

## Practice details

### Clift Surgery

Minchens Lane, Bramley, Tadley  
RG26 5BH

J82079 Practice code

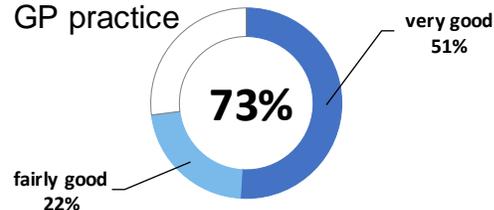
**293** surveys sent out

**116** surveys sent back

**40%** completion rate

## Overall experience

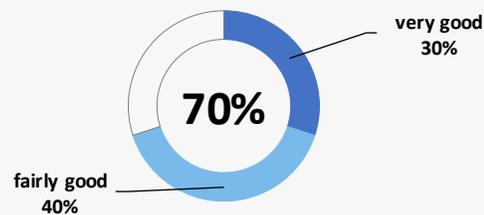
### Good overall experience of this GP practice



	Very Good	Fairly Good
<b>National</b>	37%	35%
<b>ICS</b>	36%	34%

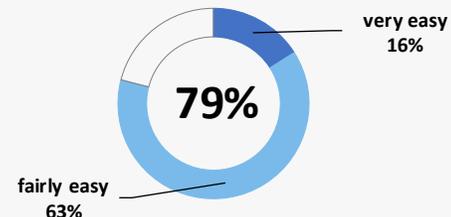
## Accessing the practice

### Good overall experience of making an appointment



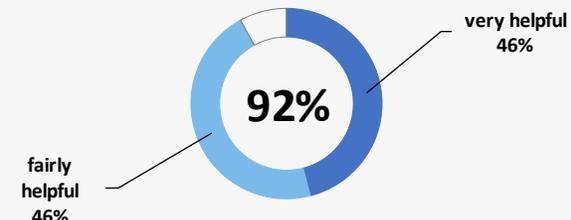
	Very Good	Fairly Good
<b>National</b>	23%	32%
<b>ICS</b>	22%	32%

### Easy to get through to this GP practice by phone



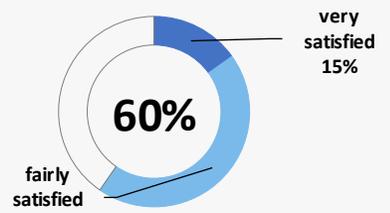
	Very Easy	Fairly Easy
<b>National</b>	13%	37%
<b>ICS</b>	11%	37%

### Helpfulness of receptionists at this GP practice



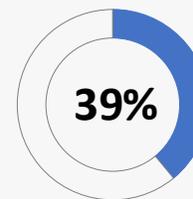
	Very Helpful	Fairly Helpful
<b>National</b>	37%	45%
<b>ICS</b>	36%	46%

### Satisfied with the general practice appointment times available



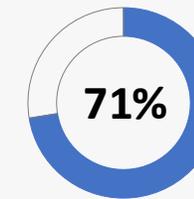
	Very Satisfied	Fairly Satisfied
<b>National</b>	19%	34%
<b>ICS</b>	17%	33%

### Offered a choice of appointment when last tried to make a general practice appointment



	Offered a choice
<b>National</b>	59%
<b>ICS</b>	55%

### Satisfied with the appointment offered



	Satisfied with the appointment
<b>National</b>	72%
<b>ICS</b>	72%

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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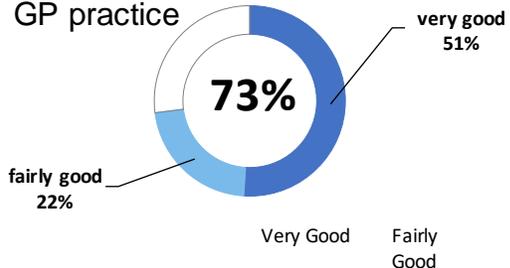
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**40%** completion rate

## Overall experience

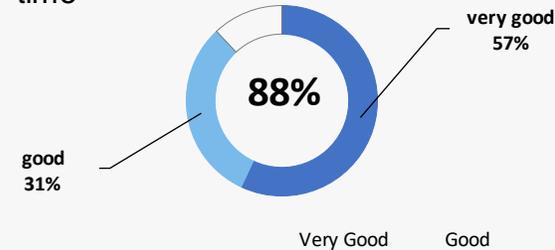
### Good overall experience of this GP practice



	Very Good	Fairly Good
National	37%	35%
ICS	36%	34%

## Appointment experience

The healthcare professional was good at giving the patient enough time



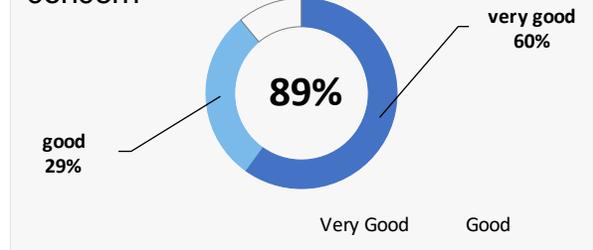
	Very Good	Good
National	48%	35%
ICS	49%	35%

The healthcare professional was good at listening to the patient



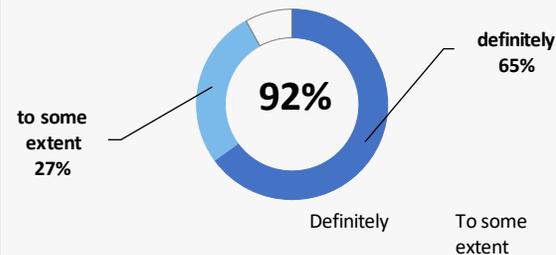
	Very Good	Good
National	49%	36%
ICS	51%	35%

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



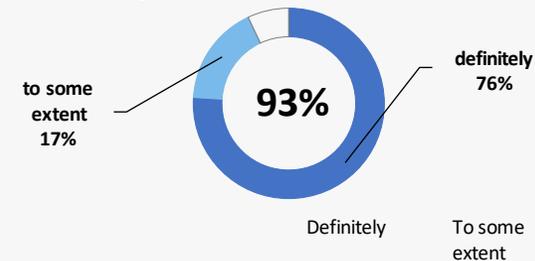
	Very Good	Good
National	50%	34%
ICS	51%	34%

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



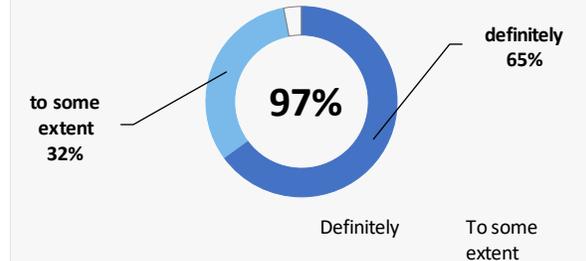
	Definitely	To some extent
National	56%	34%
ICS	58%	33%

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



	Definitely	To some extent
National	64%	29%
ICS	66%	28%

The patient's needs were met



	Definitely	To some extent
National	57%	34%
ICS	58%	34%

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