

Results from the 2024 survey – Data by Ipsos

## Bideford Medical Centre

### Practice Details

#### Bideford Medical Centre

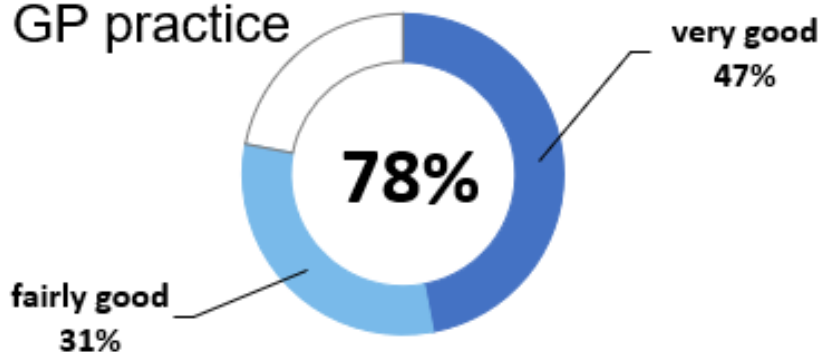
**279** surveys sent out

**120** surveys sent back

**43%** completion rate

### Overall experience

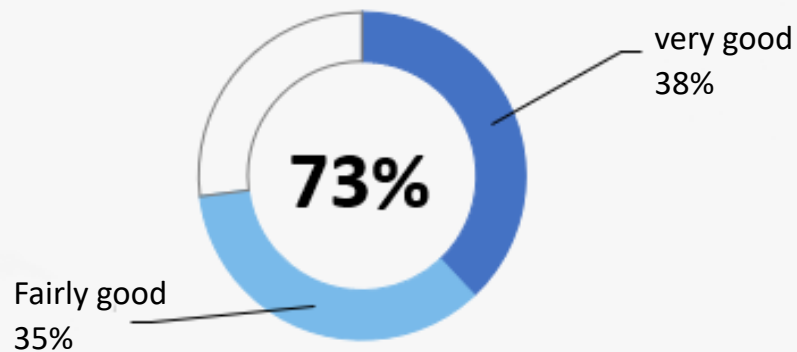
**Good** overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	78%	49%	30%

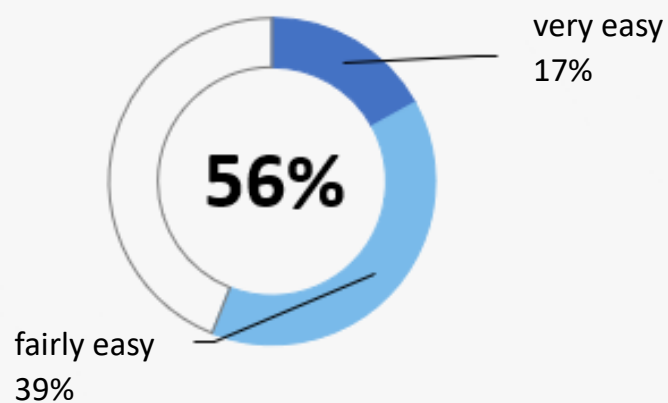
## Accessing the practice

### Good overall experience of contacting this GP practice



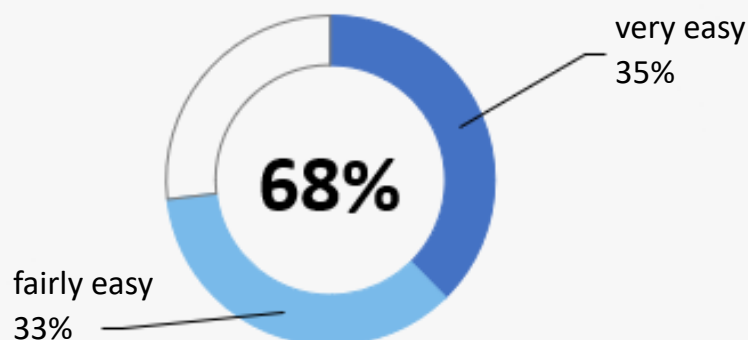
		Very Good	Fairly Good
National	67%	37%	30%
ICS	73%	44%	30%

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



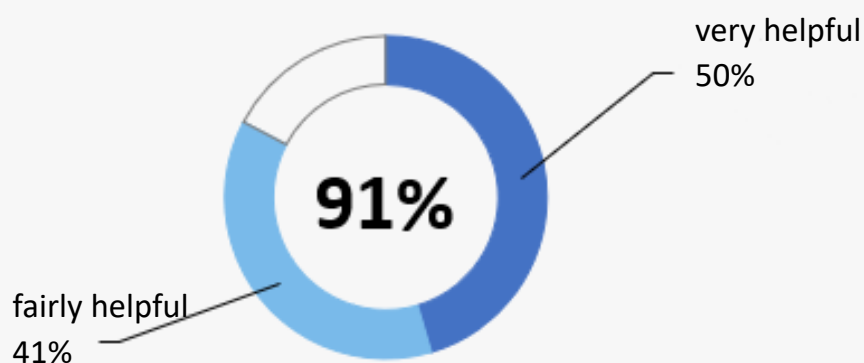
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	55%	22%	33%

## Easy to contact this GP practice using their website



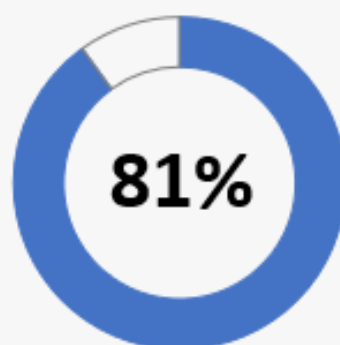
		Very Easy	Fairly Easy
<b>National</b>	<b>48%</b>	21%	27%
<b>ICS</b>	<b>58%</b>	26%	32%

## Helpfulness of reception and administrative team at this practice



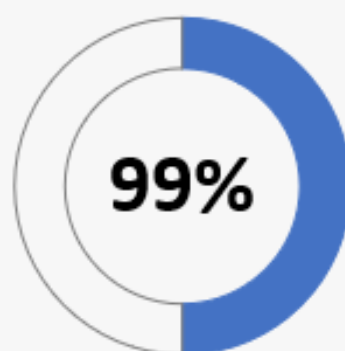
		Very Helpful	Fairly Helpful
<b>National</b>	<b>83%</b>	42%	41%
<b>ICS</b>	<b>87%</b>	48%	39%

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



National	83%	Yes, knew next step
ICS	88%	Yes, knew next step

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



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