

Practice details

Beaufort Road Surgery

21 Beaufort Road, Southbourne,
Bournemouth BH6 5AJ

J81018 Practice code

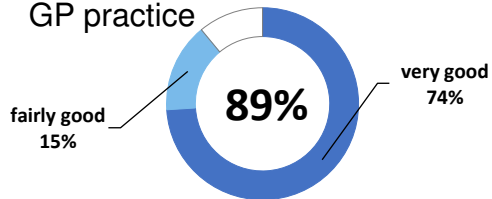
294 surveys sent out

109 surveys sent back

37% completion rate

Overall experience

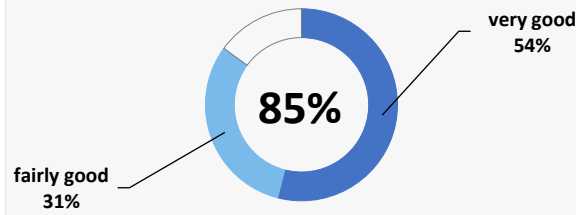
Good overall experience of this
GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	80%	51%	29%

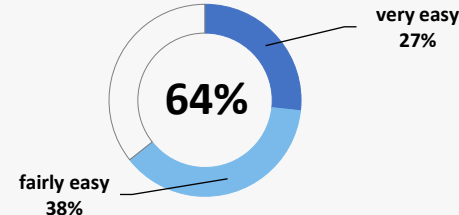
Accessing the practice

Good overall experience of
contacting this GP practice



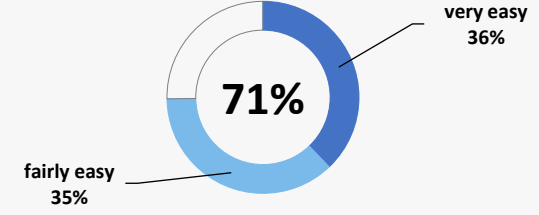
		Very Good	Fairly Good
National	67%	37%	30%
ICS	75%	46%	29%

Easy to contact this GP practice on
the phone



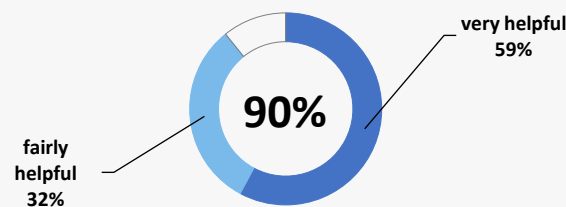
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	57%	23%	34%

Easy to contact this GP practice
using their website



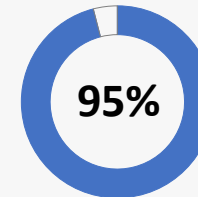
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	59%	25%	33%

Helpfulness of reception and
administrative team at this practice



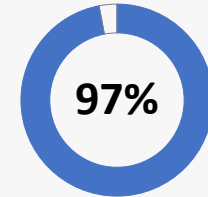
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	86%	47%	39%

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



		Yes, knew next step
National	83%	
ICS	89%	

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



		Yes, knew within two days
National	93%	
ICS	92%	



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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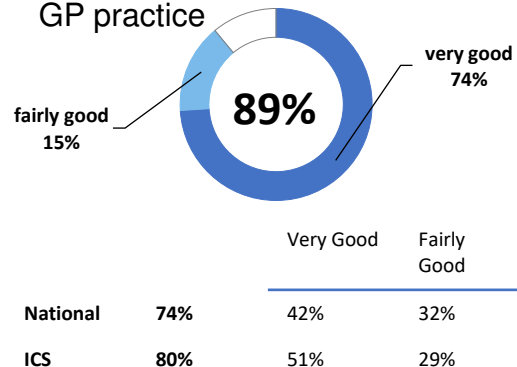
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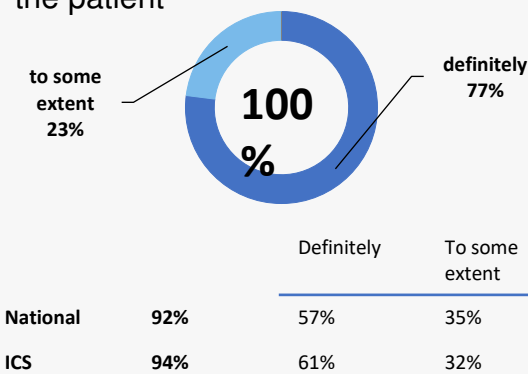
Overall experience

Good overall experience of this
GP practice

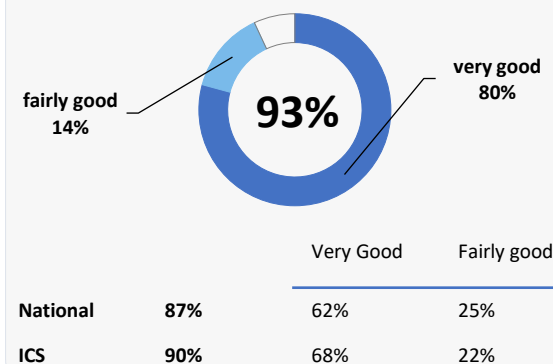


Experience at last appointment

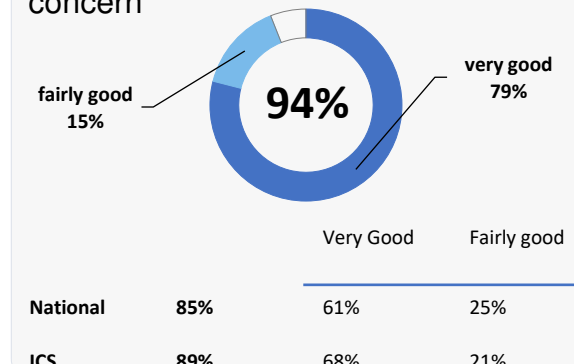
The healthcare professional had all the information they needed about the patient



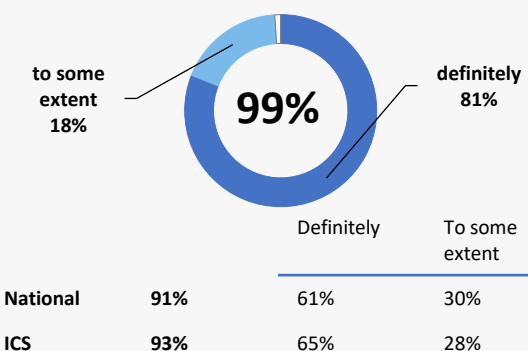
The healthcare professional was good at listening to the patient



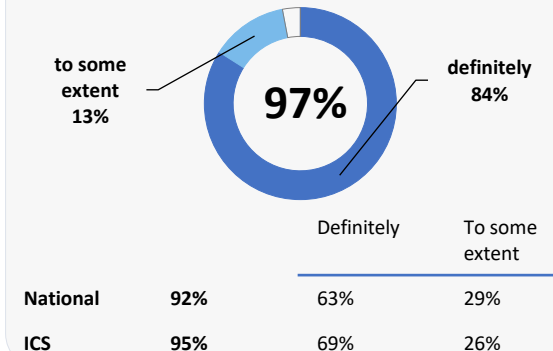
The healthcare professional was good at treating the patient with care and concern



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

