



Results from the 2018 survey

Results were published on August 7 2018. Data was collected from January to March 2018.

Dr Kulshrestha Family Practice

134 Heath St, Winson Green, Birmingham, B18 7AL

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What this practice does best

These are the three results for this practice that are the highest compared to the CCG average.

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- 96% of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: **60%** National average: **70%**
- 81% of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: **46%** National average: **50%**
- 96% of respondents describe their experience of making an appointment as good
Local (CCG) average: **62%** National average: **69%**

What this practice could improve

These are the three results for this practice that are the lowest compared to the CCG average.

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- 70% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
Local (CCG) average: **86%** National average: **87%**
- 91% of respondents 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: **96%**
- 84% of respondents 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: **86%** National average: **87%**