


[Go to main content](#)
[Go to main navigation](#)
[Go to footer](#)
[Accessibility](#)



Results from the  2020 survey

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St. Peter'S Medical Centre

St.Peter'S Medical Centre, 30-36 Oxford Street, Brighton, BN1 4LA

Where patient experience **is best**



95% of respondents find the receptionists at this GP practice helpful

Local (CCG) average: 92% | National average: 89%



91% 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: 88% | National average: 86%



92% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Where patient experience **could improve**



58% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: 71% | National average: 65%



43% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 56% | National average: 45%



67% of respondents describe their experience of making an appointment as good

Local (CCG) average: 74% | National average: 65%

Local (CCG) average: 90% | National
average: 88%

Comparisons to the local (CCG) or national average may not be statistically significant.



420

Surveys sent
out



107

Surveys sent
back



25%

Completion
rate

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey

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