

## Practice details

### Family Friendly Surgery

Friendly Family Surgery, Welbeck Road, Bolsover S44 6DE

C81655 Practice code

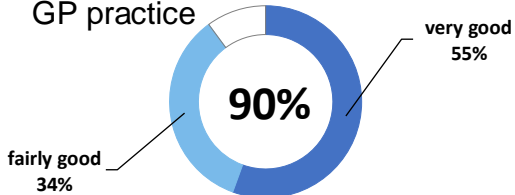
**316** surveys sent out

**104** surveys sent back

**33%** completion rate

## Overall experience

Good overall experience of this GP practice

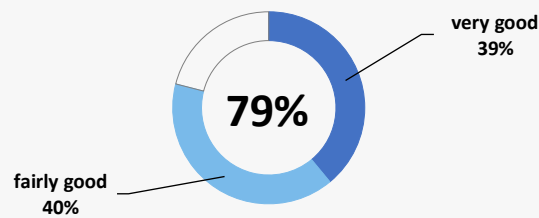


Very Good    Fairly Good

National	71%	37%	35%
ICS	72%	37%	35%

## Accessing the practice

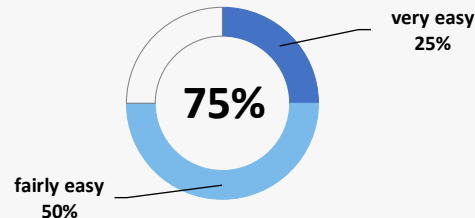
Good overall experience of making an appointment



Very Good    Fairly Good

National	54%	23%	32%
ICS	53%	22%	31%

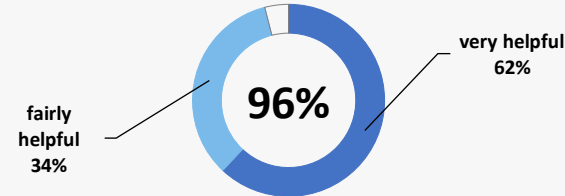
Easy to get through to this GP practice by phone



Very Easy    Fairly Easy

National	50%	13%	37%
ICS	46%	10%	35%

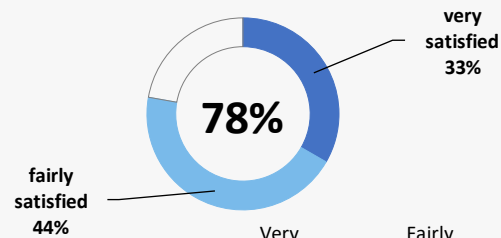
Helpfulness of receptionists at this GP practice



Very Helpful    Fairly Helpful

National	82%	37%	45%
ICS	83%	36%	47%

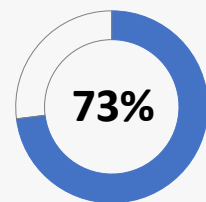
Satisfied with the general practice appointment times available



Very Satisfied    Fairly Satisfied

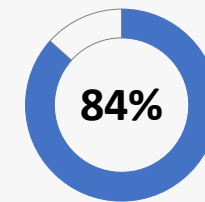
National	53%	19%	34%
ICS	52%	17%	35%

Offered a choice of appointment when last tried to make a general practice appointment



National	59%	Offered a choice
ICS	59%	Offered a choice

Satisfied with the appointment offered



National	72%	Satisfied with the appointment
ICS	73%	Satisfied with the appointment

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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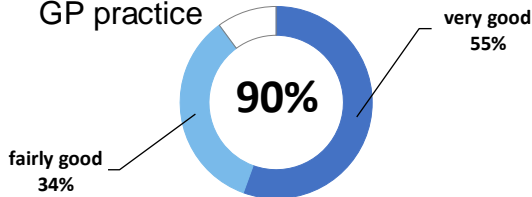
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## Overall experience

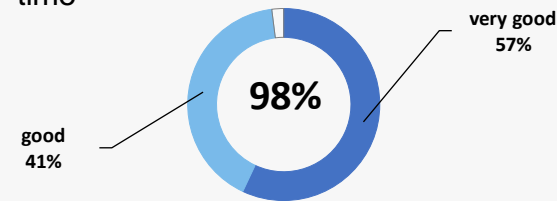
Good overall experience of this GP practice



	Very Good	Fairly Good
National	71%	37%
ICS	72%	37%

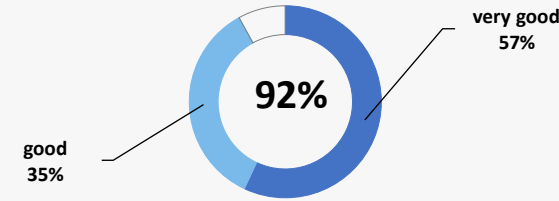
## Appointment experience

The healthcare professional was good at giving the patient enough time



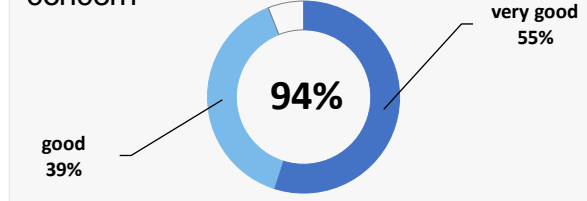
	Very Good	Good
National	84%	48%
ICS	84%	49%

The healthcare professional was good at listening to the patient



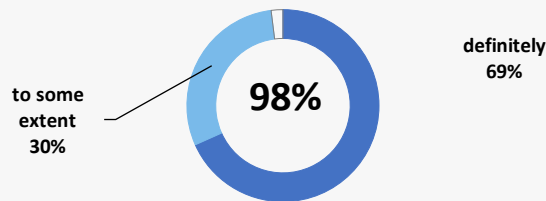
	Very Good	Good
National	85%	49%
ICS	86%	51%

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



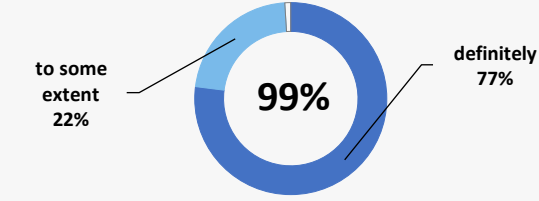
	Very Good	Good
National	84%	50%
ICS	85%	52%

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



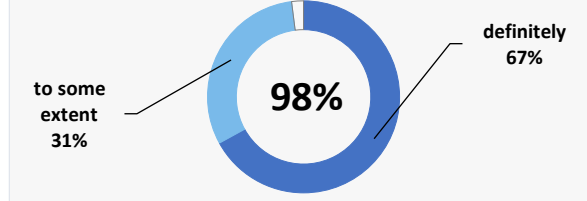
	Definitely	To some extent
National	90%	56%
ICS	91%	58%

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



	Definitely	To some extent
National	93%	64%
ICS	94%	66%

The patient's needs were met



	Definitely	To some extent
National	91%	57%
ICS	92%	59%

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