

GP PATIENT SURVEY

Results from the 2025 survey

Practice details

The Barcellos Family Practice

Tricketts Cross, Corbin Avenue,
Ferndown, BH22 8AZ

J81621 Practice code

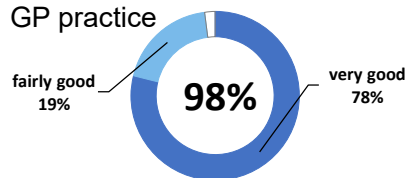
259 surveys sent out

101 surveys sent back

39% completion rate

Overall experience

Good overall experience of this GP practice



Very Good
Fairly Good

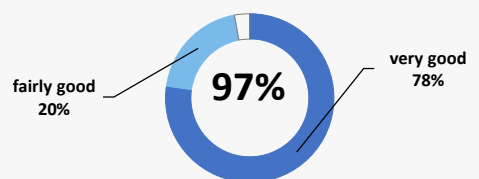
National	75%	44%	31%
ICS	81%	50%	30%

The Barcellos Family Practice



Accessing the practice

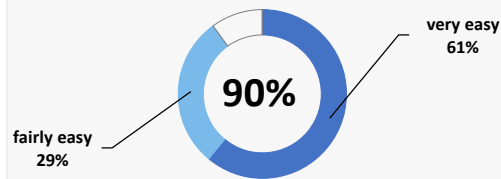
Good overall experience of contacting this GP practice



Very Good
Fairly Good

National	70%	39%	31%
ICS	76%	46%	30%

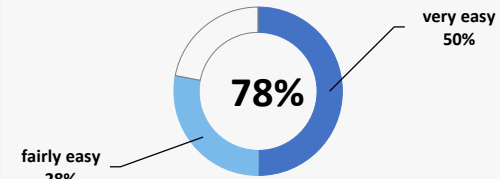
Easy to contact this GP practice on the phone



Very Easy
Fairly Easy

National	53%	21%	32%
ICS	59%	24%	36%

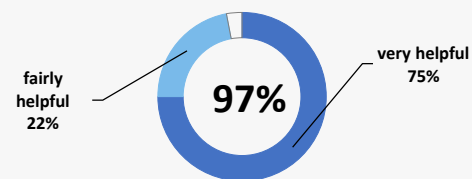
Easy to contact this GP practice using their website



Very Easy
Fairly Easy

National	51%	23%	28%
ICS	61%	29%	33%

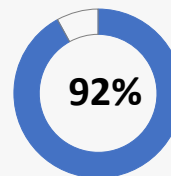
Helpfulness of reception and administrative team at this practice



Very Helpful
Fairly Helpful

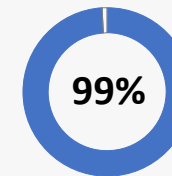
National	83%	42%	41%
ICS	88%	50%	38%

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



National	83%	Yes, knew next step
ICS	88%	Yes, knew next step

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



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

Data by Ipsos

For more information about this practice, please go to: <https://Gp-Patient.Co.Uk/Patientexperience/Results?Code=J81621>



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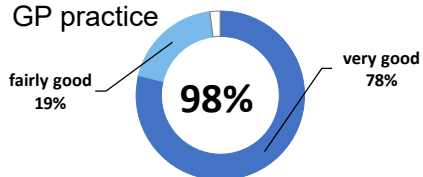
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Very Good Fairly Good

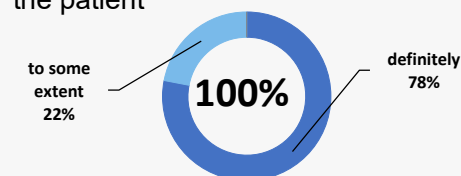
National	75%	44%	31%
ICS	81%	50%	30%

The Barcellos Family Practice



Experience at last appointment

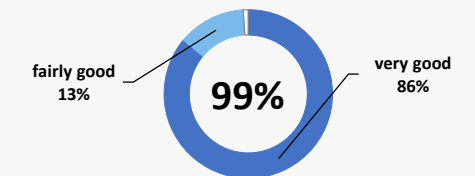
The healthcare professional had all the information they needed about the patient



Definitely To some extent

National	92%	57%	34%
ICS	93%	61%	32%

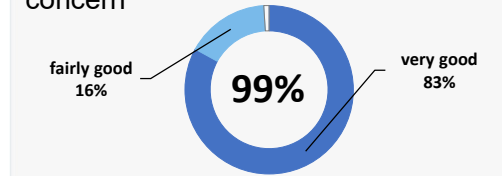
The healthcare professional was good at listening to the patient



Very Good Fairly good

National	87%	62%	25%
ICS	90%	68%	22%

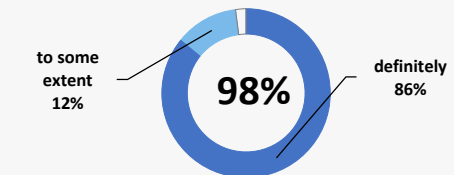
The healthcare professional was good at treating the patient with care and concern



Very Good Fairly good

National	86%	61%	25%
ICS	89%	67%	23%

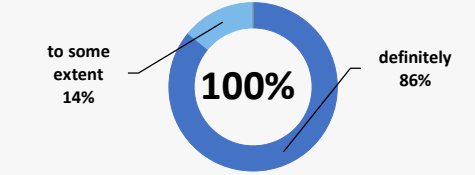
The patient was involved as much as they wanted to be in decisions about their care and treatment



Definitely To some extent

National	91%	62%	30%
ICS	92%	67%	25%

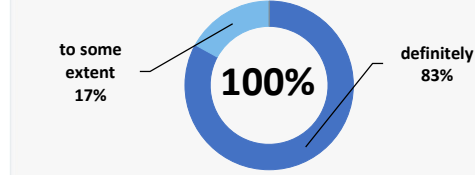
The patient had confidence and trust in the healthcare professional they saw or spoke to



Definitely To some extent

National	93%	64%	29%
ICS	94%	68%	26%

The patient's needs were met



Definitely To some extent

National	90%	57%	33%
ICS	92%	63%	30%

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