

Practice details

Park Lane Surgery

2 Park Lane, Allestree, Derby DE22 2DS

C81040 Practice code

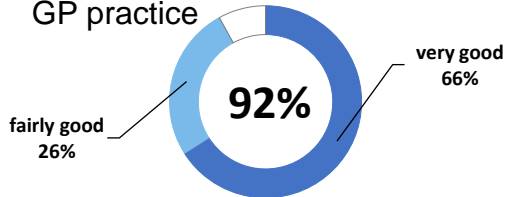
238 surveys sent out

112 surveys sent back

47% completion rate

Overall experience

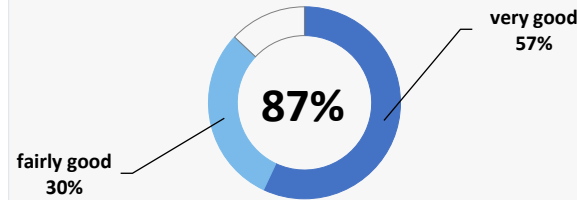
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	74%	42%	32%

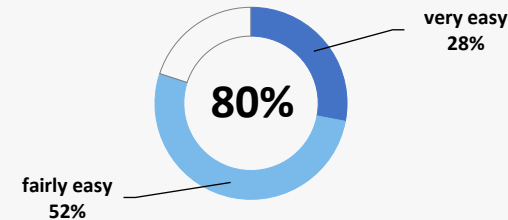
Accessing the practice

Good overall experience of contacting this GP practice



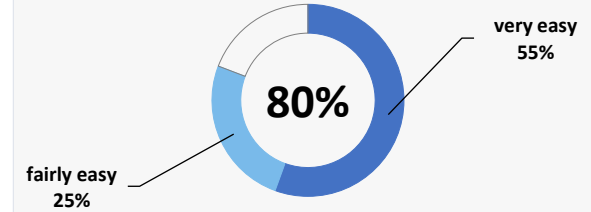
		Very Good	Fairly Good
National	67%	37%	30%
ICS	66%	34%	31%

Easy to contact this GP practice on the phone



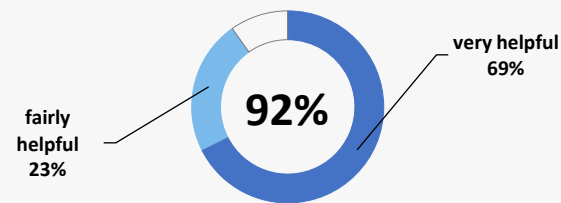
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	45%	15%	30%

Easy to contact this GP practice using their website



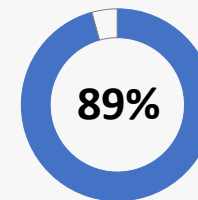
		Very Helpful	Fairly Helpful
National	48%	21%	27%
ICS	43%	18%	25%

Helpfulness of reception and administrative team at this practice



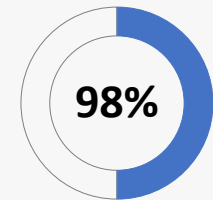
		Very Satisfied	Fairly Satisfied
National	83%	42%	41%
ICS	83%	42%	42%

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



		Yes, knew next step
National	83%	Yes, knew next step
ICS	82%	Yes, knew next step

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



		Yes, knew within two days
National	93%	Yes, knew within two days
ICS	95%	Yes, knew within two days

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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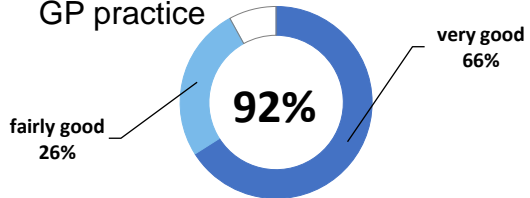
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Overall experience

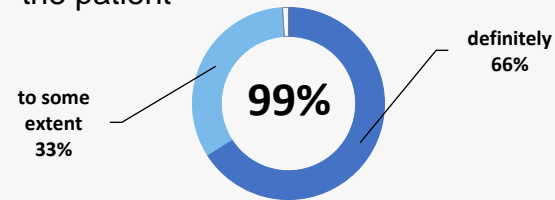
Good overall experience of this GP practice



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

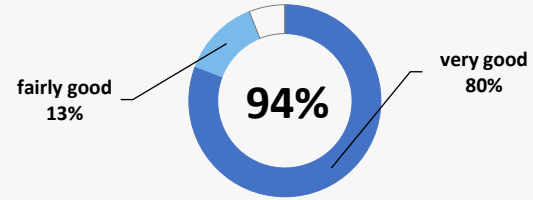
Experience at last appointment

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



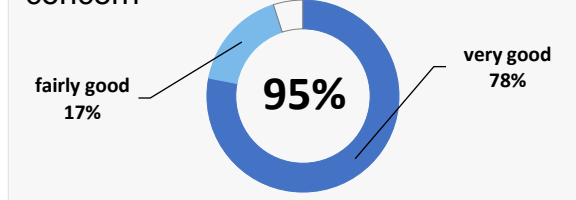
	Definitely	To some extent
National	92%	57%
ICS	92%	57%

The healthcare professional was good at listening to the patient



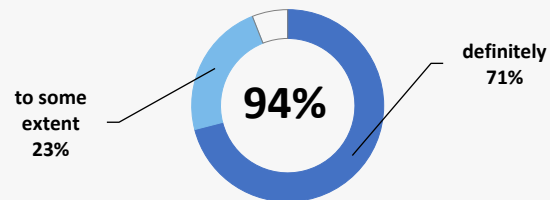
	Very Good	Fairly good
National	87%	25%
ICS	87%	25%

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



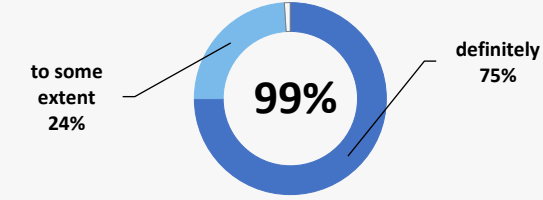
	Very Good	Fairly good
National	85%	25%
ICS	86%	25%

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



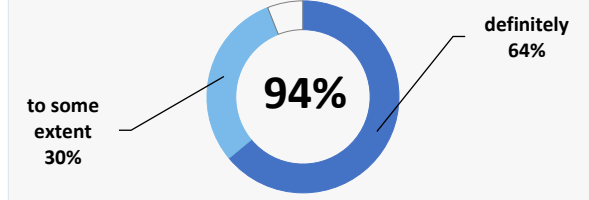
	Definitely	To some extent
National	91%	30%
ICS	92%	30%

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



	Definitely	To some extent
National	92%	29%
ICS	93%	29%

The patient's needs were met



	Definitely	To some extent
National	90%	33%
ICS	90%	32%

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