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Parrock Street Surgery

186 Parrock Street, Gravesend, Kent, DA12
1EN

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

[?](#) Showing weighted results ▼

Your local GP services



98% find it easy to get through to
this GP practice by phone

Local (CCG) average: 57% | National average: 65%

Show breakdown [+](#)



97% find the receptionists at this
GP practice helpful

Local (CCG) average: 88% | National average: 89%

Show breakdown [+](#)



82% are satisfied with the general practice appointment times available

Local (CCG) average: 59% | National average: 63%

Show breakdown



70% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 49% | National average: 45%

Show breakdown

Making an appointment



81% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 55% | National average: 60%

Show breakdown



87% were satisfied with the type of appointment they were offered

Local (CCG) average: 70% | National average: 73%

Show breakdown



97% took the appointment they were offered

Local (CCG) average: 92% | National average: 93%

Show breakdown



84% describe their experience of making an appointment as good

Local (CCG) average: 60% | National average: 65%

Show breakdown

Your last appointment



69% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 66% | National average: 70%

Show breakdown



84% 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: 84% | National average: 86%

Show breakdown



79% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 86% | National average: 88%

Show breakdown



85% 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: 85% | National average: 87%

Show breakdown 



93% 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: 93% | National average: 93%

Show breakdown 



89% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

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

Show breakdown 



83% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 84% | National average: 85%

Show breakdown 



91% felt their needs were met during their last general practice appointment

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

Show breakdown

Your health



75% 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: 76% | National average: 77%

Show breakdown

Overall experience



87% describe their overall experience of this GP practice as good

Local (CCG) average: 78% | National average: 82%

Show breakdown

