

Practice details

Wey Family Practice

Madeira Road, West Byfleet, KT14 6DH

H81050 Practice code

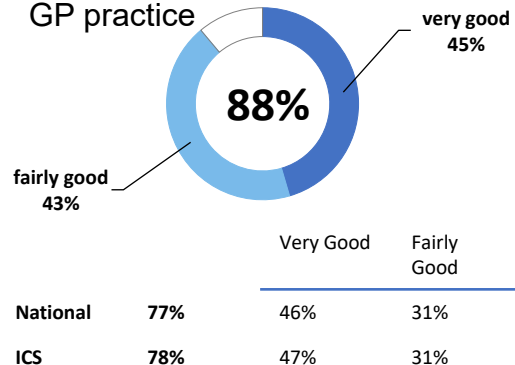
359 surveys sent out

102 surveys sent back

28% completion rate

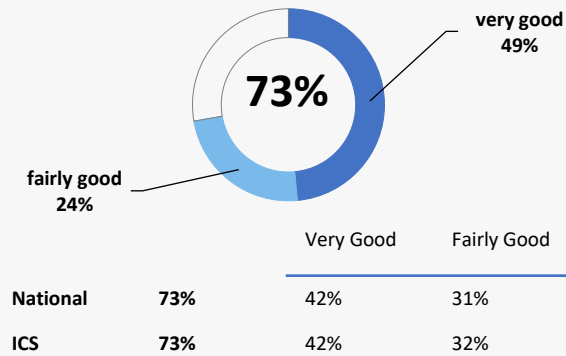
Overall experience

Good overall experience of this GP practice

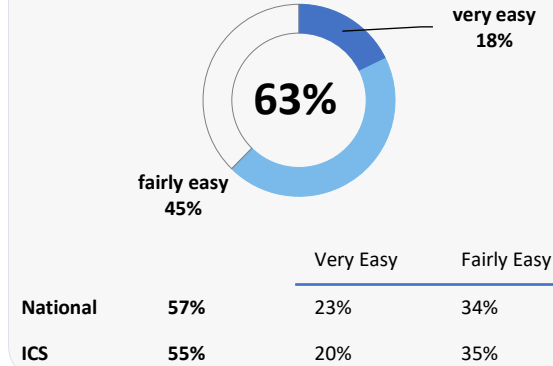


Accessing the practice

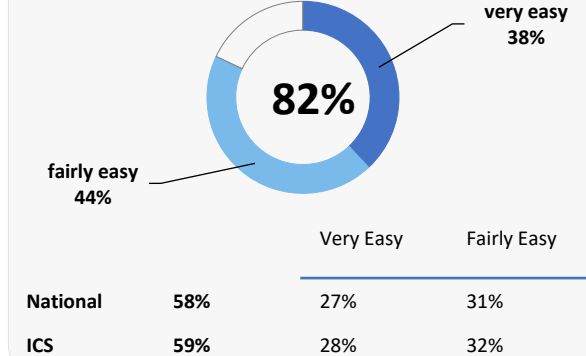
Good overall experience of contacting this GP practice



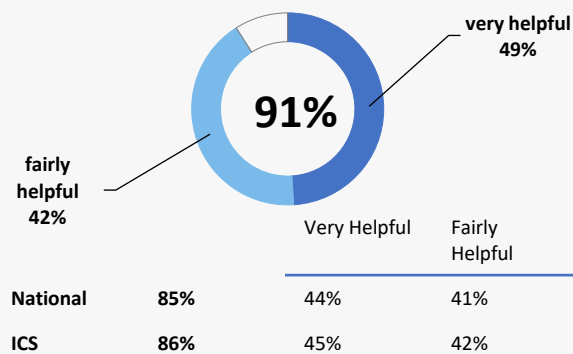
Easy to contact this GP practice on the phone



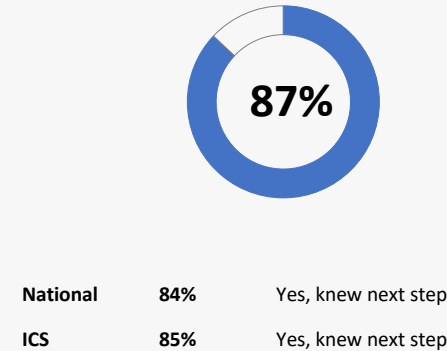
Easy to contact this GP practice using their website



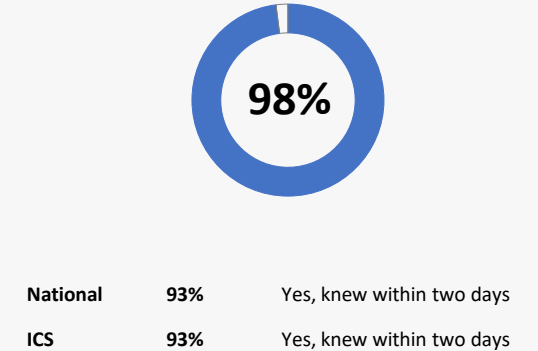
Helpfulness of reception and administrative team at this practice



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



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



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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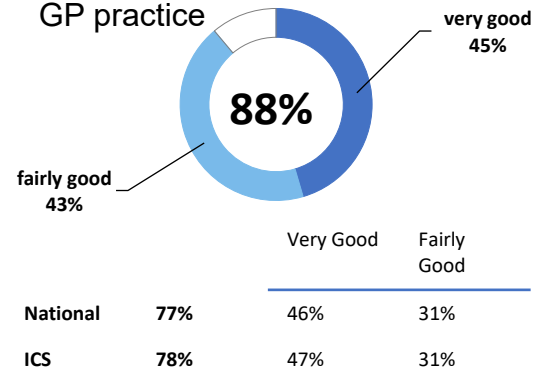
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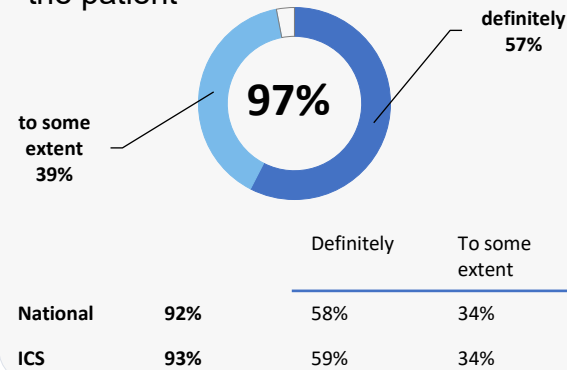
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Good overall experience of this GP practice

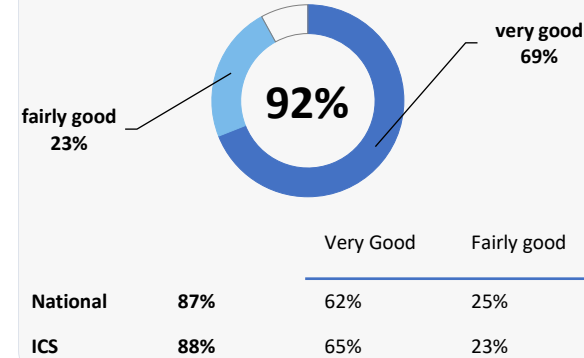


Experience at last appointment

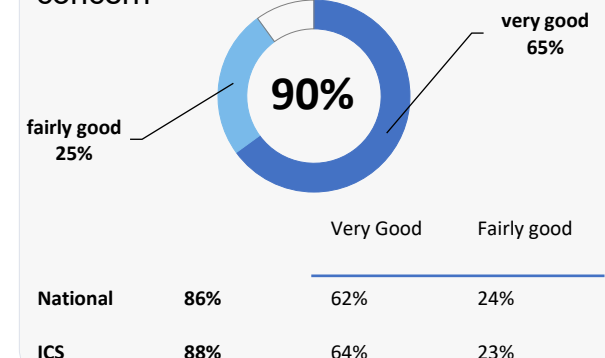
The healthcare professional had all the information they needed about the patient



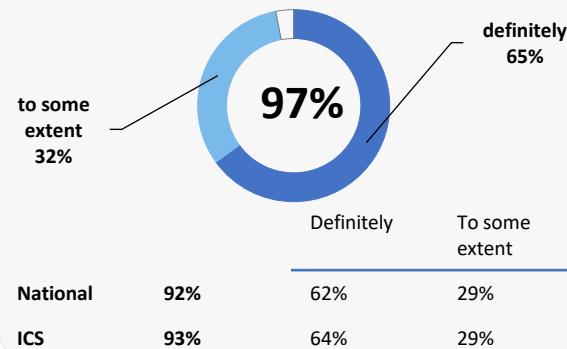
The healthcare professional was good at listening to the patient



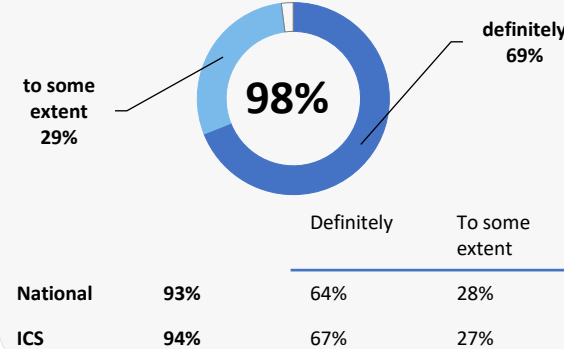
The healthcare professional was good at treating the patient with care and concern



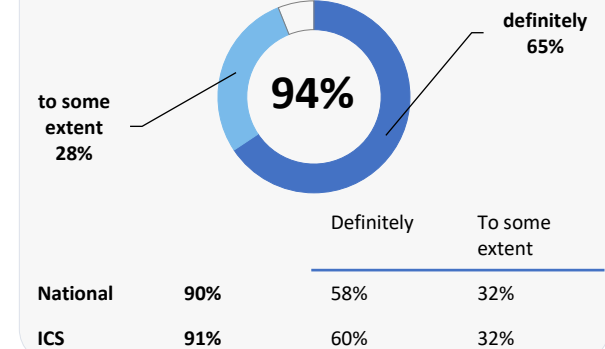
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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