

About the survey

533

people answered the survey in Central

Survey running January to April

Fylde Coast response rates:

29% - Blackpool

40% - Fylde and Wyre

4,058

Fylde Coast responses received

Overall experience of GP practice: Access:

The majority of patients had a good overall experience of their GP practice (83% in 2019)

↑ 81%
good experience



The majority of patients find it easy to get through to their practice by phone (68% in 2019)

↓ 65%
find it easy



Healthcare professional:

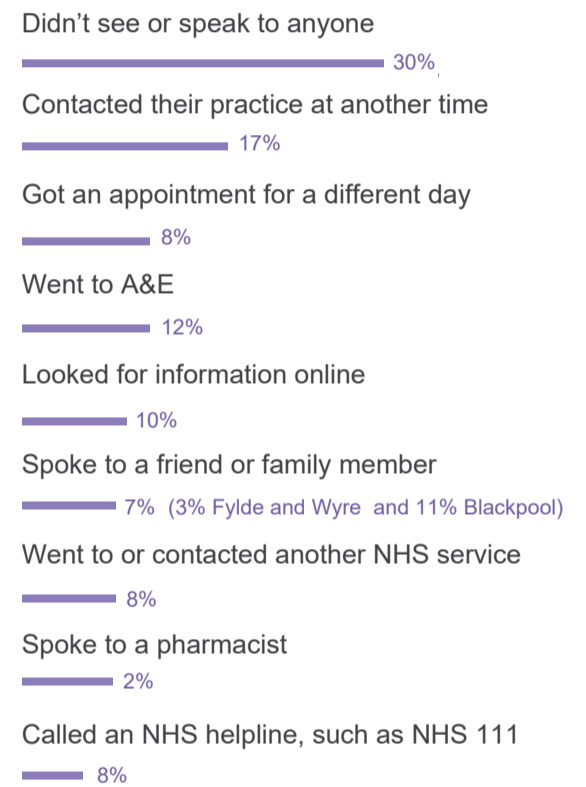
92% say they have confidence and trust in the healthcare professional they saw (95% in 2019)

94% say their needs were met at their last appointment (94% in 2019)



Making an appointment:

If patients did not take the appointment they were offered (7%), they did the following (Fylde Coast averages):

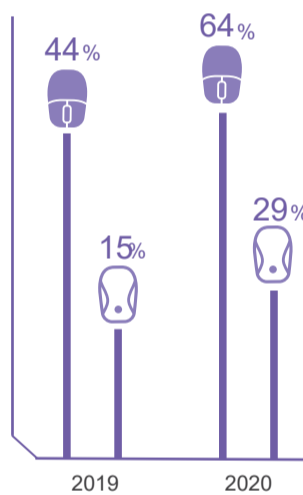


Awareness and use of online services:

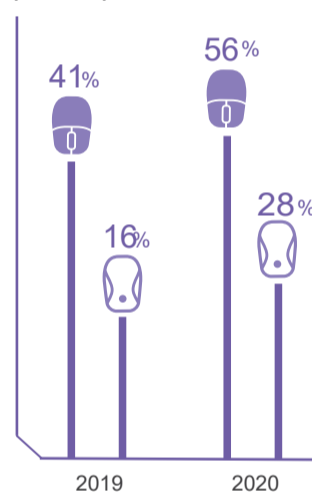
Awareness and use of online service is increasing

Awareness Use

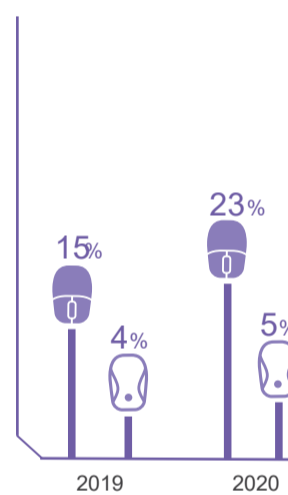
Booking appointments online



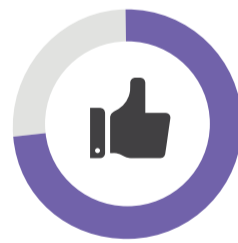
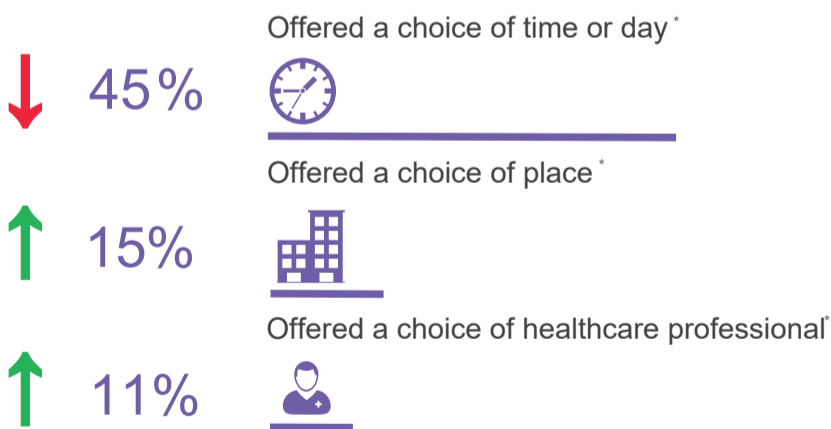
Ordering repeat prescriptions online



Accessing my medical records online



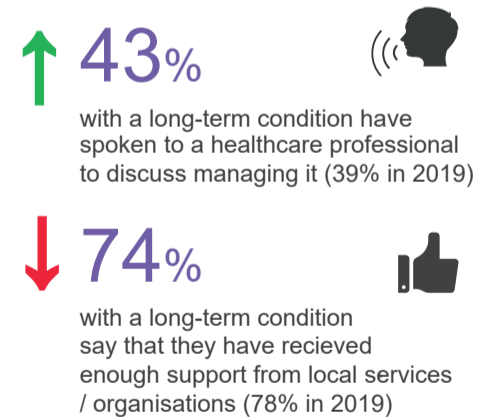
Choice and satisfaction with appointment offered:



73%

were satisfied with the type of appointment offered, and accepted it (74% in 2019)

Planning care



Rating of care at last appointment:

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



87%

listening to them (89% in 2019)



87%

giving them enough time (87% in 2019)



87%

treating them with care and concern (87% in 2019)



92%

were involved as much as they wanted to be in decisions about their care and treatment (93% in 2019)

Key ↑ Result above national average

↓ Result below national average