

Practice details

Weston House Practice

St. Pauls Medical Centre, 121
Swindon Road, Cheltenham, GL50
4DP
L84033 Practice code

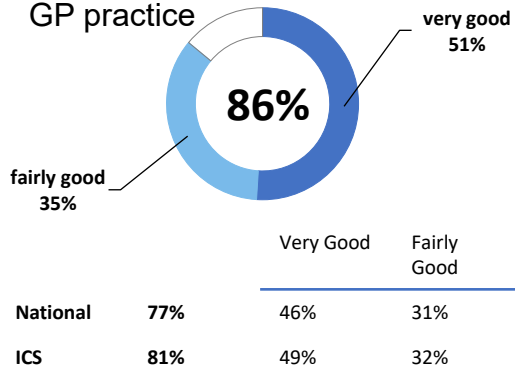
349 surveys sent out

119 surveys sent back

34% completion rate

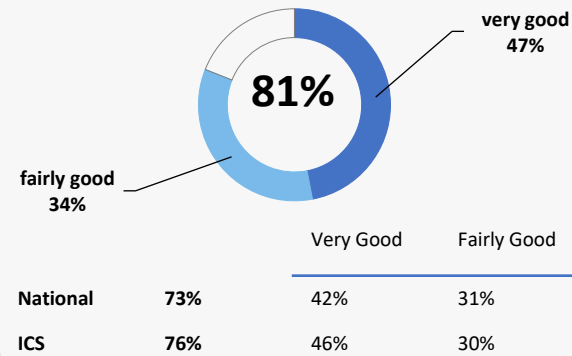
Overall experience

Good overall experience of this GP practice

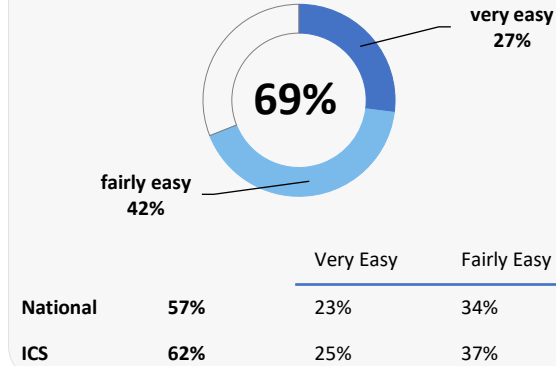


Accessing the practice

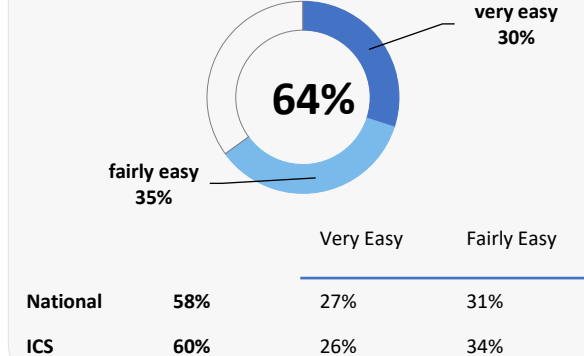
Good overall experience of contacting this GP practice



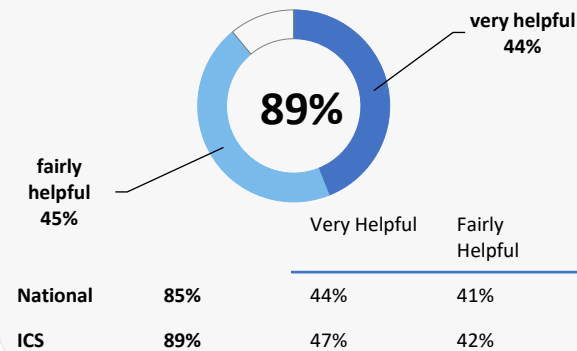
Easy to contact this GP practice on the phone



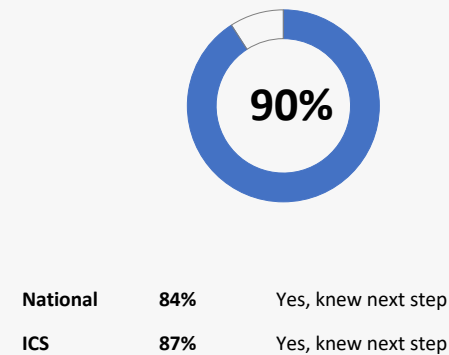
Easy to contact this GP practice using their website



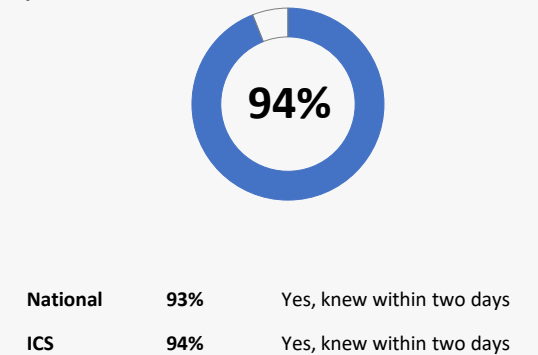
Helpfulness of reception and administrative team at this practice



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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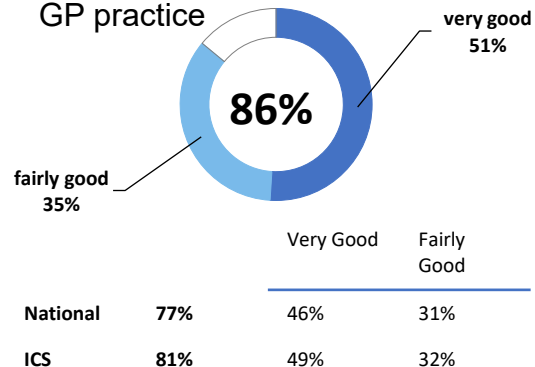
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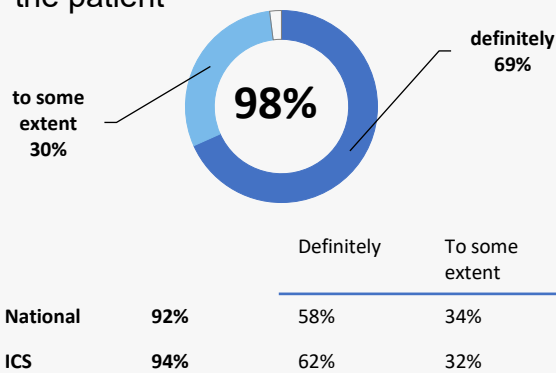
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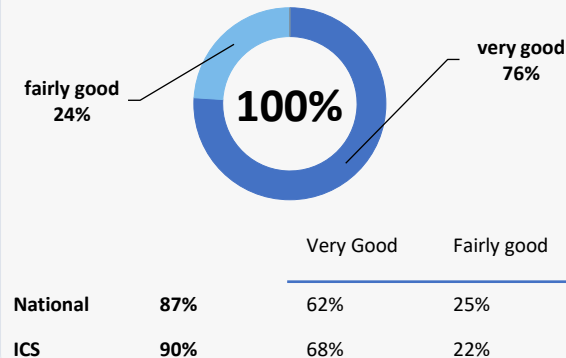


Experience at last appointment

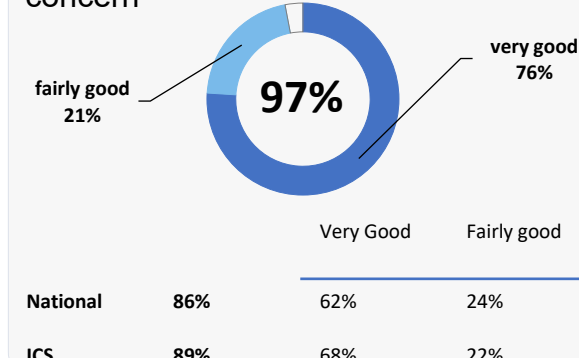
The healthcare professional had all
the information they needed about
the patient



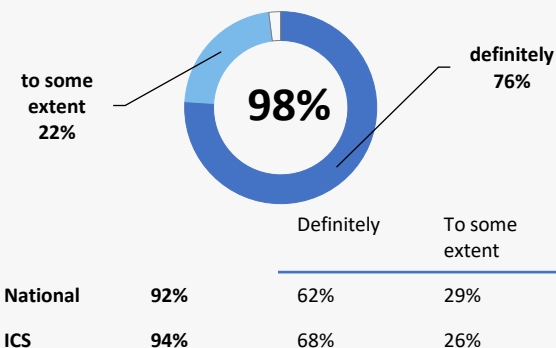
The healthcare professional was good
at listening to the patient



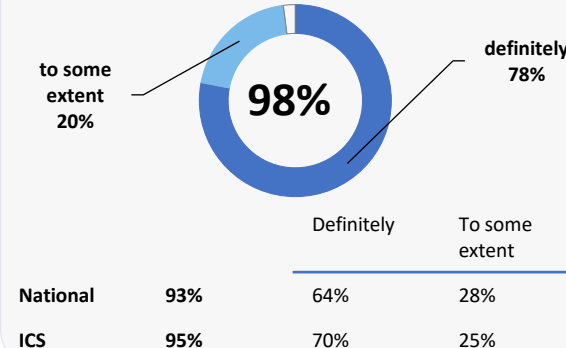
The healthcare professional was good
at treating the patient with care and
concern



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

