

## Practice details

### Gade Surgery

Gade House, 99B Uxbridge Road,  
Rickmansworth, WD3 7DJ

E82068 Practice code

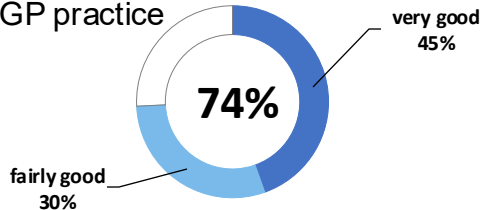
**323** surveys sent out

**92** surveys sent back

**28%** completion rate

## Overall experience

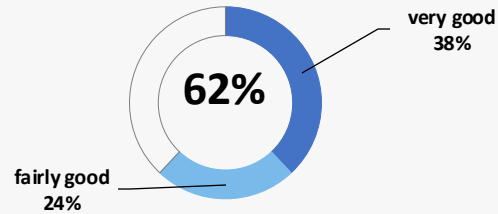
### Good overall experience of this GP practice



		Very Good	Fairly Good
National	75%	44%	31%
ICS	75%	42%	33%

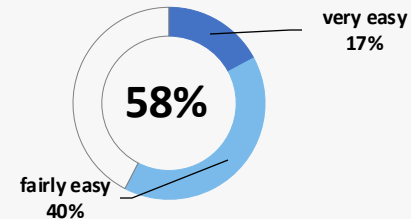
## Accessing the practice

### Good overall experience of contacting this GP practice



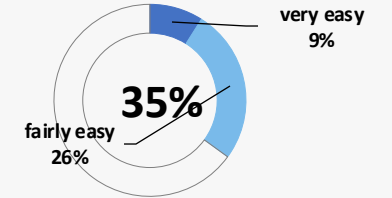
		Very Good	Fairly Good
National	70%	39%	31%
ICS	68%	36%	32%

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



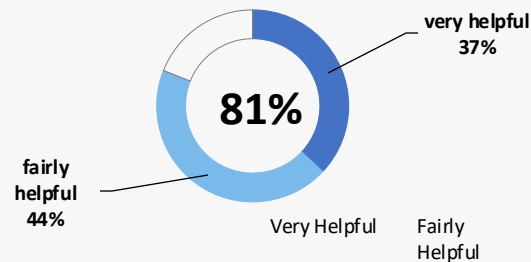
		Very Easy	Fairly Easy
National	53%	21%	32%
ICS	48%	16%	32%

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



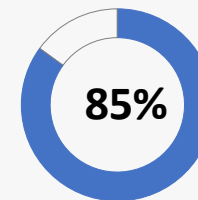
		Very Easy	Fairly Easy
National	51%	23%	28%
ICS	52%	22%	30%

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



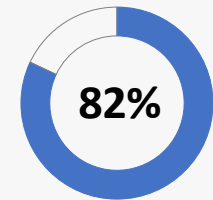
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	82%	39%	43%

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



		Yes, knew next step
National	83%	83%
ICS	83%	83%

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



		Yes, knew within two days
National	93%	93%
ICS	92%	92%

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

## Practice details

### Gade Surgery

Gade House, 99B Uxbridge Road,  
Rickmansworth, WD3 7DJ

E82068 Practice code

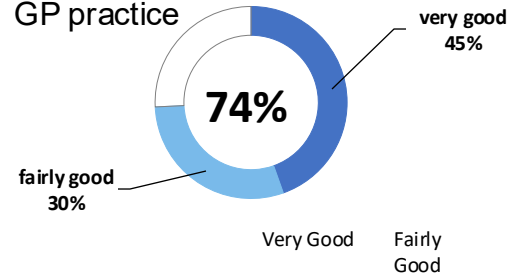
**323** surveys sent out

**92** surveys sent back

**28%** completion rate

## Overall experience

Good overall experience of this GP practice

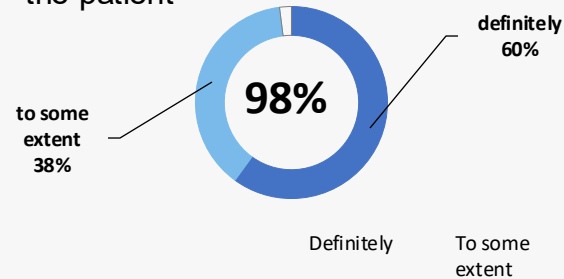


	National	Very Good	Fairly Good
National	75%	44%	31%
ICS	75%	42%	33%

	National	Very Good	Fairly Good
ICS	75%	42%	33%

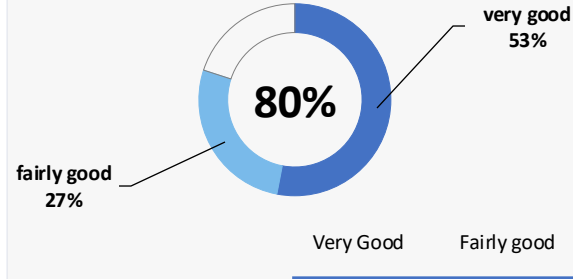
## Experience at last appointment

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



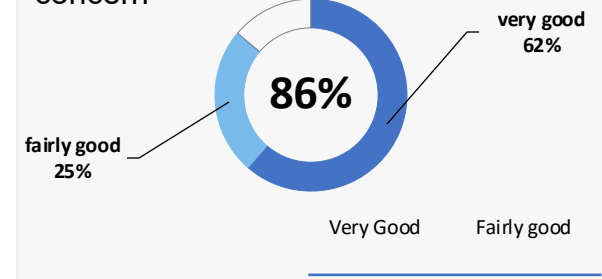
	National	Definitely	To some extent
National	92%	57%	34%
ICS	92%	56%	36%

The healthcare professional was good at listening to the patient



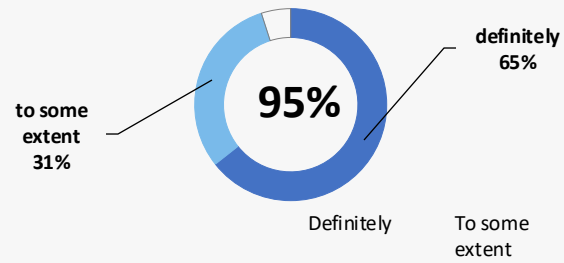
	National	Very Good	Fairly good
National	87%	62%	25%
ICS	86%	60%	26%

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



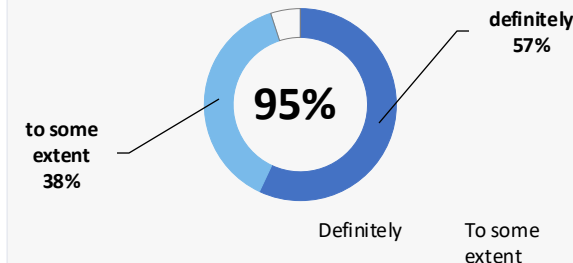
	National	Very Good	Fairly good
National	86%	61%	25%
ICS	85%	58%	26%

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



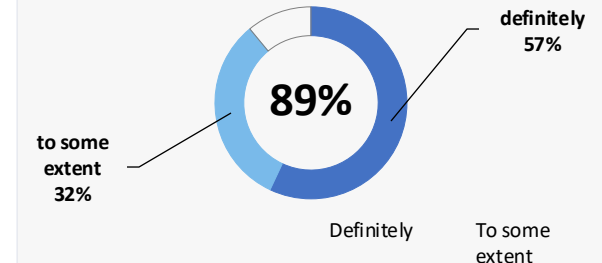
	National	Definitely	To some extent
National	91%	62%	30%
ICS	91%	61%	30%

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



	National	Definitely	To some extent
National	93%	64%	29%
ICS	92%	62%	31%

The patient's needs were met



	National	Definitely	To some extent
National	90%	57%	33%
ICS	90%	56%	33%

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