

GP PATIENT SURVEY



Whitley Road Medical Centre

Whitley Road Medical Ctr, 1 Whitley Road, Collyhurst, M40 7QH

What this practice does best

81% of respondents with a preferred GP usually get to see or speak to that GP
Local (CCG) average: 58% National average: 60%

95% of respondents find it easy to get through to this surgery by phone
Local (CCG) average: 73% National average: 73%

91% of respondents describe their experience of making an appointment as good
Local (CCG) average: 71% National average: 73%

What this practice could improve

94% of respondents had confidence and trust in the last GP they saw or spoke to
Local (CCG) average: 93% National average: 95%

99% of respondents had confidence and trust in the last nurse they saw or spoke to
Local (CCG) average: 96% National average: 97%

60% of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 57% National average: 65%

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



410
Surveys sent out



118
Surveys sent back



29%
Completion rate

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Showing responses about all questions from all patients

Showing weighted results ▼



95% find it easy to get through to this surgery by phone

Local (CCG) average: 73% | National average: 73%

Show breakdown +



91% find the receptionists at this surgery helpful

Local (CCG) average: 86% | National average: 87%

Show breakdown +



81% with a preferred GP usually get to see or speak to that GP

Local (CCG) average: 58% | National average: 60%

Show breakdown +



85% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 81% | National average: 85%

Show breakdown +



97% say the last appointment they got was convenient

Local (CCG) average: 90% | National average: 92%

Show breakdown +



91% describe their experience of making an appointment as good

Local (CCG) average: 71% | National average: 73%

Show breakdown +



60% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 57% | National average: 65%

Show breakdown



61% feel they don't normally have to wait too long to be seen

Local (CCG) average: 52% | National average: 58%

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92% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 84% | National average: 87%

Show breakdown



94% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 86% | National average: 89%

Show breakdown



91% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 84% | National average: 86%

Show breakdown



87% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 79% | National average: 81%

Show breakdown



92% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 83% | National average: 85%

Show breakdown



94% had confidence and trust in the last GP they saw or spoke to

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

Show breakdown



98% say the last nurse they saw or spoke to was good at giving them enough time

Show breakdown

Local (CCG) average: 91% | National average: 92%



98% say the last nurse they saw or spoke to was good at listening to them

Show breakdown

Local (CCG) average: 91% | National average: 91%



100% say the last nurse they saw or spoke to was good at explaining tests and treatments

Show breakdown

Local (CCG) average: 90% | National average: 90%



95% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Show breakdown

Local (CCG) average: 86% | National average: 85%



99% say the last nurse they saw or spoke to was good at treating them with care and concern

Show breakdown

Local (CCG) average: 89% | National average: 90%



99% had confidence and trust in the last nurse they saw or spoke to

Show breakdown

Local (CCG) average: 95% | National average: 97%



91% are satisfied with the surgery's opening hours

Show breakdown

Local (CCG) average: 76% | National average: 75%



92% describe their overall experience of this surgery as good

Show breakdown

Local (CCG) average: 82% | National average: 85%



88% would recommend this surgery to someone new to the area

Show breakdown

Local (CCG) average: 72% | National average: 78%



100% say it's easy to telephone the out-of-hours service

Local (CCG) average: 80% | National average: 77%

Show breakdown



62% feel they received out-of-hours care quickly

Local (CCG) average: 63% | National average: 61%

Show breakdown



100% had confidence and trust in the out-of-hours clinician they saw or spoke to

Local (CCG) average: 82% | National average: 81%

Show breakdown



94% describe their out-of-hours experience as good

Local (CCG) average: 76% | National average: 69%

Show breakdown

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