

Provide feedback on this website

Gladstone Road Surgery
Gladstone Surgery, 260-290 Berkhamstead Rd, Chesham, HP5 3EZ

Showing responses about **all questions** from **all patients**

Showing weighted results ▼

Your local GP services



96% find it easy to get through to this GP practice by phone

Local (CCG) average: 68% | National average: 68%

Show breakdown



93% find the receptionists at this GP practice helpful

Local (CCG) average: 89% | National average: 89%

Show breakdown



78% are satisfied with the general practice appointment times available

Local (CCG) average: 62% | National average: 65%

Show breakdown



50% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 49% | National average: 48%

Show breakdown

Making an appointment



85% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 59% | National average: 62%

Show breakdown



88% were satisfied with the type of appointment they were offered

Local (CCG) average: 75% | National average: 74%

Show breakdown



98% took the appointment they were offered

Local (CCG) average: 95% | National average: 94%

Show breakdown



74% describe their experience of making an appointment as good

Local (CCG) average: 68% | National average: 67%

Show breakdown

Your last appointment



71% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 69% | National average: 69%

Show breakdown 



88% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 88% | National average: 87%

Show breakdown 



96% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 92% | National average: 89%

Show breakdown 



92% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 90% | National average: 87%

Show breakdown 



98% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 94% | National average: 93%

Show breakdown 



99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 96% | National average: 95%

Show breakdown 



91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 89% | National average: 86%

Show breakdown 



97% felt their needs were met during their last general practice appointment

Local (CCG) average: 95% | National average: 94%

Show breakdown 

Your health



79% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 80% | National average: 78%

Show breakdown 

Overall experience



89% describe their overall experience of this GP practice as good

Local (CCG) average: 85% | National average: 83%

Show breakdown 

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