

Practice details

The New Springwells Practice

Spring Wells, Billingborough,
Sleaford, NG34 0QQ

Y01652 Practice code

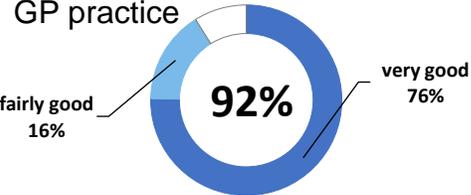
251 surveys sent out

124 surveys sent back

49% completion rate

Overall experience

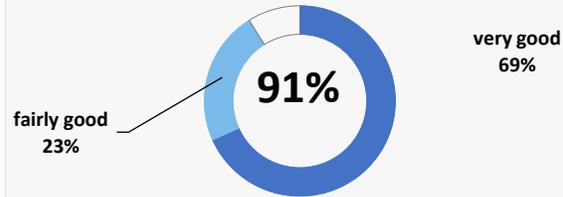
Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	31%
ICS	73%	31%

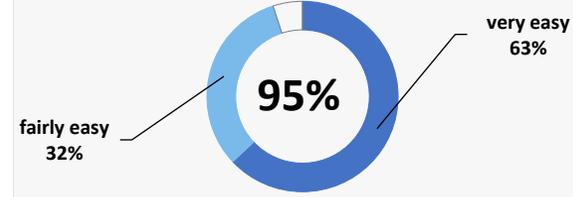
Accessing the practice

Good overall experience of contacting this GP practice



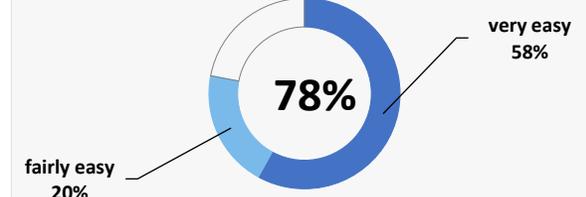
	Very Good	Fairly Good
National	70%	31%
ICS	68%	30%

Easy to contact this GP practice on the phone



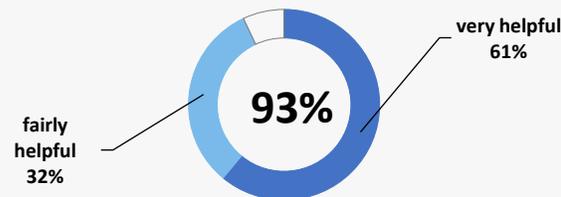
	Very Easy	Fairly Easy
National	53%	32%
ICS	51%	33%

Easy to contact this GP practice using their website



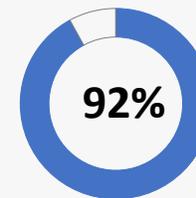
	Very Easy	Fairly Easy
National	51%	28%
ICS	53%	29%

Helpfulness of reception and administrative team at this practice



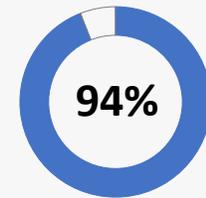
	Very Helpful	Fairly Helpful
National	83%	41%
ICS	84%	41%

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



National	83%	Yes, knew next step
ICS	83%	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	94%	Yes, knew within two days

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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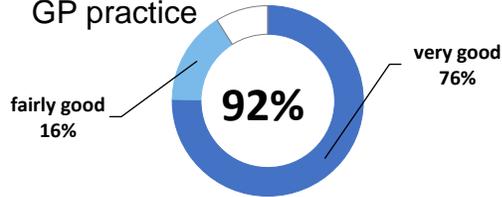
251 surveys sent out

124 surveys sent back

49% completion rate

Overall experience

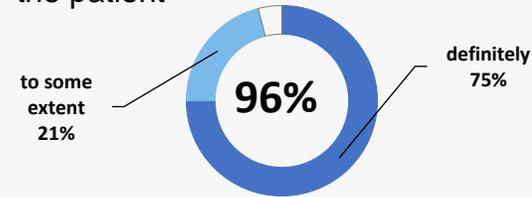
Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	31%
ICS	73%	31%

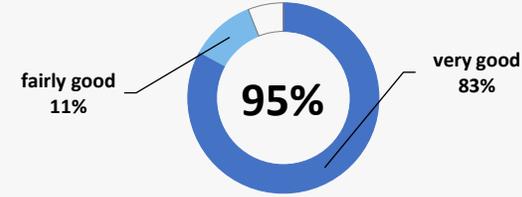
Experience at last appointment

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



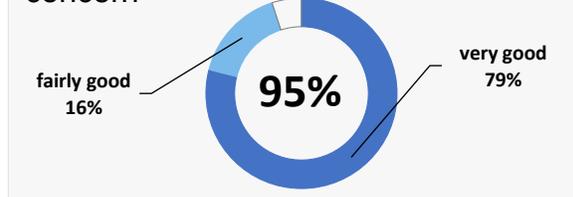
	Definitely	To some extent
National	92%	34%
ICS	91%	36%

The healthcare professional was good at listening to the patient



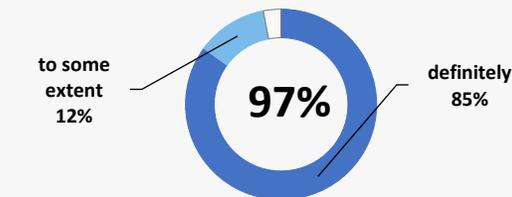
	Very Good	Fairly good
National	87%	25%
ICS	86%	27%

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



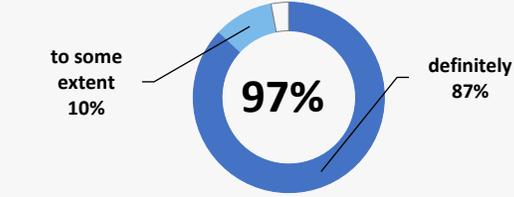
	Very Good	Fairly good
National	86%	25%
ICS	84%	25%

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



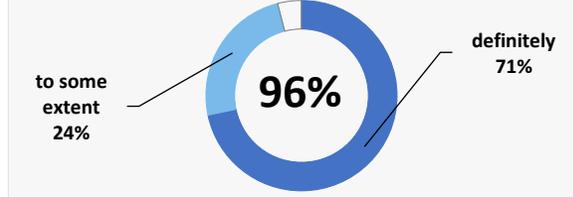
	Definitely	To some extent
National	91%	30%
ICS	91%	31%

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



	Definitely	To some extent
National	93%	29%
ICS	91%	30%

The patient's needs were met



	Definitely	To some extent
National	90%	33%
ICS	90%	32%

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