

Old Harlow Health Centre

Jenner House, Garden Terrace Road, CM17 0AX

Showing responses about all questions all patients

Showing weighted results

Your local GP services



81% find it easy to get through to this GP practice by phone

Show breakdown



Local (CCG) average: 61% | National average: 70%



97% find the receptionists at this GP practice helpful

Show breakdown



Local (CCG) average: 87% | National average: 90%



79% are satisfied with the general practice appointment times available

Local (CCG) average: 60% | National average: 66%

Show breakdown 🕀





58% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 43% National average: 50%

Show breakdown



Making an appointment



69% were offered a choice of appointment when they last tried to make a general practice appointment

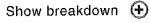
Local (CCG) average: 54% | National average: 62%





74% were satisfied with the type of appointment they were offered

Local (CCG) average: 70% | National average: 74%





96% took the appointment they were offered

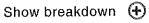
Local (CCG) average: 95% National average: 94%

Show breakdown 🕀



78% describe their experience of making an appointment as good

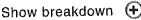
Local (CCG) average: 63% National average: 69%

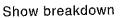


Your last appointment

72% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 65% National average: 69%

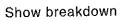






94% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

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







95% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

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





95% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 86% | National average: 87%



95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 93% | National average: 93%



Show breakdown

Show breakdown (+)



96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 94% | National average: 96%

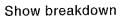
Show breakdown





91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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







98% felt their needs were met during their last general practice appointment

Local (CCG) average: 94% National average: 95%

Your health

87% say they have had enough support from local services or organisations in the last 12 months to help manage their

Local (CCG) average: 78% National average: 79%

long-term condition(s)

Show breakdown (+)



Overall experience



94% describe their overall experience of this GP practice as good

Local (CCG) average: 80% | National average: 84%

Show breakdown



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