

Practice details

Lockstown Practice

Willenhall Medical Centre, Gomer Street, Willenhall WV13 2DR

M91021 Practice code

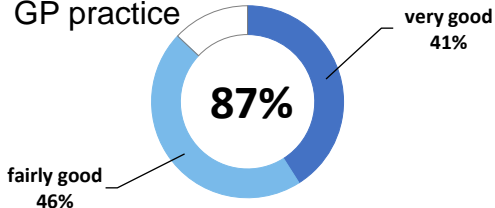
491 surveys sent out

95 surveys sent back

19% completion rate

Overall experience

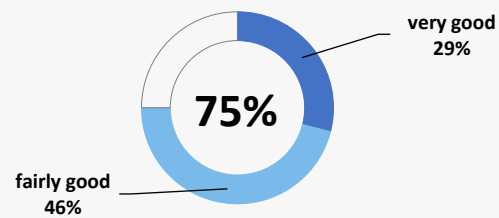
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	68%	37%	30%

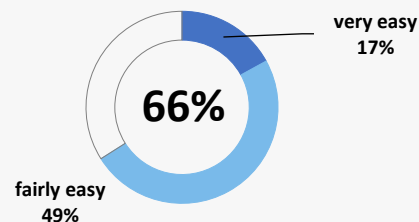
Accessing the practice

Good overall experience of contacting this GP practice



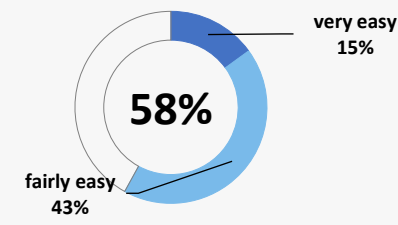
		Very Good	Fairly Good
National	67%	37%	30%
ICS	59%	31%	28%

Easy to contact this GP practice on the phone



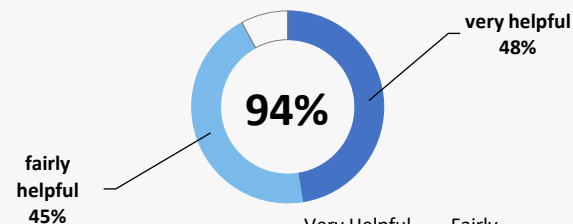
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	44%	17%	27%

Easy to contact this GP practice using their website



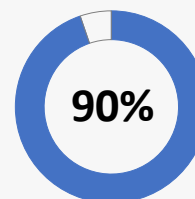
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	39%	18%	21%

Helpfulness of reception and administrative team at this practice



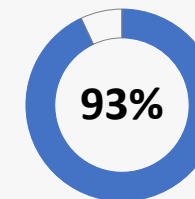
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	76%	37%	40%

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



National	83%	Yes, knew next step
ICS	76%	Yes, knew next step

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



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

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

Practice details

Lockstown Practice

Willenhall Medical Centre, Gomer Street, Willenhall WV13 2DR

M91021 Practice code

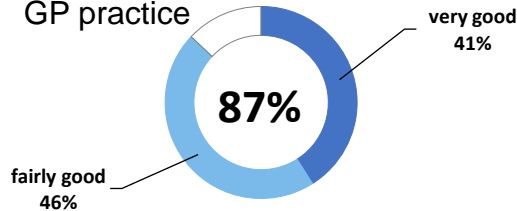
491 surveys sent out

95 surveys sent back

19% completion rate

Overall experience

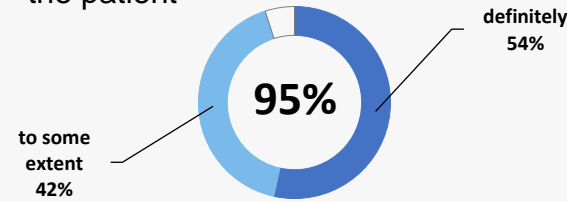
Good overall experience of this GP practice



	Very Good	Fairly Good
National	74%	42%
ICS	68%	37%

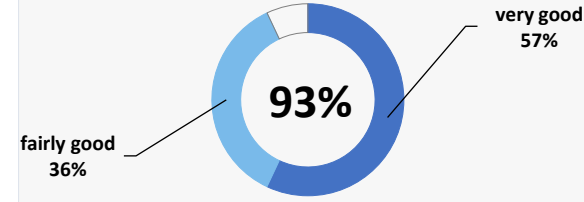
Experience at last appointment

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



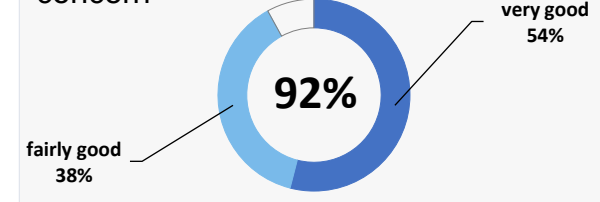
	Definitely	To some extent
National	92%	57%
ICS	90%	54%

The healthcare professional was good at listening to the patient



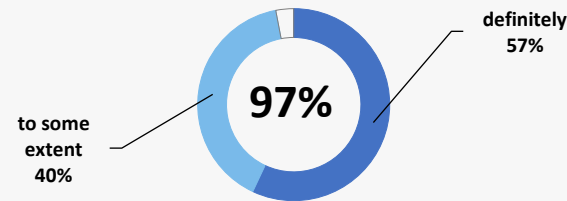
	Very Good	Fairly good
National	87%	62%
ICS	83%	56%

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



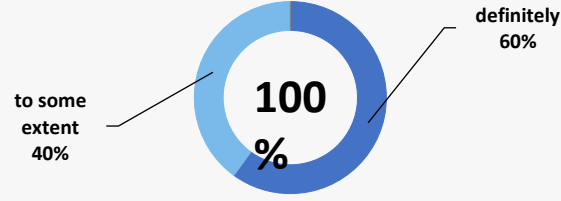
	Very Good	Fairly good
National	85%	61%
ICS	82%	55%

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



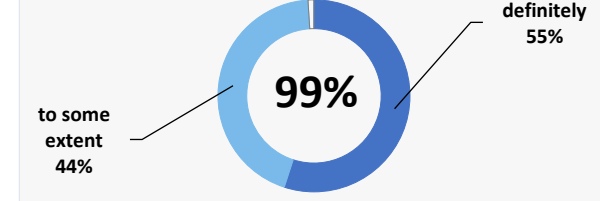
	Definitely	To some extent
National	91%	61%
ICS	89%	55%

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



	Definitely	To some extent
National	92%	63%
ICS	90%	58%

The patient's needs were met



	Definitely	To some extent
National	90%	57%
ICS	88%	52%

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