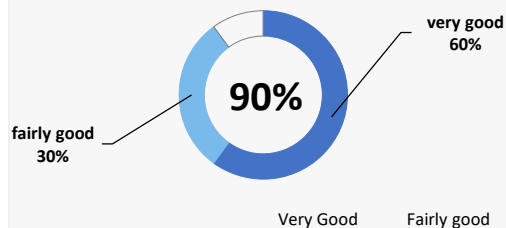
## Experience at last appointment

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



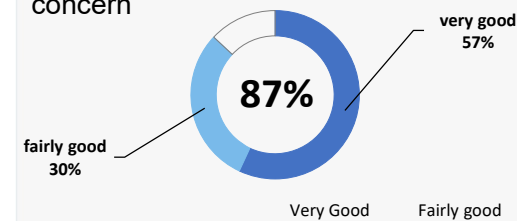
	Definitely	To some extent
National	92%	35%
ICS	92%	36%

The healthcare professional was good at listening to the patient



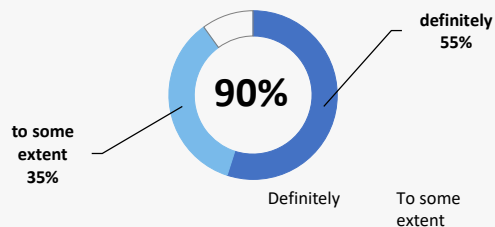
	Very Good	Fairly good
National	87%	25%
ICS	87%	25%

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



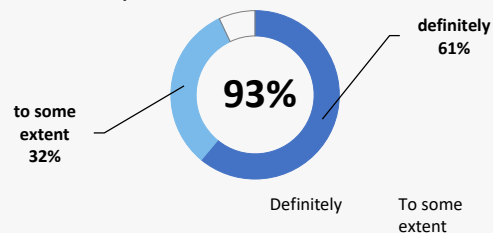
	Very Good	Fairly good
National	85%	25%
ICS	85%	26%

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



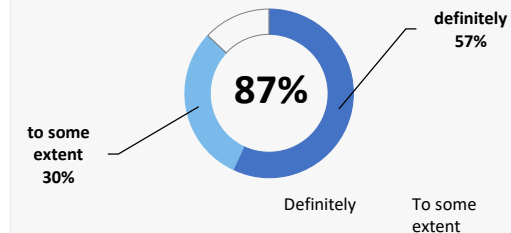
	Definitely	To some extent
National	91%	30%
ICS	91%	31%

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



	Definitely	To some extent
National	92%	29%
ICS	92%	30%

The patient's needs were met



	Definitely	To some extent
National	90%	33%
ICS	90%	33%

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

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=Y02639>

