

Results from the 2018 survey

Whitley Road Medical Centre

1 Whitley Road, Collyhurst, M40 7QH

What this practice **does best**



99% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: 69% | National average: 70%



85% of respondents describe their experience of making an appointment as good

Local (CCG) average: 66% | National average: 69%



79% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 66% | National average: 66%

What this practice **could improve**



63% of respondents say they have had enough support in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 71% | National average: 79%



76% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 83% | National average: 87%



89% of respondents felt their needs were met during their last general practice appointment

Local (CCG) average: 93% | National average: 95%

Comparisons to the local (CCG) or national average may not be statistically significant.

**385**Surveys sent
out**111**Surveys sent
back**29%**Completion
rate

This website is being administered by Ipsos MORI, the survey provider for the GP Patient Survey

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