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Sivakumar & Partner

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

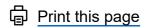


Patient experienc Compare practice >

Showing responses about | all questions

from

all patients



(?) Showing weighted results ▼

Your local GP services



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

Show breakdown



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



92% find the receptionists at this GP practice helpful

Show breakdown



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



72% are satisfied with the general practice appointment times

Show breakdown



available

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



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

Show breakdown



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

Making an appointment



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

Show breakdown



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



92% were satisfied with the appointment they were offered

Show breakdown



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



97% took the appointment they were offered

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



85% describe their experience of making an appointment as good

Show breakdown



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

Your last appointment



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

Show breakdown



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



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

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



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

Show breakdown



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



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

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

90% were involved as much as



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

Show breakdown



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



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

Show breakdown



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



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

Show breakdown



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



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

Show breakdown



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

Your health



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

Show 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

Show breakdown



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

oxtile The survey

The results

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