

## Practice details

## Dr Whm Matta'S Practice

37A Linden Road, Luton, LU4 9QZ

E81010 Practice code

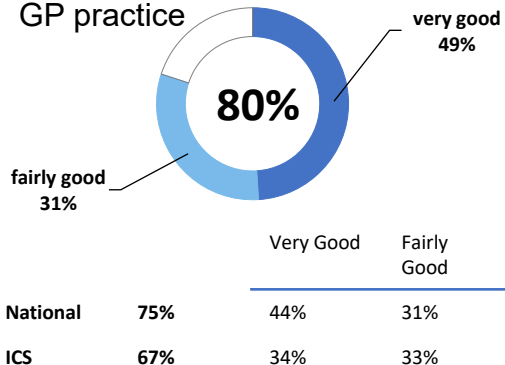
476 surveys sent out

88 surveys sent back

18% completion rate

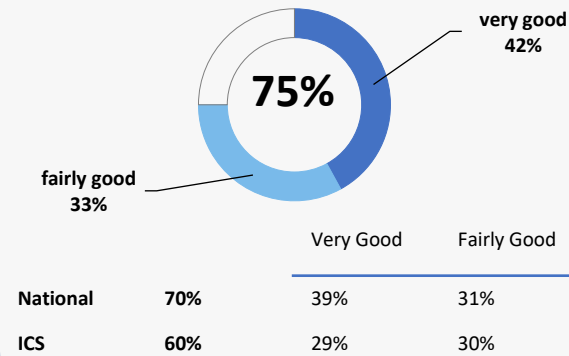
## Overall experience

## Good overall experience of this GP practice

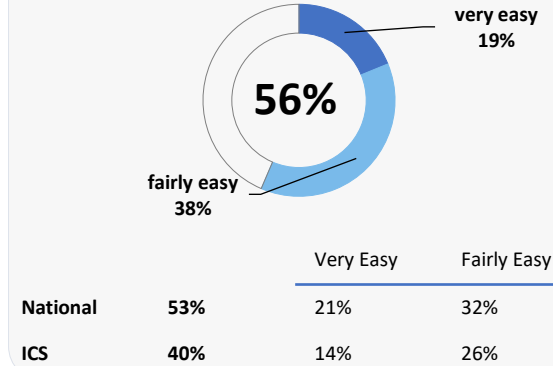


## Accessing the practice

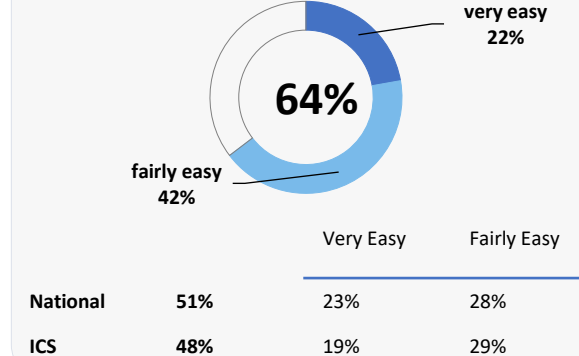
## Good overall experience of contacting this GP practice



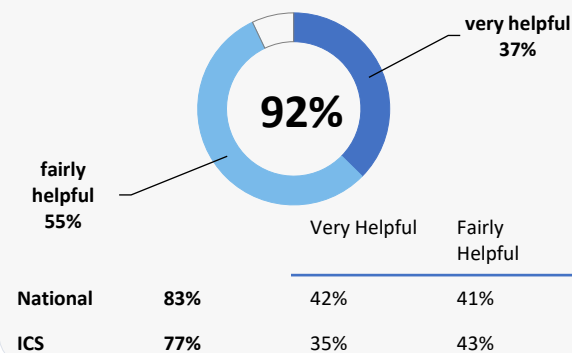
## Easy to contact this GP practice on the phone



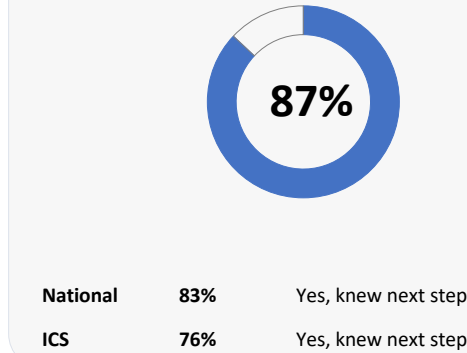
## Easy to contact this GP practice using their website



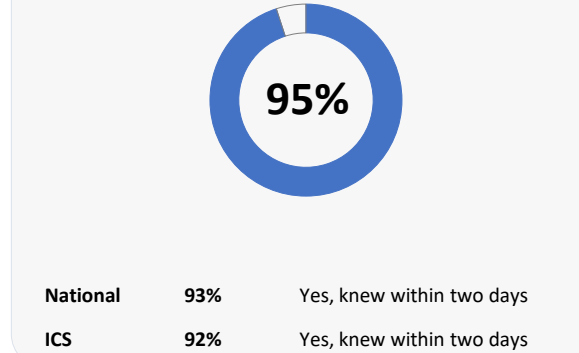
## Helpfulness of reception and administrative team at this practice



## Knew what the next step would be after contacting this GP practice



## Knew what the next step would be within two days of contacting this GP practice



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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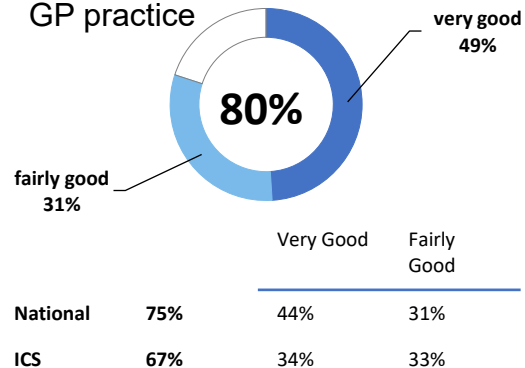
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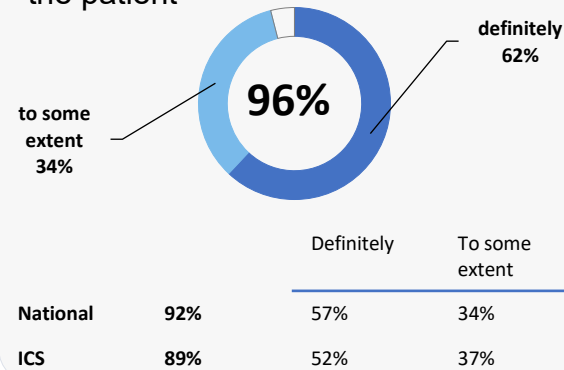
## Overall experience

Good overall experience of this GP practice

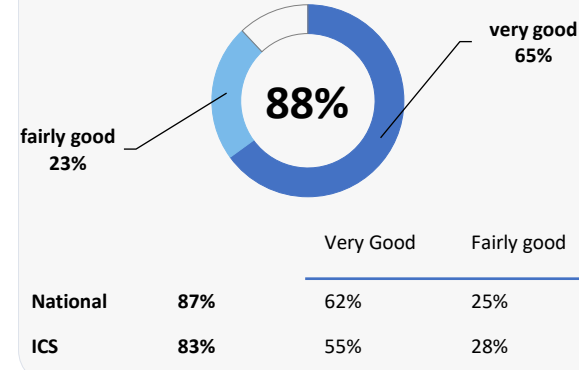


## Experience at last appointment

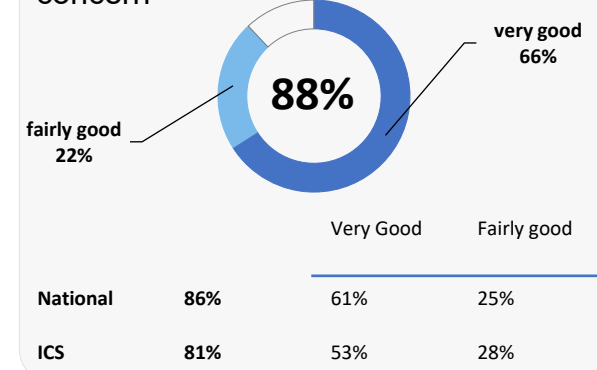
The healthcare professional had all the information they needed about the patient



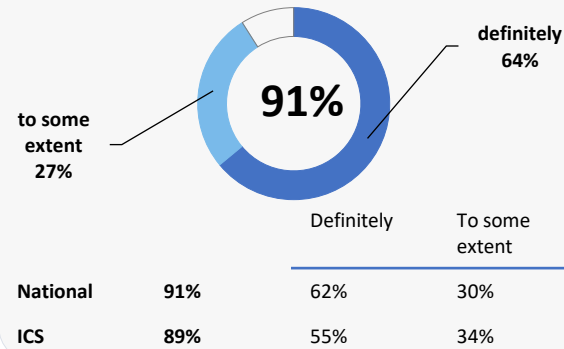
The healthcare professional was good at listening to the patient



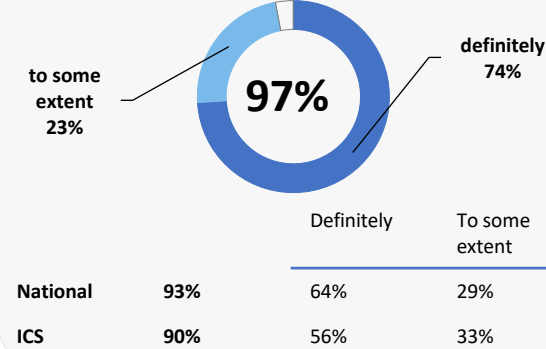
The healthcare professional was good at treating the patient with care and concern



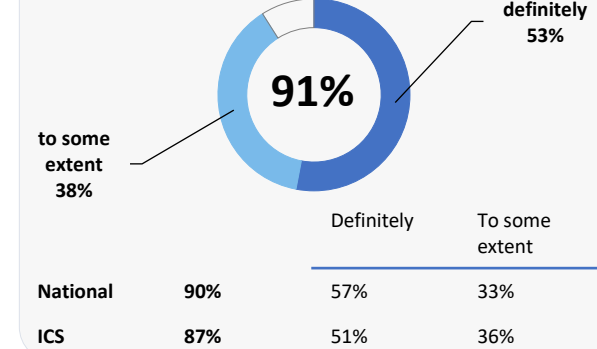
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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