

## Practice details

### Chorleywood Health Centre

15 Lower Road, Chorleywood,  
Rickmansworth, WD3 5EA

**E82064** Practice code

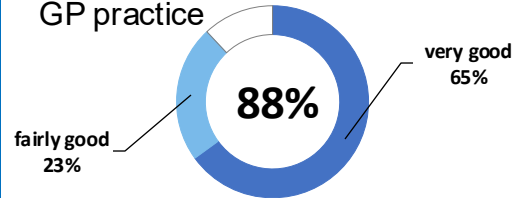
**360** surveys sent out

**108** surveys sent back

**30%** completion rate

## Overall experience

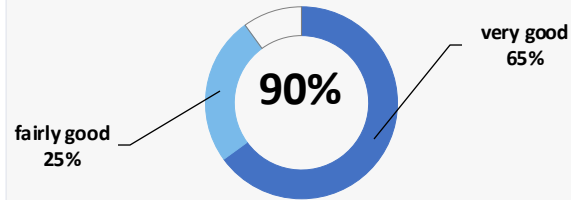
### Good overall experience of this GP practice



	Very Good	Fairly Good
<b>National</b>	75%	31%
<b>ICS</b>	75%	33%

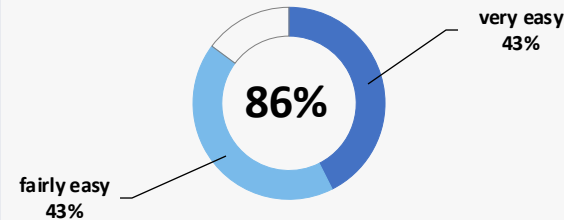
## Accessing the practice

### Good overall experience of contacting this GP practice



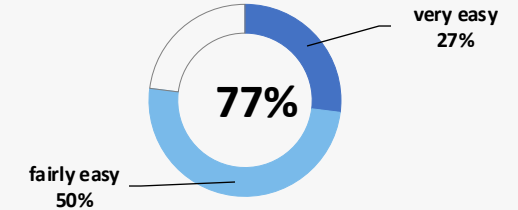
	Very Good	Fairly Good
<b>National</b>	70%	31%
<b>ICS</b>	68%	32%

### Easy to contact this GP practice on the phone



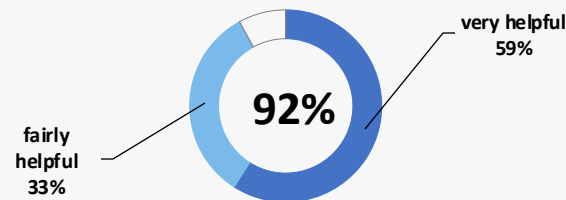
	Very Easy	Fairly Easy
<b>National</b>	53%	32%
<b>ICS</b>	48%	32%

### Easy to contact this GP practice using their website



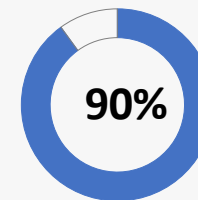
	Very Easy	Fairly Easy
<b>National</b>	51%	28%
<b>ICS</b>	52%	30%

### Helpfulness of reception and administrative team at this practice



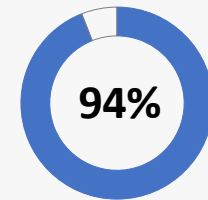
	Very Helpful	Fairly Helpful
<b>National</b>	83%	41%
<b>ICS</b>	82%	43%

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



	Yes, knew next step
<b>National</b>	83%
<b>ICS</b>	83%

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



	Yes, knew within two days
<b>National</b>	93%
<b>ICS</b>	92%

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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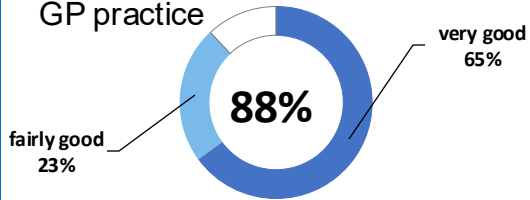
**360** surveys sent out

**108** surveys sent back

**30%** completion rate

## Overall experience

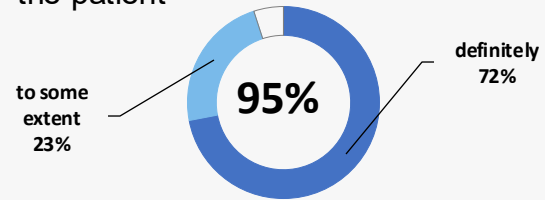
### Good overall experience of this GP practice



	Very Good	Fairly Good
<b>National</b>	75%	31%
<b>ICS</b>	75%	33%

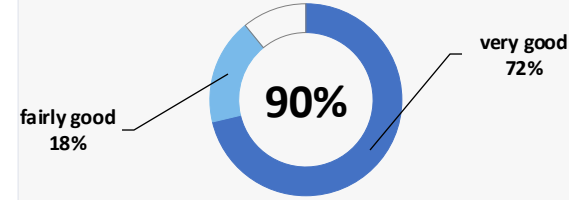
## Experience at last appointment

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



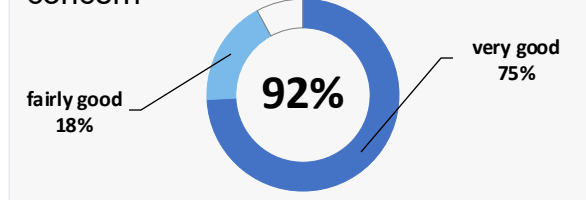
	Definitely	To some extent
<b>National</b>	92%	57%
<b>ICS</b>	92%	56%

The healthcare professional was good at listening to the patient



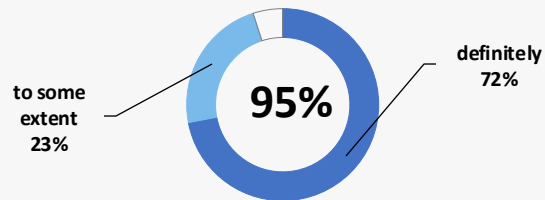
	Very Good	Fairly good
<b>National</b>	87%	25%
<b>ICS</b>	86%	26%

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



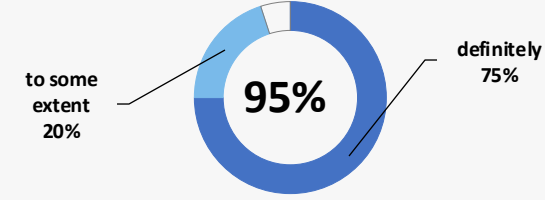
	Very Good	Fairly good
<b>National</b>	86%	25%
<b>ICS</b>	85%	26%

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



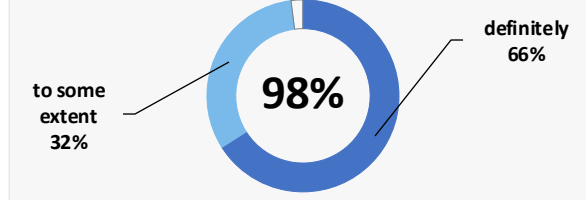
	Definitely	To some extent
<b>National</b>	91%	30%
<b>ICS</b>	91%	30%

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



	Definitely	To some extent
<b>National</b>	93%	29%
<b>ICS</b>	92%	31%

The patient's needs were met



	Definitely	To some extent
<b>National</b>	90%	33%
<b>ICS</b>	90%	33%

*i* Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.