

## Practice details

### Littlefield Surgery

Freshney Green Pcc, Sorrel Road,  
Grimsby DN34 4GB

**B81091** Practice code

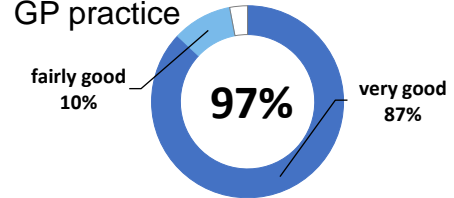
**325** surveys sent out

**122** surveys sent back

**38%** completion rate

## Overall experience

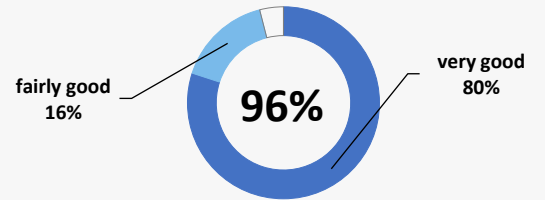
Good overall experience of this GP practice



		Very Good	Fairly Good
<b>National</b>	<b>74%</b>	42%	32%
<b>ICS</b>	<b>75%</b>	45%	31%

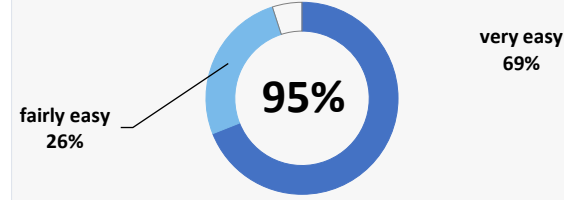
## Accessing the practice

Good overall experience of contacting this GP practice



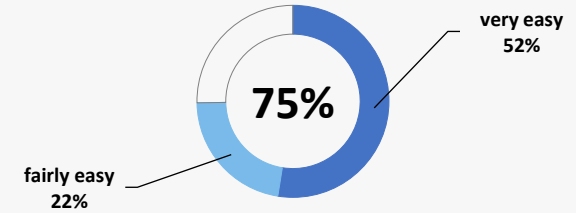
		Very Good	Fairly Good
<b>National</b>	<b>67%</b>	37%	30%
<b>ICS</b>	<b>69%</b>	39%	30%

Easy to contact this GP practice on the phone



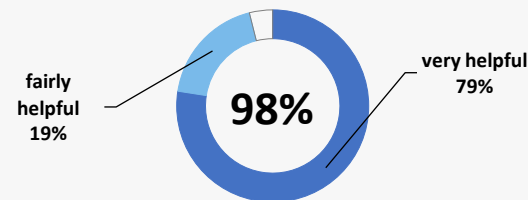
		Very Easy	Fairly Easy
<b>National</b>	<b>50%</b>	19%	31%
<b>ICS</b>	<b>51%</b>	20%	31%

Easy to contact this GP practice using their website



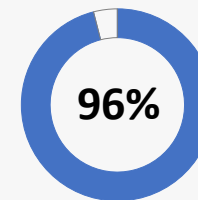
		Very Easy	Fairly Easy
<b>National</b>	<b>48%</b>	21%	27%
<b>ICS</b>	<b>52%</b>	22%	30%

Helpfulness of reception and administrative team at this practice



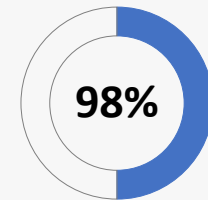
		Very Helpful	Fairly Helpful
<b>National</b>	<b>83%</b>	42%	41%
<b>ICS</b>	<b>84%</b>	44%	40%

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



		Yes, knew next step
<b>National</b>	<b>83%</b>	83%
<b>ICS</b>	<b>85%</b>	85%

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



		Yes, knew within two days
<b>National</b>	<b>93%</b>	93%
<b>ICS</b>	<b>93%</b>	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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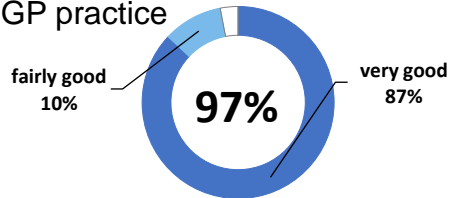
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## Overall experience

Good overall experience of this GP practice

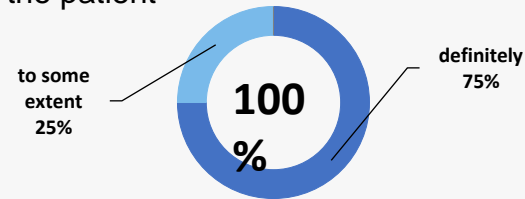


	Very Good	Fairly Good
National	74%	42%
ICS	75%	45%

	Very Good	Fairly Good
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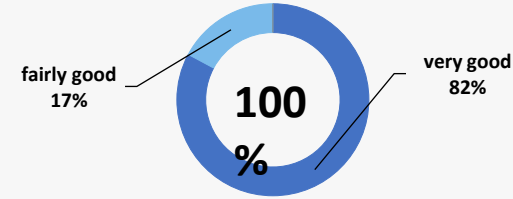
## Experience at last appointment

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



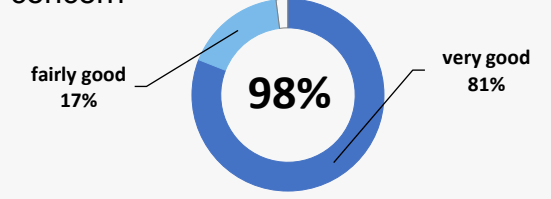
	Definitely	To some extent
National	92%	57%
ICS	92%	58%

The healthcare professional was good at listening to the patient



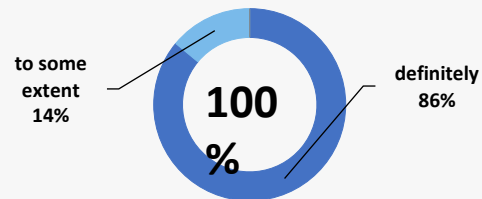
	Very Good	Fairly good
National	87%	62%
ICS	88%	64%

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



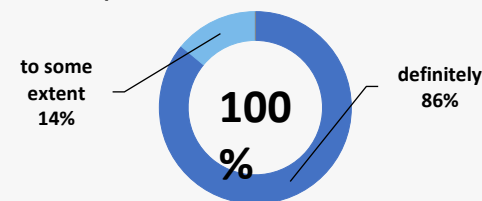
	Very Good	Fairly good
National	85%	61%
ICS	87%	63%

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



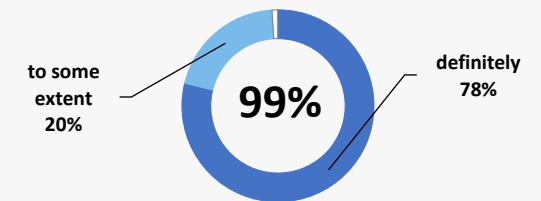
	Definitely	To some extent
National	91%	61%
ICS	91%	62%

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



	Definitely	To some extent
National	92%	63%
ICS	93%	65%

The patient's needs were met



	Definitely	To some extent
National	90%	57%
ICS	90%	58%

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