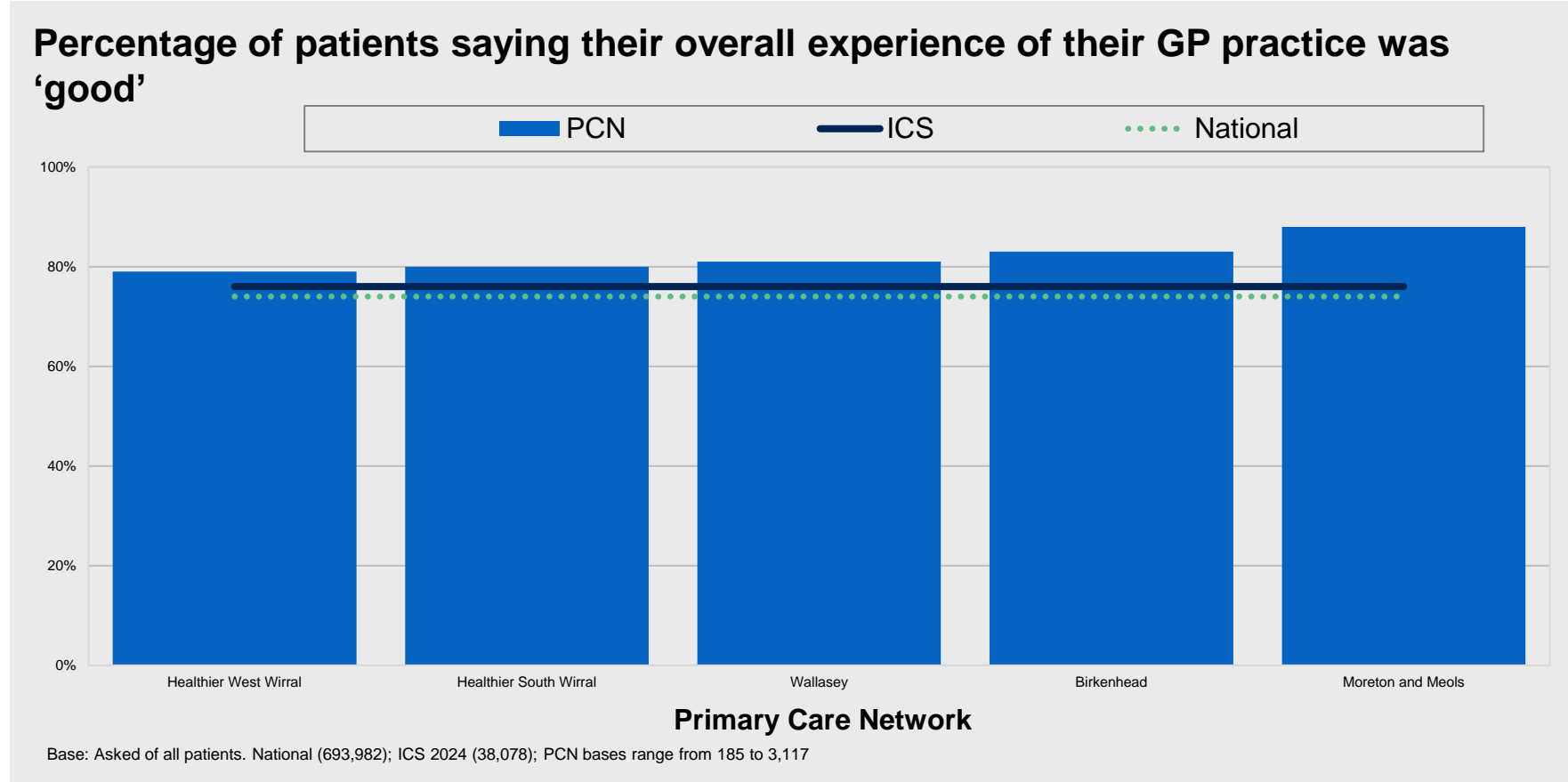


# Overall experience: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

## Q32. Overall, how would you describe your experience of your GP practice?



	PCN	%
1	Moreton and Meols	88%
2	Birkenhead	83%
3	Wallasey	81%
4	Healthier South Wirral	80%
5	Healthier West Wirral	79%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



# Brighter Birkenhead

## Q32. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying their overall experience of their GP practice was 'good'

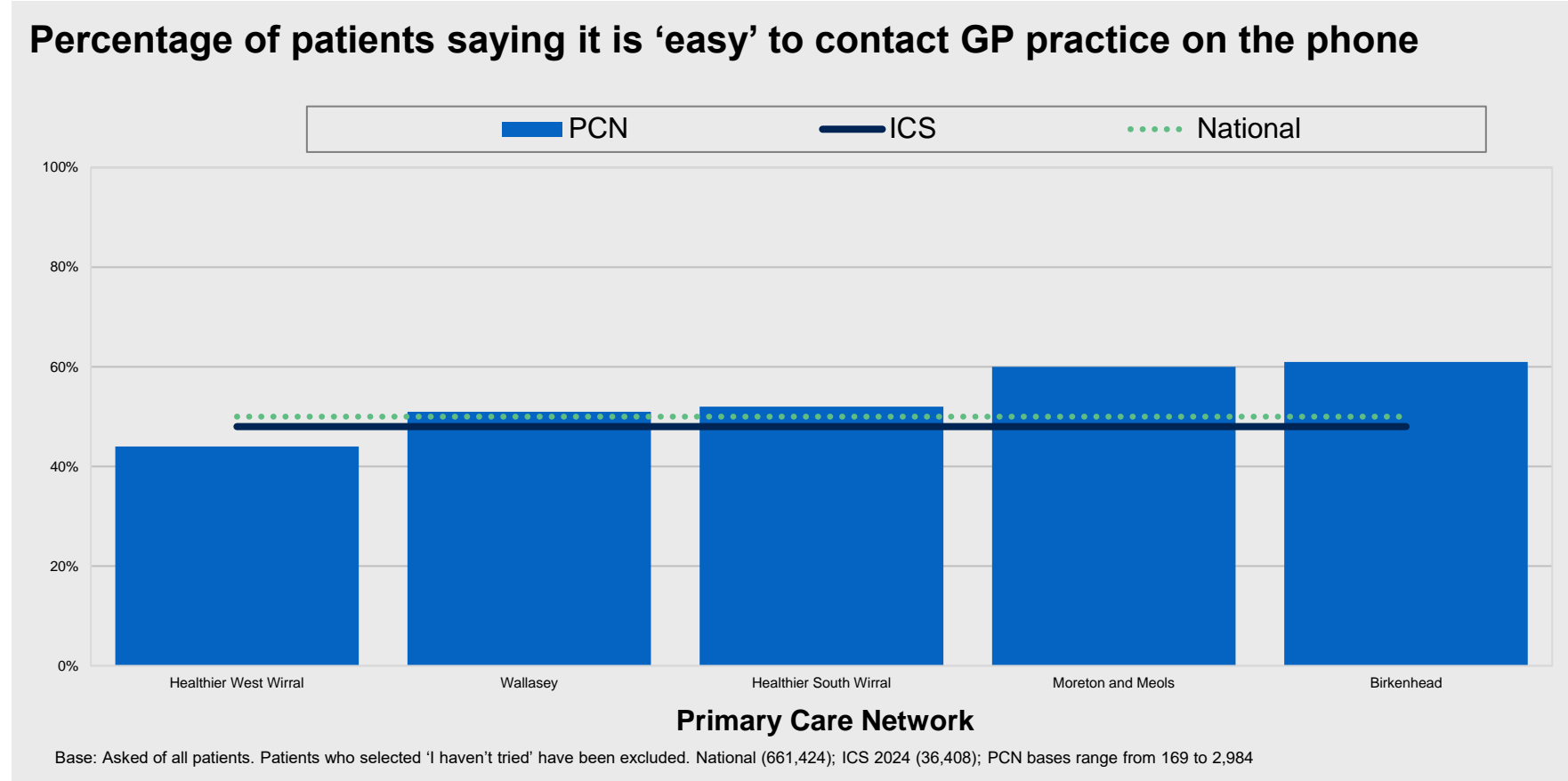
National Average - 74%

	Practice	Percentage
1	Riverside Surgery	91%
2	Villa Medical Centre	91%
3	Paxton Medical Group	89%
4	Hamilton Medical Centre	86%
5	Whetstone Lane Medical Centre	80%
6	Devaney Medical Centre	77%
7	St Catherine's Surgery	71%

# Ease of contacting GP practice on the phone: how the results vary by PCN within the ICS

CHESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?



	PCN	%
1	Birkenhead	61%
2	Moreton and Meols	60%
3	Healthier South Wirral	52%
4	Wallasey	51%
5	Healthier West Wirral	44%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy



# Brighter Birkenhead

## Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

Percentage of patients saying it is 'easy' to contact GP practice on the phone

National Average - 50%

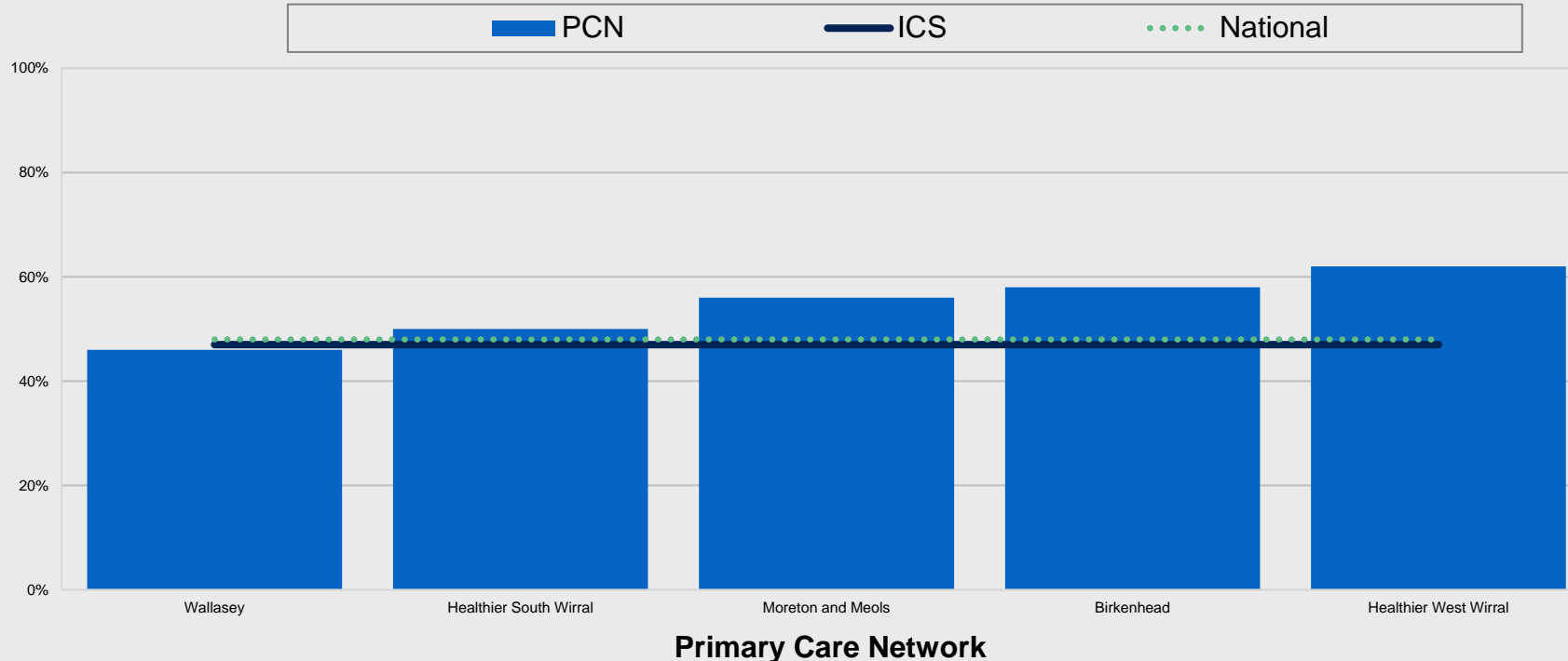
	Practice	Percentage
1	Hamilton Medical Centre	81%
2	Riverside Surgery	80%
3	Villa Medical Centre	61%
4	Paxton Medical	60%
5	Whetstone Lane	49%
6	St Catherine's	35%
7	Devaney Medical Centre	31%

# Ease of contacting GP practice using their website: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

Percentage of patients saying it is 'easy' to contact GP practice using their website



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National (315,087); ICS 2024 (17,028); PCN bases range from 77 to 1,274

	PCN	%
1	Healthier West Wirral	62%
2	Birkenhead	58%
3	Moreton and Meols	56%
4	Healthier South Wirral	50%
5	Wallasey	46%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy

# Brighter Birkenhead

## Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

Percentage of patients saying it is 'easy' to contact GP practice using their website

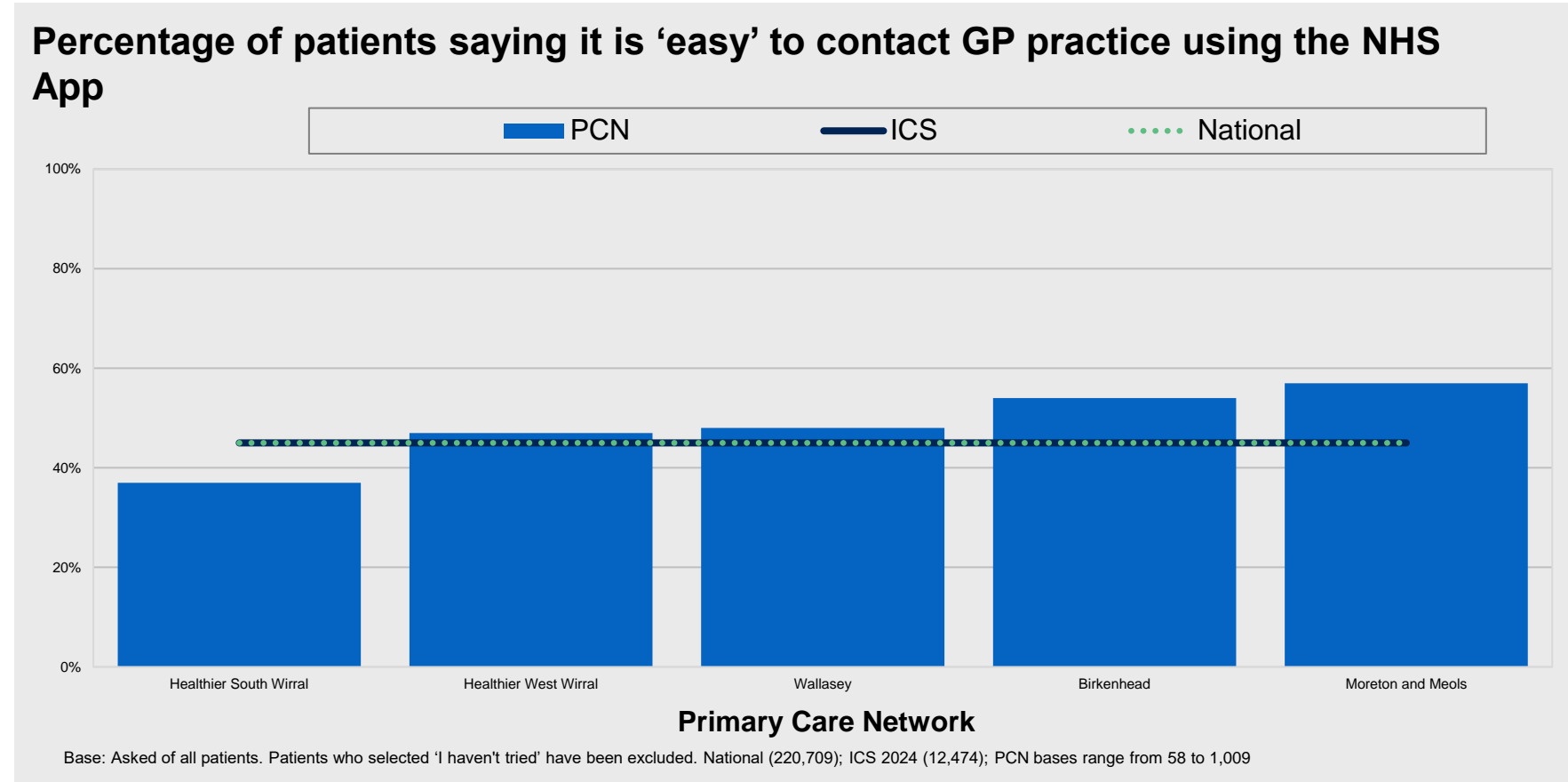
National Average - 48%

	Practice	Percentage
1	Villa Medical Centre	78%
2	Riverside Surgery	70%
3	Paxton Medical	67%
4	Hamilton Medical Centre	62%
5	Whetstone Lane	53%
6	St Catherine's Surgery	49%
7	Devaney Medical Centre	41%

# Ease of contacting GP practice using the NHS App: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?



	PCN	%
1	Moreton and Meols	57%
2	Birkenhead	54%
3	Wallasey	48%
4	Healthier West Wirral	47%
5	Healthier South Wirral	37%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Easy = %Very easy + %Fairly easy



# Brighter Birkenhead

## Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

### Percentage of patients saying it is 'easy' to contact GP practice using the NHS App

National Average - 45%

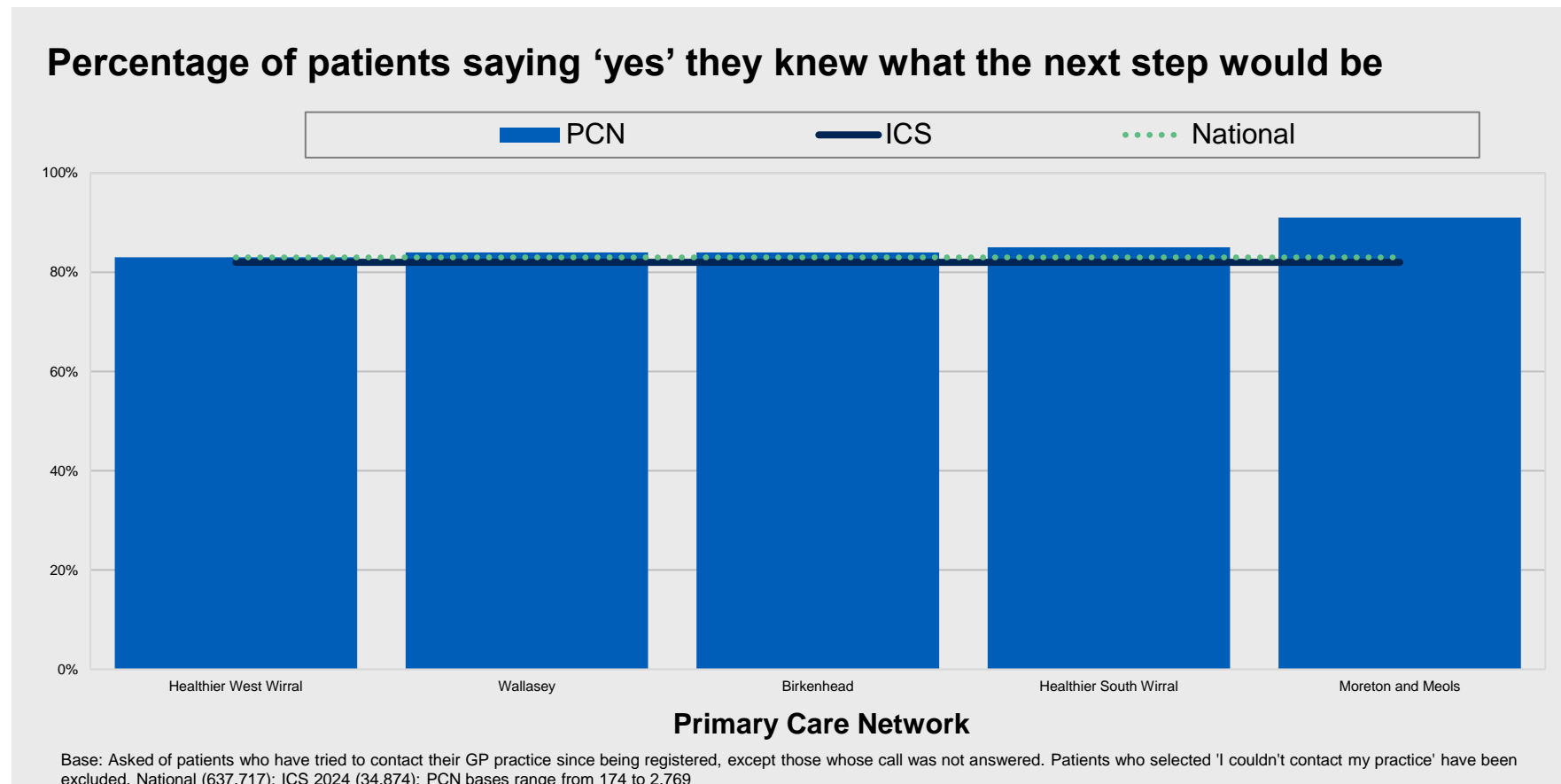
	Practice	Percentage
1	Villa Medical Centre	78%
2	Hamilton Medical Centre	67%
3	Riverside Surgery	66%
4	Paxton Medical	64%
5	St Catherine's Surgery	45%
6	Whetstone Lane	32%
7	Devaney Medical Centre	28%



# Next step in dealing with request after contacting GP practice: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?



	PCN	%
1	Moreton and Meols	91%
2	Healthier South Wirral	85%
3	Birkenhead	84%
4	Wallasey	84%
5	Healthier West Wirral	83%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Yes



# Brighter Birkenhead

## Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

Percentage of patients saying 'yes' they knew what the next step would be

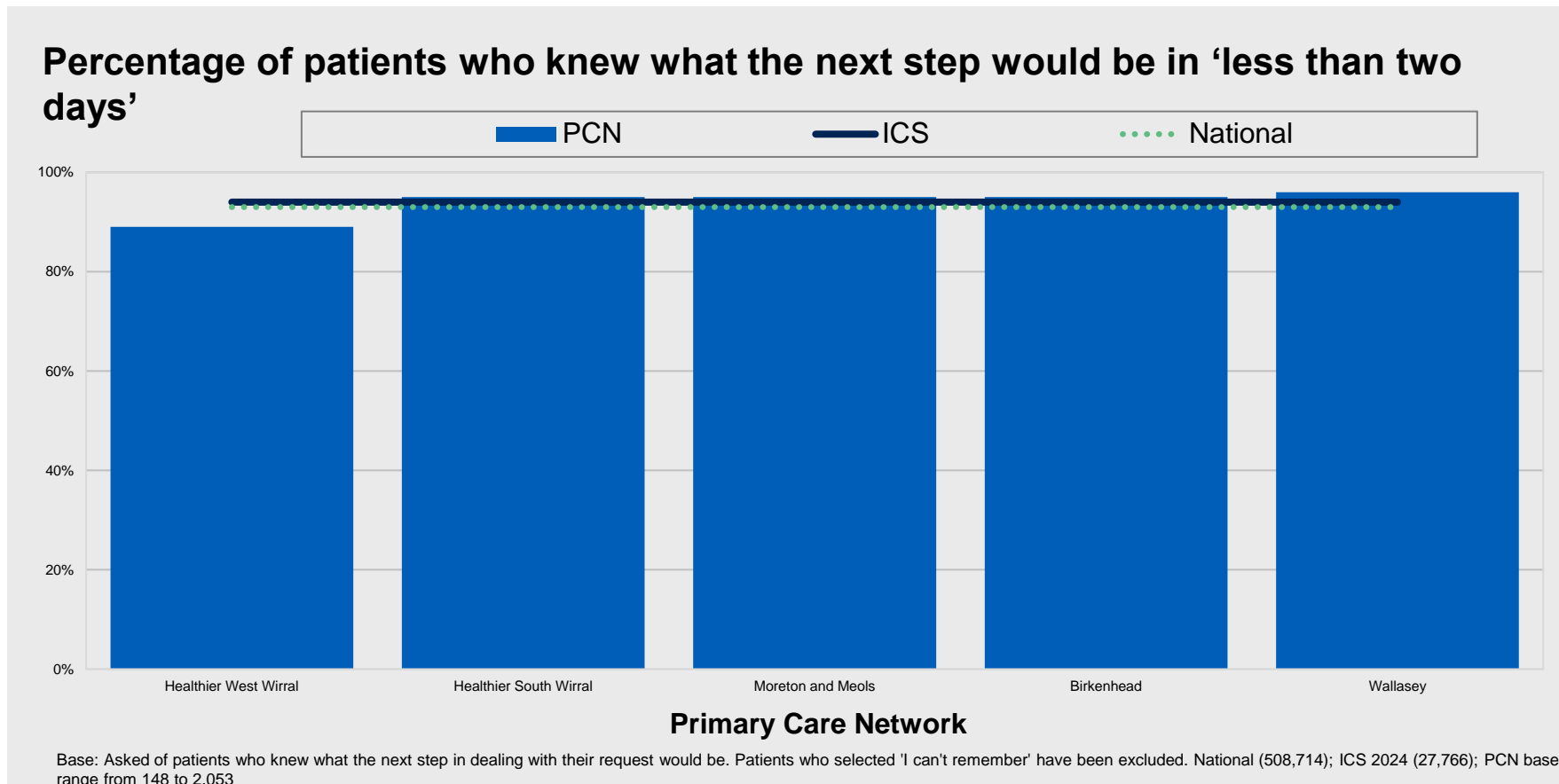
National Average - 83%

	Practice	Percentage
1	Riverside Surgery	92%
2	Villa Medical Centre	90%
3	Paxton Medical Centre	86%
4	Hamilton Medical Centre	83%
5	Devaney Medical Centre	75%
6	St Catherine's Surgery	74%
7	Whetstone Lane	74%

# Time taken to know next step: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q13. How soon after you contacted your GP practice did you know what the next step would be?



	PCN	%
1	Wallasey	96%
2	Birkenhead	95%
3	Moreton and Meols	95%
4	Healthier South Wirral	95%
5	Healthier West Wirral	89%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Less than two days = %There and then + %Later on the same day + %The next day



# Brighter Birkenhead

## Q13. How soon after you contacted your GP practice did you know what the next step would be?

Percentage of patients who knew what the next step would be in 'less than two days'

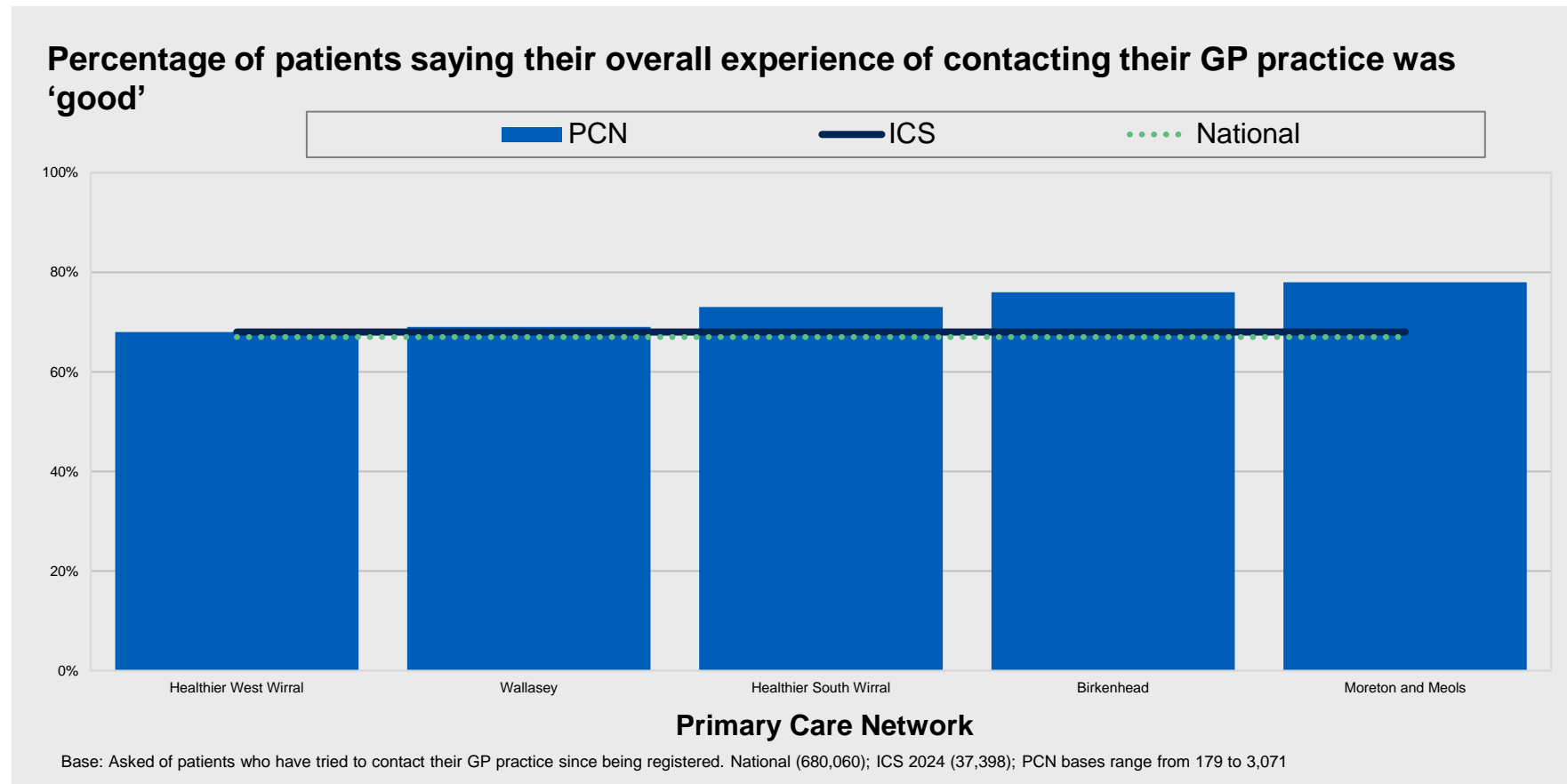
National Average - 93%

	Practice	Percentage
1	Whetstone Lane	99%
2	Devaney	99%
3	Riverside	98%
4	Hamilton Medical Centre	96%
5	St Catherine's	95%
6	Villa Medical	94%
7	Paxton Medical Group	89%

# Overall experience of contacting GP practice: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?



	PCN	%
1	Moreton and Meols	78%
2	Birkenhead	76%
3	Healthier South Wirral	73%
4	Wallasey	69%
5	Healthier West Wirral	68%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Good = %Very good + %Fairly good



# Brighter Birkenhead

Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?

Percentage of patients saying their overall experience of contacting their GP practice was 'good'

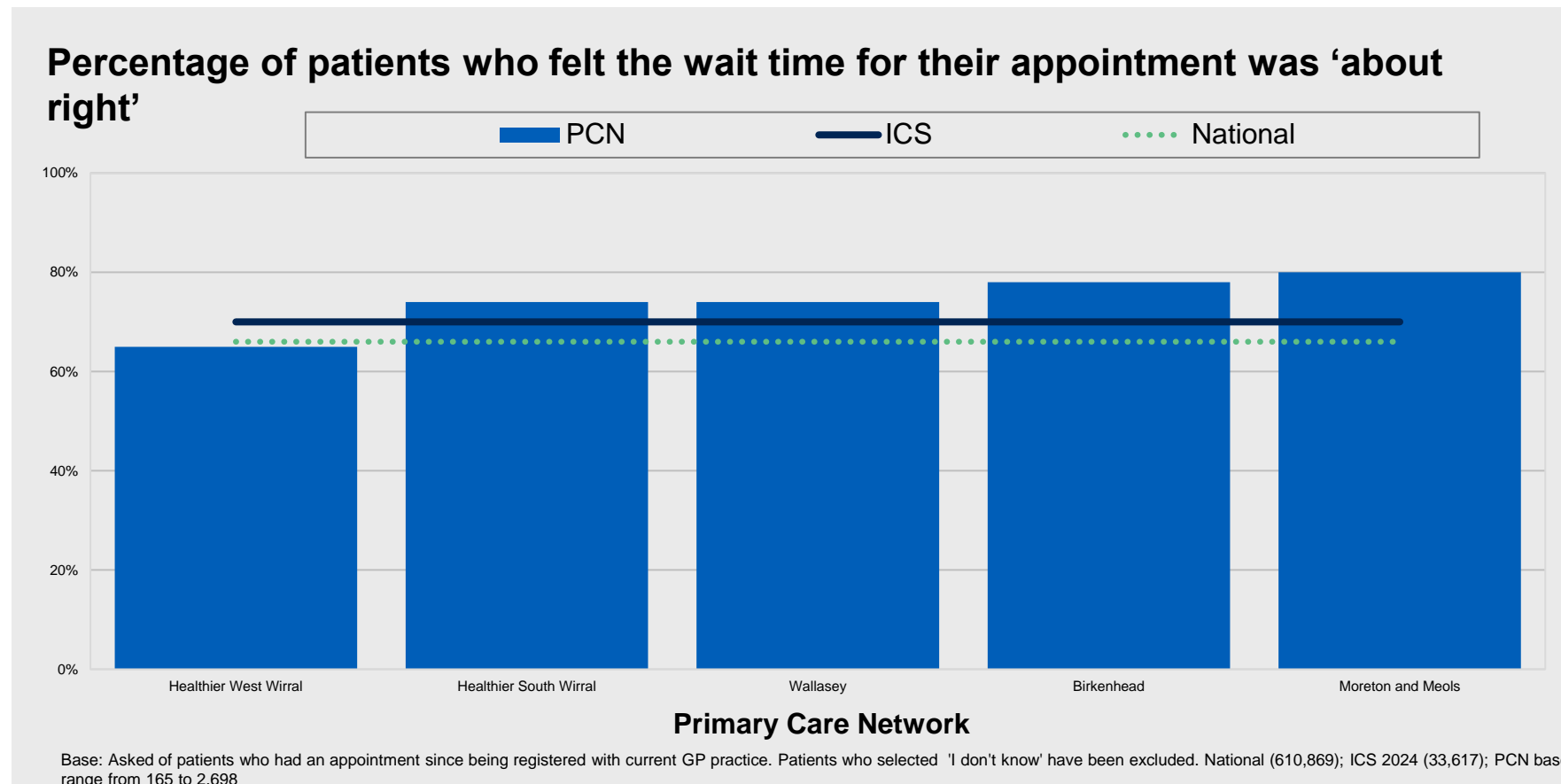
National Average - 67%

	Practice	Percentage
1	Riverside Surgery	84%
2	Paxton Medical Group	82%
3	Hamilton Medical Centre	82%
4	Villa	79%
5	Whetstone Lane	74%
6	Devane Medical Centre	64%
7	St Catherine's Surgery	55%

# How patients felt about appointment wait time: how the results vary by PCN within the ICS

CESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q21. How do you feel about how long you waited for your appointment?



	PCN	%
1	Moreton and Meols	80%
2	Birkenhead	78%
3	Wallasey	74%
4	Healthier South Wirral	74%
5	Healthier West Wirral	65%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %About right



# Brighter Birkenhead

## Q21. How do you feel about how long you waited for your appointment?

Percentage of patients who felt the wait time for their appointment was 'about right'

National Average - 66%

	Practice	Percentage
1	Whetstone Lane	92%
2	Riverside	91%
3	Villa	88%
4	Hamilton Medical Centre	82%
5	Paxton	79%
6	St Catherine's Surgery	63%
7	Devaney Medical Centre	57%

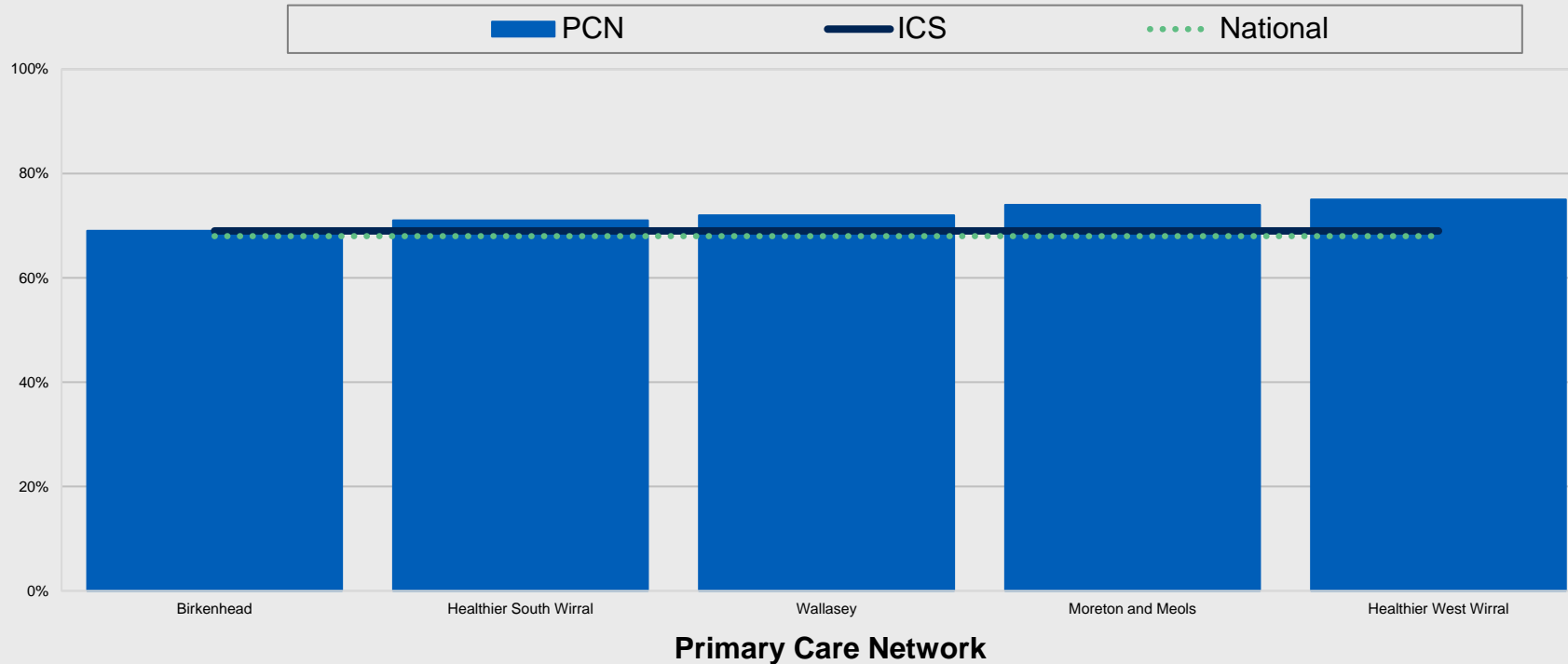


# Support with managing conditions or illnesses: how the results vary by PCN within the ICS

CHESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

Percentage of patients saying 'yes' they have had enough support to manage their conditions or illnesses



Base: Asked of all patients with a long-term condition or illness. Patients who selected 'I haven't needed support' or 'I don't know' have been excluded. National (314,955); ICS 2024 (18,872); PCN bases range from 68 to 1,623

	PCN	%
1	Healthier West Wirral	75%
2	Moreton and Meols	74%
3	Wallasey	72%
4	Healthier South Wirral	71%
5	Birkenhead	69%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Yes = %Yes, definitely + %Yes, to some extent



# Brighter Birkenhead

Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

Percentage of patients saying 'yes' they have had enough support to manage their conditions or illnesses

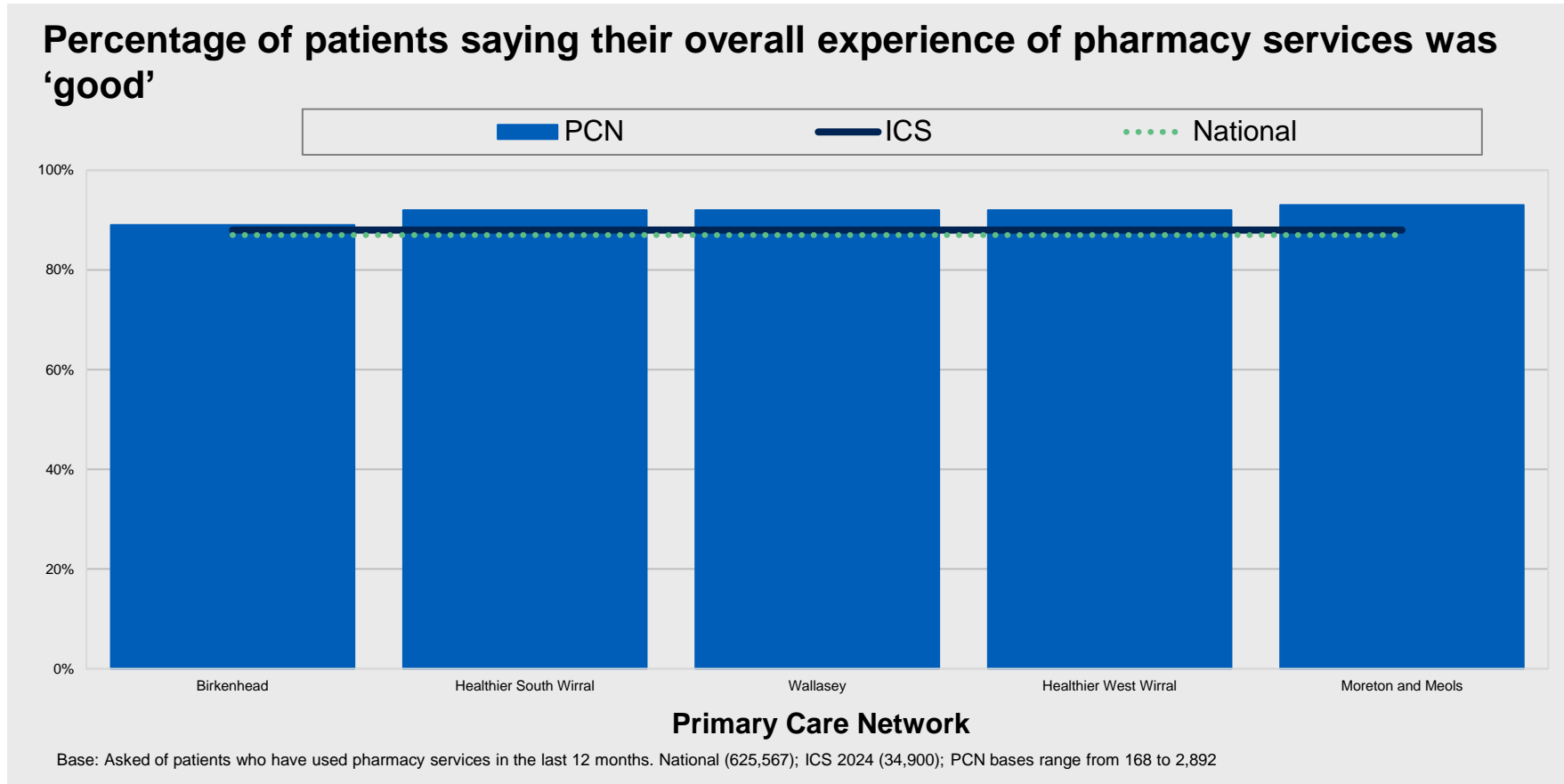
National Average - 68%

	Practice	Percentage
1	Hamilton Medical Centre	85%
2	Riverside Surgery	81%
3	Villa Medical	80%
4	Paxton Medical Group	68%
5	St Catherine's Surgery	56%
6	Devaney Medical Centre	55%
7	Whetstone Lane Medical Centre	50%

# Overall experience of pharmacy services: how the results vary by PCN within the ICS

CHESHIRE AND MERSEYSIDE INTEGRATED CARE SYSTEM

## Q48. How would you describe your experience of using these pharmacy services?



	PCN	%
1	Moreton and Meols	93%
2	Healthier West Wirral	92%
3	Wallasey	92%
4	Healthier South Wirral	92%
5	Birkenhead	89%

**i** Comparisons are indicative only: differences may not be statistically significant

**i** %Good = %Very good + %Fairly good

