

## NHS Liverpool Patient Survey 2015

### Areas Where Comparison Could Be Made

#### A) OVERALL HOW WOULD YOU DESCRIBE YOUR EXPERIENCE OF YOUR GP SURGERY?

GREEN LANE		CCG		NATIONAL	
GOOD	POOR	GOOD	POOR	GOOD	POOR
88%	2%	87%	4%	85%	5%

#### B) HOW EASY IS IT TO GET THROUGH TO YOUR GP SURGERY ON THE PHONE?

GREEN LANE		CCG		NATIONAL	
EASY	NOT EASY	EASY	NOT EASY	EASY	NOT EASY
58%	14%	72%	24%	71%	26%

#### C) HOW HELPFUL DO YOU FIND THE RECEPTION TEAM

GREEN LANE		CCG		NATIONAL	
GOOD	POOR	GOOD	POOR	GOOD	POOR
90%	1%	88%	10%	87%	11%

#### D) DID YOU HAVE CONFIDENCE AND TRUST IN THE GP YOU SAW OR SPOKE TO?

GREEN LANE		CCG		NATIONAL	
YES	NO	YES	NO	YES	NO
91%	3%	92%	4%	92%	5%

#### E) DID YOU HAVE CONFIDENCE AND TRUST IN THE NURSE YOU SAW OR SPOKE TO?

GREEN LANE		CCG		NATIONAL	
YES	NO	YES	NO	YES	NO
93%	0%	80%	3%	85%	3%

The local and national surveys ask most questions in a different way and some questions asked on those surveys do not appear on our survey. To make a true comparison the following questions should be asked –