

Uea Medical Centre

Uea Medical Ctr, Univ Of, East Anglia, Earlham
Road, Norwich, NR4 7TJ

Showing responses about all questions from all patients

Showing weighted results ▼



93% find it easy to get through to
this surgery by phone

Local (CCG) average: 76% | National average: 73%

Show breakdown



97% find the receptionists at this
surgery helpful

Local (CCG) average: 87% | National average: 87%

Show breakdown



62% usually get to see or speak
to their preferred GP

Local (CCG) average: 58% | National average: 59%

Show breakdown



96% were able to get an
appointment to see or speak to
someone the last time they tried

Local (CCG) average: 86% | National average: 85%

Show breakdown



83% say the last appointment they got was convenient

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

Show breakdown



84% describe their experience of making an appointment as good

Local (CCG) average: 74% | National average: 73%

Show breakdown



74% usually wait 15 minutes or less after their appointment time to be seen

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

Show breakdown



61% feel they don't normally have to wait too long to be seen

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

Show breakdown



91% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 87%

Show breakdown



94% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 87% | National average: 89%

Show breakdown



90% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 84% | National average: 86%

Show breakdown 



81% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 82%

Show breakdown 



87% say the last GP they saw or spoke to was good at treating them with care and concern

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

Show breakdown 



95% had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 94% | National average: 95%

Show breakdown 



89% say the last nurse they saw or spoke to was good at giving them enough time

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

Show breakdown 



91% say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 92% | National average: 91%

Show breakdown 



91% say the last nurse they saw or spoke to was good at explaining tests and treatments

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

Show breakdown 



84% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 86% | National average: 85%

Show breakdown 



83% say the last nurse they saw or spoke to was good at treating them with care and concern

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

Show breakdown 



97% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 97% | National average: 97%

Show breakdown 



91% are satisfied with the surgery's opening hours

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

Show breakdown 



89% describe their overall experience of this surgery as good

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

Show breakdown 



87% would recommend this surgery to someone new to the area

Local (CCG) average: 78% | National average: 78%

Show breakdown 

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