

Practice details

The Villa Medical Centre

1-2 Roman Road, Prenton, CH43 3DB

N85018 Practice code

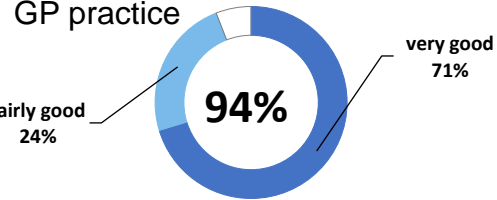
345 surveys sent out

106 surveys sent back

31% completion rate

Overall experience

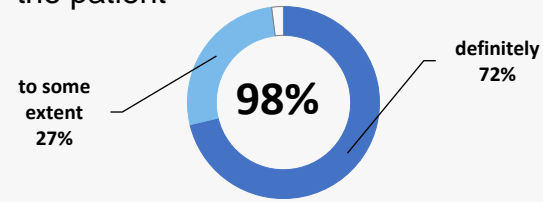
Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	31%
ICS	78%	31%

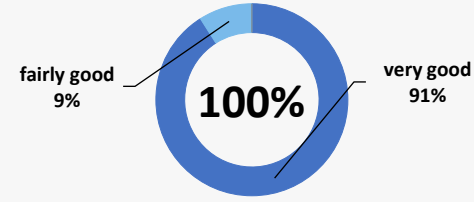
Experience at last appointment

The healthcare professional had all the information they needed about the patient



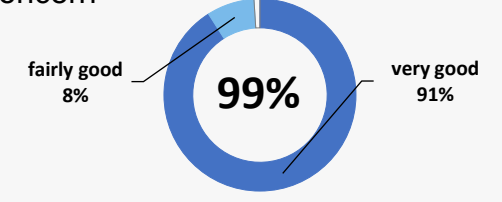
	Definitely	To some extent
National	67%	34%
ICS	93%	33%

The healthcare professional was good at listening to the patient



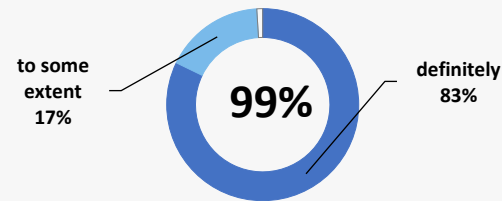
	Very Good	Fairly good
National	67%	25%
ICS	88%	23%

The healthcare professional was good at treating the patient with care and concern



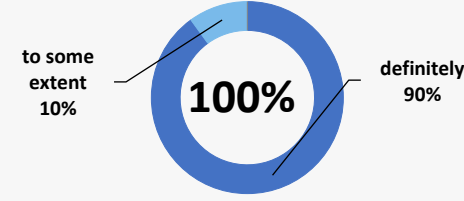
	Very Good	Fairly good
National	67%	25%
ICS	88%	23%

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



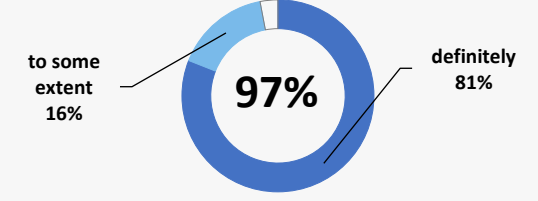
	Definitely	To some extent
National	67%	30%
ICS	92%	28%

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



	Definitely	To some extent
National	67%	29%
ICS	93%	27%

The patient's needs were met



	Definitely	To some extent
National	67%	33%
ICS	91%	31%

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

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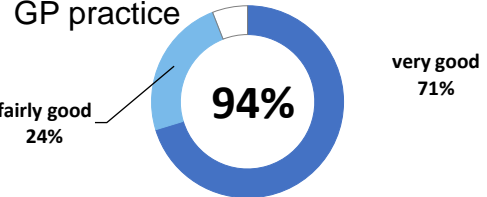
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Overall experience

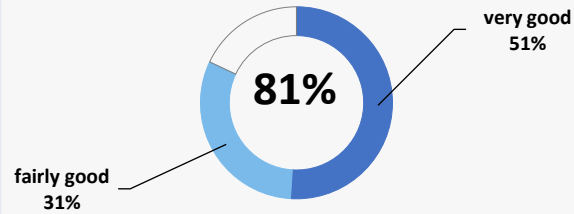
Good overall experience of this GP practice



		Very Good	Fairly Good
National	67%	42%	31%
ICS	78%	47%	31%

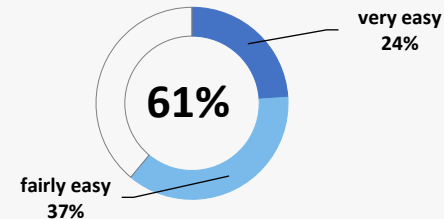
Accessing the practice

Good overall experience of contacting this GP practice



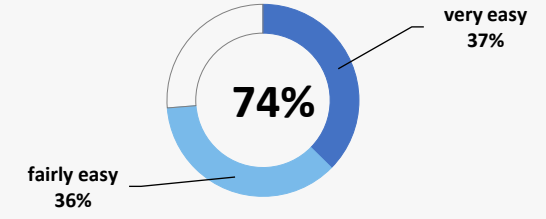
		Very Good	Fairly Good
National	67%	42%	31%
ICS	70%	41%	29%

Easy to contact this GP practice on the phone



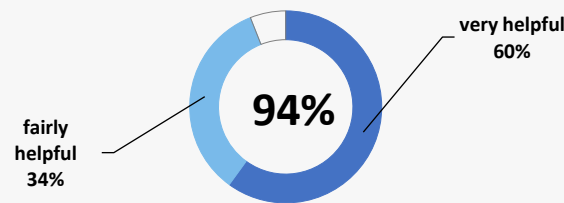
		Very Easy	Fairly Easy
National	67%	42%	32%
ICS	52%	20%	33%

Easy to contact this GP practice using their website



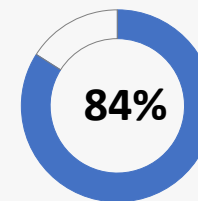
		Very Easy	Fairly Easy
National	67%	42%	28%
ICS	49%	21%	28%

Helpfulness of reception and administrative team at this practice



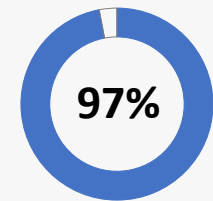
		Very Helpful	Fairly Helpful
National	67%	42%	41%
ICS	85%	45%	40%

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



		Yes, knew next step
National	67%	Yes, knew next step
ICS	83%	Yes, knew next step

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



		Yes, knew within two days
National	67%	Yes, knew within two days
ICS	94%	Yes, knew within two days

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