


Results from the 2018 survey ?

Liscard Group Practice


Liscard Group Practice, Victoria Central H.C,
Wallasey, CH44 5UF

Where patient experience **is best**




 **63%** of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 54% | National average: 50%


 **80%** of respondents describe their experience of making an appointment as good
Local (CCG) average: 74% | National average: 69%


 **81%** of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: 76% | National average: 70%

Where patient experience **could improve**



 **70%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
Local (CCG) average: 83% | National average: 79%

 **91%** of respondents find the receptionists at this GP practice helpful
Local (CCG) average: 93% | National average: 90%

 **69%** of respondents are satisfied with the general practice appointment times available
Local (CCG) average: 71% | National average: 66%

Comparisons to the local (CCG) or national average may not be statistically significant.



373
Surveys sent out



122



33%