

Practice details

Modbury Health Centre

The Health Centre, Poundwell
Meadow, Modbury, PL21 0QL

L83086 Practice code

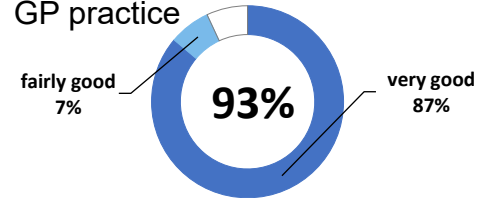
260 surveys sent out

122 surveys sent back

47% completion rate

Overall experience

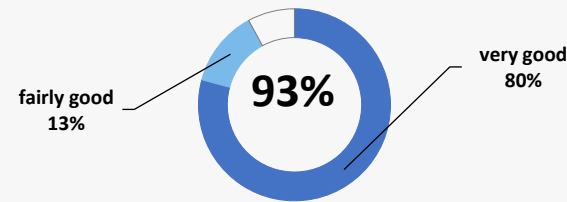
Good overall experience of this GP practice



		Very Good	Fairly Good
National	77%	46%	31%
ICS	79%	50%	29%

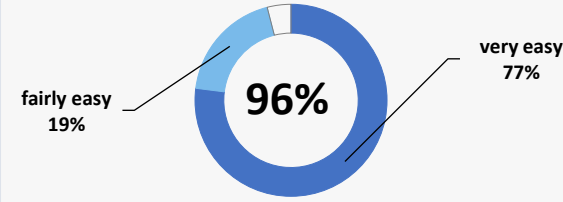
Accessing the practice

Good overall experience of contacting this GP practice



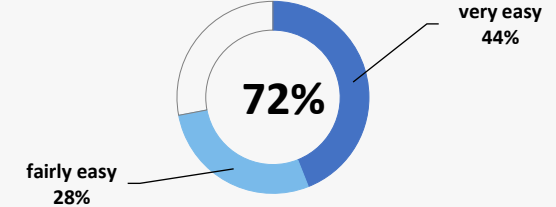
		Very Good	Fairly Good
National	73%	42%	31%
ICS	76%	46%	30%

Easy to contact this GP practice on the phone



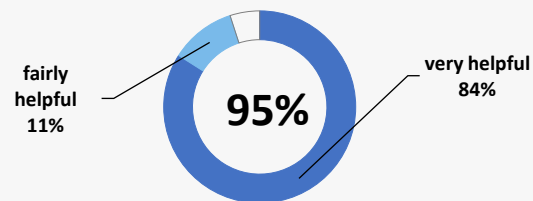
		Very Easy	Fairly Easy
National	57%	23%	34%
ICS	59%	24%	35%

Easy to contact this GP practice using their website



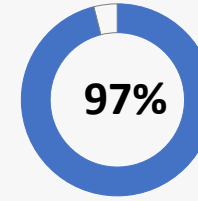
		Very Easy	Fairly Easy
National	58%	27%	31%
ICS	62%	27%	36%

Helpfulness of reception and administrative team at this practice



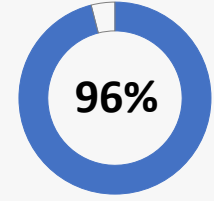
		Very Helpful	Fairly Helpful
National	85%	44%	41%
ICS	87%	48%	39%

Knew what the next step would be after contacting this GP practice



National	84%	Yes, knew next step
ICS	87%	Yes, knew next step

Knew what the next step would be within two days of contacting this GP practice



National	93%	Yes, knew within two days
ICS	92%	Yes, knew within two days



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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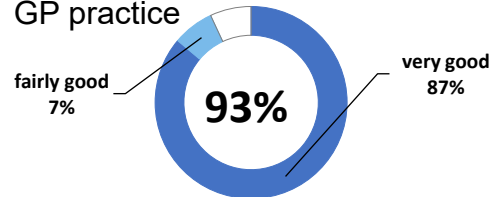
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Overall experience

Good overall experience of this
GP practice



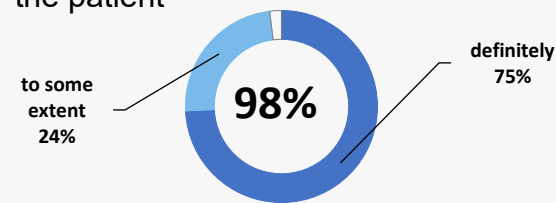
Very Good Fairly Good

National 77% 46% 31%

ICS 79% 50% 29%

Experience at last appointment

The healthcare professional had all
the information they needed about
the patient

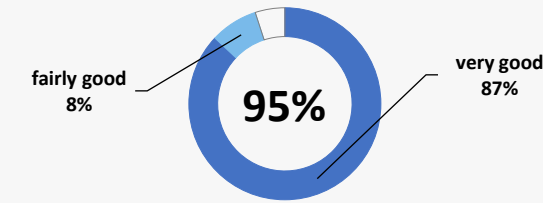


Definitely To some extent

National 92% 58% 34%

ICS 93% 61% 32%

The healthcare professional was good
at listening to the patient

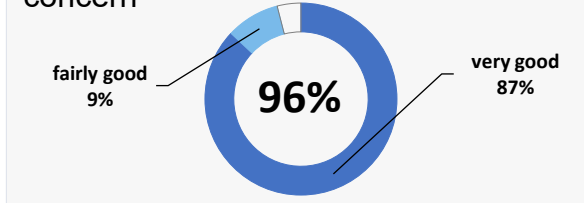


Very Good Fairly good

National 87% 62% 25%

ICS 90% 67% 22%

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

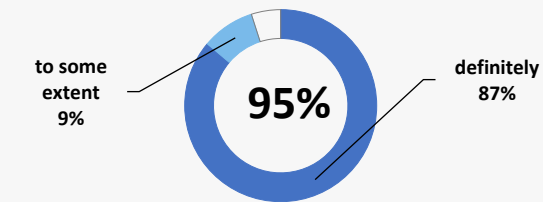


Very Good Fairly good

National 86% 62% 24%

ICS 88% 67% 21%

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

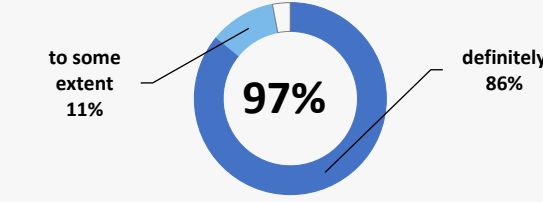


Definitely To some extent

National 92% 62% 29%

ICS 92% 66% 26%

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

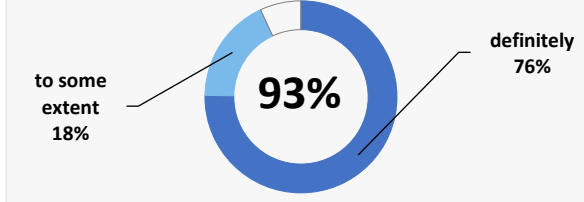


Definitely To some extent

National 93% 64% 28%

ICS 94% 69% 25%

The patient's needs were met



Definitely To some extent

National 90% 58% 32%

ICS 91% 61% 30%