

Old Harlow Health Centre

Jenner House, Garden Terrace Road, CM17
0AX

Showing responses about **all questions** from
all patients

 Showing weighted results ▼



87% find it easy to get through to
this surgery by phone

Local (CCG) average: 62% | National average: 71%

Show breakdown 



93% find the receptionists at this
surgery helpful

Local (CCG) average: 84% | National average: 87%

Show breakdown 



60% usually get to see or speak to
their preferred GP

Local (CCG) average: 51% | National average: 56%

Show breakdown 



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

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

Show breakdown



90% say the last appointment they got was convenient

Local (CCG) average: 80% | National average: 81%

Show breakdown



87% describe their experience of making an appointment as good

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

Show breakdown



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

Local (CCG) average: 59% | National average: 64%

Show breakdown



67% feel they don't normally have to wait too long to be seen

Local (CCG) average: 54% | National average: 58%

Show breakdown



90% say the last GP they saw or spoke to was good at giving them enough time

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

Show breakdown



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

Local (CCG) average: 88% | National average: 89%

Show breakdown



92% 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



88% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 79% | National average: 82%

Show breakdown



88% say the last GP they saw or spoke to was good at treating them with care and concern

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

Show breakdown



94% had confidence and trust in the last GP they saw or spoke to

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

Show breakdown



100% 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



100% say the last nurse they saw or spoke to was good at listening to them

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

Show breakdown



99% 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



97% say the last nurse they saw or spoke to was good at involving them in decisions about their care

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

Show breakdown



99% 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



100% had confidence and trust in the last nurse they saw or spoke to

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

Show breakdown 



79% are satisfied with the surgery's opening hours

Local (CCG) average: 73% | National average: 76%

Show breakdown 



92% describe their overall experience of this surgery as good

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

Show breakdown 



93% would recommend this surgery to someone new to the area

Local (CCG) average: 75% | National average: 77%

Show breakdown 

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