2021 GP Patient Survey

Source: GP Patient Survey

Care Homes Practice excluded from analysis

Top 5 practices
Bottom 5 practices

LOCAL GP SERVICES

Neighbourhood	Practice Code	Practice Name	Generally, how easy is it to get through to someone at your GP practice on the phone? (% Easy) 2021	How helpful do you find the receptionists at your GP practice? (% Helpful) 2021	How easy is it to use your GP practice's website to look for information or access services? (% Easy) 2021	How satisfied are you with the general practice appointment times that are available to you? (% Satisfied) 2021	Is there a particular GP you usually prefer to see or speak to? (% Yes) 2021	How often do you see or speak to your preferred GP when you would like to? (% See their preferred GP always, almost always or a lot of the time) 2021
Broughton	P87022	Mocha Parade Medical Practice	94.9%	99.2%	87.6%	73.6%	63.4%	63.4%
	P87026	Newbury Green Medical Practice	81.5%	84.6%	67.6%	68.6%	48.3%	27.1%
	P87648	Dr Davis's Medical Practice	63.4%	78.5%	61.3%	57.7%	70.2%	35.0%
	P87651	Limefield Medical Practice	38.3%	74.6%	54.3%	45.0%	80.8%	20.7%
	P87654	Lower Broughton 3	77.7%	93.5%	81.4%	73.4%	45.6%	40.1%
	Y02622	Blackfriars Medical Practice	74.8%	93.7%	77.0%	69.5%	27.9%	36.4%
Eccles and Irlam	P87020	St Andrew's Medical Practice	71.6%	85.4%	83.6%	76.4%	48.7%	39.8%
	P87024	Springfield Medical Practice	67.7%	87.4%	86.0%	65.7%	41.3%	28.3%
	P87610	Mosslands Medical Practice	53.6%	84.0%	49.2%	61.2%	64.7%	37.0%
	P87620	Monton Medical Practice	47.6%	87.1%	79.2%	67.0%	56.0%	55.7%
	P87649	Chapel Group Medical Centre	84.1%	93.1%	73.4%	67.3%	31.6%	53.7%
	P87657	Irlam Clinic	80.5%	95.1%	64.1%	79.3%	38.2%	47.9%
	Y00445	SPCT	52.2%	87.0%	79.0%	71.3%	42.7%	48.3%
Little Hulton and Walkden	P87008	Walkden Medical Centre	76.4%	89.4%	88.7%	68.9%	64.5%	43.1%
	P87017	The Limes Medical Practice	87.6%	91.1%	80.3%	70.8%	35.1%	38.1%
	P87028	The Gill Medical Practice	81.4%	95.5%	89.6%	73.3%	51.9%	62.0%
	P87613	Cleggs Lane Medical Practice	81.7%	95.3%	82.6%	74.3%	52.2%	71.1%
	P87618	Walkden Gateway Medical Practice	93.2%	93.3%	80.6%	75.3%	43.3%	-
	P87624	Ellenbrook Medical Practice	68.6%	72.6%	71.5%	44.6%	37.3%	35.4%
	P87625	Dearden Avenue Medical Practice	92.2%	88.8%	83.8%	76.8%	49.2%	46.7%
	P87627	Orchard Medical Practice	95.7%	98.3%	92.7%	89.9%	51.8%	67.3%
	P87630	Cherry Medical Practice	94.5%	94.0%	73.5%	75.7%	53.0%	64.7%
	P87661	Manchester Road East Medical Practice	95.6%	98.7%	91.0%	94.7%	78.2%	63.0%
Ordsall and Claremont	P87004	Salford Medical Practice	87.2%	92.6%	77.9%	77.1%	43.4%	54.5%
	P87015	Pendleton Medical Practice	81.7%	89.8%	83.2%	74.8%	48.9%	46.4%
	P87027	Langworthy Medical Practice	59.3%	78.1%	79.6%	68.2%	51.5%	32.5%
	P87032	Orient Road Medical Practice	91.4%	95.5%	81.6%	75.0%	42.4%	53.5%
	P87035	Ordsall Health Surgery	80.4%	86.0%	76.5%	86.0%	55.0%	55.0%
	P87040	Sorrel Group Practice	69.8%	92.5%	75.3%	78.5%	62.2%	51.2%
	P87634	Clarendon Surgery	90.8%	93.3%	88.5%	80.8%	42.0%	53.2%
	P87639	Cornerstone Medical Practice	82.7%	95.8%	82.0%	77.4%	31.4%	62.4%
	P87658	The Willows Medical Practice	85.6%	93.1%	82.6%	82.5%	45.6%	55.4%
	Y02767	The Height Medical Practice	69.3%	86.7%	57.2%	56.4%	36.0%	23.4%
Swinton	P87002	The Poplars Medical Practice	42.7%	90.0%	60.5%	71.5%	51.9%	30.2%
	P87016	The Sides Medical Practice	68.0%	92.7%	77.0%	66.1%	33.7%	47.8%
	P87019	Silverdale Medical Practice	86.7%	94.2%	83.1%	74.2%	48.2%	41.3%
	P87025	The Lakes Medical Practice	68.9%	80.3%	72.3%	61.1%	34.9%	31.4%
	Nat	**National**	**67.6%**	**88.7%**	**75.4%**	**67.0%**	**45.8%**	**45.2%**
	01G	**NHS Salford CCG**	**71.5%**	**88.6%**	**76.9%**	**70.8%**	**47.2%**	**42.9%**

MAKING AN APPOINTMENT

Practice Code	Practice Name	When would you have liked this appointment to be? 2021: On the same day	On the next day	A few days later	A week or more later	Were you satisfied with the type of appointment (or appointments) you were offered? 2021: Satisfied	Accepted appointments	What type of appointment did you get? 2021: Speak to someone on the phone	See someone at my GP practice	See someone at another GP location	To speak to someone online, eg video call	A home visit	How long after initially trying to book the appointment did the appointment take place? 2021: On the same day	On the next day	A few days later	A week or more later	Overall, how would you describe your experience of making an appointment? %Good 2021
P87022	Mocha Parade Medical Practice	31.5%	28.7%	13.8%	2.3%	87.1%	94.4%	36.8%	60.8%	1.1%	1.3%	0.0%	31.2%	28.2%	30.2%	3.3%	88.4%
P87026	Newbury Green Medical Practice	36.1%	26.5%	19.1%	3.8%	85.6%	97.3%	41.9%	56.8%	0.6%	0.7%	0.0%	30.9%	10.8%	27.0%	22.2%	75.4%
P87648	Dr Davis's Medical Practice	65.4%	7.0%	9.0%	0.0%	73.5%	93.8%	47.9%	48.8%	0.0%	1.7%	1.6%	40.3%	13.2%	26.1%	4.5%	57.3%
P87651	Limefield Medical Practice	59.3%	6.8%	14.3%	2.9%	67.9%	95.7%	54.8%	44.4%	0.8%	0.0%	0.0%	29.6%	5.5%	21.2%	32.8%	41.0%
P87654	Lower Broughton 3	31.0%	21.7%	21.7%	0.8%	85.2%	96.2%	43.5%	51.7%	4.9%	0.0%	0.0%	16.5%	12.6%	40.0%	24.5%	68.8%
Y02622	Blackfriars Medical Practice	24.5%	22.5%	21.6%	1.8%	77.5%	94.5%	40.5%	47.5%	1.3%	10.7%	0.0%	20.8%	11.6%	40.2%	15.9%	72.9%
P87020	St Andrew's Medical Practice	38.8%	19.4%	16.0%	1.1%	75.4%	90.8%	47.8%	50.3%	0.0%	1.4%	0.6%	37.2%	10.8%	31.0%	19.8%	70.0%
P87024	Springfield Medical Practice	37.5%	23.3%	14.8%	-	79.9%	99.4%	59.6%	39.6%	0.0%	0.9%	0.0%	32.9%	16.1%	30.2%	12.1%	67.1%
P87610	Mosslands Medical Practice	41.4%	13.0%	19.5%	3.9%	85.7%	99.5%	49.1%	49.2%	0.0%	1.1%	0.6%	40.2%	18.2%	26.7%	12.9%	73.4%
P87620	Monton Medical Practice	26.8%	16.8%	25.4%	4.6%	76.7%	96.1%	54.0%	40.0%	1.5%	4.1%	*	12.9%	15.3%	44.1%	22.0%	62.6%
P87649	Chapel Group Medical Centre	20.2%	19.7%	22.2%	6.4%	79.2%	97.5%	42.4%	52.8%	0.0%	4.7%	0.0%	18.5%	10.6%	27.7%	33.1%	68.2%
P87657	Irlam Clinic	49.8%	10.6%	12.9%	0.0%	89.3%	97.8%	45.8%	50.3%	3.8%	0.0%	0.0%	42.3%	14.6%	28.8%	11.1%	83.1%
Y00445	SPCT	36.9%	24.0%	18.0%	3.5%	83.1%	100.0%	45.4%	53.0%	0.0%	0.7%	1.0%	23.0%	28.2%	30.5%	8.4%	62.4%
P87008	Walkden Medical Centre	47.8%	14.8%	16.8%	1.3%	75.4%	98.7%	57.3%	34.9%	1.7%	4.0%	2.1%	35.4%	11.9%	22.9%	26.9%	72.8%
P87017	The Limes Medical Practice	28.3%	23.0%	20.7%	7.3%	77.1%	96.6%	41.6%	55.8%	1.7%	0.5%	*	20.1%	14.7%	39.4%	17.4%	76.9%
P87028	The Gill Medical Practice	25.3%	19.2%	25.5%	1.9%	83.8%	94.9%	57.3%	40.9%	0.6%	1.2%	0.0%	14.9%	8.8%	26.1%	38.7%	76.8%
P87613	Cleggs Lane Medical Practice	36.7%	17.7%	17.6%	1.7%	76.8%	98.5%	48.2%	42.2%	3.4%	6.2%	0.0%	30.4%	18.3%	32.4%	9.1%	75.8%
P87618	Walkden Gateway Medical Practice	17.7%	16.8%	30.5%	2.9%	84.0%	98.9%	49.7%	50.3%	0.0%	0.0%	0.0%	10.2%	8.0%	47.4%	20.8%	84.4%
P87624	Ellenbrook Medical Practice	33.1%	19.4%	21.3%	1.7%	72.7%	97.8%	59.6%	35.3%	0.6%	4.5%	0.0%	29.0%	19.7%	26.1%	20.3%	52.4%
P87625	Dearden Avenue Medical Practice	35.7%	26.3%	14.2%	-	81.0%	99.6%	49.0%	49.1%	1.3%	0.0%	0.5%	32.6%	22.3%	30.9%	8.1%	80.2%
P87627	Orchard Medical Practice	24.7%	18.5%	18.2%	2.2%	96.3%	100.0%	47.2%	49.0%	1.5%	2.2%	0.0%	25.2%	22.9%	37.0%	10.5%	92.9%
P87630	Cherry Medical Practice	48.2%	21.4%	6.7%	2.2%	86.9%	100.0%	49.9%	48.9%	1.2%	0.0%	0.0%	43.8%	8.8%	28.6%	7.3%	84.4%
P87661	Manchester Road East Medical Practice	38.9%	20.6%	10.9%	0.0%	91.6%	98.9%	48.9%	50.3%	0.0%	0.8%	0.0%	51.0%	21.4%	17.4%	3.4%	96.8%
P87004	Salford Medical Practice	29.3%	22.2%	19.4%	0.6%	82.0%	98.4%	60.7%	37.2%	0.6%	0.0%	1.4%	33.5%	22.1%	31.3%	7.3%	79.4%
P87015	Pendleton Medical Practice	43.6%	12.4%	17.1%	4.3%	84.2%	98.9%	52.2%	46.6%	0.6%	-	0.0%	40.1%	17.0%	21.9%	11.2%	76.2%
P87027	Langworthy Medical Practice	26.8%	10.4%	33.9%	2.8%	74.0%	97.5%	38.3%	48.6%	1.4%	8.9%	2.9%	29.9%	15.1%	26.3%	21.5%	66.3%
P87032	Orient Road Medical Practice	24.4%	21.7%	21.4%	7.2%	79.4%	98.9%	46.6%	51.6%	1.9%	0.0%	0.0%	23.7%	15.1%	27.0%	29.6%	73.3%
P87035	Ordsall Health Surgery	39.7%	17.6%	16.0%	2.2%	89.0%	98.2%	36.0%	56.9%	0.0%	7.1%	0.0%	26.8%	11.6%	43.1%	8.6%	85.9%
P87040	Sorrel Group Practice	36.4%	17.2%	20.4%	1.1%	84.5%	98.0%	40.2%	55.4%	0.5%	2.9%	1.0%	26.2%	17.2%	32.8%	14.6%	75.4%
P87634	Clarendon Surgery	51.1%	11.8%	5.7%	1.7%	93.6%	100.0%	44.0%	52.7%	2.9%	-	0.0%	67.5%	15.1%	9.2%	2.9%	88.8%
P87639	Cornerstone Medical Practice	44.2%	20.5%	12.6%	0.8%	91.6%	99.6%	51.0%	46.4%	1.2%	1.5%	0.0%	33.9%	6.1%	32.0%	14.3%	79.6%
P87658	The Willows Medical Practice	32.2%	18.3%	23.2%	2.8%	87.2%	97.1%	48.3%	48.6%	2.7%	-	0.0%	27.7%	20.9%	40.9%	9.5%	83.1%
Y02767	The Height Medical Practice	48.2%	15.2%	14.3%	1.3%	66.4%	98.7%	54.2%	37.5%	3.7%	4.6%	0.0%	25.6%	15.6%	32.0%	21.3%	55.2%
P87002	The Poplars Medical Practice	42.5%	21.6%	13.6%	1.7%	83.3%	96.3%	30.3%	69.2%	0.0%	0.0%	-	50.1%	7.8%	26.8%	10.1%	65.8%
P87016	The Sides Medical Practice	42.5%	21.1%	12.9%	1.7%	85.6%	99.6%	49.5%	48.7%	-	1.3%	0.0%	37.0%	14.7%	19.1%	19.0%	70.3%
P87019	Silverdale Medical Practice	38.2%	14.9%	20.7%	0.9%	77.3%	96.8%	39.0%	56.7%	0.8%	1.3%	2.2%	34.0%	15.0%	21.4%	25.1%	81.9%
P87025	The Lakes Medical Practice	40.2%	18.1%	14.1%	2.2%	81.9%	97.6%	36.4%	55.7%	4.5%	3.5%	0.0%	30.4%	15.4%	23.5%	25.0%	68.8%
Nat	**National**	**37.6%**	**15.8%**	**17.9%**	**2.5%**	**81.7%**	**97.5%**	**46.9%**	**47.5%**	**2.5%**	**2.6%**	**0.0%**	**35.0%**	**13.6%**	**27.5%**	**16.0%**	**70.6%**
01G	**NHS Salford CCG**	**36.4%**	**18.4%**	**18.8%**	**2.4%**	**81.4%**	**97.6%**	**45.6%**	**49.8%**	**1.2%**	**2.7%**	**0.6%**	**30.9%**	**15.0%**	**29.2%**	**17.6%**	**72.0%**

YOUR LAST APPOINTMENT / OVERALL EXPERIENCE / YOUR HEALTH

Practice Code	Practice Name	Who was your last general practice appointment with? 2021: A GP	A nurse	A general practice pharmacist	A mental health professional	Another healthcare professional	Last time you had a general practice appointment, how good was the healthcare professional at each of the following?: 2021: Treating you with care and concern % Good	Giving you enough time % Good	Listening to you % Good	During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had? % Yes 2021	During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? % Yes 2021	During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? % Yes 2021	Thinking about the reason for your last general practice appointment, were your needs met? % Yes 2021	OVERALL EXPERIENCE: Overall, how would you describe your experience of your GP practice? % Good 2021	YOUR HEALTH: How confident are you that you can manage any issues arising from your condition (or conditions)? % Confident 2021	YOUR HEALTH: In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? % Yes 2021
P87022	Mocha Parade Medical Practice	62.4%	34.6%	0.0%	2.0%	1.0%	91.2%	93.6%	91.9%	89.8%	90.5%	96.7%	96.1%	91.3%	74.3%	81.7%
P87026	Newbury Green Medical Practice	68.4%	25.5%	0.0%	1.5%	2.1%	85.3%	90.4%	94.3%	90.9%	94.7%	96.5%	95.3%	80.9%	73.0%	51.7%
P87648	Dr Davis's Medical Practice	80.5%	11.8%	0.0%	0.0%	5.0%	91.5%	90.2%	95.6%	95.2%	96.4%	100.0%	99.3%	71.2%	87.7%	81.8%
P87651	Limefield Medical Practice	66.7%	14.9%	8.1%	0.0%	3.1%	91.6%	92.9%	94.9%	92.9%	96.7%	97.1%	92.6%	71.1%	86.9%	71.0%
P87654	Lower Broughton 3	70.4%	24.5%	0.0%	0.0%	0.5%	88.6%	86.8%	89.9%	87.0%	90.4%	95.7%	98.0%	85.0%	64.2%	65.5%
Y02622	Blackfriars Medical Practice	55.2%	26.5%	4.2%	0.0%	4.4%	82.3%	94.2%	94.2%	94.9%	92.3%	98.8%	93.9%	80.2%	79.9%	78.5%
P87020	St Andrew's Medical Practice	73.9%	20.7%	0.5%	0.5%	3.9%	89.5%	91.8%	89.9%	87.1%	91.5%	95.6%	94.4%	87.6%	77.1%	74.6%
P87024	Springfield Medical Practice	66.5%	28.7%	0.0%	0.0%	0.0%	80.1%	84.3%	89.6%	80.2%	86.4%	94.8%	90.9%	83.8%	79.3%	79.5%
P87610	Mosslands Medical Practice	56.7%	35.9%	*	0.0%	*	90.3%	84.0%	87.5%	80.7%	87.1%	91.6%	94.3%	82.4%	78.2%	61.0%
P87620	Monton Medical Practice	62.2%	31.6%	0.0%	0.9%	3.0%	90.6%	91.5%	90.3%	92.8%	95.6%	94.6%	92.6%	76.9%	70.7%	71.7%
P87649	Chapel Group Medical Centre	62.9%	33.6%	*	0.0%	0.9%	82.2%	80.6%	81.9%	81.8%	87.0%	88.9%	92.1%	80.7%	79.6%	84.5%
P87657	Irlam Clinic	62.6%	34.6%	0.0%	0.0%	2.1%	87.3%	87.6%	86.5%	85.5%	93.4%	97.1%	95.3%	89.2%	81.6%	78.3%
Y00445	SPCT	55.9%	30.3%	0.0%	0.6%	3.8%	94.5%	92.7%	93.9%	91.6%	93.3%	94.8%	97.0%	77.6%	65.2%	75.5%
P87008	Walkden Medical Centre	56.5%	35.4%	1.6%	0.0%	2.2%	95.1%	95.5%	92.9%	95.1%	93.9%	96.1%	93.7%	87.4%	79.1%	71.2%
P87017	The Limes Medical Practice	44.6%	45.3%	2.0%	0.0%	3.1%	87.0%	84.7%	84.7%	82.6%	91.8%	93.0%	93.3%	82.2%	74.8%	72.1%
P87028	The Gill Medical Practice	62.3%	32.8%	2.1%	0.0%	1.2%	96.2%	96.5%	97.1%	92.7%	96.9%	99.4%	100.0%	89.2%	85.7%	73.0%
P87613	Cleggs Lane Medical Practice	61.8%	27.8%	1.1%	1.2%	4.6%	78.1%	83.0%	82.0%	85.2%	89.1%	89.2%	89.1%	79.8%	69.3%	72.2%
P87618	Walkden Gateway Medical Practice	62.2%	31.7%	0.0%	3.3%	1.1%	90.0%	86.2%	85.8%	84.9%	88.7%	91.5%	92.9%	80.0%	79.1%	64.5%
P87624	Ellenbrook Medical Practice	77.3%	18.9%	0.0%	0.0%	3.9%	95.8%	93.8%	93.8%	85.7%	96.8%	96.8%	94.1%	77.6%	78.4%	62.0%
P87625	Dearden Avenue Medical Practice	58.6%	34.7%	1.8%	0.0%	2.4%	89.8%	87.1%	91.1%	96.8%	95.9%	97.5%	96.7%	86.5%	74.0%	62.4%
P87627	Orchard Medical Practice	72.6%	24.4%	*	0.0%	0.8%	88.6%	90.7%	91.0%	97.5%	96.6%	97.9%	99.1%	95.0%	95.6%	94.1%
P87630	Cherry Medical Practice	59.9%	36.5%	0.0%	0.0%	1.7%	90.9%	87.7%	89.4%	80.4%	90.7%	98.7%	93.3%	91.5%	85.4%	73.2%
P87661	Manchester Road East Medical Practice	64.7%	32.0%	0.0%	0.0%	0.6%	92.7%	95.2%	90.2%	84.9%	89.8%	98.6%	95.9%	89.4%	78.9%	70.8%
P87004	Salford Medical Practice	54.6%	41.3%	*	0.0%	3.0%	88.1%	91.6%	87.7%	83.2%	88.6%	95.6%	94.1%	83.8%	85.4%	60.9%
P87015	Pendleton Medical Practice	59.2%	30.2%	*	0.0%	6.8%	92.3%	94.9%	93.9%	88.0%	90.0%	96.5%	97.1%	88.0%	76.0%	69.0%
P87027	Langworthy Medical Practice	62.7%	30.7%	1.0%	0.0%	2.5%	84.6%	81.1%	78.0%	73.7%	85.3%	93.4%	91.8%	71.4%	79.5%	69.0%
P87032	Orient Road Medical Practice	62.2%	33.1%	0.5%	2.0%	0.0%	93.9%	89.5%	92.0%	90.0%	93.6%	96.9%	93.8%	91.8%	84.7%	79.6%
P87035	Ordsall Health Surgery	76.3%	17.6%	0.0%	0.0%	2.6%	96.2%	96.6%	99.6%	88.1%	98.4%	98.0%	92.5%	86.6%	80.9%	84.2%
P87040	Sorrel Group Practice	62.1%	34.7%	0.0%	0.0%	*	88.7%	94.4%	90.0%	82.2%	94.1%	95.6%	95.2%	91.0%	78.5%	72.7%
P87634	Clarendon Surgery	61.5%	30.1%	0.9%	2.2%	3.9%	96.3%	98.1%	98.6%	93.1%	94.9%	99.6%	96.1%	92.8%	54.4%	77.4%
P87639	Cornerstone Medical Practice	65.7%	32.3%	0.0%	0.0%	*	95.8%	91.8%	94.6%	97.2%	97.9%	97.7%	95.7%	88.6%	83.4%	61.9%
P87658	The Willows Medical Practice	61.5%	33.7%	*	0.0%	2.6%	87.2%	88.4%	87.9%	85.1%	87.5%	93.6%	90.4%	86.4%	80.1%	69.4%
Y02767	The Height Medical Practice	55.7%	31.7%	0.0%	2.3%	6.9%	76.1%	77.9%	80.0%	73.5%	77.3%	83.6%	84.0%	71.4%	59.4%	53.6%
P87002	The Poplars Medical Practice	58.8%	32.0%	0.0%	1.6%	5.6%	92.6%	92.2%	90.6%	87.4%	93.1%	96.2%	95.5%	83.3%	75.6%	65.9%
P87016	The Sides Medical Practice	74.6%	21.6%	*	0.0%	1.3%	87.7%	91.0%	90.7%	81.3%	91.8%	95.1%	94.1%	88.7%	83.3%	69.5%
P87019	Silverdale Medical Practice	56.6%	34.1%	1.3%	1.7%	3.2%	96.6%	95.4%	95.4%	95.2%	96.3%	98.4%	97.6%	94.6%	83.6%	72.8%
P87025	The Lakes Medical Practice	62.3%	21.3%	0.0%	1.9%	2.5%	89.6%	91.8%	93.7%	83.5%	94.4%	98.4%	98.3%	84.9%	72.1%	63.1%
Nat	**National**	**64.2%**	**27.6%**	**0.7%**	**0.0%**	**3.4%**	**88.4%**	**88.7%**	**89.4%**	**86.0%**	**92.9%**	**95.6%**	**94.0%**	**83.0%**	**83.0%**	**73.6%**
01G	**NHS Salford CCG**	**63.1%**	**29.1%**	**0.7%**	**0.6%**	**2.6%**	**89.5%**	**90.2%**	**90.6%**	**86.8%**	**92.0%**	**95.6%**	**94.5%**	**83.5%**	**76.3%**	**70.8%**