

## Old Harlow Health Centre

Jenner House, Garden Terrace Road, CM17  
0AX

Showing responses about all questions from all patients

Showing weighted results ▼



**83%** find it easy to get through  
to this surgery by phone

Local (CCG) average: 64% | National average: 73%

Show breakdown 



**90%** find the receptionists at  
this surgery helpful

Local (CCG) average: 85% | National average: 87%

Show breakdown 



**66%** usually get to see or  
speak to their preferred GP

Local (CCG) average: 54% | National average: 59%

Show breakdown 



**92%** were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 86% | National average: 85%

Show breakdown



**90%** say the last appointment they got was convenient

Local (CCG) average: 90% | National average: 92%

Show breakdown



**83%** describe their experience of making an appointment as good

Local (CCG) average: 69% | National average: 73%

Show breakdown



**61%** usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 59% | National average: 65%

Show breakdown



**59%** feel they don't normally have to wait too long to be seen

Local (CCG) average: 53% | National average: 58%

Show breakdown



**92%** say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 83% | National average: 87%

Show breakdown



**91%** say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 87% | National average: 89%

Show breakdown



**89%** say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 83% | National average: 86%

Show breakdown



**86%** say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 78% | National average: 82%

Show breakdown



**90%** say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 83% | National average: 85%

Show breakdown



**97%** had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 95% | National average: 95%

Show breakdown 



**92%** say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 91% | National average: 92%

Show breakdown 



**94%** say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 91% | National average: 91%

Show breakdown 



**93%** say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 88% | National average: 90%

Show breakdown 



**84%** say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 84% | National average: 85%

Show breakdown 



**92%** say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 89% | National average: 91%

Show breakdown



**98%** had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Show breakdown



**74%** are satisfied with the surgery's opening hours

Local (CCG) average: 69% | National average: 75%

Show breakdown



**94%** describe their overall experience of this surgery as good

Local (CCG) average: 82% | National average: 85%

Show breakdown



**91%** would recommend this surgery to someone new to the area

Local (CCG) average: 74% | National average: 78%

Show breakdown

