

Results from the 2019 survey

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Charlton House Medical Centre

Charlton House Med Ctr, 581 High Road,
Tottenham, N17 6SB

Where patient experience **is best**



68% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 65% National average: 62%



81% of respondents 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: 81% National average: 87%



92% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 93% National average: 95%

Where patient experience **could improve**



56% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 80% National average: 86%



48% of respondents 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: 69% National average: 78%



27% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 42% National average: 48%