

Practice details

The Healthcare Centre

Flintoff Way, Deepdale, Preston PR1 5AF

P81067 Practice code

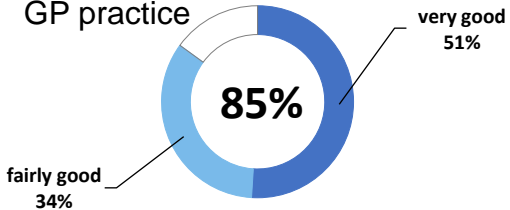
332 surveys sent out

126 surveys sent back

38% completion rate

Overall experience

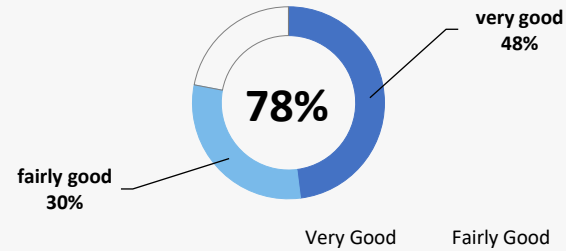
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	78%	47%	31%

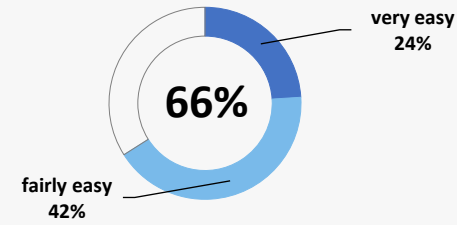
Accessing the practice

Good overall experience of contacting this GP practice



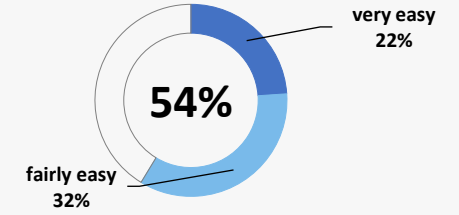
		Very Good	Fairly Good
National	67%	37%	30%
ICS	70%	40%	30%

Easy to contact this GP practice on the phone



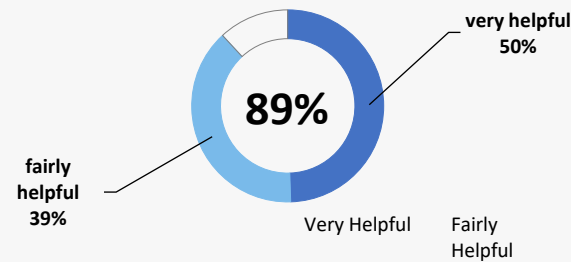
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	55%	22%	33%

Easy to contact this GP practice using their website



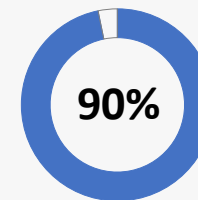
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	44%	19%	25%

Helpfulness of reception and administrative team at this practice



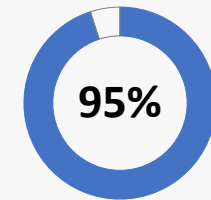
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	85%	46%	39%

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



		Yes, knew next step
National	83%	83%
ICS	84%	84%

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



		Yes, knew within two days
National	93%	93%
ICS	93%	93%

i 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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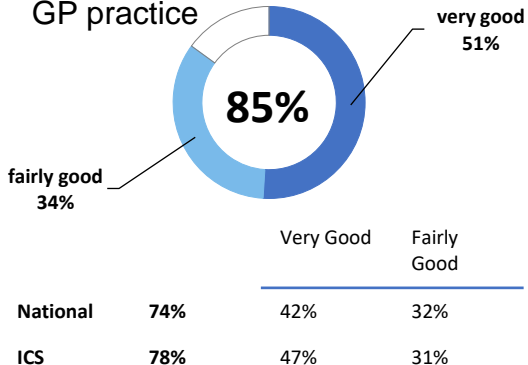
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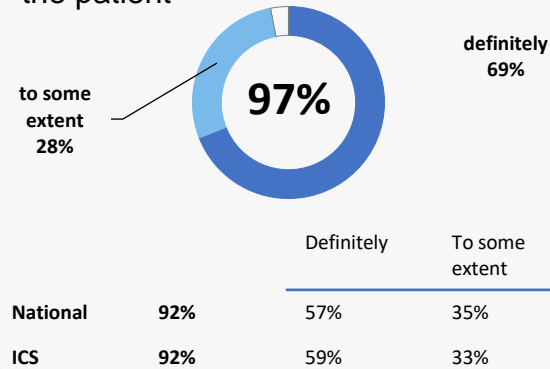
Overall experience

Good overall experience of this GP practice

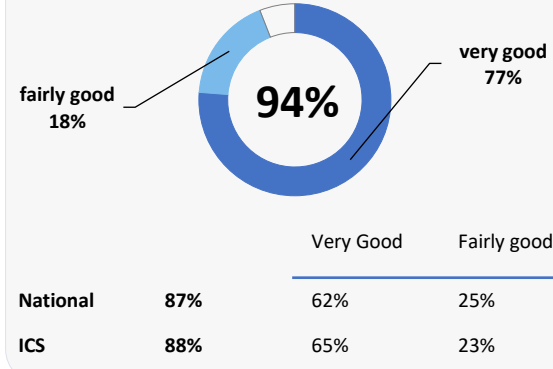


Experience at last appointment

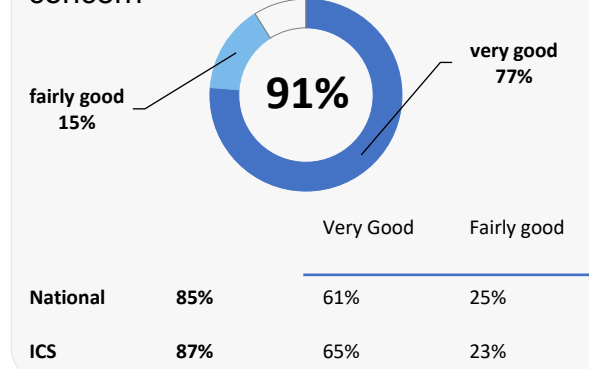
The healthcare professional had all the information they needed about the patient



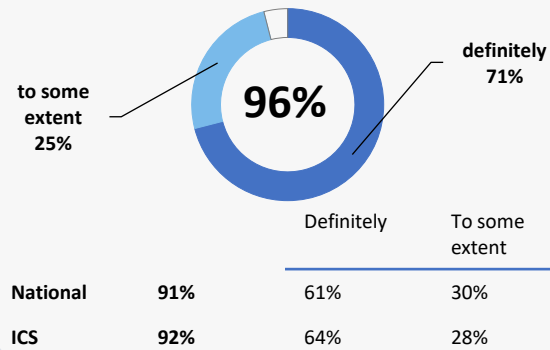
The healthcare professional was good at listening to the patient



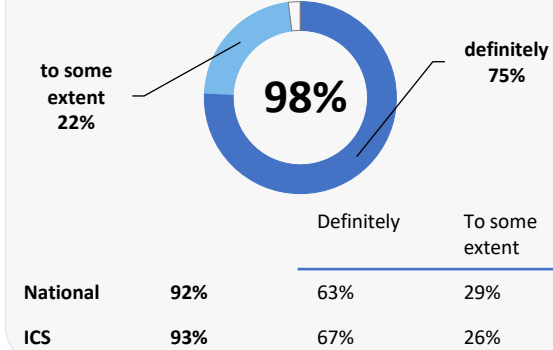
The healthcare professional was good at treating the patient with care and concern



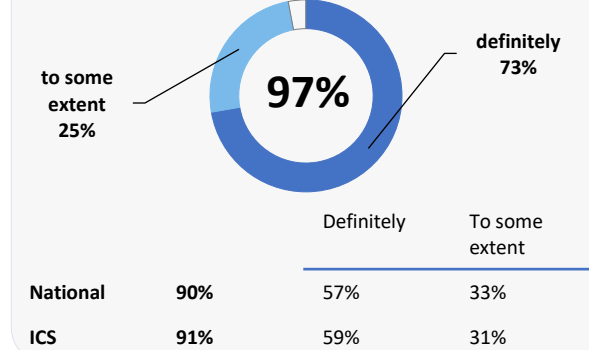
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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