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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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Generally, how easy or difficult is it to contact your GP practice on the phone? Asked of all patients. Patients who selected 'I haven't tried' have been excluded

	This practice	Local area (ICS)	National
Very easy	33%	20	24%
Fairly easy	27%	17	33%
Neither easy nor difficult	18%	11	13%
Fairly difficult	10%	6	19%
Very difficult	12%	7	11%
Total respondents (weighted)	62	Total respondents (weighted)	33,122
Total respondents (unweighted)	92	Total respondents (unweighted)	44,052
		Total respondents (weighted)	650
		Total respondents (unweighted)	664

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



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

ICS result: 54% | National result: 51%

[Hide Breakdown](#)

Generally, how easy or difficult is it to contact your GP practice using their website? Asked of all patients. Patients who selected 'I haven't

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	Very easy	22	28%		
Neither easy nor difficult	9%	6	14%	15%	
Fairly difficult	10%	6	17%	19%	
Very difficult	8%	5	15%	15%	
Total respondents (weighted)	61		Total respondents (weighted)	20,642	Total respondents (weighted)
Total respondents (unweighted)	90		Total respondents (unweighted)	22,928	Total respondents (unweighted)
Showing weighted results 	Please note: due to rounding, some figures may not add up to 100%				



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

ICS result: 52% | National result: 49%

[Hide Breakdown](#)

Generally, how easy or difficult is it to contact your GP practice using the NHS App? Asked of all patients. Patients who selected 'I haven't tried' have been excluded

	This practice		Local area (ICS)	National
Very easy	33%	16	26%	23%
Fairly easy	27%	13	26%	26%



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difficult

Very difficult

Total

Total
respondents
(weighted)Total
respondents
(unweighted)

Total

Total
respondents
(weighted)Total
respondents
(unweighted)

Total

Total
respondents
(weighted)Total
respondents
(unweighted)

Showing weighted results ⓘ

Please note: due to rounding, some figures may not add up to 100%



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

ICS result: 84% | National result: 83%

Hide Breakdown

Overall, how helpful do you find the reception and administrative team at your GP practice? Asked of all patients. Patients who selected 'I don't know' have been excluded

This practice

Local area (ICS)

National

Very helpful

28%

18

45%

42%

Fairly helpful

46%

30

39%

41%

Not very helpful

17%

11

10%

11%

Not at all helpful

9%

6

6%

6%

Total
respondentsTotal
respondents

34,151

Total
respondents

668,:.

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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%

[Hide Breakdown](#)

How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected 'I haven't tried' have been excluded

	This practice		Local area (ICS)		Nationa
Always or almost always	27%	7	19%		18%
A lot of the time	14%	4	21%		21%
Sometimes	42%	11	44%		42%
Never or almost never	17%	4	17%		18%
Total respondents (weighted)	26		Total respondents (weighted)	11,130	Total respondents (weighted)
Total respondents (unweighted)	42		Total respondents (unweighted)	16,153	Total respondents (unweighted)

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ICS result: 83% | National result: 83%

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Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected 'I couldn't contact my practice' have been excluded

	This practice		Local area (ICS)		National
Yes	75%	46	83%		83%
No	12%	7	9%		8%
I was told to contact my practice again another day, as they couldn't help that day	13%	8	9%		9%
Total respondents (weighted)	62		Total respondents (weighted)	32,732	Total respondents (weighted)
Total respondents (unweighted)	93		Total respondents (unweighted)	43,274	Total respondents (unweighted)

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How soon after you contacted your GP practice did you know what the next step would be? Asked of patients who knew what the next step in dealing with their request would be. Patients who selected 'I can't remember' have been excluded

	This practice		Local area (ICS)		National	
There and then	25%	10	61%		63%	
Later on the same day	42%	18	27%		25%	
The next day	17%	7	5%		5%	
After two or more days	15%	6	7%		7%	
Total respondents (weighted)	42		Total respondents (weighted)	25,121	Total respondents (weighted)	497,1
Total respondents (unweighted)	68		Total respondents (unweighted)	34,334	Total respondents (unweighted)	523,6

Showing weighted results

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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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	This practice		Local area (ICS)		National			
Very good	33%	21	42%		39%			
Fairly good	33%	22	30%		31%			
Neither good nor poor	17%	11	13%		14%			
Fairly poor	7%	5	8%		9%			
Very poor	10%	7	8%		8%			
Total respondents (weighted)	65		Total respondents (weighted)	34,456		Total respondents (weighted)	677	
Total respondents (unweighted)	96		Total respondents (unweighted)	45,418		Total respondents (unweighted)	686	

Showing weighted results ⓘ Please note: due to rounding, some figures may not add up to 100%

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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Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice.



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A choice of location (to see a healthcare professional in person)

11%

5

15%

14%

I was not offered these choices

32%

15

36%

39%

Total respondents (weighted)

46

Total respondents (weighted)

24,964

Total respondents (weighted)

Total respondents (unweighted)

67

Total respondents (unweighted)

33,088

Total respondents (unweighted)

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



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

ICS result: 15% | National result: 14%

[Hide Breakdown](#)

Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I didn't need a choice' or 'I can't remember' have been excluded

This practice

Local area (ICS)

Nation

A choice of time or day

66%

30

58%

54%



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... personally

I was not offered these choices

32%

15

36%

39%

Total respondents (weighted)

46

Total respondents (weighted)

24,964

Total respondents (weighted)

Total respondents (unweighted)

67

Total respondents (unweighted)

33,088

Total respondents (unweighted)

Showing weighted results

Please note: due to rounding, some figures may not add up to 100%



65% felt they waited about the right amount of time for their last general practice appointment

ICS result: 68% | National result: 67%

[Hide Breakdown](#)

How do you feel about how long you waited for your appointment?
Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

This practice

Local area (ICS)

National

It was about right

65%

34

68%

67%

It took too long

35%

18

32%

33%

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Showing weighted results [?](#)

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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%

[Hide Breakdown](#)

During your last appointment, how good was the healthcare professional at listening to you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

	This practice		Local area (ICS)		National
Very good	49%	30	64%		62%
Fairly good	25%	16	24%		25%
Neither good nor poor	15%	9	7%		7%
Fairly poor	4%	2	3%		3%
Very poor	7%	5	3%		3%
Total respondents (weighted)	62		Total respondents (weighted)	33,597	Total respondents (weighted)
					658

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results ↴

not add up to 100%



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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During your last appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

	This practice		Local area (ICS)		National
Very good	42%	26	62%		61%
Fairly good	32%	20	24%		25%
Neither good nor poor	12%	8	8%		8%
Fairly poor	7%	4	3%		3%
Very poor	7%	4	3%		3%
Total respondents (weighted)	62		Total respondents (weighted)	33,568	Total respondents (weighted)
					658

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results ↴

not add up to 100%



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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During your last appointment, how good was the healthcare professional at considering your mental wellbeing? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

	This practice		Local area (ICS)		National
Very good	43%	25	54%		51%
Fairly good	27%	15	22%		22%
Neither good nor poor	18%	11	16%		18%
Fairly poor	4%	2	4%		4%
Very poor	8%	5	5%		5%
Total respondents (weighted)	57		Total respondents (weighted)	27,580	Total respondents (weighted)
					522

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not add up to 100%



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

ICS result: 92% | National result: 92%

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Did you feel that the healthcare professional had all the information they needed about you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

	This practice		Local area (ICS)		National	
Yes, definitely	58%	34	58%		57%	
Yes, to some extent	28%	16	34%		34%	
No, not at all	13%	8	8%		8%	
Total respondents (weighted)	58		Total respondents (weighted)	32,646	Total respondents (weighted)	63
Total respondents (unweighted)	85		Total respondents (unweighted)	43,266	Total respondents (unweighted)	65

[Showing weighted results ?](#)

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Did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

	This practice		Local area (ICS)		National
Yes, definitely	57%	34	65%		64%
Yes, to some extent	27%	16	27%		29%
No, not at all	15%	9	8%		7%
Total respondents (weighted)	60		Total respondents (weighted)	33,214	Total respondents (weighted)
Total respondents (unweighted)	90		Total respondents (unweighted)	44,151	Total respondents (unweighted)

Showing weighted results

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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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At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Asked of patients

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	definitely	27	62%		
Yes, to some extent	35%	20	29%	30%	
No, not at all	18%	11	9%	9%	
Total respondents (weighted)	58		Total respondents (weighted)	31,776	Total respondents (weighted)
Total respondents (unweighted)	86		Total respondents (unweighted)	42,336	Total respondents (unweighted)

Showing weighted results ⓘ
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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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Thinking about the reason for your last appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

	This practice		Local area (ICS)	National
Yes, definitely	49%	27	58%	57%
Yes, to some extent	33%	18	32%	33%
No, not at all	18%	10	10%	10%

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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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In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long-term condition or illness. Patients who selected 'I haven't needed support' or 'I don't know' have been excluded

	This practice		Local area (ICS)		National
Yes, definitely	37%	12	31%		31%
Yes, to some extent	23%	8	37%		37%
No	39%	13	32%		31%
	Total respondents (weighted)	32	Total respondents (weighted)	16,338	Total respondents (weighted)
	Total respondents (unweighted)	53	Total respondents (unweighted)	23,294	Total respondents (unweighted)

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69% describe their overall experience of this GP practice as good

ICS result: 77% | National result: 75%

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Overall, how would you describe your experience of your GP practice? Asked of all patients

	This practice		Local area (ICS)		National
Very good	39%	26	47%		44%
Fairly good	30%	20	30%		31%
Neither good nor poor	9%	6	12%		13%
Fairly poor	12%	8	6%		7%
Very poor	10%	7	5%		5%
Total respondents (weighted)	66		Total respondents (weighted)	35,585	Total respondents (weighted)
Total respondents (unweighted)	97		Total respondents (unweighted)	46,342	Total respondents (unweighted)

Showing weighted results

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The Survey

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