

About the survey

683

people answered the survey in
WREN

Survey running January to April

Fylde Coast response rates:

29% - Blackpool

40% - Fylde and Wyre

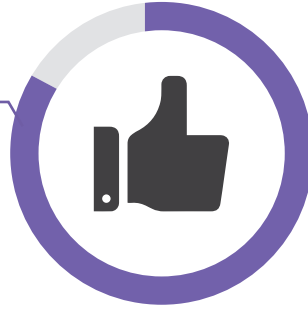
4,058

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)

↑ 86%
good experience



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

↑ find it easy
79%



Healthcare professional:

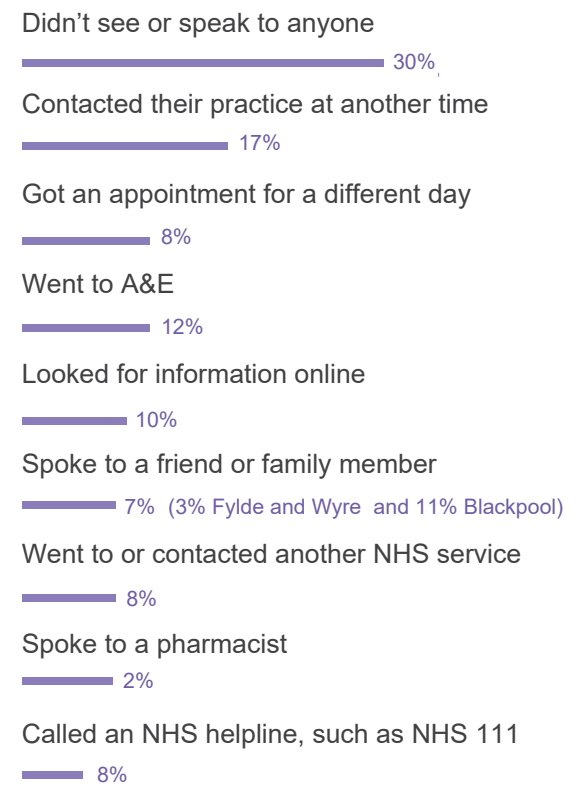
97% say they have confidence and trust in the healthcare professional they saw (95% in 2019)

97% 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):

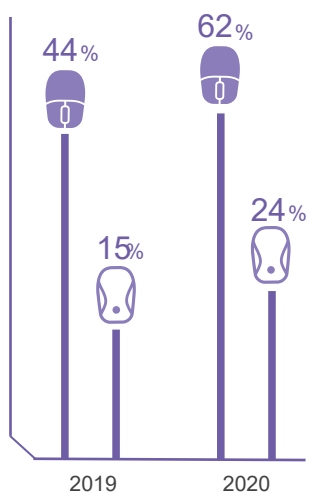


Awareness and use of online services:

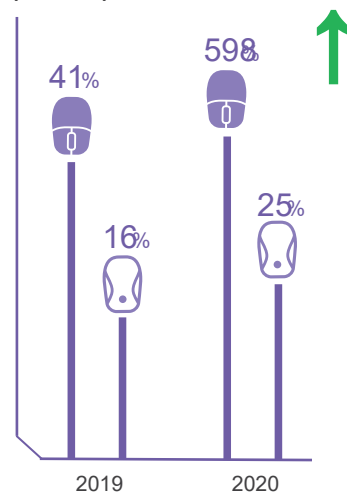
Awareness and use of online service is increasing

Awareness Use

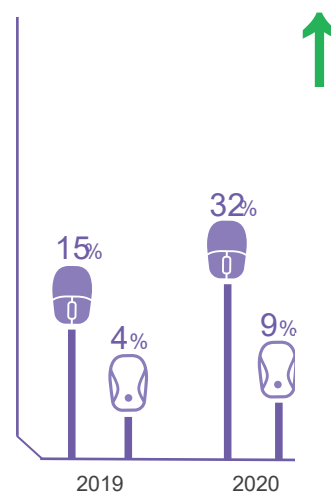
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online

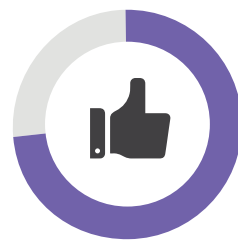


Choice and satisfaction with appointment offered:

↑ 58% Offered a choice of time or day*

↓ 9% Offered a choice of place*

↑ 17% Offered a choice of healthcare professional*



78% were satisfied with the type of appointment offered, and accepted it (74% in 2019)

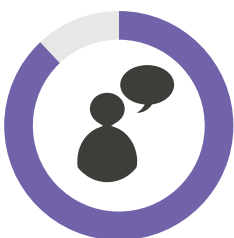
Planning care

40% with a long-term condition have spoken to a healthcare professional to discuss managing it (39% in 2019)

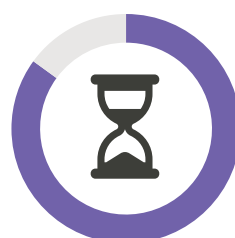
↑ 87% with a long-term condition say that they have received enough support from local services / organisations (78% in 2019)

Rating of care at last appointment:

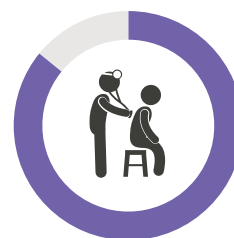
The majority of patients say the healthcare professional they saw was good at...



91% listening to them (89% in 2019)



92% giving them enough time (87% in 2019)



92% treating them with care and concern (87% in 2019)



96% 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