

Practice details

Spring House Health

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

Y02639 Practice code

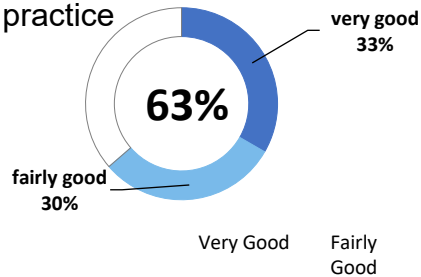
480 surveys sent out

127 surveys sent back

26% completion rate

Overall experience

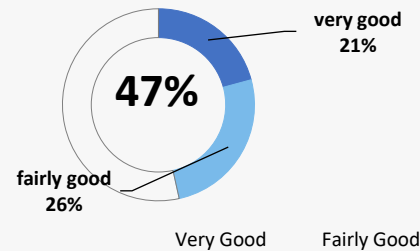
Good overall experience of this GP practice



National	75%	44%	31%
ICS	75%	42%	33%

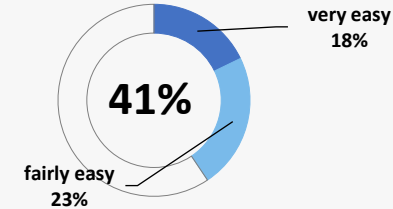
Accessing the practice

Good overall experience of contacting this GP practice



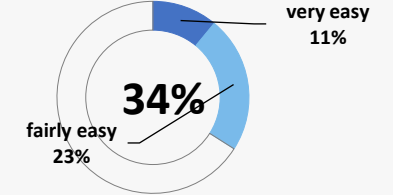
National	70%	39%	31%
ICS	68%	36%	32%

Easy to contact this GP practice on the phone



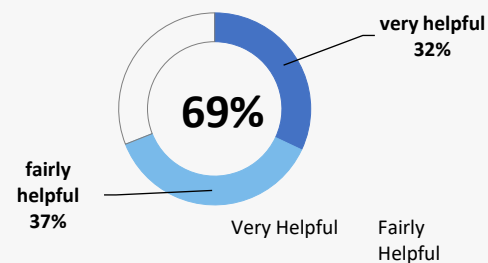
National	53%	21%	32%
ICS	48%	16%	32%

Easy to contact this GP practice using their website



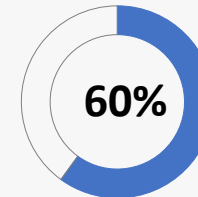
National	51%	23%	28%
ICS	52%	22%	30%

Helpfulness of reception and administrative team at this practice



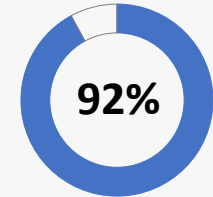
National	83%	42%	41%
ICS	82%	39%	43%

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	92%	Yes, knew within two days

Practice details

Spring House Health

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

Y02639 Practice code

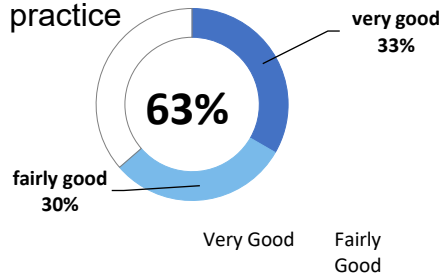
480 surveys sent out

127 surveys sent back

26% completion rate

Overall experience

Good overall experience of this
GP practice



National	75%	44%	31%
ICS	75%	42%	33%

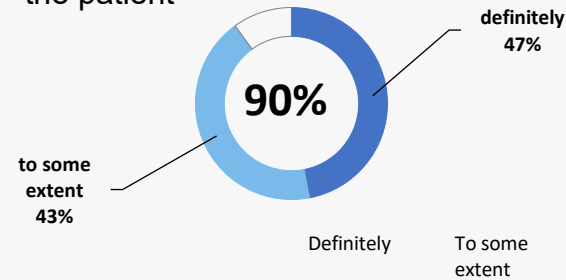


Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

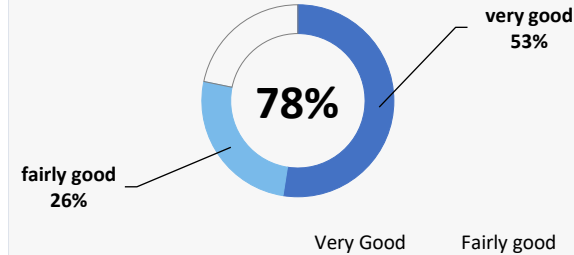
Experience at last appointment

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



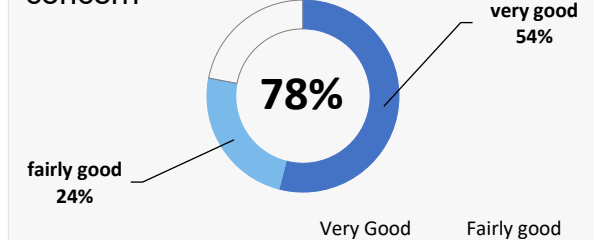
National	92%	57%	34%
ICS	92%	56%	36%

The healthcare professional was good at listening to the patient



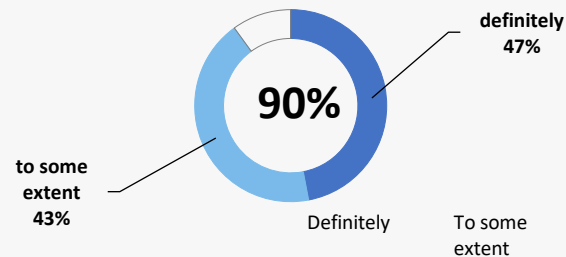
National	87%	62%	25%
ICS	86%	60%	26%

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



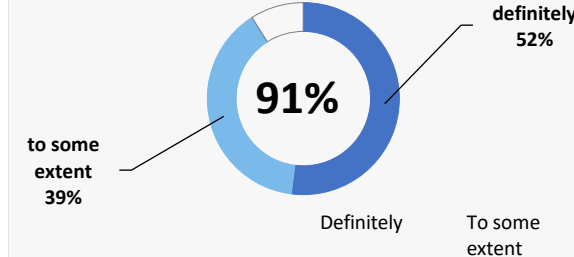
National	86%	61%	25%
ICS	85%	58%	26%

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



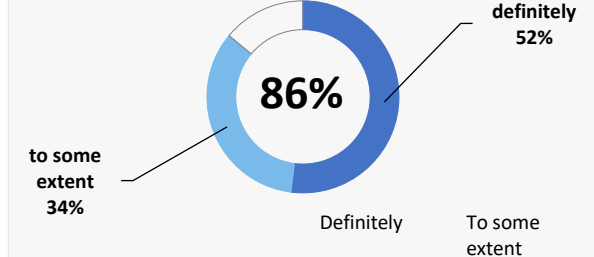
National	91%	62%	30%
ICS	91%	61%	30%

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



National	93%	64%	29%
ICS	92%	62%	31%

The patient's needs were met



National	90%	57%	33%
ICS	90%	56%	33%