

[Go to main](#)

[main navigation](#)
[Go to footer](#)
[Accessibility](#)

[About](#)

[Contact Us](#)

[Received a survey?](#)

[Provide feedback on this website](#)

Sivakumar & Partner

The Surgery, 1 Coldalhurst Lane, Astley, Tyldesley, M29 7BS


[Practice overview](#)

[Patient experience](#)

[Compare practice](#)

Showing responses about **all questions** from

all patients

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 Showing weighted results ▼

Your local GP services



90% find it easy to get through to this GP practice by phone

Local (CCG) average: 70% | National average: 68%

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92% find the receptionists at this GP practice helpful

Local (CCG) average: 91% | National average: 89%

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72% are satisfied with the general practice appointment times

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available

Local (CCG) average: 72% | National average: 67%



58% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 55% | National average: 45%

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breakdown



Making an appointment



84% were offered a choice of appointment when they last tried to make a general practice appointment

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

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breakdown



92% were satisfied with the appointment they were offered

Local (CCG) average: 86% | National average: 82%

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97% took the appointment they were offered

Local (CCG) average: 97% | National average: 98%

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85% describe their experience of making an appointment as good

Local (CCG) average: 74% | National average: 71%

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Your last appointment



86% were given a time for their last general practice appointment

Local (CCG) average: 85% | National average: 91%

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89% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

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

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

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

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85% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 89% | National average: 88%

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90% were involved as much as



they wanted to be in decisions about their care and treatment during their last general practice appointment

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

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93% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 95% | National average: 96%

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90% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 88% | National average: 86%

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breakdown



93% felt their needs were met during their last general practice appointment

Local (CCG) average: 94% | National average: 94%

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Your health



77% say they have had enough support from local services or

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breakdown



organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 76% | National average: 74%

Overall experience



89% describe their overall experience of this GP practice as good

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breakdown



Local (CCG) average: 86% | National average: 83%

The survey

[About](#)

[Received a survey?](#)

[FAQ](#)

[Languages](#)

[Past surveys](#)

[Promote the survey](#)

[What do you think about the website?](#)

The results

[Search for a practice](#)

[Compare a practice](#)

[Analysis tool](#)

[Latest results](#)

[For GP staff](#)

[Why use the survey data?](#)

[How do I...?](#)

[Uses of GPPS](#)

[Privacy notice](#)

[Sitemap](#)

[Site feedback](#)

[Contact us](#)

[Accessibility](#)

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