

## Practice details

### Munro Medical Centre

West Elloe Avenue, Spalding PE11 2BY

C83022 Practice code

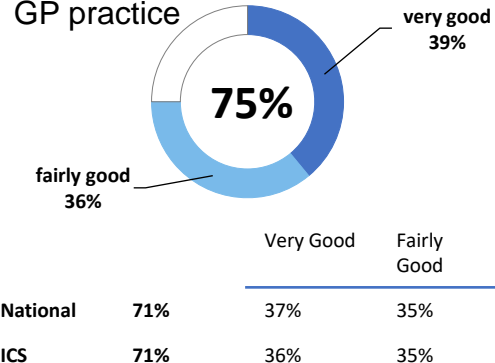
**329** surveys sent out

**127** surveys sent back

**39%** completion rate

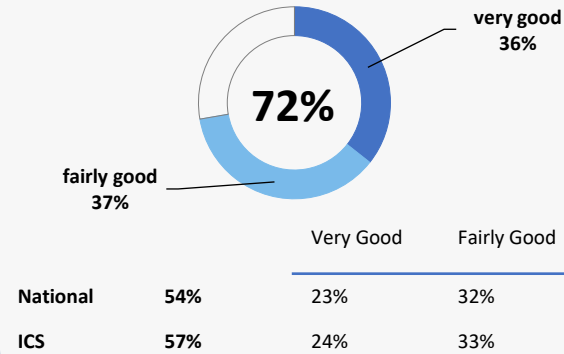
## Overall experience

Good overall experience of this GP practice

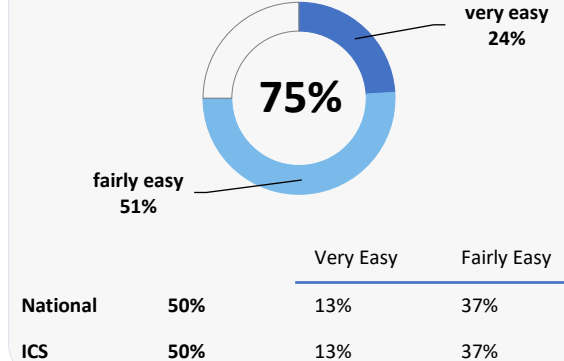


## Accessing the practice

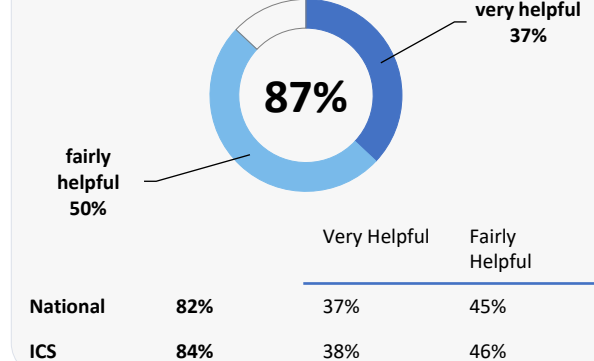
Good overall experience of making an appointment



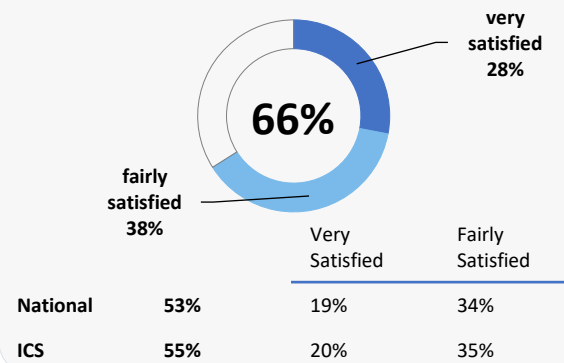
Easy to get through to this GP practice by phone



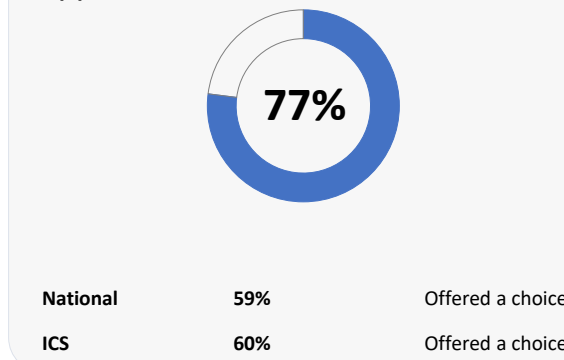
Helpfulness of receptionists at this GP practice



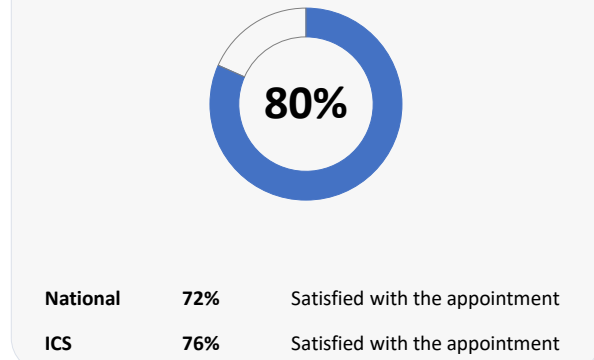
Satisfied with the general practice appointment times available



Offered a choice of appointment when last tried to make a general practice appointment



Satisfied with the appointment offered



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

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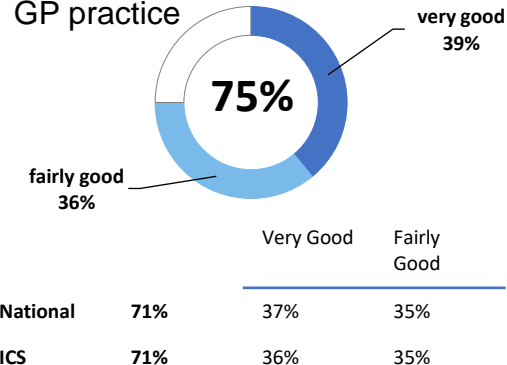
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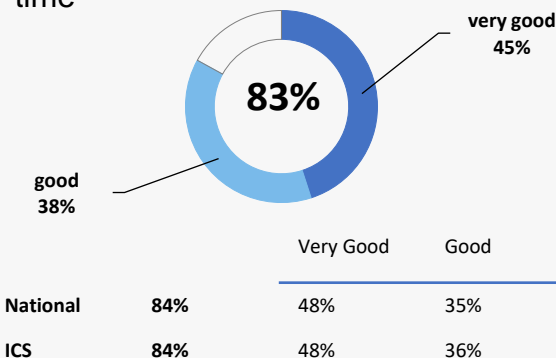
## Overall experience

Good overall experience of this GP practice

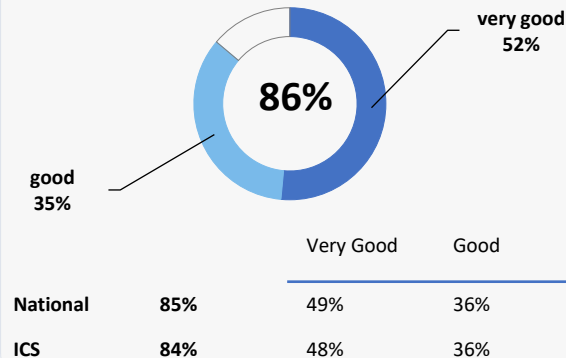


## Appointment experience

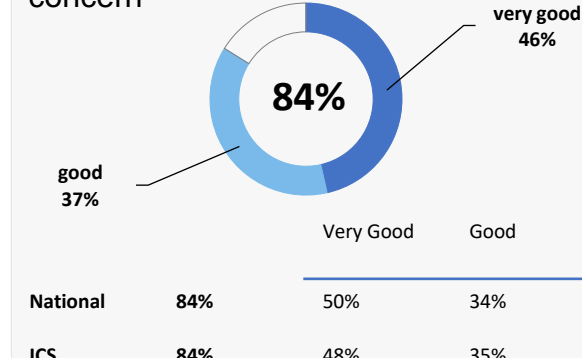
The healthcare professional was good at giving the patient enough time



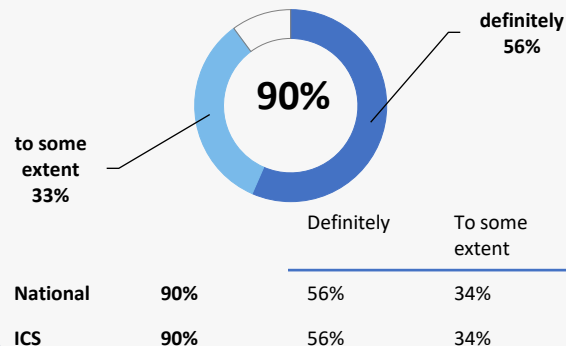
The healthcare professional was good at listening to the patient



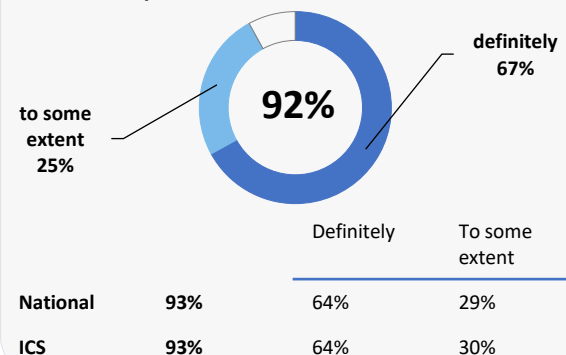
The healthcare professional was good at treating the patient with care and concern



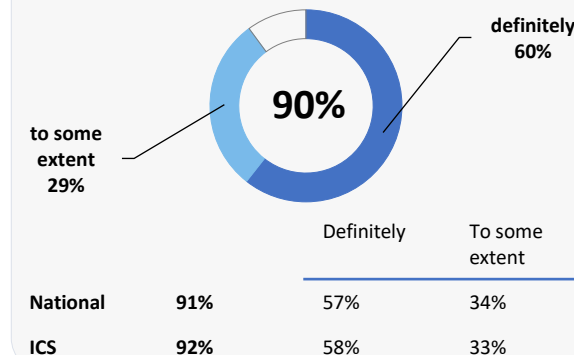
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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