

## Practice details

### Farley Road Medical Practice

53 Farley Road, Selsdon, South Croydon CR2 7NG

H83004 Practice code

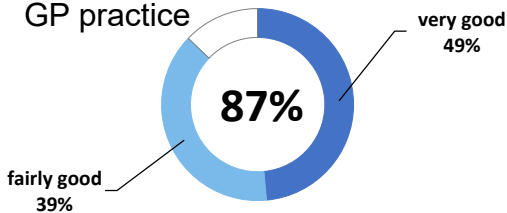
**345** surveys sent out

**109** surveys sent back

**32%** completion rate

## Overall experience

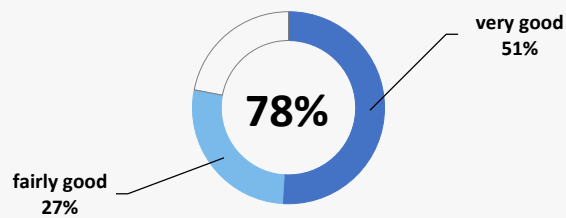
### Good overall experience of this GP practice



		Very Good	Fairly Good
<b>National</b>	<b>74%</b>	42%	32%
<b>ICS</b>	<b>80%</b>	48%	32%

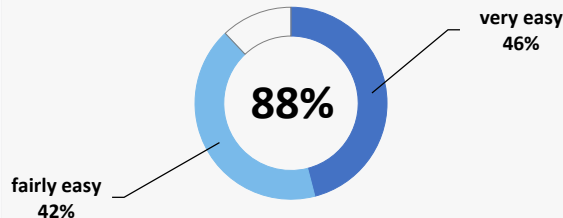
## Accessing the practice

### Good overall experience of contacting this GP practice



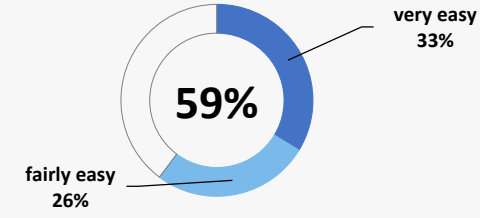
		Very Good	Fairly Good
<b>National</b>	<b>67%</b>	37%	30%
<b>ICS</b>	<b>74%</b>	43%	31%

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



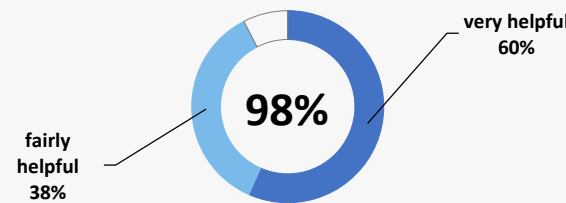
		Very Easy	Fairly Easy
<b>National</b>	<b>50%</b>	19%	31%
<b>ICS</b>	<b>60%</b>	25%	35%

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



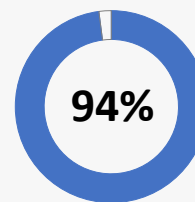
		Very Helpful	Fairly Helpful
<b>National</b>	<b>48%</b>	21%	27%
<b>ICS</b>	<b>55%</b>	25%	30%

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



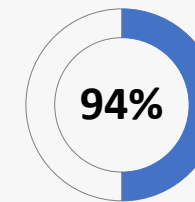
		Very Satisfied	Fairly Satisfied
<b>National</b>	<b>83%</b>	42%	41%
<b>ICS</b>	<b>85%</b>	44%	41%

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



		Yes, knew next step
<b>National</b>	<b>83%</b>	83%
<b>ICS</b>	<b>85%</b>	85%

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



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

*i* 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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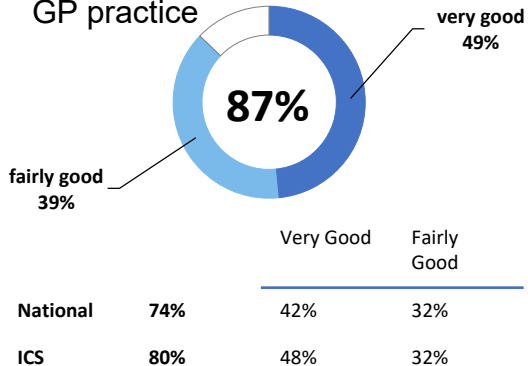
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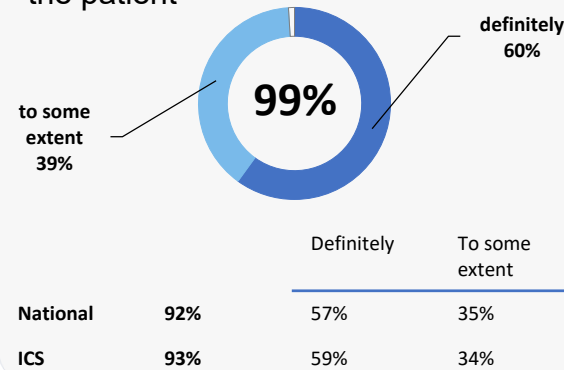
## Overall experience

### Good overall experience of this GP practice

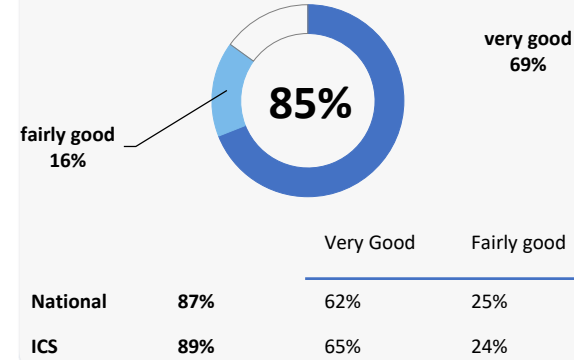


## Experience at last appointment

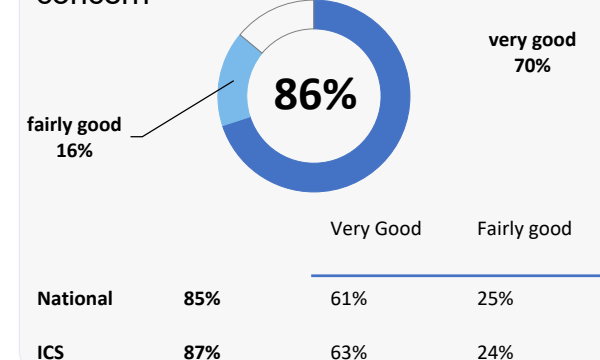
The healthcare professional had all the information they needed about the patient



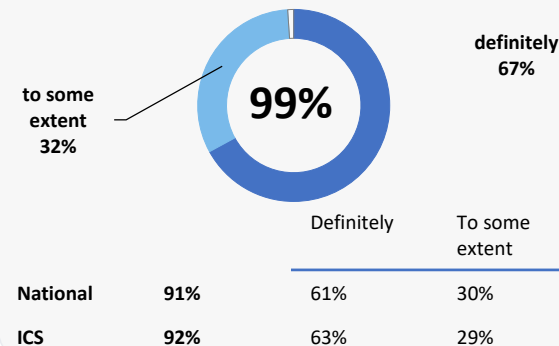
The healthcare professional was good at listening to the patient



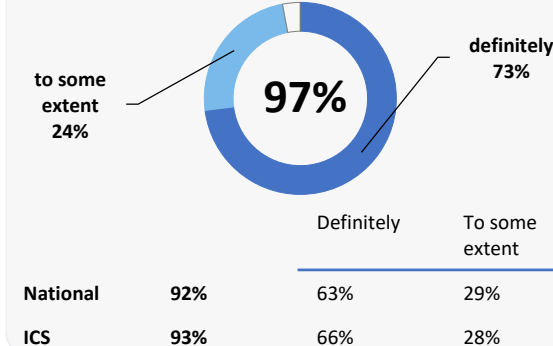
The healthcare professional was good at treating the patient with care and concern



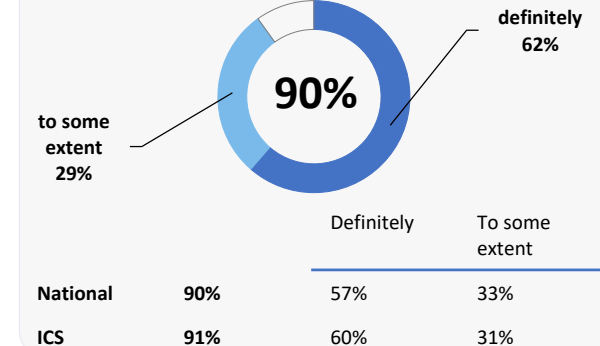
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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