

Practice details

Bensham Family Practice

Sidney Grove, Bensham, Gateshead
NE8 2XB

A85002 Practice code

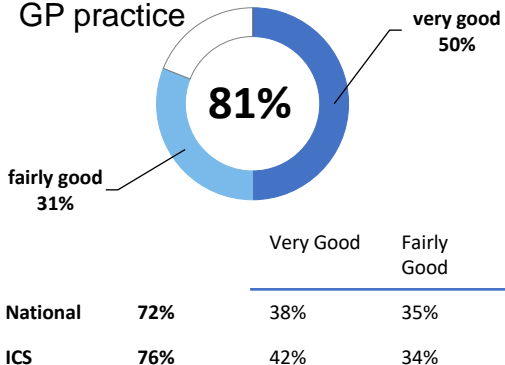
296 surveys sent out

120 surveys sent back

41% completion rate

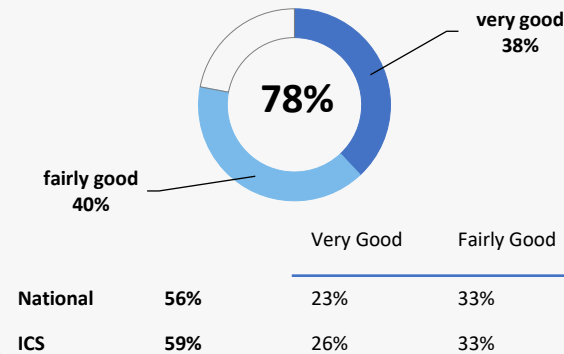
Overall experience

Good overall experience of this GP practice

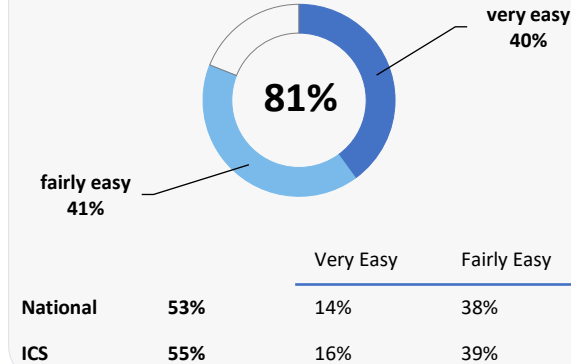


Accessing the practice

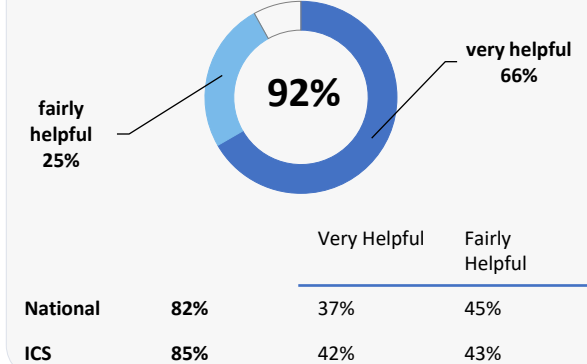
Good overall experience of making an appointment



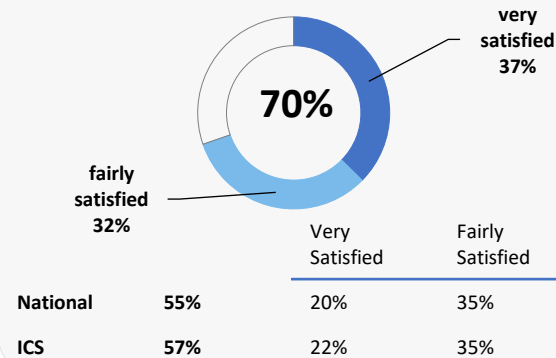
Easy to get through to this GP practice by phone



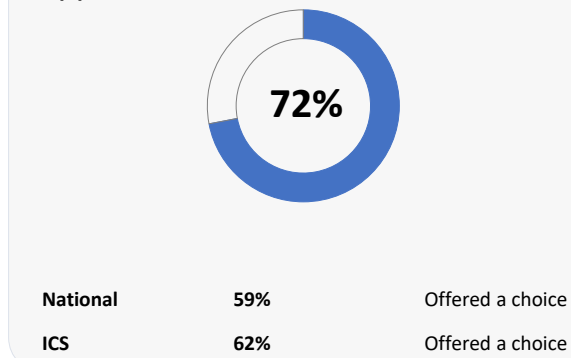
Helpfulness of receptionists at this GP practice



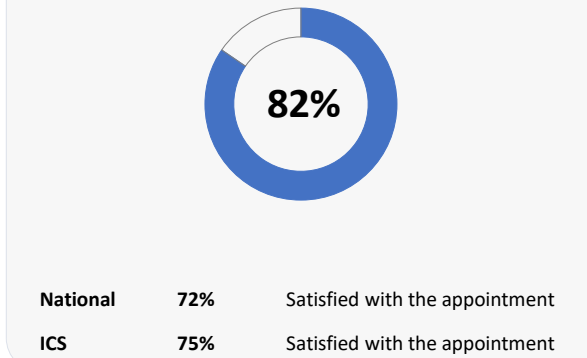
Satisfied with the general practice appointment times available



Offered a choice of appointment when last tried to make a general practice appointment



Satisfied with the appointment offered



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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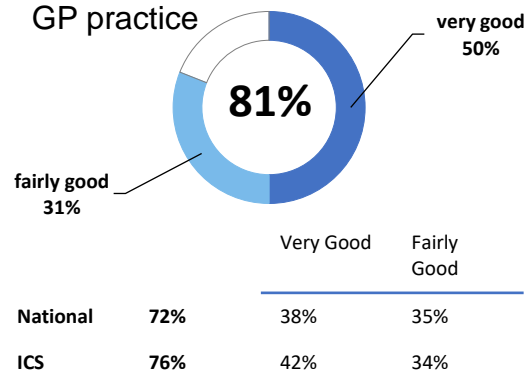
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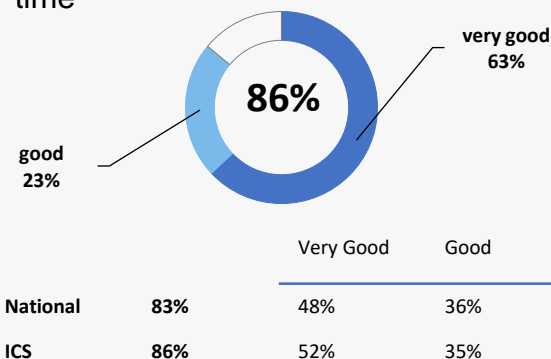
Overall experience

Good overall experience of this
GP practice

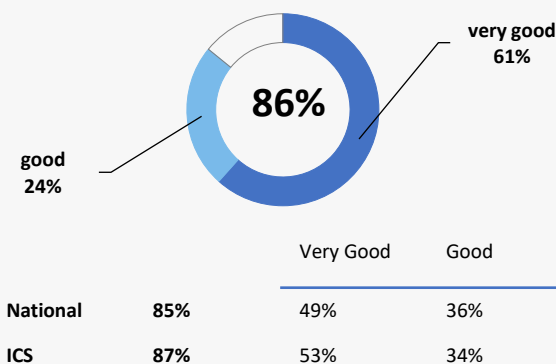


Appointment experience

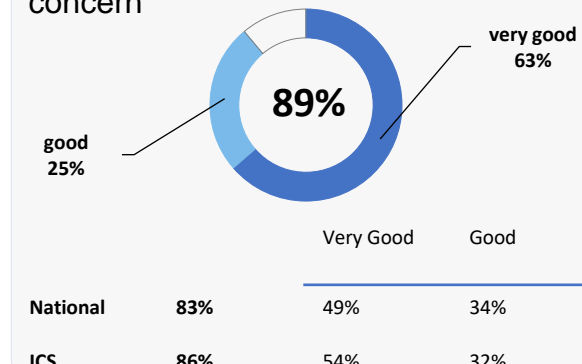
The healthcare professional was
good at giving the patient enough
time



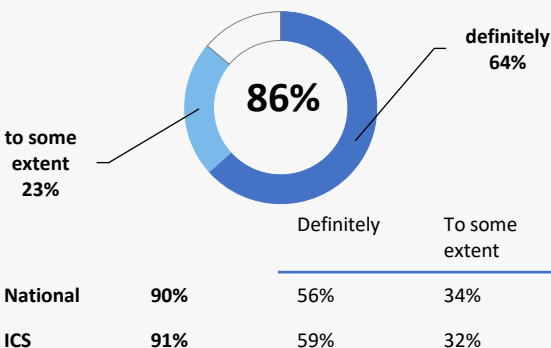
The healthcare professional was good
at listening to the patient



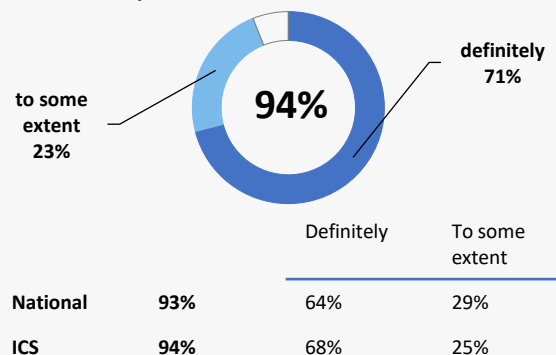
The healthcare professional was good
at treating the patient with care and
concern



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

