

Practice details

Mitcham Family Practice

55 Mortimer Road, Mitcham, Surrey
CR4 3HS

H85078 Practice code

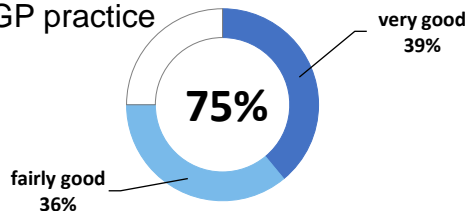
643 surveys sent out

87 surveys sent back

14% completion rate

Overall experience

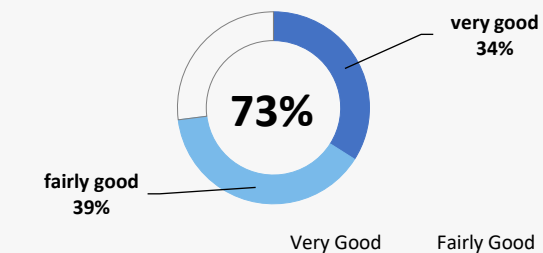
Good overall experience of this GP practice



| | | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 74% | 42% | 32% |
| ICS | 80% | 48% | 32% |

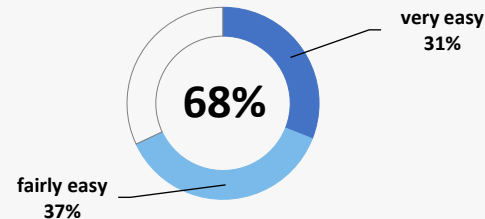
Accessing the practice

Good overall experience of contacting this GP practice



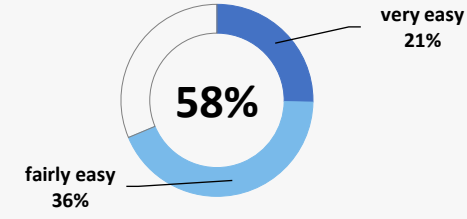
| | | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 67% | 37% | 30% |
| ICS | 74% | 43% | 31% |

Easy to contact this GP practice on the phone



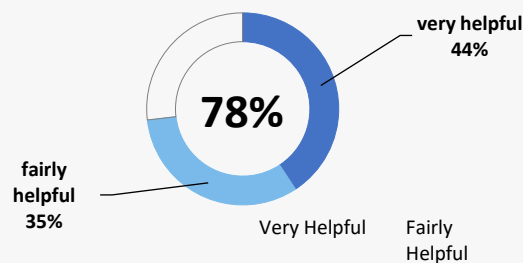
| | | Very Easy | Fairly Easy |
|----------|-----|-----------|-------------|
| National | 50% | 19% | 31% |
| ICS | 60% | 25% | 35% |

Easy to contact this GP practice using their website



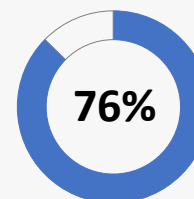
| | | Very Easy | Fairly Easy |
|----------|-----|-----------|-------------|
| National | 48% | 21% | 27% |
| ICS | 55% | 25% | 30% |

Helpfulness of reception and administrative team at this practice



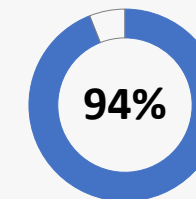
| | | Very Helpful | Fairly Helpful |
|----------|-----|--------------|----------------|
| National | 83% | 42% | 41% |
| ICS | 85% | 44% | 41% |

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



| | | Yes, knew next step |
|----------|-----|---------------------|
| National | 83% | Yes, knew next step |
| ICS | 85% | Yes, knew next step |

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



| | | Yes, knew within two days |
|----------|-----|---------------------------|
| National | 93% | Yes, knew within two days |
| ICS | 93% | 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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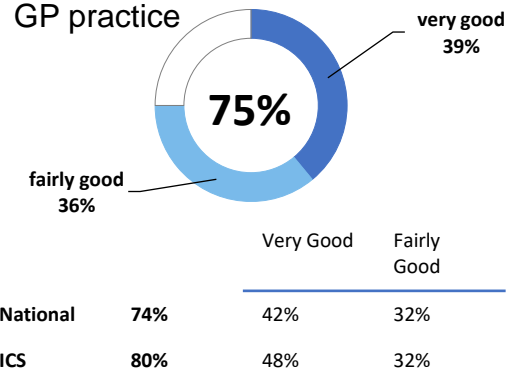
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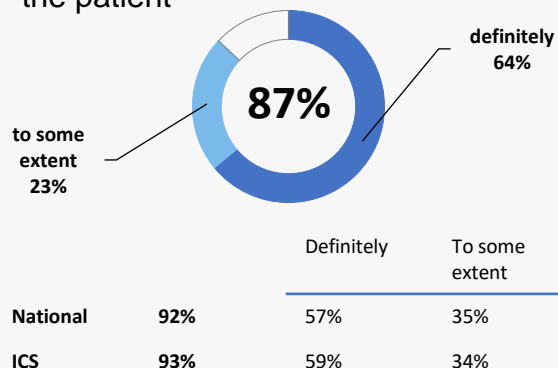
Overall experience

Good overall experience of this GP practice

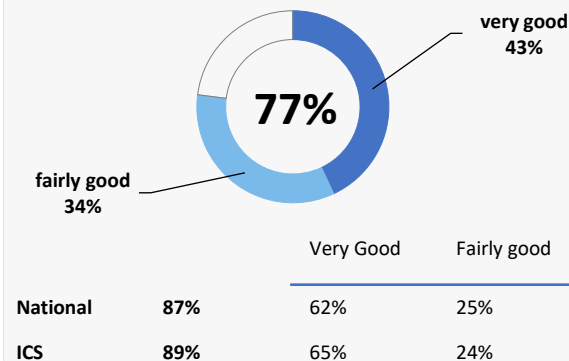


Experience at last appointment

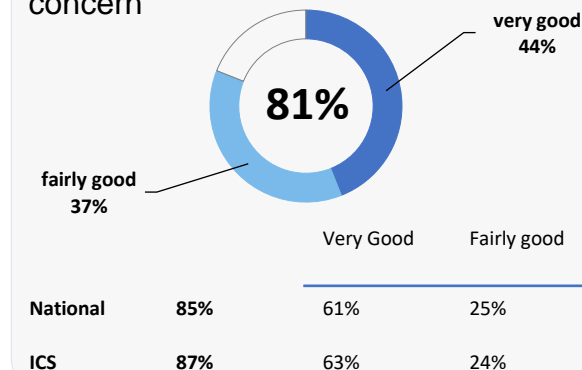
The healthcare professional had all the information they needed about the patient



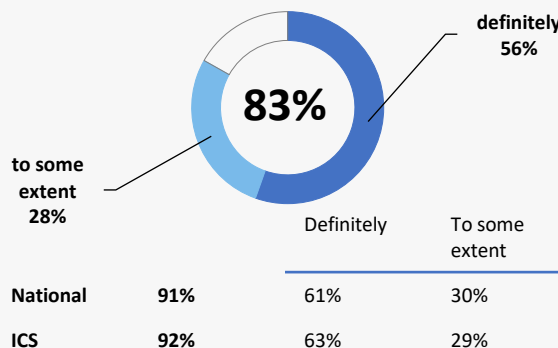
The healthcare professional was good at listening to the patient



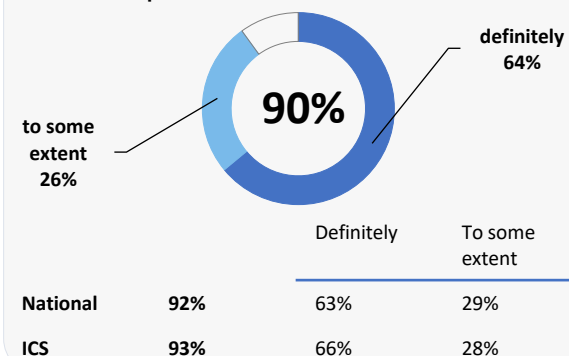
The healthcare professional was good at treating the patient with care and concern



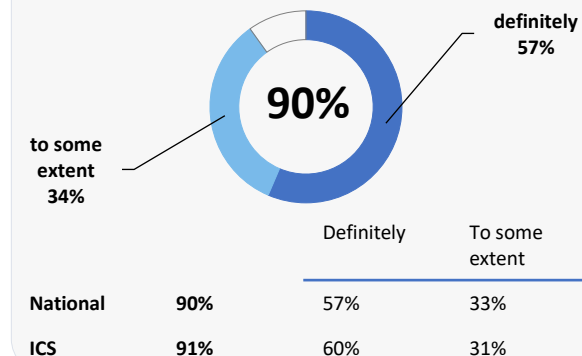
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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