

## Practice details

## Kintbury &amp; Woolton Hill Surgery

Kintbury Surgery, Kintbury,  
Hungerford, RG17 9UX

J82054 Practice code

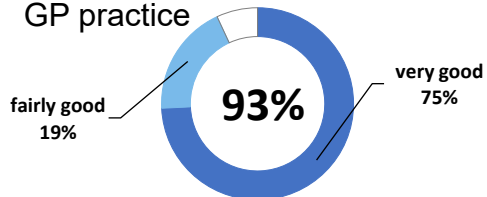
254 surveys sent out

122 surveys sent back

48% completion rate

## Overall experience

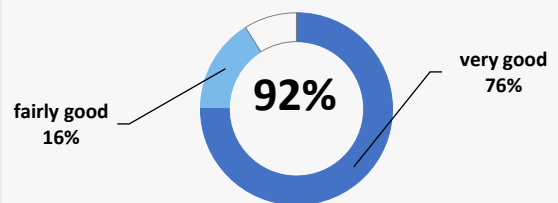
## Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	44%
ICS	76%	44%

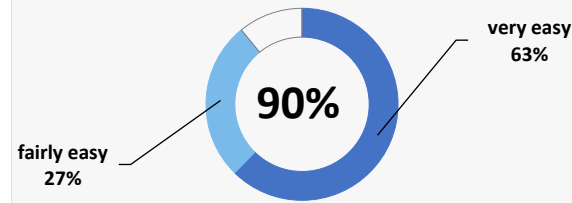
## Accessing the practice

## Good overall experience of contacting this GP practice



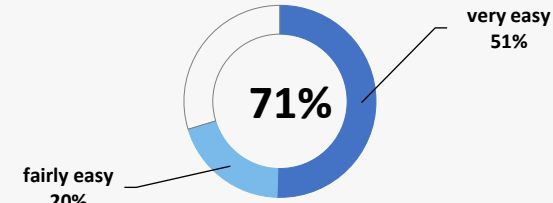
	Very Good	Fairly Good
National	70%	39%
ICS	70%	40%

## Easy to contact this GP practice on the phone



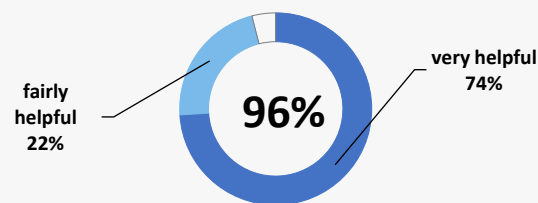
	Very Easy	Fairly Easy
National	53%	21%
ICS	54%	20%

## Easy to contact this GP practice using their website



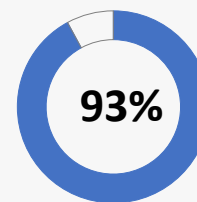
	Very Easy	Fairly Easy
National	51%	23%
ICS	51%	22%

## Helpfulness of reception and administrative team at this practice



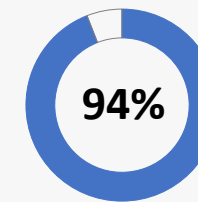
	Very Helpful	Fairly Helpful
National	83%	42%
ICS	83%	42%

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



	Yes, knew next step
National	83%
ICS	84%

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



	Yes, knew within two days
National	93%
ICS	94%

## Practice details

## Kintbury &amp; Woolton Hill Surgery

Kintbury Surgery, Kintbury,  
Hungerford, RG17 9UX

J82054 Practice code

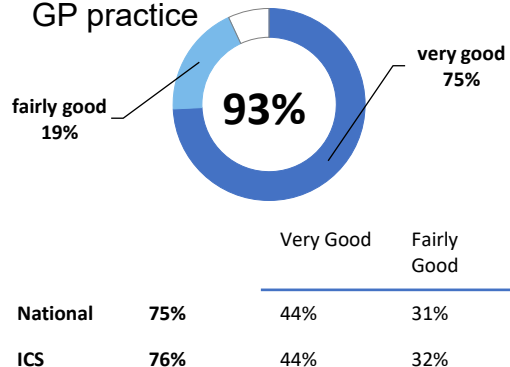
254 surveys sent out

122 surveys sent back

48% completion rate

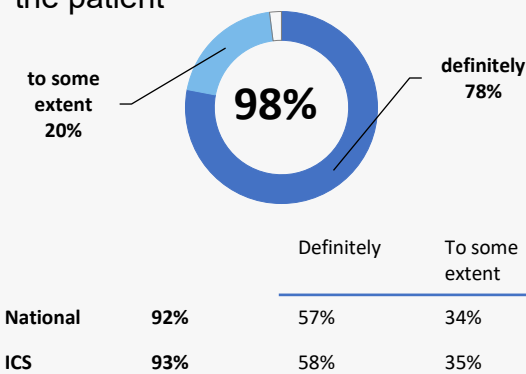
## Overall experience

## Good overall experience of this GP practice

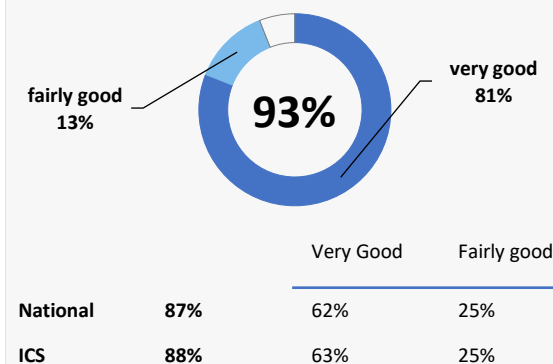


## Experience at last appointment

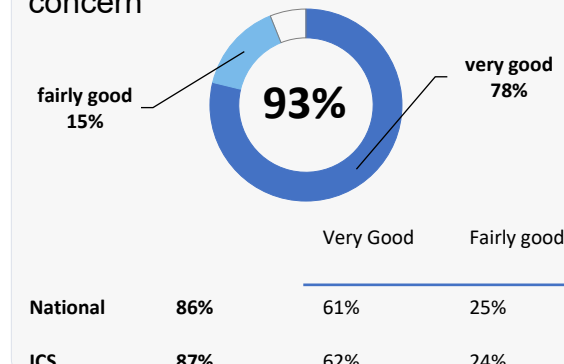
The healthcare professional had all the information they needed about the patient



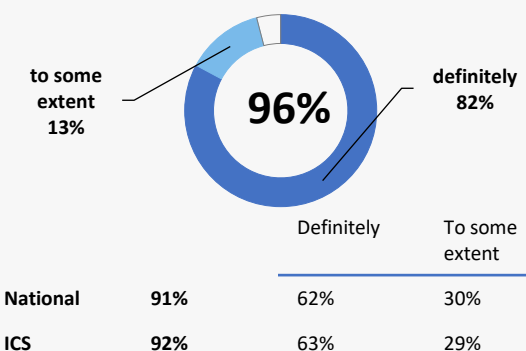
The healthcare professional was good at listening to the patient



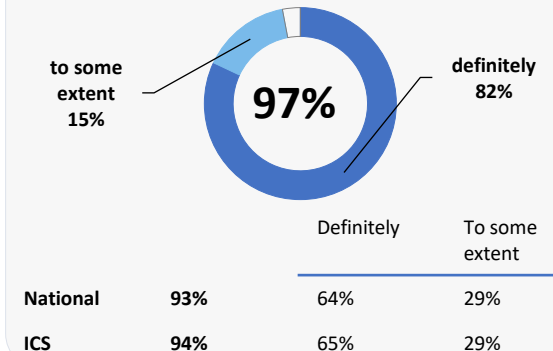
The healthcare professional was good at treating the patient with care and concern



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

