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NEW BANK HEALTH

339 Stockport Road, Longsight, Manchester, M12 4JE

[Practice Infographic \(PowerPoint\)](#)[Practice overview](#)[Area comparison](#)[Compare practice](#)**942**

Surveys sent out

**98**

Surveys sent back

**10%**

Completion rate

[Showing responses about](#)[Key questions](#)[from](#)[all patients](#)

Your GP practice services

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73% find it easy to contact this GP practice using their website

ICS result: 54% | National result: 51%

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60% find it easy to contact this GP practice using the NHS App

ICS result: 52% | National result: 49%

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74% find the reception and administrative team at this GP practice helpful

ICS result: 84% | National result: 83%

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41% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 40% | National result: 40%

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Your last contact

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85% knew what the next step would be within two days of contacting their GP practice

ICS result: 93% | National result: 93%

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66% describe their experience of contacting their GP practice as good

ICS result: 72% | National result: 70%

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Your last appointment



66% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 58% | National result: 54%

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11% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 15% | National result: 14%

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74% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 87% | National result: 87%

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74% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 86% | National result: 86%

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70% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 76% | National result: 74%

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87% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

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88 healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 92% | National result: 93%

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82% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 91% | National result: 91%

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82% felt their needs were met during their last general practice appointment

ICS result: 90% | National result: 90%

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Your health



61% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 68% | National result: 69%

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ICS result: 77% | National result: 75%

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