

Results from the 2024 survey

Chapel Lane Surgery

Accessing the practice

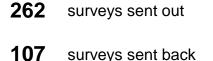


Chapel Lane Surgery

Practice details

13 Chapel Lane, Formby, Liverpool L37 4DL

N84006 Practice code



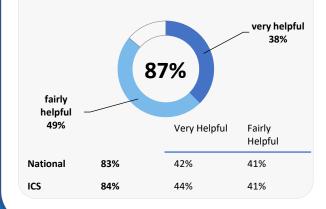
41% completion rate



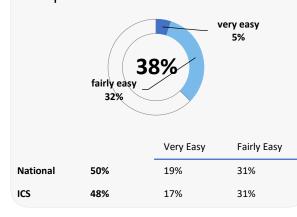
Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

		perience of SP practice	
			very good 36%
fairly 29	good	65%	
fairly 29	good	65% Very Good	Fairly Good
	good		Fairly Good

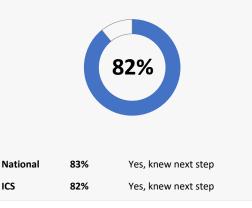
Helpfulness of reception and administrative team at this practice



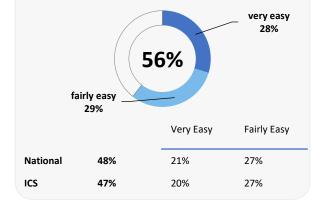
Easy to contact this GP practice on the phone



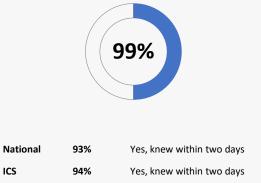
Knew what the next step would be after contacting this GP practice



Easy to contact this GP practice using their website



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



lpsos

ICS



Practice details

Chapel Lane Surgery

N84006 Practice code

L37 4DL

262

107

41%

GP practice

fairly good

34%

74%

76%

National

ICS

13 Chapel Lane, Formby, Liverpool

surveys sent out

surveys sent back

completion rate

Overall experience

Good overall experience of this

73%

Results from the 2024 survey

very good

39%

Fairly

Good

32%

30%

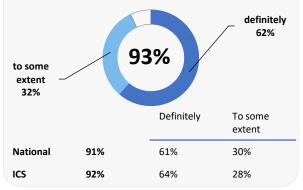
Chapel Lane Surgery

Experience at last appointment

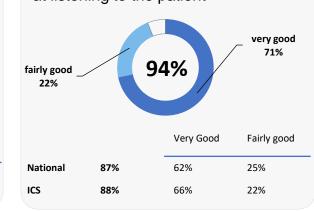


The healthcare professional had all the information they needed about the patient definitely 60% 91% to some extent 31% Definitely To some extent 57% National 92% 35% ICS 92% 60% 33%

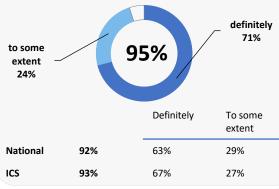
The patient was involved as much as they wanted to be in decisions about their care and treatment

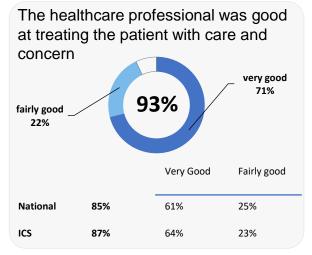


The healthcare professional was good at listening to the patient

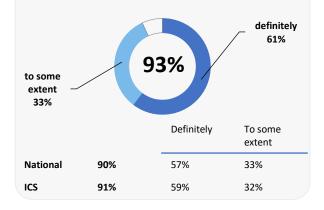


The patient had confidence and trust in the healthcare professional they saw or spoke to





The patient's needs were met



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42%

46%

Verv Good

Data by Ipsos

