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## Jai Medical Centre (Brent)

82 Stag Lane, Edgware, Middlesex, HA8 5LP

Showing responses about all questions from all patients

[Showing weighted results](#)

### Your local GP services



**76%** find it easy to get through to this GP practice by phone

Local (CCG) average: 61% | National average: 65%

[Show breakdown](#)



**78%** find the receptionists at this GP practice helpful

Local (CCG) average: 85% | National average: 89%

[Show breakdown](#)



**60%** are satisfied with the general practice appointment times available

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

Show breakdown



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

Local (CCG) average: 40% | National average: 45%

Show breakdown

## Making an appointment



**43%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 63% | National average: 60%

Show breakdown



**56%** were satisfied with the type of appointment they were offered

Local (CCG) average: 64% | National average: 73%

Show breakdown



**91%** took the appointment they were offered

Local (CCG) average: 91% | National average: 93%

Show breakdown



**56%** describe their experience of making an appointment as good

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

Show breakdown 

## Your last appointment



**57%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 58% | National average: 70%

Show breakdown 



**80%** 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: 82% | National average: 86%

Show breakdown 



**86%** 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 



**76%** 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: 84% | National average: 87%

Show breakdown 



**87%** 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: 90% | 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: 93% | National average: 95%

Show breakdown 



**80%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 82% | National average: 85%

Show breakdown 



**88%** felt their needs were met during their last general practice appointment

Local (CCG) average: 92% | National average: 94%

Show breakdown

## Your health



**64%** 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: 68% | National average: 77%

Show breakdown

## Overall experience



**70%** describe their overall experience of this GP practice as good

Local (CCG) average: 76% | National average: 82%

Show breakdown

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