

## Practice details

## Dr Kulshrestha Family Practice

Summerfield Prim Care Ctr, 134  
Heath Street, Winson, B18 7AL

M85686 Practice code

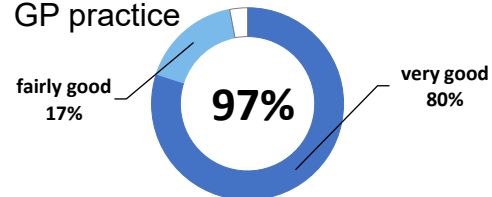
540 surveys sent out

91 surveys sent back

17% completion rate

## Overall experience

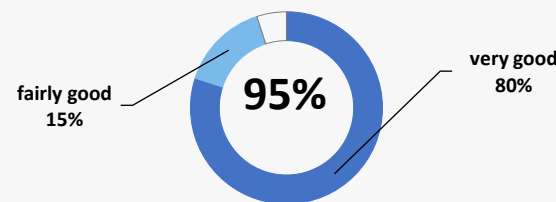
## Good overall experience of this GP practice



|          | Very Good | Fairly Good |
|----------|-----------|-------------|
| National | 77%       | 46%         |
| ICS      | 73%       | 42%         |

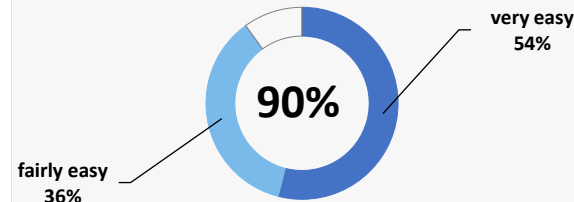
## Accessing the practice

## Good overall experience of contacting this GP practice



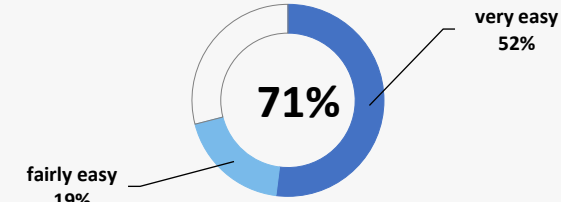
|          | Very Good | Fairly Good |
|----------|-----------|-------------|
| National | 73%       | 42%         |
| ICS      | 68%       | 36%         |

## Easy to contact this GP practice on the phone



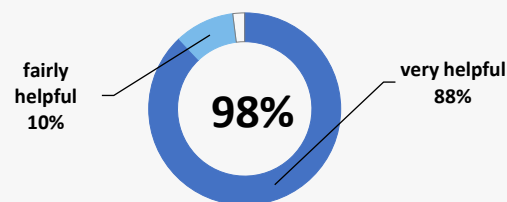
|          | Very Easy | Fairly Easy |
|----------|-----------|-------------|
| National | 57%       | 23%         |
| ICS      | 51%       | 20%         |

## Easy to contact this GP practice using their website



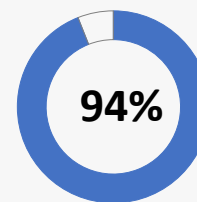
|          | Very Easy | Fairly Easy |
|----------|-----------|-------------|
| National | 58%       | 27%         |
| ICS      | 51%       | 24%         |

## Helpfulness of reception and administrative team at this practice



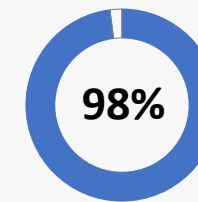
|          | Very Helpful | Fairly Helpful |
|----------|--------------|----------------|
| National | 85%          | 44%            |
| ICS      | 81%          | 39%            |

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



|          | Yes, knew next step |
|----------|---------------------|
| National | 84%                 |
| ICS      | 81%                 |

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



|          | Yes, knew within two days |
|----------|---------------------------|
| National | 93%                       |
| ICS      | 93%                       |

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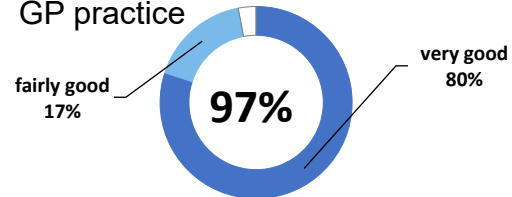
**M85686** Practice code

**540** surveys sent out

**91** surveys sent back

**17%** completion rate

## Overall experience

**Good overall experience of this GP practice**

|          |     | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 77% | 46%       | 31%         |
| ICS      | 73% | 42%       | 32%         |

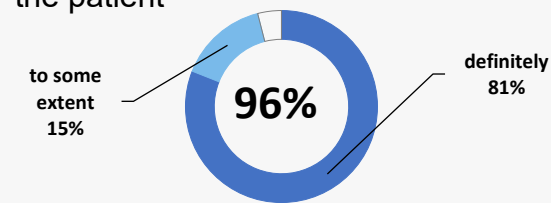


Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

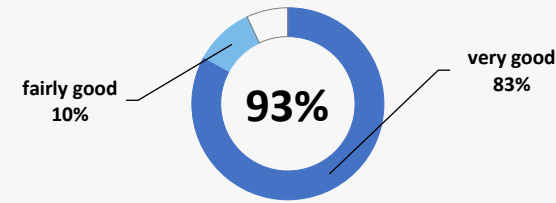
## Experience at last appointment

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



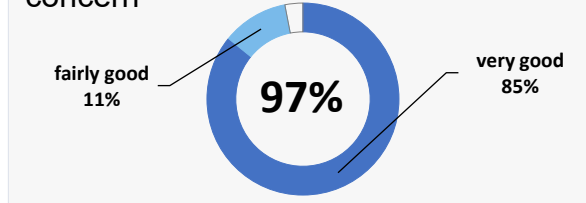
|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 92% | 58%        | 34%            |
| ICS      | 92% | 56%        | 36%            |

The healthcare professional was good at listening to the patient



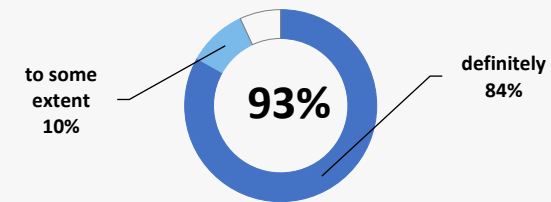
|          |     | Very Good | Fairly good |
|----------|-----|-----------|-------------|
| National | 87% | 62%       | 25%         |
| ICS      | 84% | 58%       | 27%         |

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



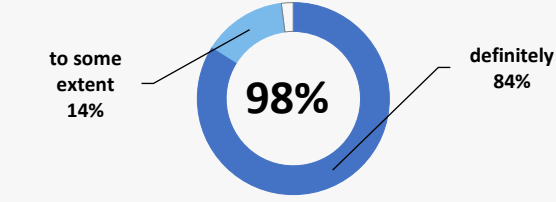
|          |     | Very Good | Fairly good |
|----------|-----|-----------|-------------|
| National | 86% | 62%       | 24%         |
| ICS      | 84% | 56%       | 28%         |

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



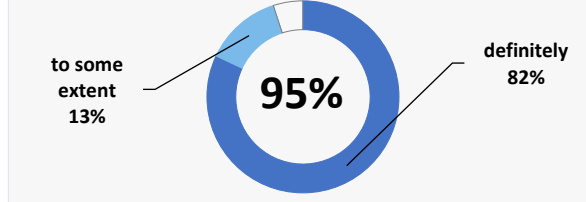
|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 92% | 62%        | 29%            |
| ICS      | 90% | 58%        | 32%            |

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



|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 93% | 64%        | 28%            |
| ICS      | 92% | 61%        | 31%            |

The patient's needs were met



|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 90% | 58%        | 32%            |
| ICS      | 89% | 55%        | 34%            |