

Halcyon Medical

67-69 High Street, Birmingham, B4 7TA

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

 Showing weighted results ▼

Your local GP services



58% find it easy to get through to this GP practice by phone

Local (CCG) average: 58% | National average: 70%

Show breakdown 



88% find the receptionists at this GP practice helpful

Local (CCG) average: 83% | National average: 90%

Show breakdown 



57% are satisfied with the general practice appointment times available

Local (CCG) average: 62% | National average: 66%

Show breakdown



41% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 41% | National average: 50%

Show breakdown

Making an appointment



67% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 56% | National average: 62%

Show breakdown



72% were satisfied with the type of appointment they were offered

Local (CCG) average: 66% | National average: 74%

Show breakdown



92% took the appointment they were offered

Local (CCG) average: 91% | National average: 94%

Show breakdown



46% describe their experience of making an appointment as good

Local (CCG) average: 58% | National average: 69%

Show breakdown

Your last appointment



61% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 60% | National average: 69%

Show breakdown



89% 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: 81% | National average: 87%

Show breakdown



79% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 83% | National average: 89%

Show breakdown



72% 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: 81% | National average: 87%

Show breakdown 



90% 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: 89% | National average: 93%

Show breakdown 



94% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 93% | National average: 96%

Show breakdown 



80% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 81% | National average: 87%

Show breakdown 



88% felt their needs were met during their last general practice appointment

Local (CCG) average: 92% | National average: 95%

Show breakdown

Your health



90% say they have had enough support in the last 12 months from local services or organisations to help manage their long-term condition(s)

Local (CCG) average: 74% | National average: 79%

Show breakdown

Overall experience



73% describe their overall experience of this GP practice as good

Local (CCG) average: 76% | National average: 84%

Show breakdown

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