

## Your local GP services

Imperial Road Surgery

Ashover Medical Centre

<p>% of patients who find it easy to get through to this GP practice by phone</p>	<p><b>63%</b></p> <p>ICS result: 50% National result: 53%</p>	<p><b>70%</b></p> <p>ICS result: 50% National result: 53%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who find the receptionists at this GP practice helpful</p>	<p><b>86%</b></p> <p>ICS result: 83% National result: 82%</p>	<p><b>89%</b></p> <p>ICS result: 83% National result: 82%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who are satisfied with the general practice appointment times available</p>	<p><b>58%</b></p> <p>ICS result: 53% National result: 55%</p>	<p><b>61%</b></p> <p>ICS result: 53% National result: 55%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who usually get to see or speak to their preferred GP when they would like to</p>	<p><b>19%</b></p> <p>ICS result: 34% National result: 38%</p>	<p><b>55%</b></p> <p>ICS result: 34% National result: 38%</p>
<p><a href="#">Show breakdown</a></p>		

## Making an appointment

<p>% of patients who were offered a choice of appointment when they last tried to make a general practice appointment</p>	<p><b>53%</b></p> <p>ICS result: 57% National result: 59%</p>	<p><b>66%</b></p> <p>ICS result: 57% National result: 59%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who were satisfied with the appointment they were offered</p>	<p><b>78%</b></p> <p>ICS result: 71% National result: 72%</p>	<p><b>73%</b></p> <p>ICS result: 71% National result: 72%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who took the appointment they were offered</p>	<p><b>95%</b></p> <p>ICS result: 97% National result: 96%</p>	<p><b>97%</b></p> <p>ICS result: 97% National result: 96%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who describe their experience of making an appointment as good</p>	<p><b>58%</b></p> <p>ICS result: 54% National result: 56%</p>	<p><b>69%</b></p> <p>ICS result: 54% National result: 56%</p>
<p><a href="#">Show breakdown</a></p>		

## Your last appointment

<p>% of patients who were given a time for their last general practice appointment</p>	<p><b>89%</b></p> <p>ICS result: 88% National result: 90%</p>	<p><b>92%</b></p> <p>ICS result: 88% National result: 90%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment</p>	<p><b>94%</b></p> <p>ICS result: 84% National result: 83%</p>	<p><b>95%</b></p> <p>ICS result: 84% National result: 83%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p>	<p><b>93%</b></p> <p>ICS result: 84% National result: 85%</p>	<p><b>93%</b></p> <p>ICS result: 84% National result: 85%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment</p>	<p><b>92%</b></p> <p>ICS result: 84% National result: 83%</p>	<p><b>91%</b></p> <p>ICS result: 84% National result: 83%</p>
<p><a href="#">Show breakdown</a></p>		

<p>% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment</p>	<p><b>87%</b></p> <p>ICS result: 81% National result: 81%</p>	<p><b>88%</b></p> <p>ICS result: 81% National result: 81%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment</p>	<p><b>98%</b></p> <p>ICS result: 90% National result: 90%</p>	<p><b>98%</b></p> <p>ICS result: 90% National result: 90%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment</p>	<p><b>99%</b></p> <p>ICS result: 93% National result: 93%</p>	<p><b>97%</b></p> <p>ICS result: 93% National result: 93%</p>
<p><a href="#">Show breakdown</a></p>		
<p>% of patients who felt their needs were met during their last general practice appointment</p>	<p><b>100%</b></p> <p>ICS result: 91% National result: 91%</p>	<p><b>96%</b></p> <p>ICS result: 91% National result: 91%</p>
<p><a href="#">Show breakdown</a></p>		

## Your health

<p>% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)</p>	<p><b>73%</b> ICS result: 64% National result: 65%</p>	<p>This practice doesn't have enough data for this question</p>
<p><a href="#">Show breakdown</a></p>		

## Overall experience

<p>% of patients who describe their overall experience of this GP practice as good</p>	<p><b>82%</b> ICS result: 72% National result: 72%</p>	<p><b>84%</b> ICS result: 72% National result: 72%</p>
<p><a href="#">Show breakdown</a></p>		