

Practice details

Chapel Lane Surgery

13 Chapel Lane, Formby, Liverpool
L37 4DL

N84006 Practice code

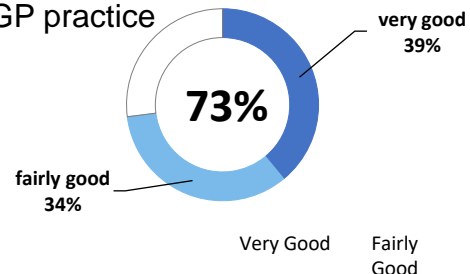
262 surveys sent out

107 surveys sent back

41% completion rate

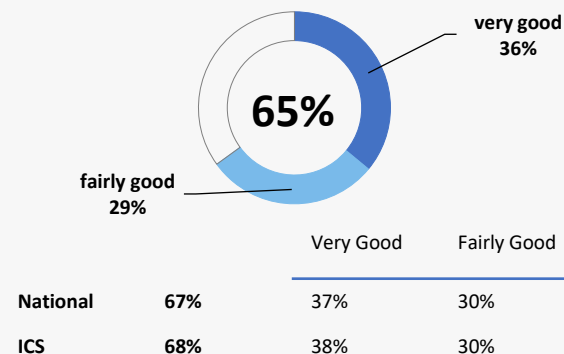
Overall experience

Good overall experience of this GP practice

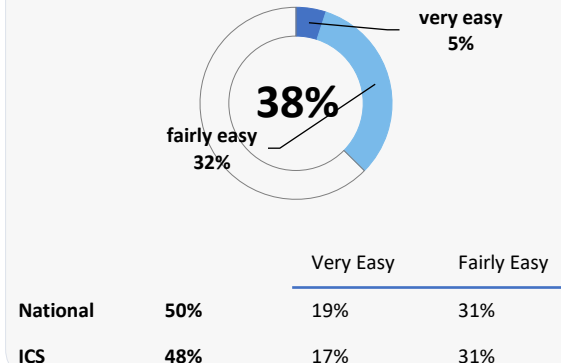


Accessing the practice

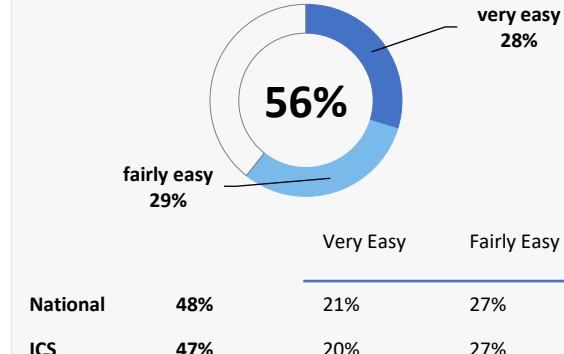
Good overall experience of contacting this GP practice



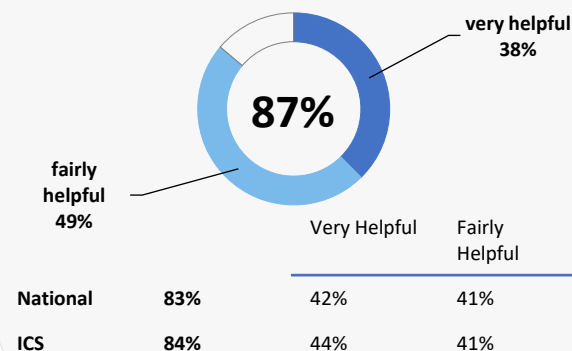
Easy to contact this GP practice on the phone



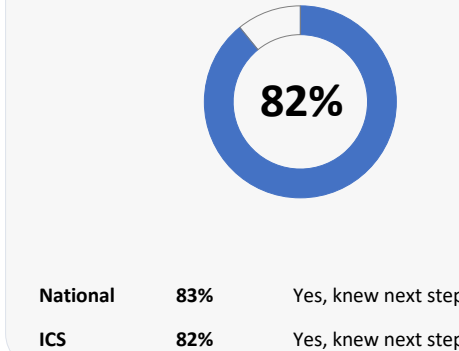
Easy to contact this GP practice using their website



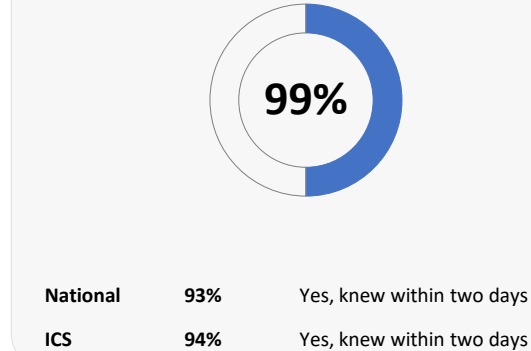
Helpfulness of reception and administrative team at this practice



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



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



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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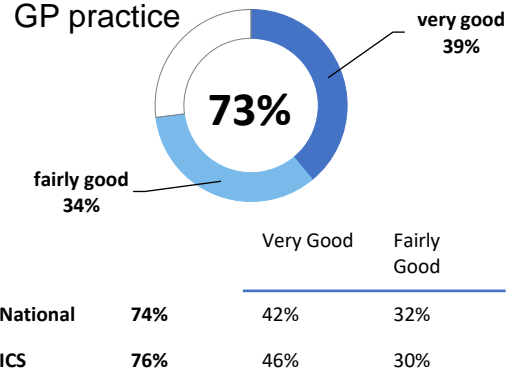
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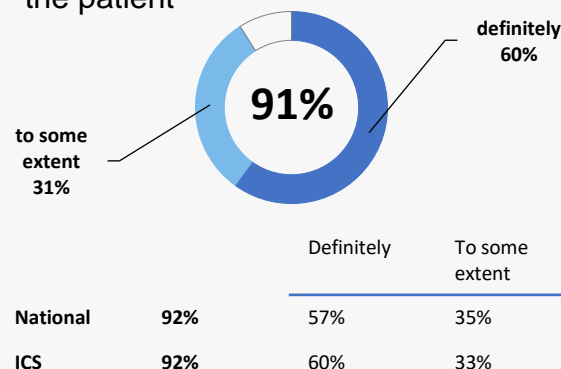
Overall experience

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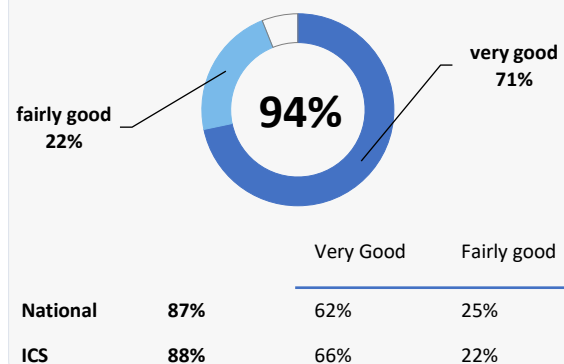


Experience at last appointment

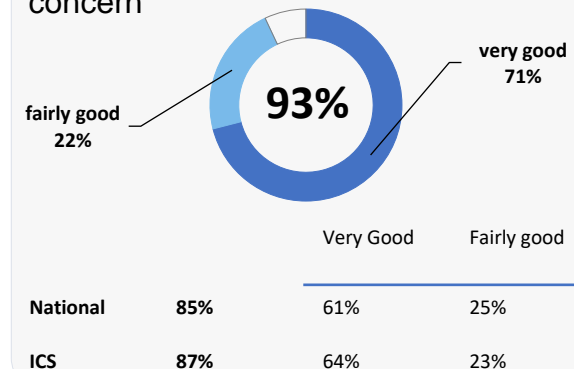
The healthcare professional had all the information they needed about the patient



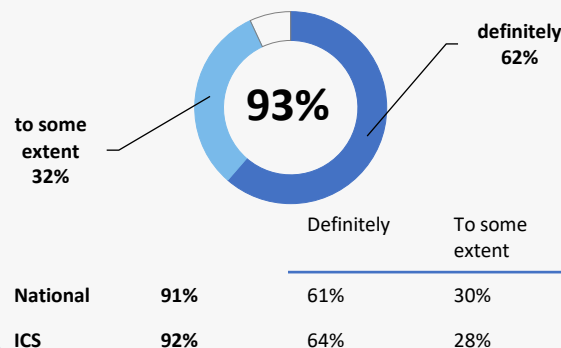
The healthcare professional was good at listening to the patient



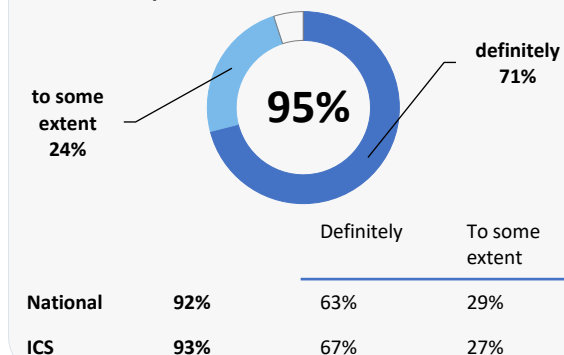
The healthcare professional was good at treating the patient with care and concern



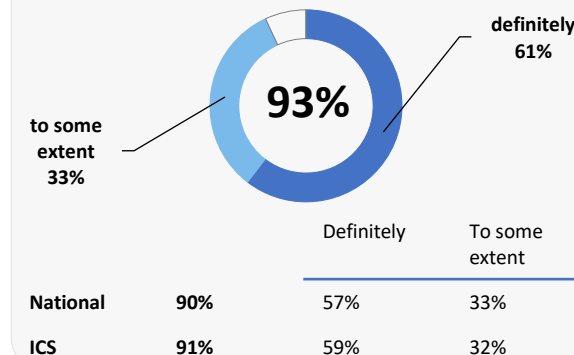
The patient was involved as much as they wanted to be in decisions about their care and treatment



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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