

About the survey

In Central Blackpool 2405 surveys were distributed and 686 were returned.



Overall experience of GP practice:

The majority of patients have had a good overall experience of their GP practice

84%(84%) ↑
good experience



Healthcare professional:

93%(96%)
say they have confidence and trust in the healthcare professional they saw

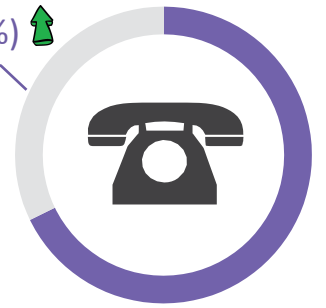


92%(95%)
say their needs were met at their last appointment

Access:

On the whole patients find it easy to get through to their practice by phone

72%(74%) ↑
find it easy



56%(45%) ↑
have a GP they prefer to see



47%(38%) ↑

of these always or almost always/ a lot of the time see their preferred GP when they would like to

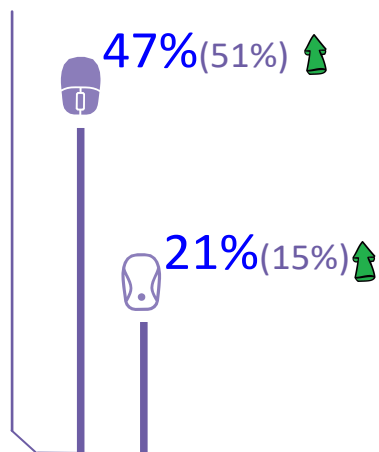


Awareness and use of online services :

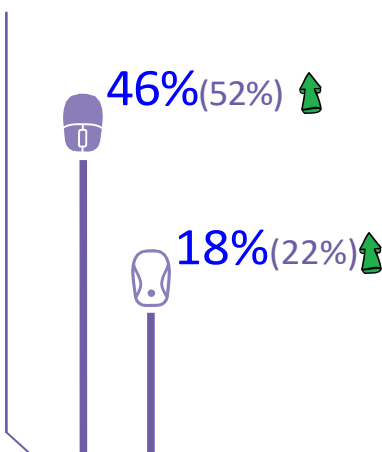
Awareness and use of online service is increasing

ⓘ Awareness 🗨️ Use

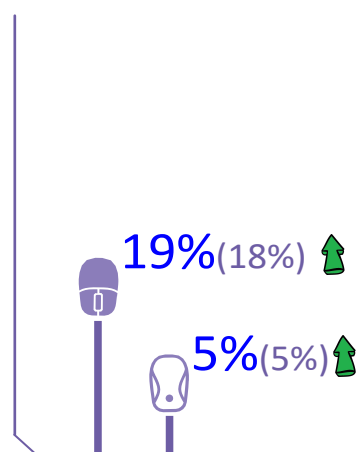
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Making an appointment:

68%(70%) ↑

say they had a good experience of making an appointment

Planning care

36%(37%) ↓

with a long-term condition have spoken to a healthcare professional to discuss managing it

70%(80%) ↓

say that they have received enough support from local services / organisations

Choice and satisfaction with appointment offered:

Offered a choice of time or day

49%(49%) ↑

Offered a choice of place

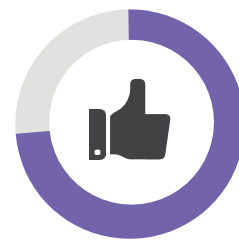
13%(11%) ↑

Offered a choice of healthcare professional

10%(10%) ↑

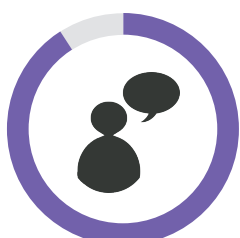
94%(75%) ↑

were satisfied with the type of appointment offered, and accepted it



Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



86%(91%) ↑

listening to them



88%(90%) ↑

giving them enough time



88%(91%) ↑

treating them with care and concern



91%(95%)

were involved as much as they wanted to be in decisions about their care and treatment



84%(89%)

felt that the healthcare professional recognised and/or understood any mental health need that they might have had

www.gp-patient.co.uk

See reports which show the national results broken down by CCG and GP practice

Analyse the survey data for a specific participant group (e.g. by age) or compare findings (e.g. men and women)