

Practice details

Parkside Surgery

Prestige Pk, Colne Rd, Burnley BB11 1PS

P81047 Practice code

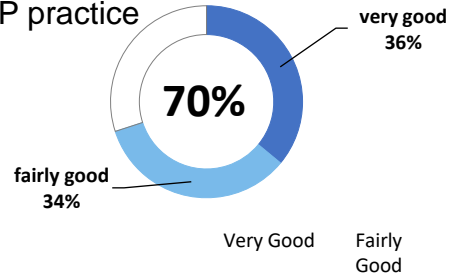
354 surveys sent out

119 surveys sent back

34% completion rate

Overall experience

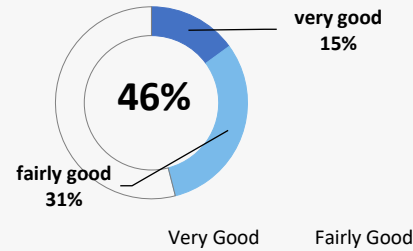
Good overall experience of this GP practice



	National	Very Good	Fairly Good
National	72%	38%	35%
ICS	74%	40%	35%

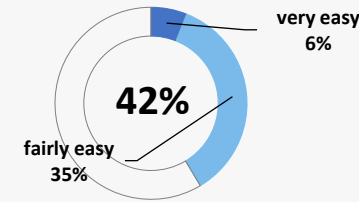
Accessing the practice

Good overall experience of making an appointment



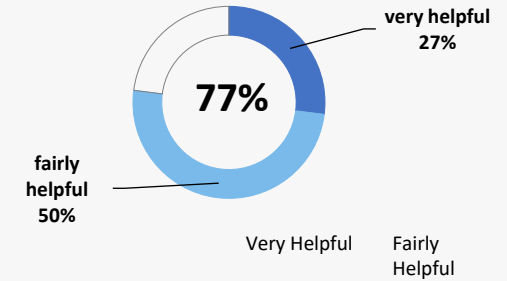
	National	Very Good	Fairly Good
National	56%	23%	33%
ICS	57%	26%	32%

Easy to get through to this GP practice by phone



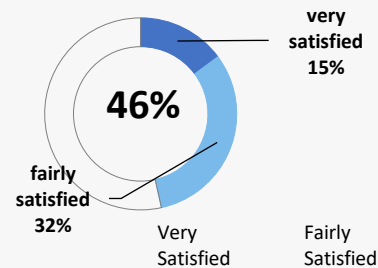
	National	Very Easy	Fairly Easy
National	53%	14%	38%
ICS	53%	15%	38%

Helpfulness of receptionists at this GP practice



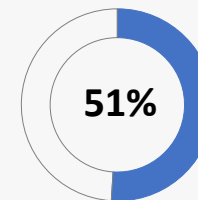
	National	Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	84%	40%	44%

Satisfied with the general practice appointment times available



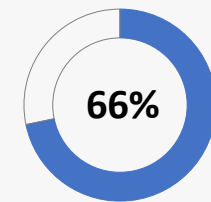
	National	Very Satisfied	Fairly Satisfied
National	55%	20%	35%
ICS	56%	21%	35%

Offered a choice of appointment when last tried to make a general practice appointment



	National	Offered a choice
National	59%	Offered a choice
ICS	59%	Offered a choice

Satisfied with the appointment offered



	National	Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	73%	Satisfied with the appointment

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

Practice details

Parkside Surgery

Prestige Pk, Colne Rd, Burnley BB11 1PS

P81047 Practice code

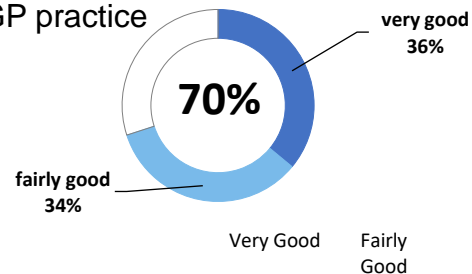
354 surveys sent out

119 surveys sent back

34% completion rate

Overall experience

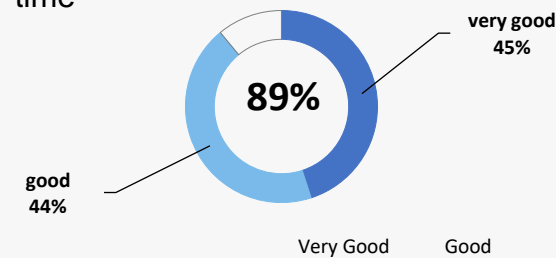
Good overall experience of this GP practice



	Very Good	Fairly Good
National	38%	35%
ICS	40%	35%

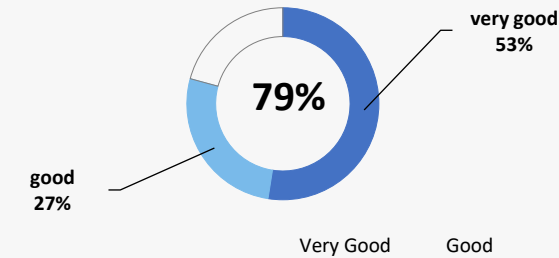
Appointment experience

The healthcare professional was good at giving the patient enough time



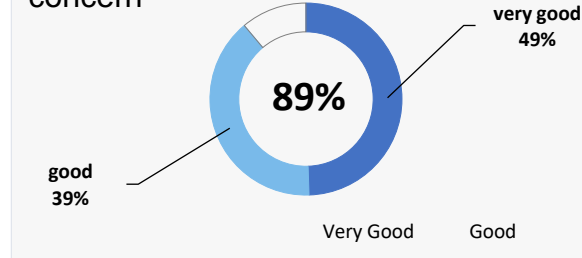
	Very Good	Good
National	48%	36%
ICS	51%	34%

The healthcare professional was good at listening to the patient



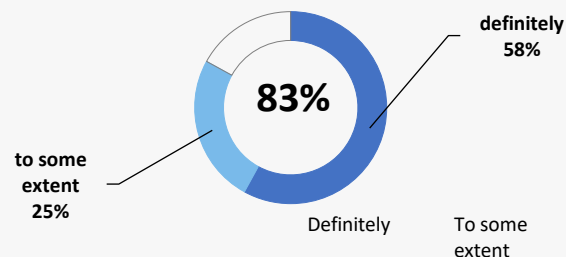
	Very Good	Good
National	49%	36%
ICS	52%	34%

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



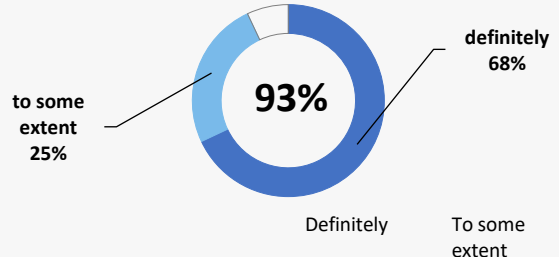
	Very Good	Good
National	49%	34%
ICS	53%	32%

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



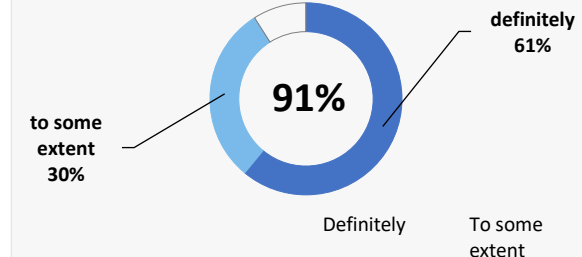
	Definitely	To some extent
National	56%	34%
ICS	57%	33%

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



	Definitely	To some extent
National	64%	29%
ICS	66%	27%

The patient's needs were met



	Definitely	To some extent
National	57%	34%
ICS	59%	33%

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