

Practice details

Woodview Medical Practice

The Surgery, Cockfield, Bishop
Auckland, DL13 5AF

A83032 Practice code

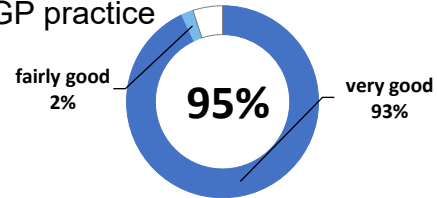
283 surveys sent out

104 surveys sent back

37% completion rate

Overall experience

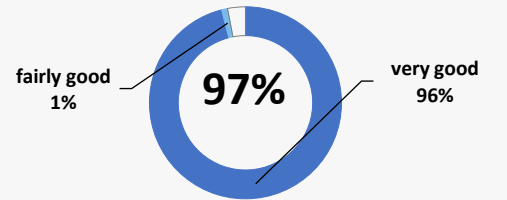
Good overall experience of this
GP practice



		Very Good	Fairly Good
National	77%	46%	31%
ICS	80%	50%	29%

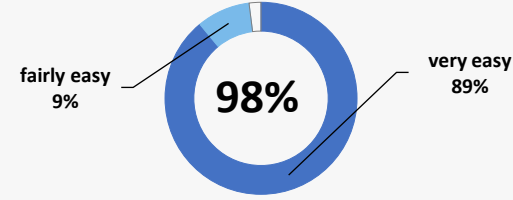
Accessing the practice

Good overall experience of
contacting this GP practice



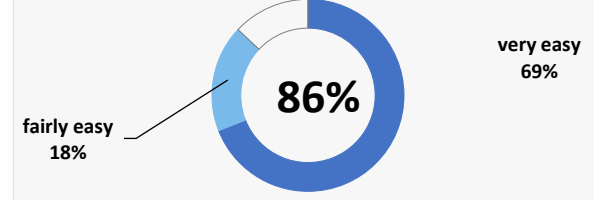
		Very Good	Fairly Good
National	73%	42%	31%
ICS	76%	46%	30%

Easy to contact this GP practice on
the phone



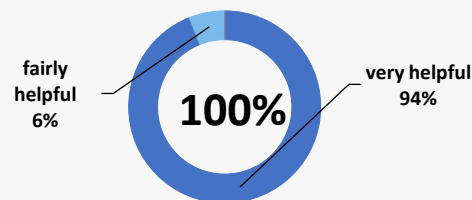
		Very Easy	Fairly Easy
National	57%	23%	34%
ICS	62%	27%	35%

Easy to contact this GP practice
using their website



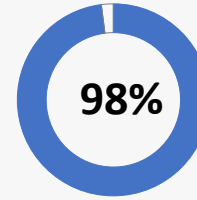
		Very Easy	Fairly Easy
National	58%	27%	31%
ICS	59%	28%	32%

Helpfulness of reception and
administrative team at this practice



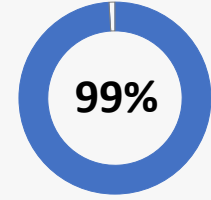
		Very Helpful	Fairly Helpful
National	85%	44%	41%
ICS	88%	49%	39%

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



		Yes, knew next step
National	84%	
ICS	86%	

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



		Yes, knew within two days
National	93%	
ICS	94%	



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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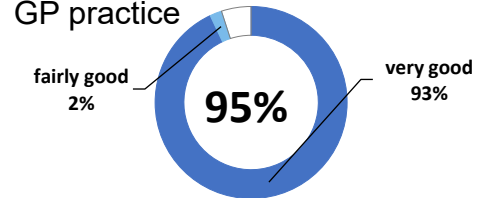
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104 surveys sent back

37% completion rate

Overall experience

Good overall experience of this
GP practice



	Very Good	Fairly Good
National	77%	31%
ICS	80%	29%

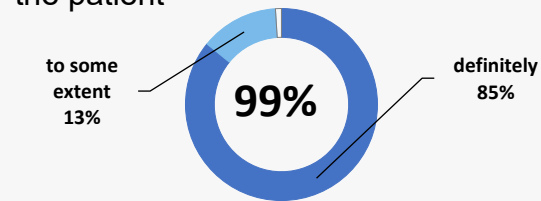


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Data by Ipsos

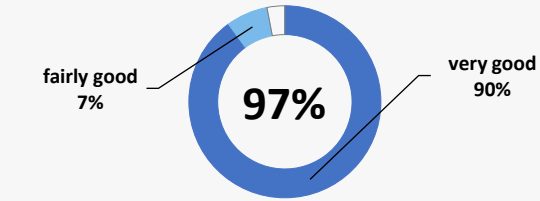
Experience at last appointment

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



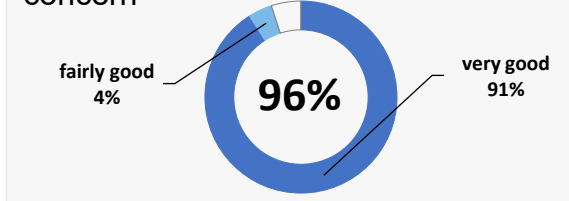
	Definitely	To some extent
National	92%	34%
ICS	93%	31%

The healthcare professional was good at listening to the patient



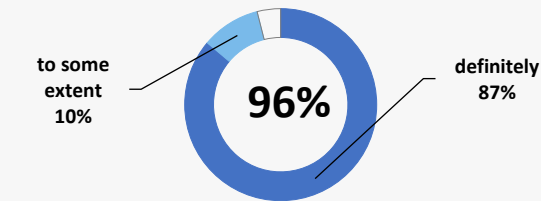
	Very Good	Fairly good
National	87%	25%
ICS	89%	23%

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



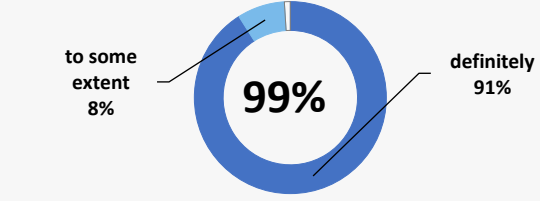
	Very Good	Fairly good
National	86%	24%
ICS	88%	22%

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



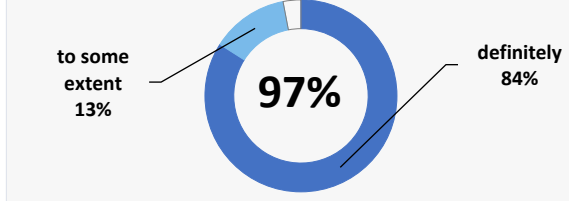
	Definitely	To some extent
National	92%	29%
ICS	93%	26%

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



	Definitely	To some extent
National	93%	28%
ICS	93%	25%

The patient's needs were met



	Definitely	To some extent
National	90%	32%
ICS	91%	29%