

## About the survey

499

people answered the survey in South

Survey running January to April

Fylde Coast response rates:

29% - Blackpool

40% - Fylde and Wyre

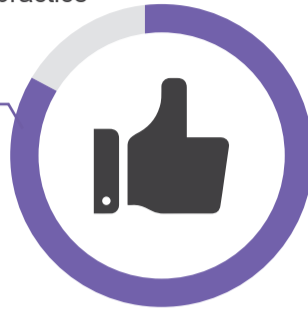
4,058

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)

↑ 89%  
good experience



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

↑ 81%  
find it easy



## Healthcare professional:

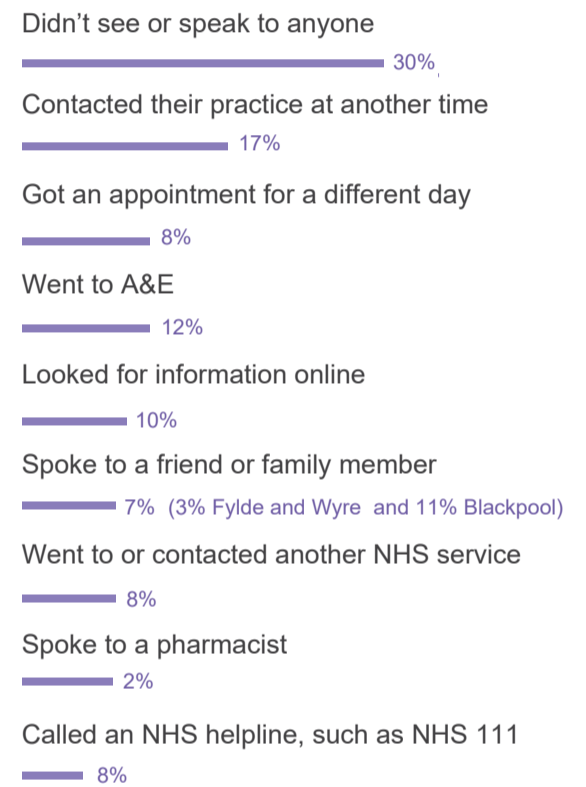
96% say they have confidence and trust in the healthcare professional they saw (95% in 2019)

96% 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):

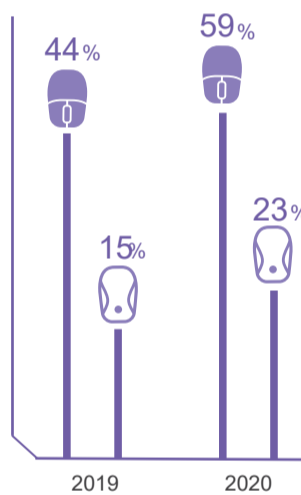


## Awareness and use of online services:

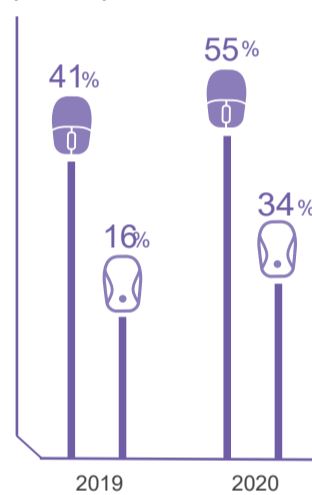
Awareness and use of online service is increasing

Awareness Use

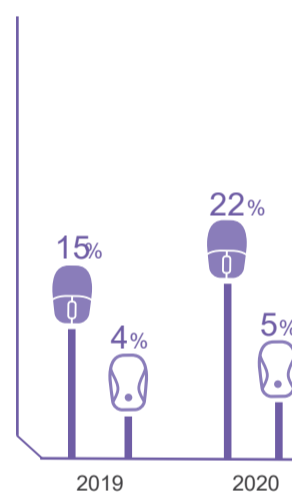
Booking appointments online



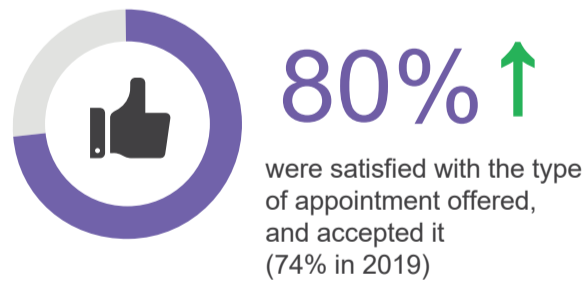
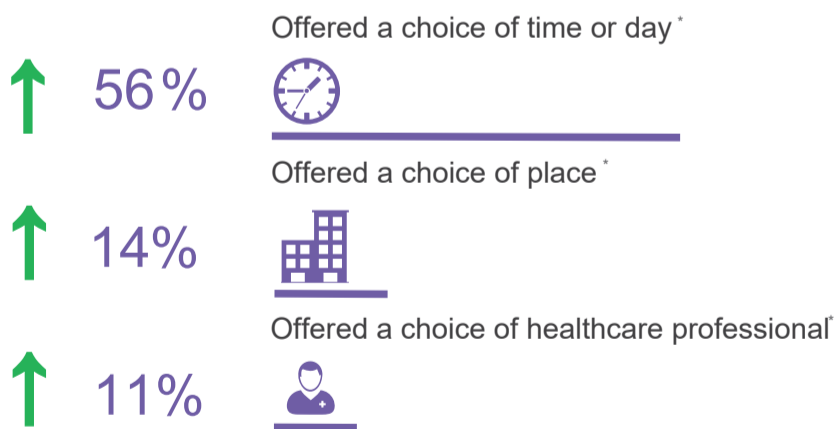
Ordering repeat prescriptions online



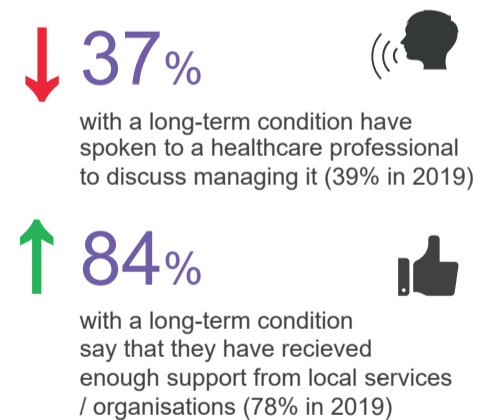
Accessing my medical records online



## Choice and satisfaction with appointment offered:

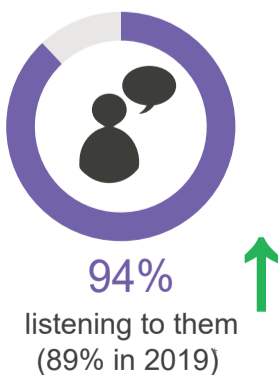


## Planning care



## Rating of care at last appointment:

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



Key ↑ Result above national average

↓ Result below national average