

Practice details

Elms Medical Practice

5 Stewart Road, Harpenden, AL5
4QA

E82071 Practice code

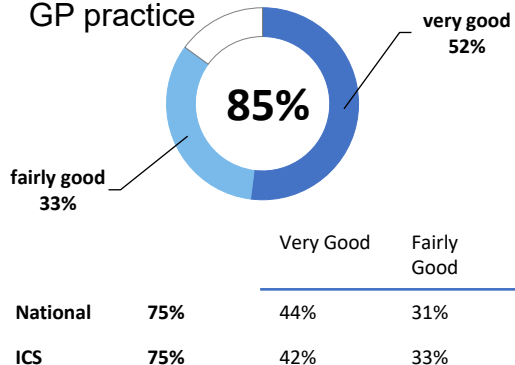
307 surveys sent out

105 surveys sent back

34% completion rate

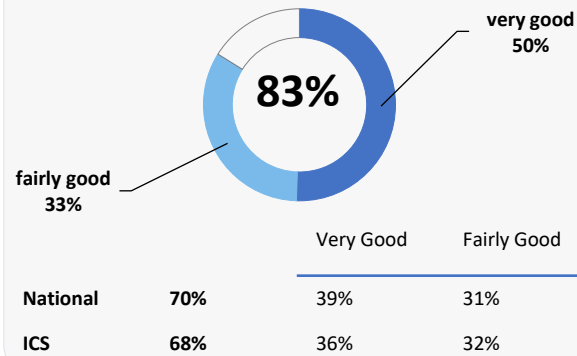
Overall experience

Good overall experience of this
GP practice

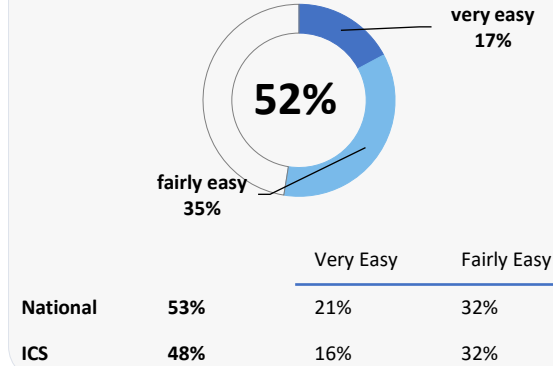


Accessing the practice

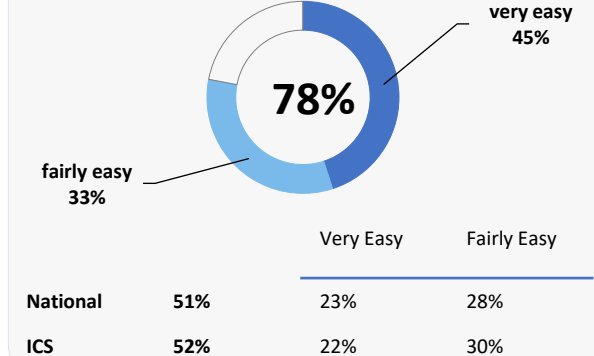
Good overall experience of
contacting this GP practice



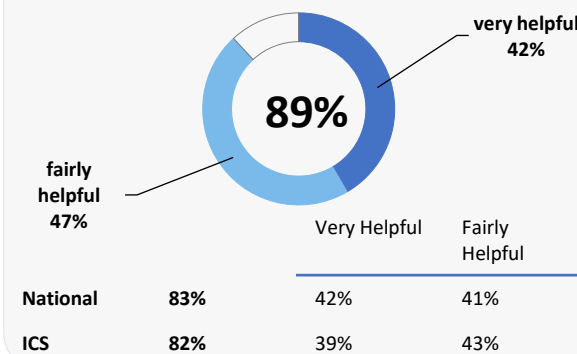
Easy to contact this GP practice on
the phone



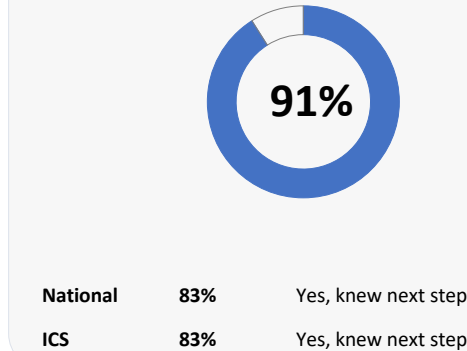
Easy to contact this GP practice
using their website



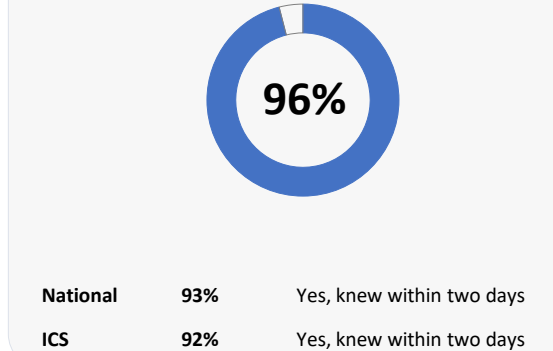
Helpfulness of reception and
administrative team at this practice



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



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



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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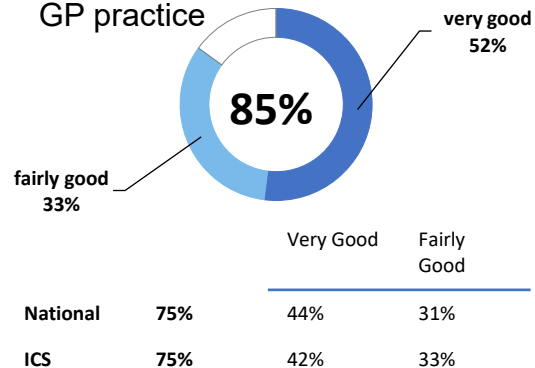
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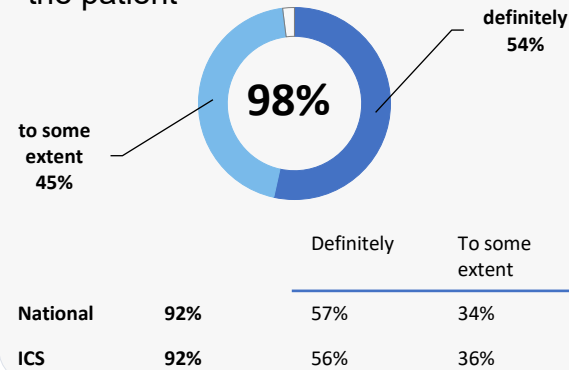
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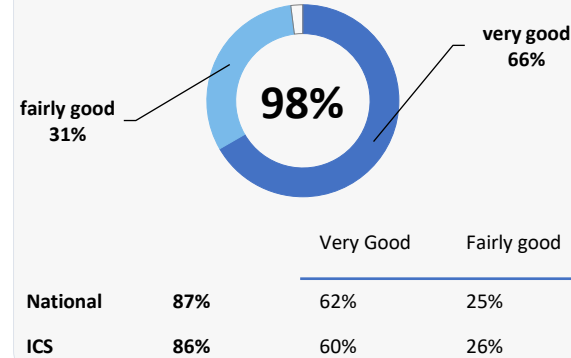


Experience at last appointment

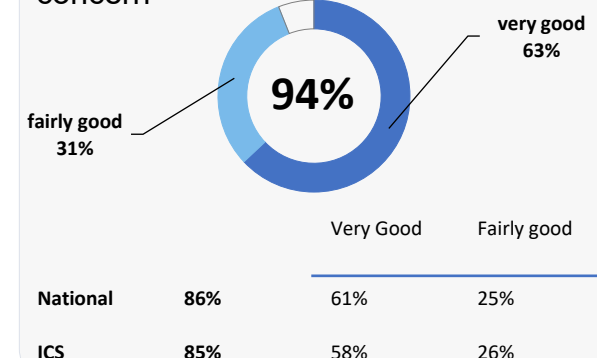
The healthcare professional had all the information they needed about the patient



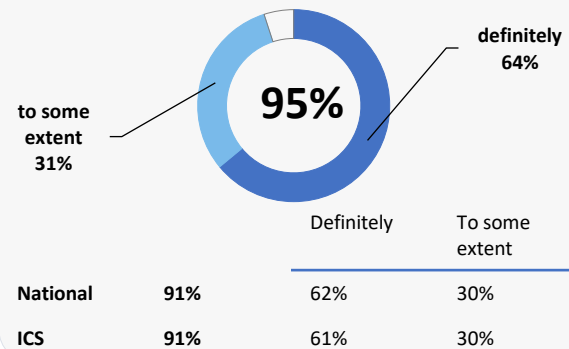
The healthcare professional was good at listening to the patient



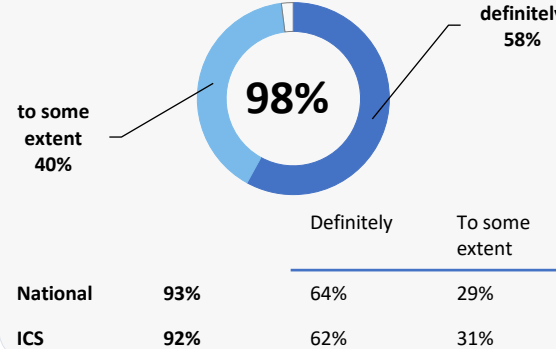
The healthcare professional was good at treating the patient with care and concern



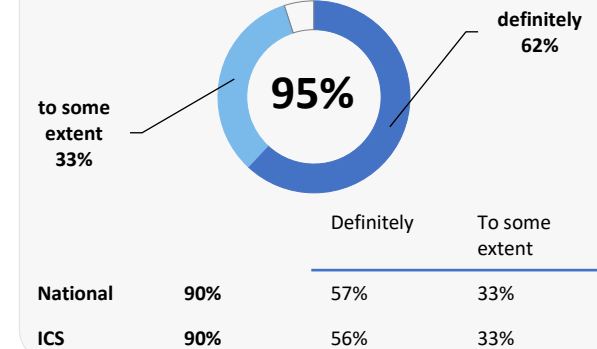
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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