

Practice details

Park Lane Surgery

2 Park Lane, Allestree, Derby DE22 2DS

C81040 Practice code

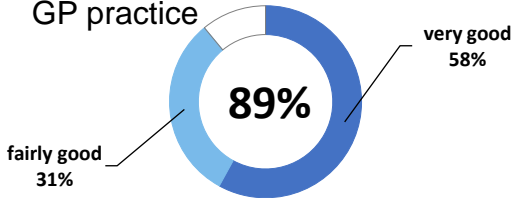
240 surveys sent out

117 surveys sent back

49% completion rate

Overall experience

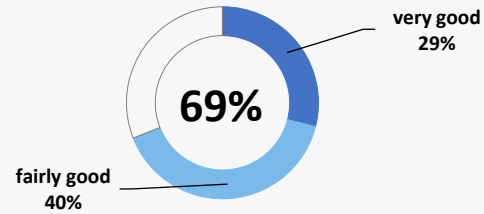
Good overall experience of this GP practice



		Very Good	Fairly Good
National	71%	37%	35%
ICS	72%	37%	35%

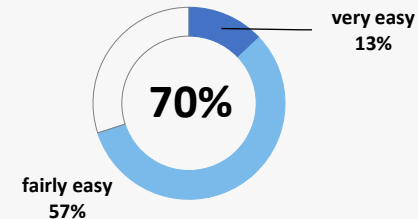
Accessing the practice

Good overall experience of making an appointment



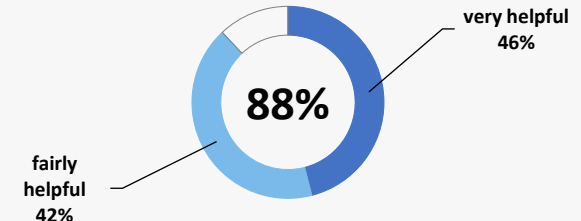
		Very Good	Fairly Good
National	54%	23%	32%
ICS	53%	22%	31%

Easy to get through to this GP practice by phone



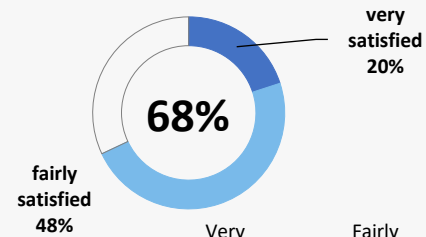
		Very Easy	Fairly Easy
National	50%	13%	37%
ICS	46%	10%	35%

Helpfulness of receptionists at this GP practice



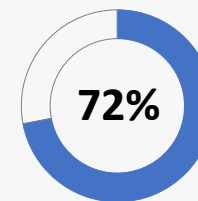
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	83%	36%	47%

Satisfied with the general practice appointment times available



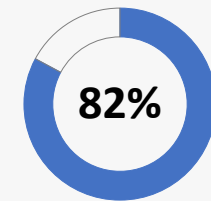
		Very Satisfied	Fairly Satisfied
National	53%	19%	34%
ICS	52%	17%	35%

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



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

Satisfied with the appointment offered



		Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	73%	Satisfied with the appointment

i 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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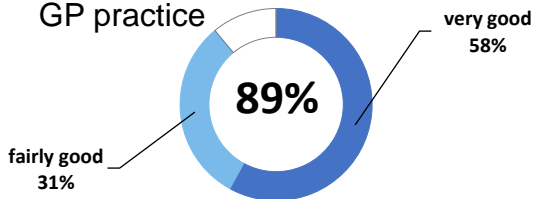
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Overall experience

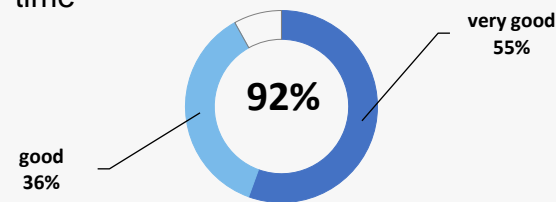
Good overall experience of this GP practice



	Very Good	Fairly Good
National	71%	37%
ICS	72%	37%

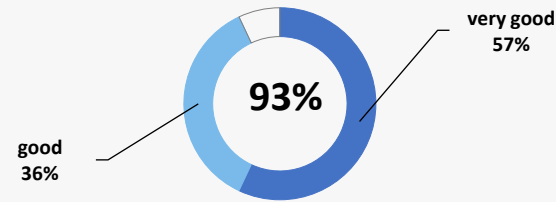
Appointment experience

The healthcare professional was good at giving the patient enough time



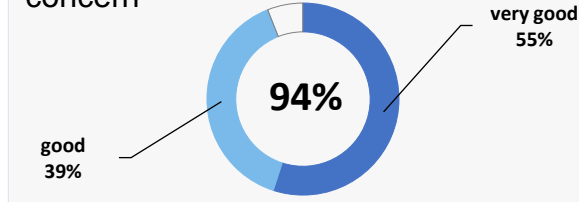
	Very Good	Good
National	84%	48%
ICS	84%	49%

The healthcare professional was good at listening to the patient



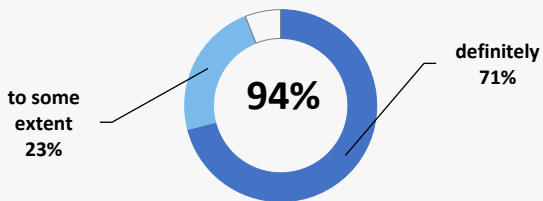
	Very Good	Good
National	85%	49%
ICS	86%	51%

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



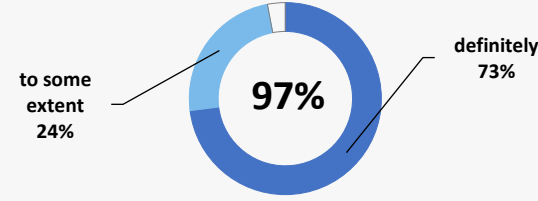
	Very Good	Good
National	84%	50%
ICS	85%	52%

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



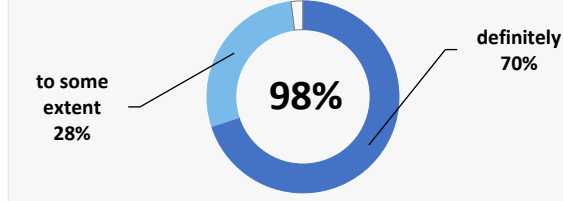
	Definitely	To some extent
National	90%	56%
ICS	91%	58%

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



	Definitely	To some extent
National	93%	64%
ICS	94%	66%

The patient's needs were met



	Definitely	To some extent
National	91%	57%
ICS	92%	59%

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