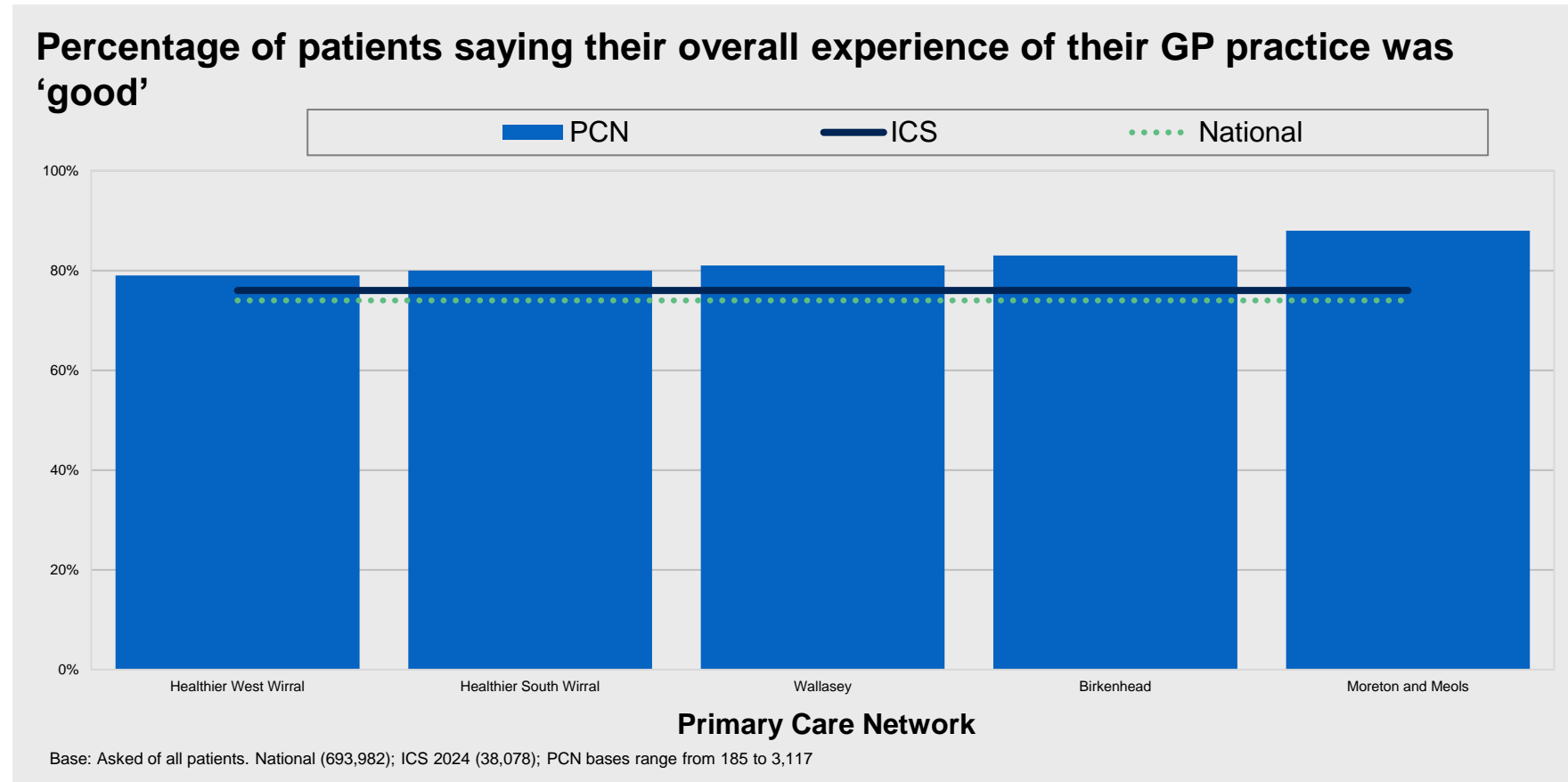


Overall experience: how the results vary by PCN within the ICS

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



Healthier South Wirral

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'

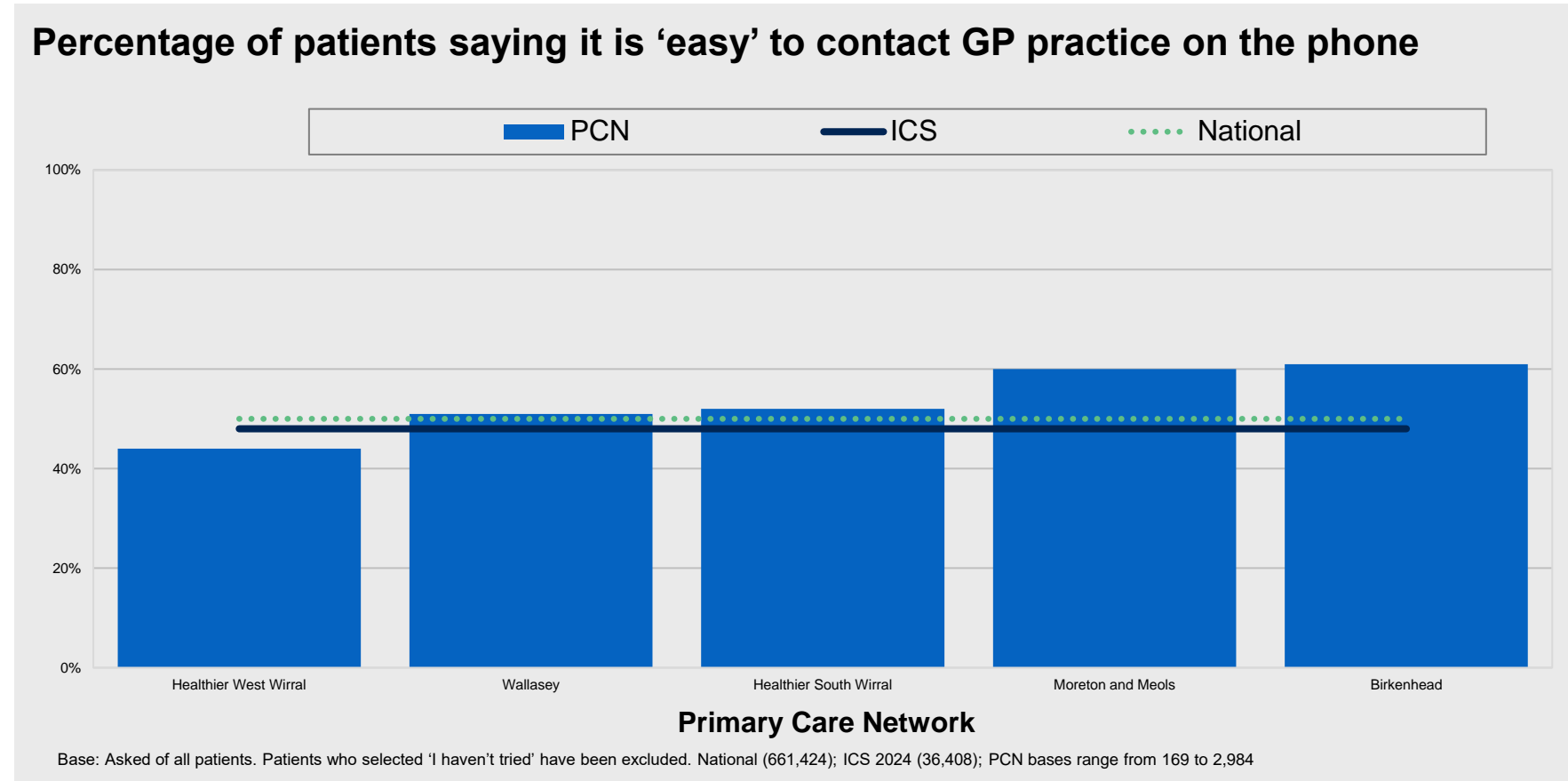
National Average - 74%

	Practice	Percentage
1	Spital Surgery	91%
2	Orchard Sugery	87%
3	Civic Medical Centre	85%
4	Sunlight Group Practice	80%
5	Eastham Group Practice	69%

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

Healthier South Wirral

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

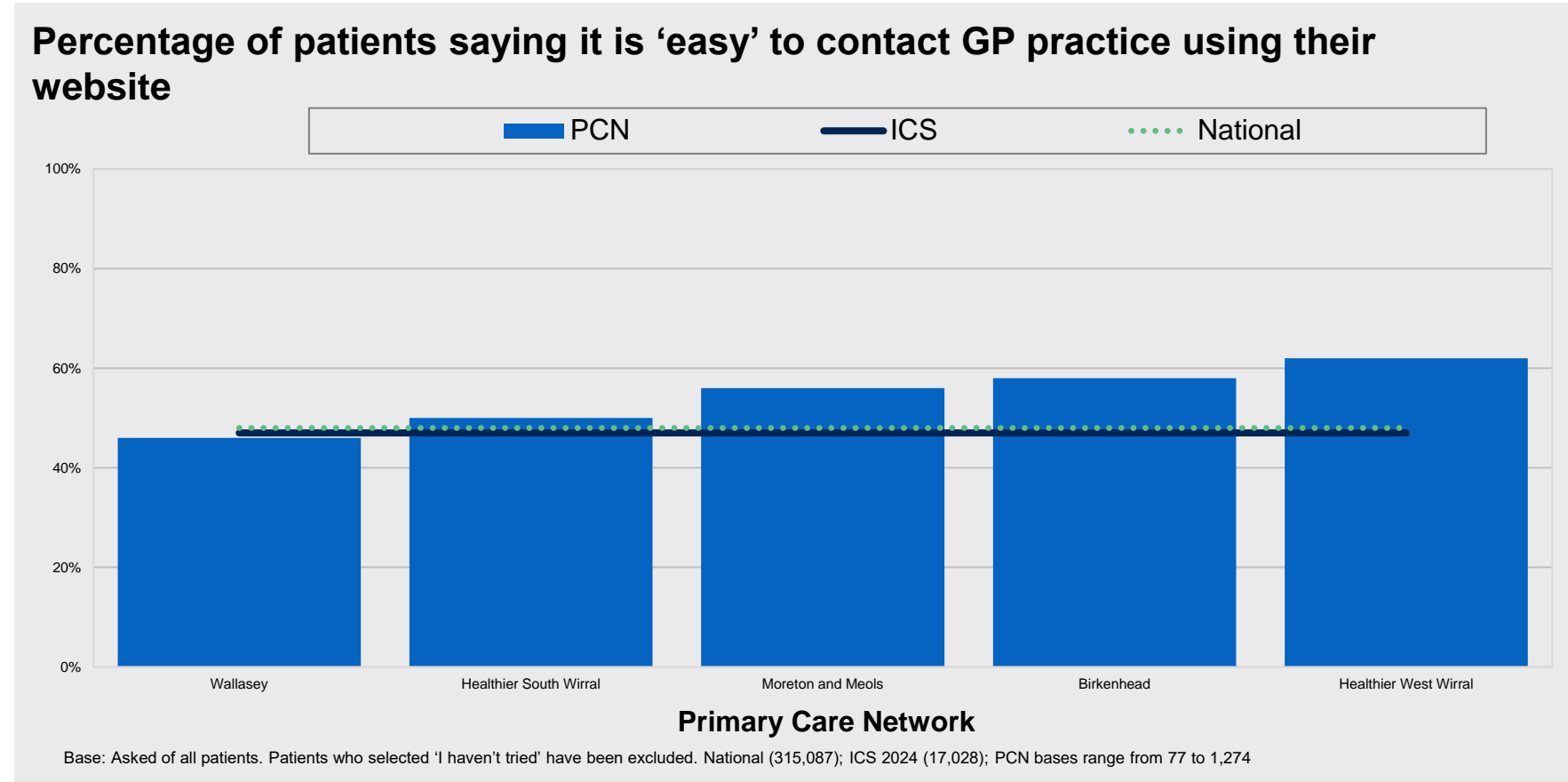
National Average - 50%

	Practice	Percentage
1	Spital Surgery	92%
2	Civic Medical Centre	76%
3	Orchard Surgery	59%
4	Sunlight Group Practice	45%
5	Eastham Group Practice	19%

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?



	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



Healthier South Wirral

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

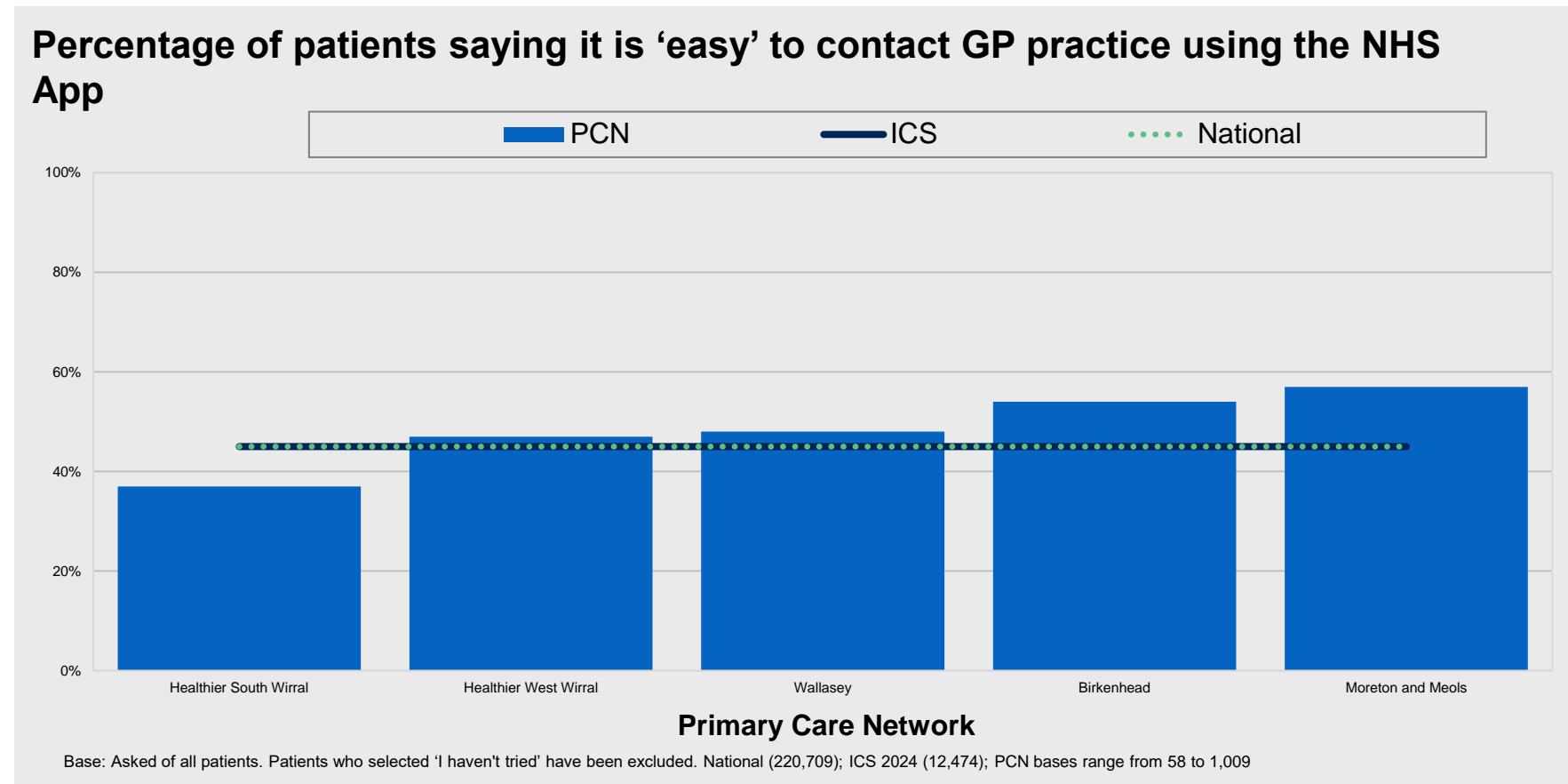
National Average - 48%

	Practice	Percentage
1	Spital Surgery	79%
2	Orchard Surgery	59%
3	Civic Medical Centre	49%
4	Eastham Group Practice	46%
5	Sunlight Group Practice	38%

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



Healthier South Wirral

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

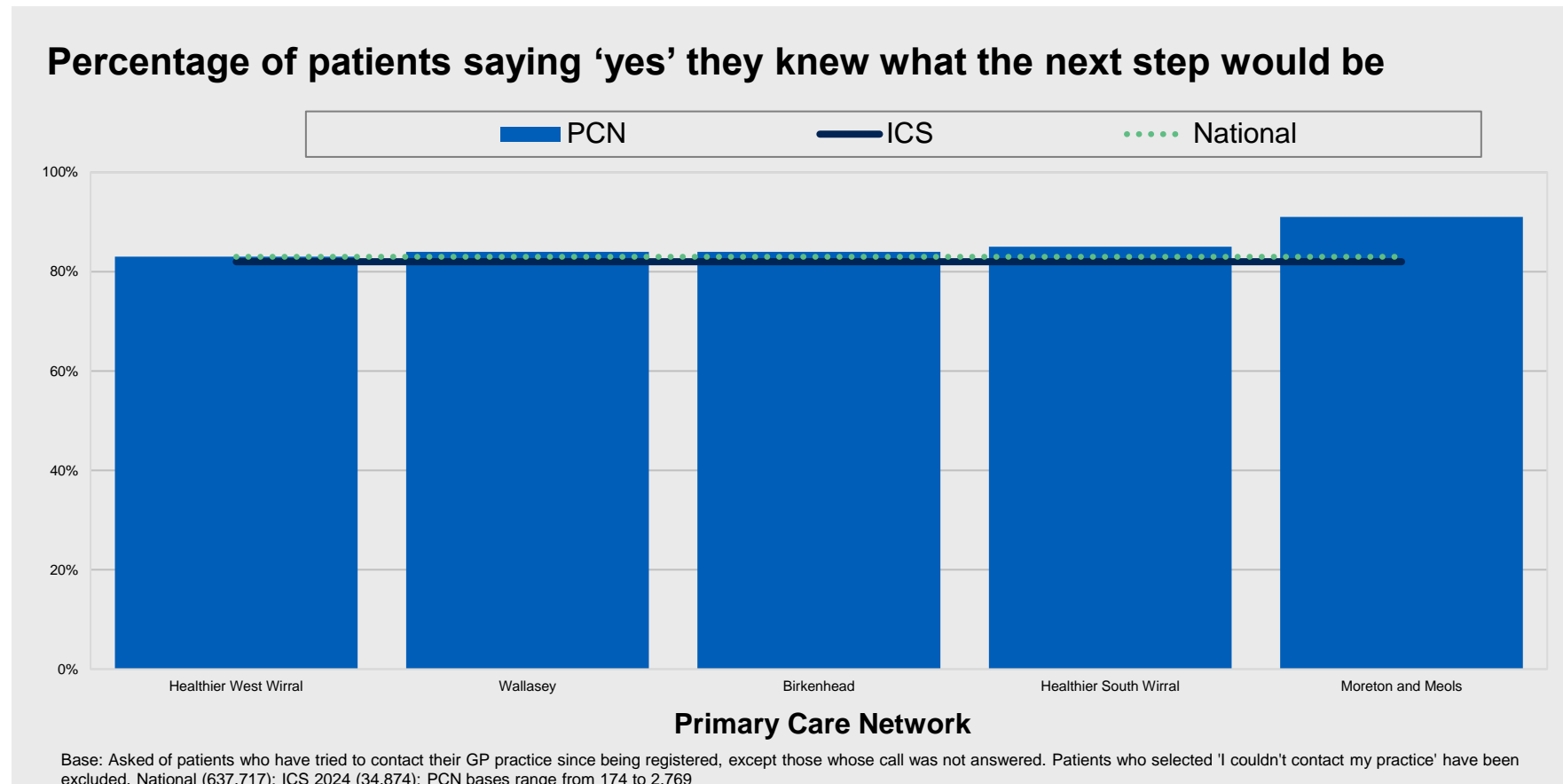
National Average - 45%

	Practice	Percentage
1	Spital Surgery	61%
2	Civic Medical Centre	55%
3	Orchard Surgery	45%
4	Eastham Group Practice	33%
5	Sunlight Group Practice	26%

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



Healthier South Wirral

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

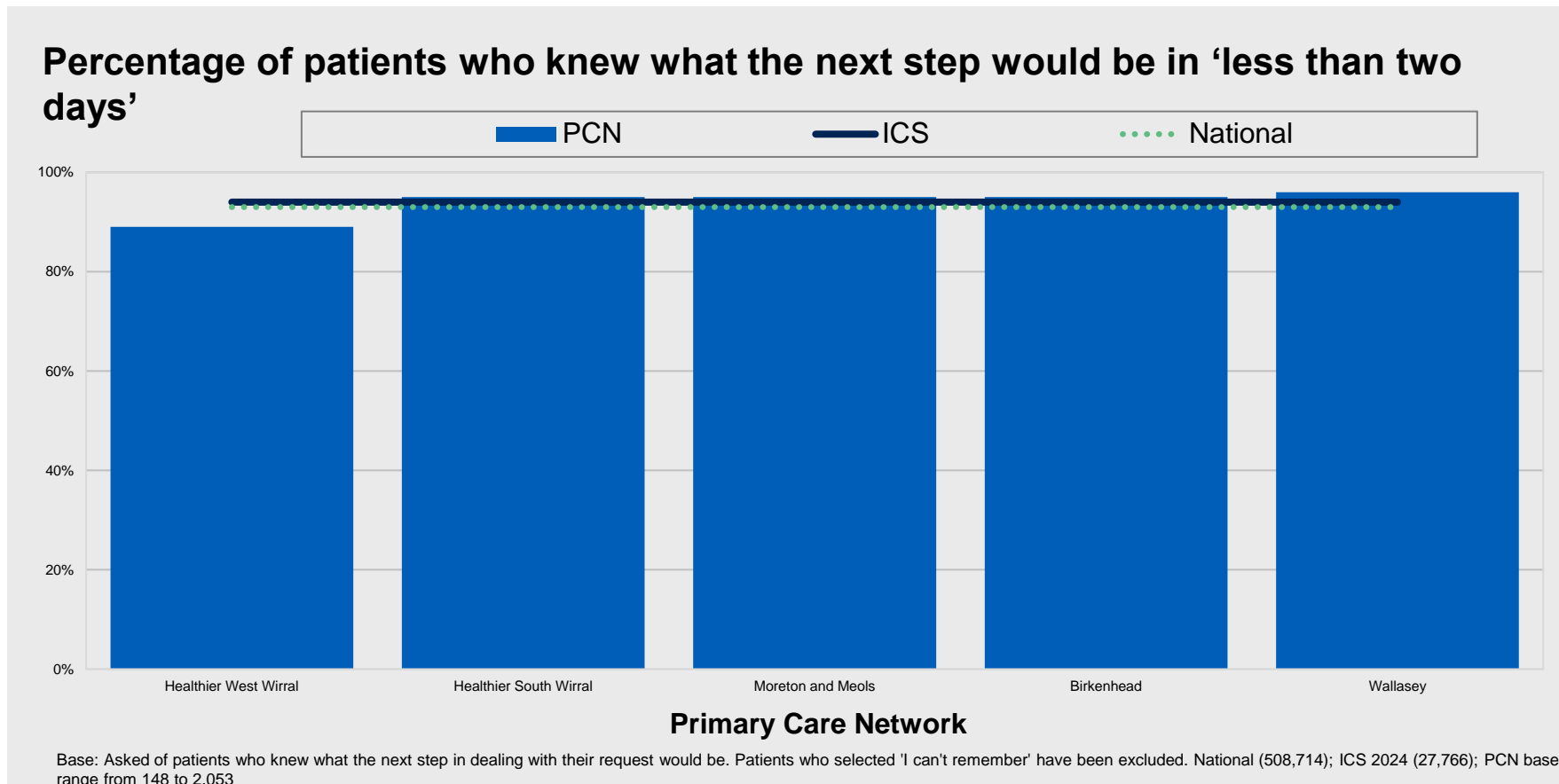
National Average - 83%

	Practice	Percentage
1	Spital Surgery	93%
2	Civic Medical Centre	90%
3	Eastham Group Practice	85%
4	Orchard Surgery	83%
5	Sunlight Group Practice	79%

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



Healthier South Wirral

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'

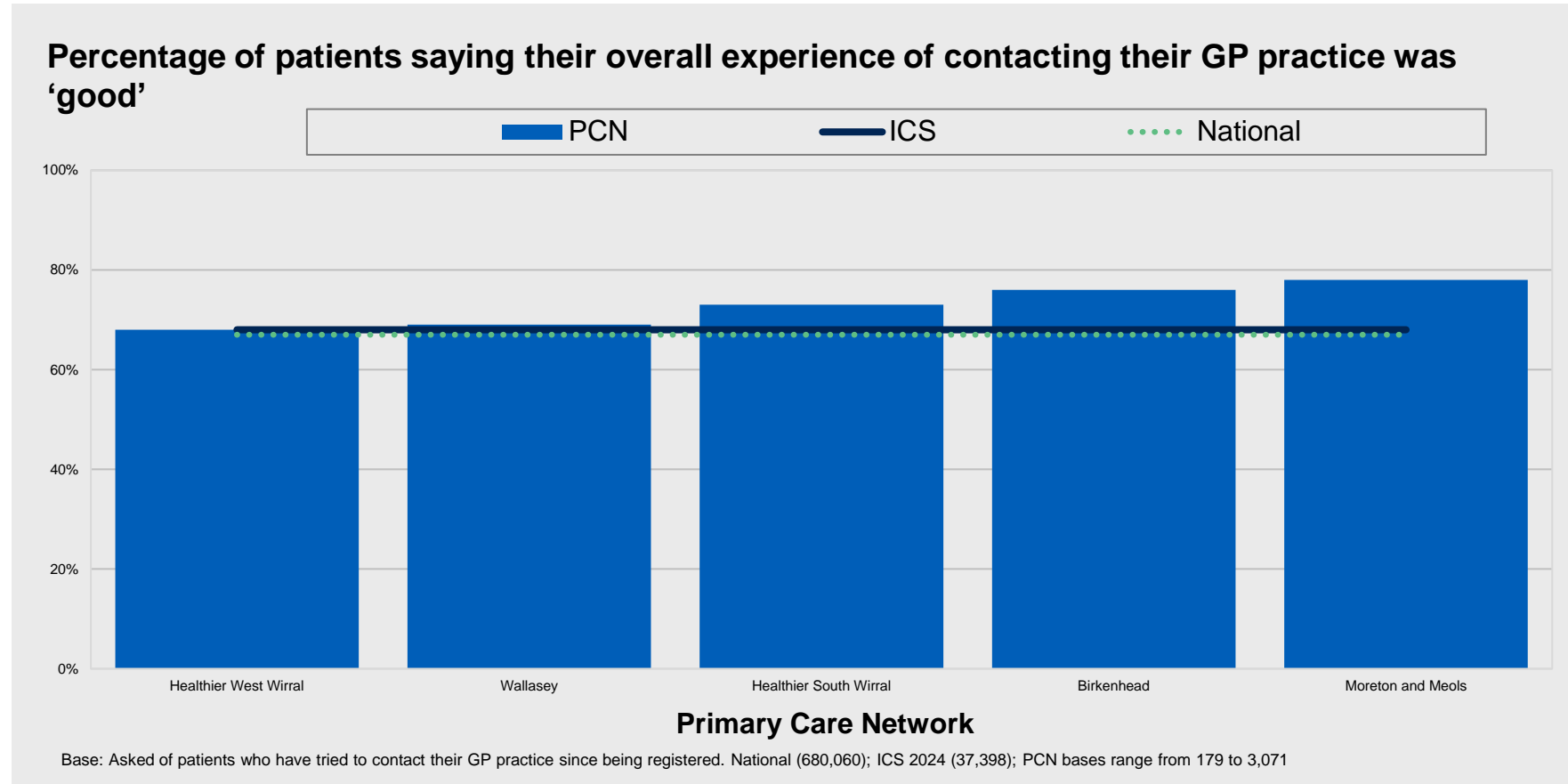
National Average - 93%

	Practice	Percentage
1	Civic Medical Centre	98%
2	Spital Surgery	96%
3	Orchard Surgery	95%
4	Eastham Group Practice	95%
5	Sunlight Group Practice	92%

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



Healthier South Wirral

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'

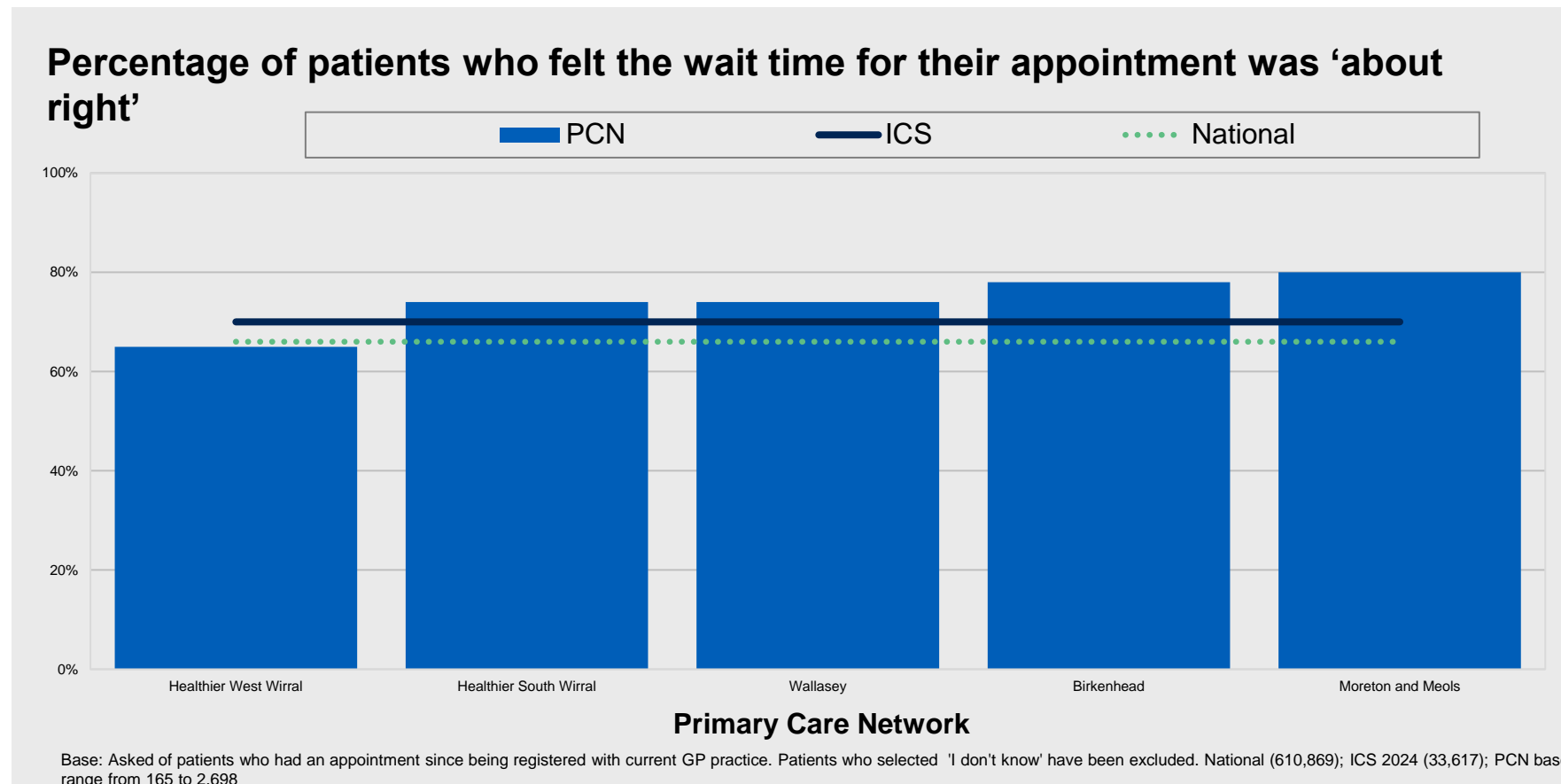
National Average - 67%

	Practice	Percentage
1	Spital Surgery	88%
2	Civic Medical Centre	84%
3	Orchard Surgery	74%
4	Sunlight Group Practice	65%
5	Eastham Group Practice	64%

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



Healthier South Wirral

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%

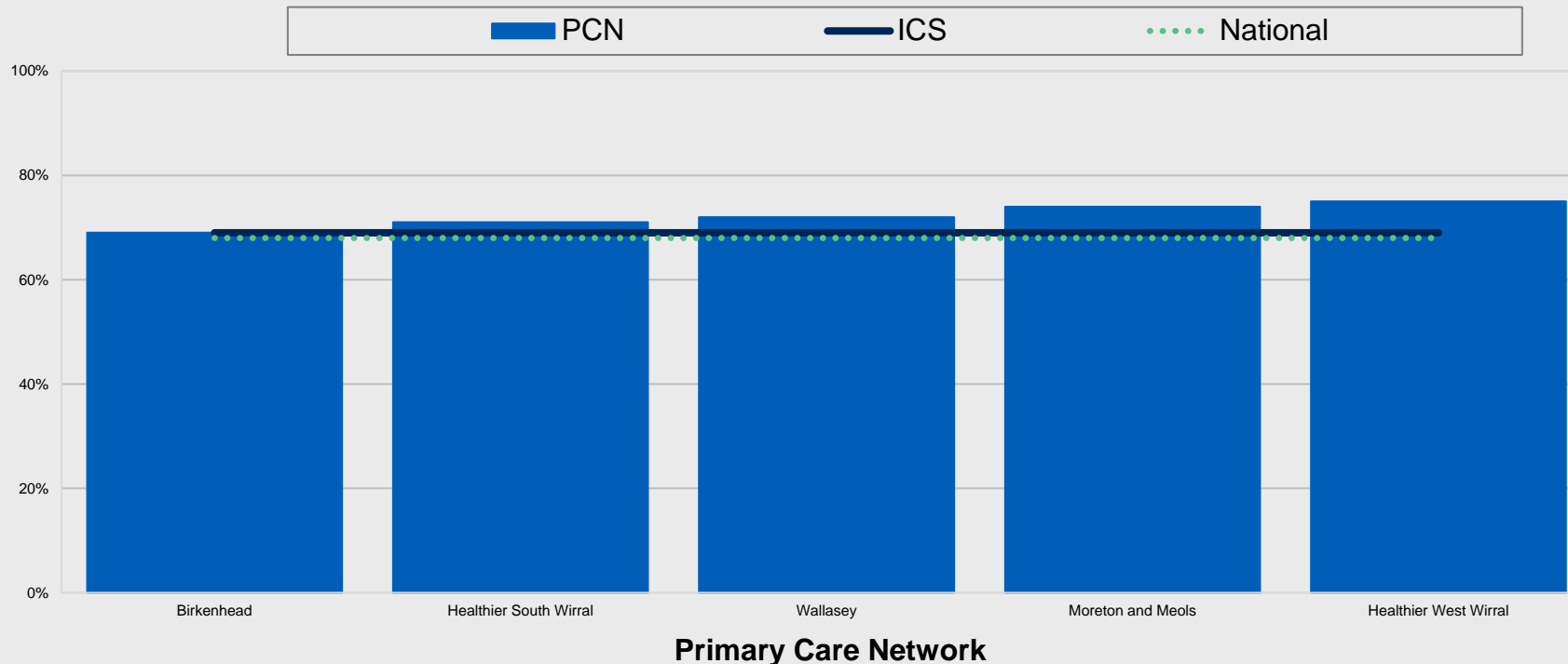
	Practice	Percentage
1	Spital Surgery	84%
2	Civic Medical Centre	80%
3	Eastham Group Practice	75%
4	Orchard Surgery	74%
5	Sunlight Group Practice	63%

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



Healthier South Wirral

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

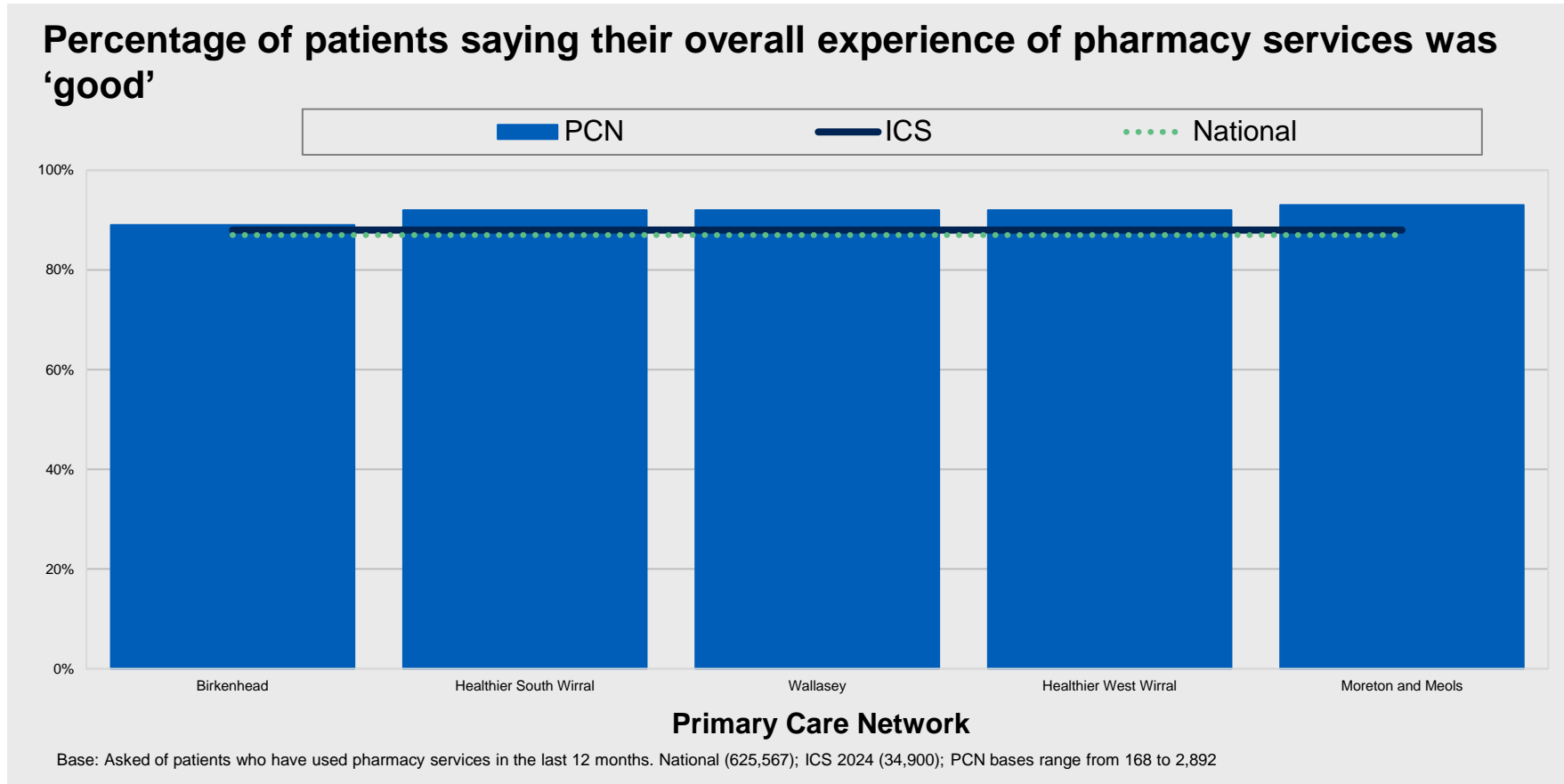
National Average - 68%

	Practice	Percentage
1	Orchard Surgery	84%
2	Spital Surgery	80%
3	Eastham Group Practice	71%
4	Civic Medical Centre	71%
5	Sunlight Group Practice	62%

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

