

Old Harlow Health Centre

Jenner House, Garden Terrace Road, CM17

0AX

Showing responses about all questions from all patients

Showing weighted results ▼



86% find it easy to get through to this surgery by phone

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

Show breakdown



88% find the receptionists at this surgery helpful

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

Show breakdown



63% usually get to see or speak to their preferred GP

Local (CCG) average: 53% | National average: 59%

Show breakdown



89% 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



91% say the last appointment they got was convenient

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

Show breakdown



82% describe their experience of making an appointment as good

Local (CCG) average: 70% | National average: 73%

Show breakdown



70% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 57% | 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



87% 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



85% say the last GP they saw or spoke to was good at listening to them

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

Show breakdown



84% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 84% | National average: 86%

Show breakdown



76% 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



82% say the last GP they saw or spoke to was good at treating them with care and concern

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

Show breakdown



93% had confidence and trust in the last GP they saw or spoke to

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

Show breakdown



96% say the last nurse they saw or spoke to was good at giving them enough time

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

Show breakdown



96% say the last nurse they saw or spoke to was good at listening to them

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

Show breakdown



94% say the last nurse they saw or spoke to was good at explaining tests and treatments

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

Show breakdown



85% 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



97% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 90% | National average: 91%

Show breakdown



99% had confidence and trust in the last nurse they saw or spoke to

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

Show breakdown



75% are satisfied with the surgery's opening hours

Local (CCG) average: 71% | National average: 76%

Show breakdown



90% describe their overall experience of this surgery as good

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

Show breakdown



88% would recommend this surgery to someone new to the area

Show breakdown 

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

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey
© 2016 GP Patient Survey