



**Flixton Road
Medical Centre**

GP Patient Survey

July 2023



Practice details

Flixton Road Medical Centre

Flixton Road Medical Ctr, 132 Flixton Road, Urmston M41 5BG

P91029 Practice code

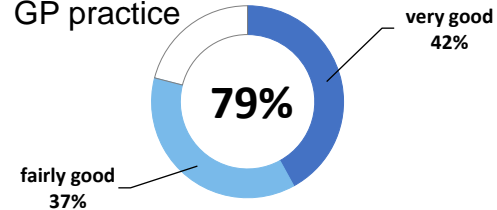
402 surveys sent out

123 surveys sent back

31% completion rate

Overall experience

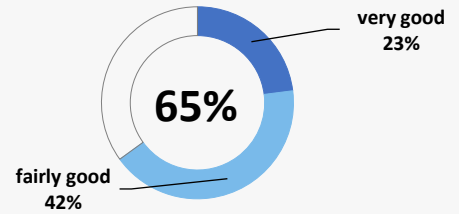
Good overall experience of this GP practice



		Very Good	Fairly Good
National	71%	37%	35%
ICS	71%	38%	33%

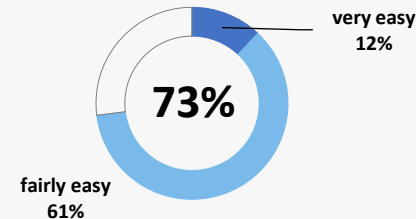
Accessing the practice

Good overall experience of making an appointment



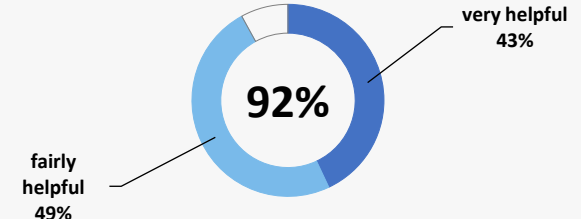
		Very Good	Fairly Good
National	54%	23%	32%
ICS	55%	24%	32%

Easy to get through to this GP practice by phone



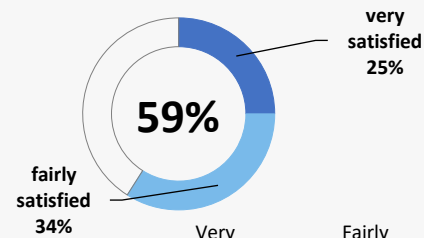
		Very Easy	Fairly Easy
National	50%	13%	37%
ICS	51%	15%	37%

Helpfulness of receptionists at this GP practice



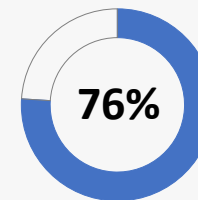
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	81%	38%	43%

Satisfied with the general practice appointment times available



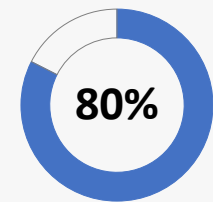
		Very Satisfied	Fairly Satisfied
National	53%	19%	34%
ICS	54%	21%	33%

Offered a choice of appointment when last tried to make a general practice appointment



		Offered a choice
National	59%	Offered a choice
ICS	62%	Offered a choice

Satisfied with the appointment offered



		Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	72%	Satisfied with the appointment

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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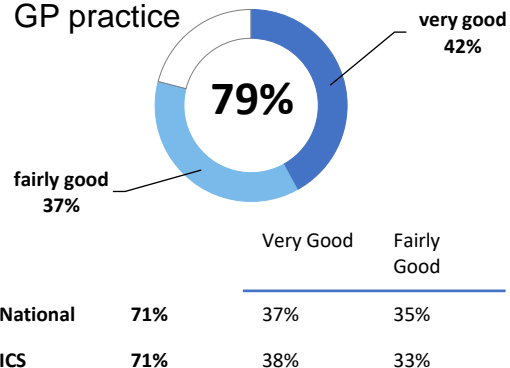
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123 surveys sent back

31% completion rate

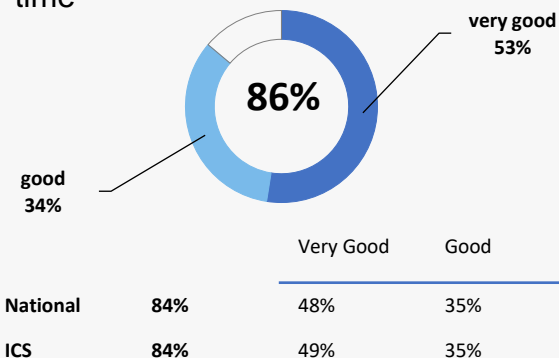
Overall experience

Good overall experience of this GP practice

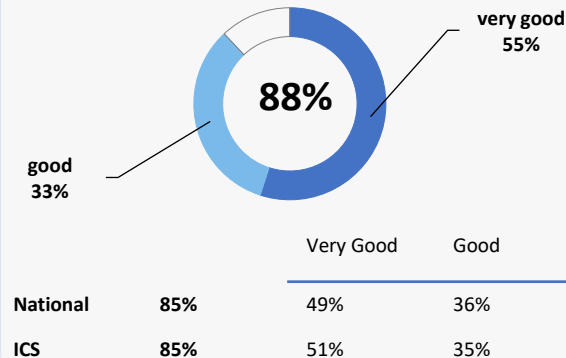


Appointment experience

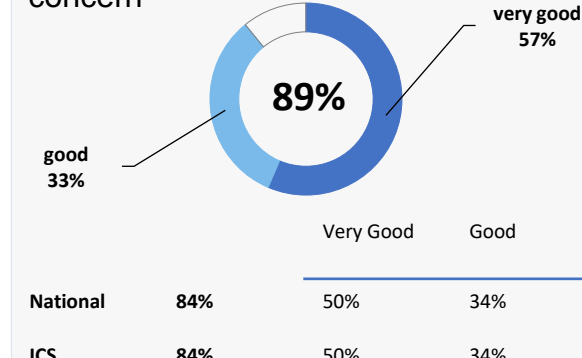
The healthcare professional was good at giving the patient enough time



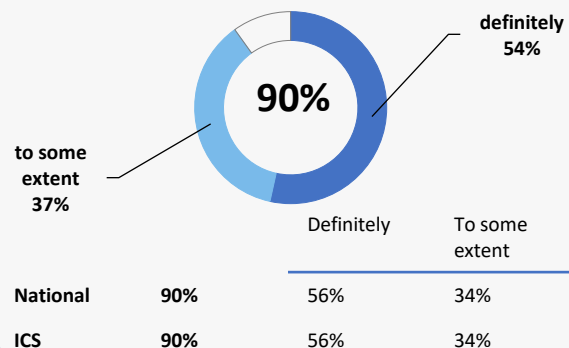
The healthcare professional was good at listening to the patient



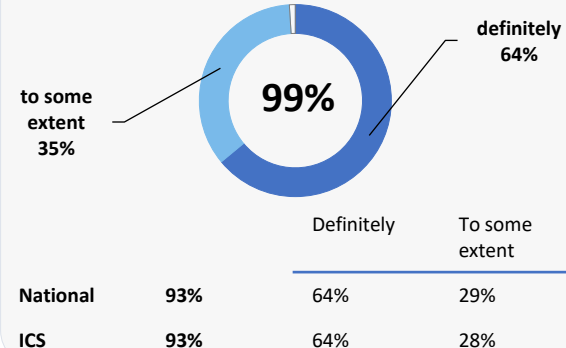
The healthcare professional was good at treating the patient with care and concern



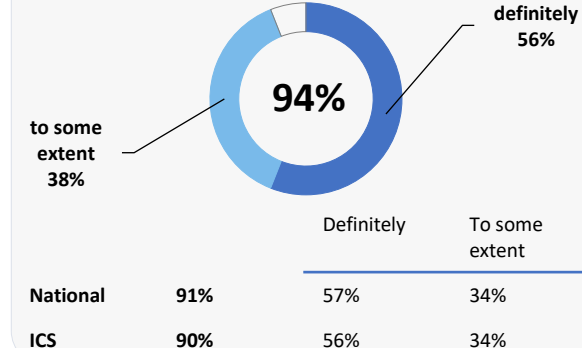
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



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

GP Services

- **73%** find it easy to get through to this GP practice by phone
- **92%** find the receptionists at this GP practice helpful
- **59%** are satisfied with the general practice appointment times available
- **20%** usually get to see or speak to their preferred GP when they would like to

73% find it easy to get through to this GP practice by phone

	Flixton Road	Responded	National
Very easy	12%	16	13%
Fairly easy	61%	78	37%
Not very easy	16%	21	26%
Not easy at all	10%	13	24%

92% find the receptionists at this GP practice helpful

	Flixton Road	Responded	National
Very helpful	43%	53	37%
Fairly helpful	49%	62	45%
Not very helpful	5%	21	26%
Not at all helpful	3%	3	6%

59% are satisfied with the general practice appointment times available

	Flixton Road	Responded	National
Very satisfied	25%	30	19%
Fairly satisfied	34%	41	34%
Neither satisfied nor dissatisfied	29%	35	21%
Fairly dissatisfied	7%	9	12%
Very dissatisfied	5%	6	14%

20% usually get to see or speak to their preferred GP when they would like to

Flixton Road		Responded	National
Always or almost always	7%	3	16%
A lot of the time	13%	5	19%
Some of the time	59%	22	45%
Never or almost never	21%	8	19%

Making an appointment

- **76%** were offered a choice of appointment when they last tried to make a general practice appointment
- **80%** were satisfied with the appointment they were offered
- **97%** took the appointment they were offered
- **65%** describe their experience of making an appointment as good

76% were offered a choice of appointment when they last tried to make a general practice appointment

Flixton Road		Responded	National
Yes, a choice of place (for an appointment in person)	15%	16	17%
Yes, a choice of time or day	34%	34	33%
Yes, a choice of healthcare professional	17%	18	7%
Yes, a choice of type of appointment (in person, on the phone, by video call, by messaging online or by text message)	39%	39	20%
None of these	24%	24	41%

80% were satisfied with the appointment they were offered

Flixton Road		Responded	National
Yes, and I accepted an appointment	80%	93	72%
No, but I still took an appointment	17%	20	24%
No, and I did not take an appointment	3%	3	4%

97% took the appointment they were offered

	Flixton Road	Responded	National
Yes, and I accepted an appointment	80%	93	72%
No, but I still took an appointment	17%	20	24%
No, and I did not take an appointment	3%	3	4%

65% describe their experience of making an appointment as good

	Flixton Road	Responded	National
Very good	23%	31	23%
Fairly Good	42%	56	32%
Neither good nor poor	14%	19	18%
Fairly poor	15%	20	14%
Very Poor	6%	8	14%

Your last appointment

- 85% were given a time for their last general practice appointment
- 86% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
- 88% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
- 89% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
- 87% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
- 90% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
- 99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
- 94% felt their needs were met during their last general practice appointment

85% were given a time for their last general practice appointment

Flixton Road		Responded	National
Yes, I was given a set time	73%	95	74%
I was told I would be contacted between two times or during a set period such as morning or afternoon	13%	17	17%
No, I was not given a time	15%	19	9%

86% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Flixton Road		Responded	National
Very good	53%	68	48%
Good	34%	43	35%
Neither good nor poor	11%	14	11%
Poor	3%	4	3%
Very poor	0%	0	2%

88% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Flixton Road		Responded	National
Very good	55%	69	49%
Good	33%	41	36%
Neither good nor poor	12%	15	10%
Poor	1%	1	3%
Very poor	0%	0	2%

89% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Flixton Road		Responded	National
Very good	57%	71	50%
Good	33%	41	34%
Neither good nor poor	11%	14	11%
Poor	0%	0	3%
Very poor	0%	0	2%

87% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Flixton Road		Responded	National
Yes, definitely	51%	32	49%
Yes, to some extent	37%	23	32%
No not at all	13%	8	19%

90% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Flixton Road		Responded	National
Yes, definitely	54%	67	56%
Yes, to some extent	37%	46	34%
No not at all	10%	12	10%

99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Flixton Road		Responded	National
Yes, definitely	64%	83	64%
Yes, to some extent	35%	46	29%
No not at all	1%	1	7%

94% felt their needs were met during their last general practice appointment

Flixton Road		Responded	National
Yes, definitely	56%	73	57%
Yes, to some extent	38%	49	34%
No not at all	6%	8	9%

Your health

- **82%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Flixton Road		Responded	National
Yes, definitely	26%	15	28%
Yes, to some extent	55%	32	37%
No not at all	18%	11	35%

Overall experience

- **79%** describe their overall experience of this GP practice as good

Flixton Road		Responded	National
Very good	42%	60	37%
Good	37%	52	35%
Neither good nor poor	16%	23	15%
Poor	5%	8	8%
Very poor	0%	0	6%