

Practice details

Fell Cottage Surgery

123 Kells Lane, Low Fell, Gateshead
NE9 5XY

A85007 Practice code

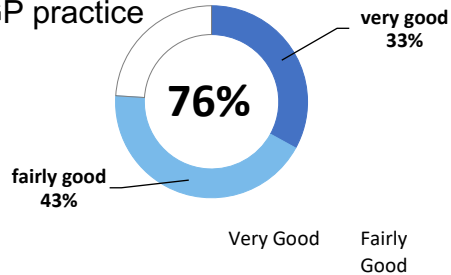
273 surveys sent out

117 surveys sent back

43% completion rate

Overall experience

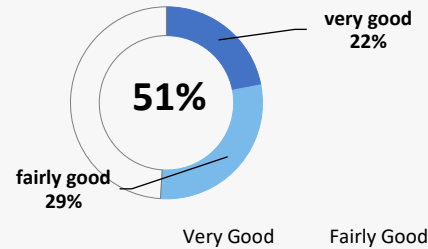
Good overall experience of this
GP practice



National	72%	38%	35%
ICS	76%	42%	34%

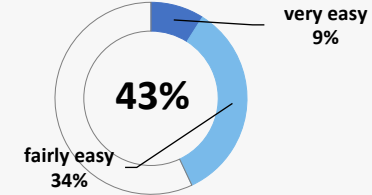
Accessing the practice

Good overall experience of making
an appointment



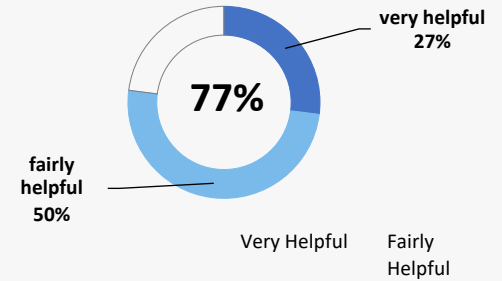
National	56%	23%	33%
ICS	59%	26%	33%

Easy to get through to this GP
practice by phone



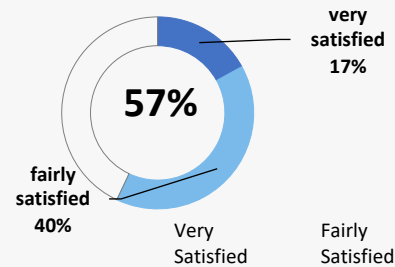
National	53%	14%	38%
ICS	55%	16%	39%

Helpfulness of receptionists at this
GP practice



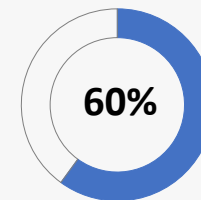
National	82%	37%	45%
ICS	85%	42%	43%

Satisfied with the general practice
appointment times available



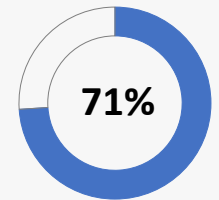
National	55%	20%	35%
ICS	57%	22%	35%

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



National	59%	Offered a choice
ICS	62%	Offered a choice

Satisfied with the appointment
offered



National	72%	Satisfied with the appointment
ICS	75%	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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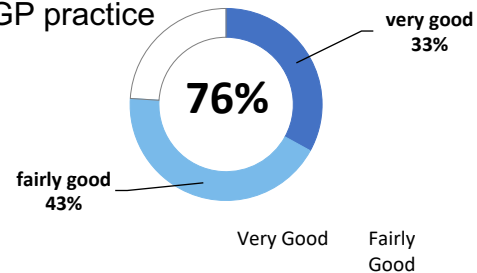
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Overall experience

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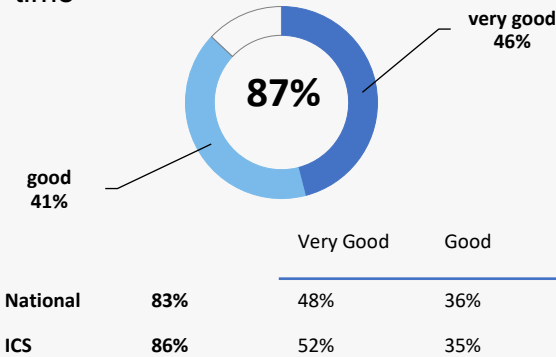


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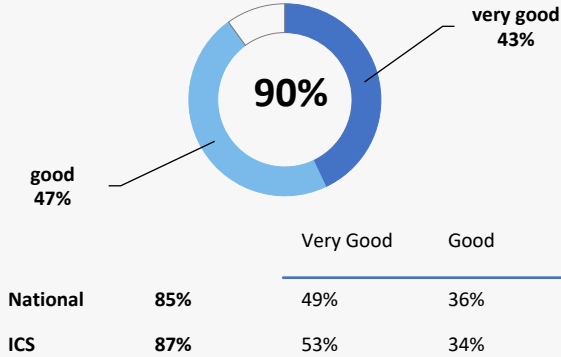
Data by Ipsos

Appointment experience

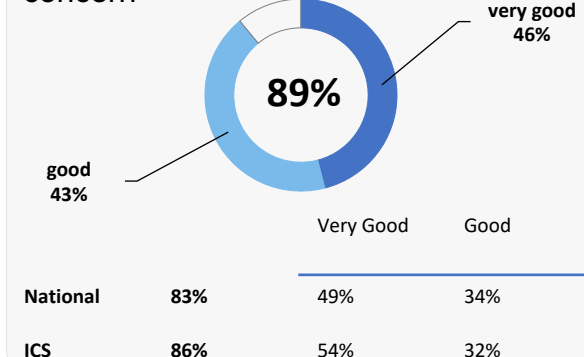
The healthcare professional was good at giving the patient enough time



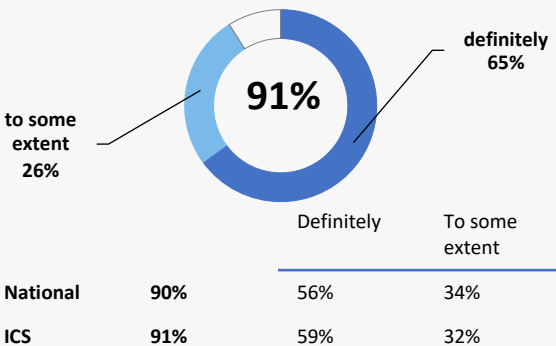
The healthcare professional was good at listening to the patient



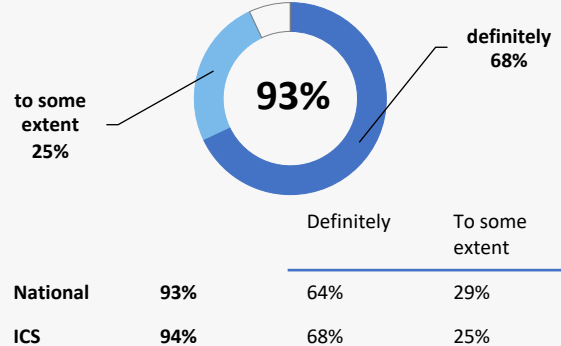
The healthcare professional was good at treating the patient with care and concern



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

