

GP PATIENT SURVEY

Results from the 2026 survey

Practice details

Dr Whm Matta'S Practice

37A Linden Road, Luton, LU4 9QZ

E81010 Practice code

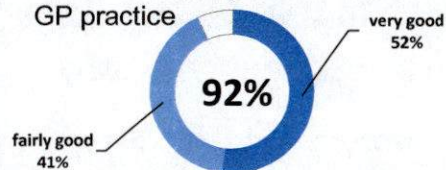
667 surveys sent out

109 surveys sent back

16% completion rate

Overall experience

Good overall experience of this GP practice



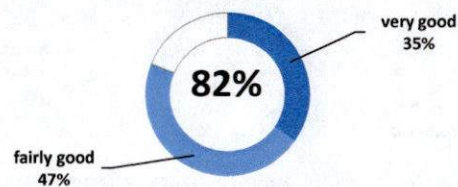
		Very Good	Fairly Good
National	77%	46%	31%
ICS	75%	41%	33%

Dr Whm Matta'S Practice



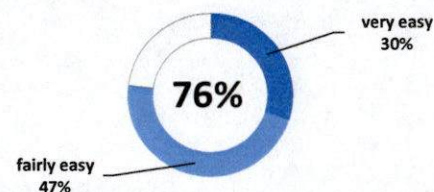
Accessing the practice

Good overall experience of contacting this GP practice



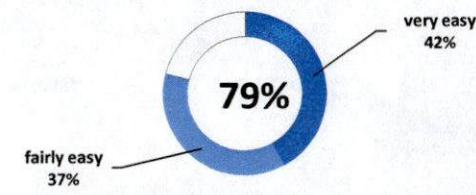
		Very Good	Fairly Good
National	73%	42%	31%
ICS	71%	39%	32%

Easy to contact this GP practice on the phone



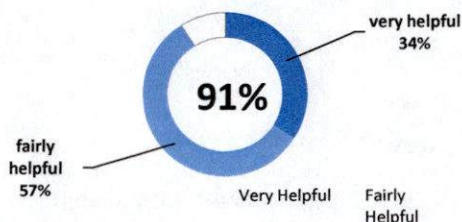
		Very Easy	Fairly Easy
National	57%	23%	34%
ICS	52%	19%	34%

Easy to contact this GP practice using their website



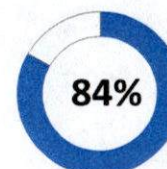
		Very Easy	Fairly Easy
National	58%	27%	31%
ICS	60%	28%	32%

Helpfulness of reception and administrative team at this practice



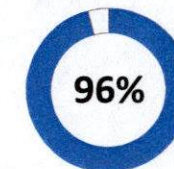
		Very Helpful	Fairly Helpful
National	85%	44%	41%
ICS	83%	40%	43%

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



		Yes, knew next step
National	84%	84%
ICS	84%	84%

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



		Yes, knew within two days
National	93%	93%
ICS	92%	92%

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

Data by Ipsos

For more information about this practice, please go to: <https://Gp-Patient.Co.Uk/Patientexperience/Results?Code=E81010>



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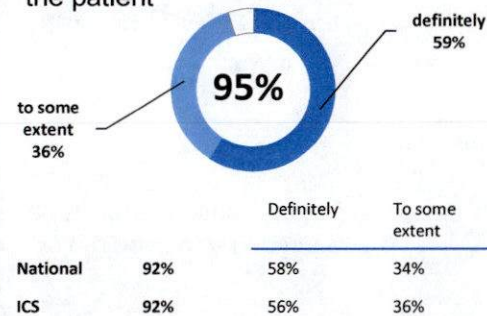


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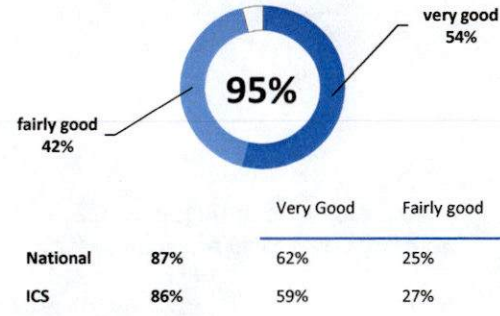


Experience at last appointment

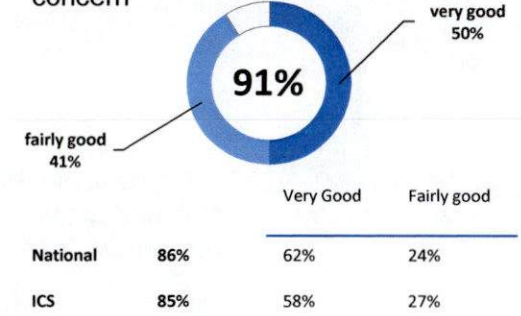
The healthcare professional had all the information they needed about the patient



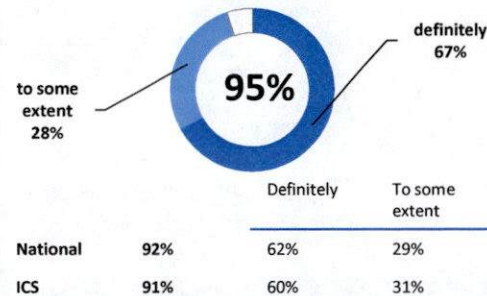
The healthcare professional was good at listening to the patient



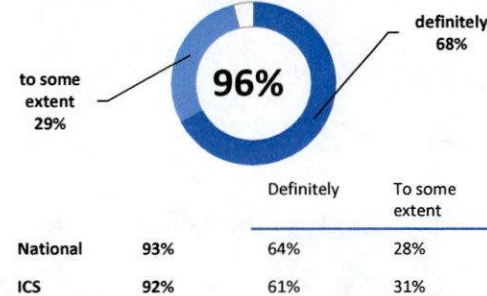
The healthcare professional was good at treating the patient with care and concern



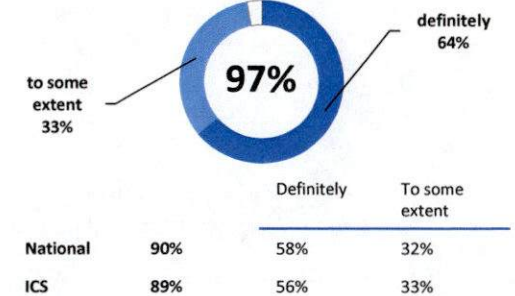
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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