

GP Practice Performance Reference Sheet

(Prepared for meeting on 10 September) - Robert (Bob) Davies: admin@bobbigmac.com

PRACTICE SIZE & STAFFING

- **England average:** 10,250 patients per practice (63.8M patients across 6,229 practices)
- **GP ratio:** 2,257 patients per FTE GP (England)
- **Greater Manchester:** 2,291 patients per GP (slightly higher than national average)
- **Manchester City range:** 1,900 to 28,000 patients per practice (average 10-12,000)

APPOINTMENT VOLUMES & WORKLOAD

- **Annual appointments:** 367M total (2023/24) - 22.5% higher than 2019
- **GP appointments:** 176M (44% of total)
- **Per practice:** 25,400 GP appointments/year (\approx 2,120/month)
- **Per GP:** 4,500-6,200 contacts/year (18-30 per day)
- **Contractual standard:** 75 appointments per 1,000 patients per week
- **Reality:** Many GPs work 11-hour days, seeing 35-40 patients (above safe levels)
- **Admin burden:** 25% of GP time on admin (often unpaid extra sessions)

PATIENT ACCESS PROBLEMS

- **Demand increase:** 20-25% above pre-pandemic levels
- **Phone access:** Only 50% find it easy to get through (down from 81% in 2012)
- **Booking experience:** Only 54% rate it as "good"
- **Avoidance:** 28% avoid booking because it's "too difficult"
- **Missed appointments:** 7M missed in 2019 (\approx 10% of total)
- **Current mix:** 63% face-to-face, 37% remote

ADMIN/RECEPTION ISSUES

- **Common complaints:** Rudeness, lack of compassion, poor communication, gatekeeping
- **Training:** No national qualification required; covers safeguarding, health & safety, data protection

- **Reality:** Issues often relate to burnout, system design, lack of agency - not just training gaps

PERFORMANCE RATINGS

- **CQC ratings:** 90% "Good", 8% "Outstanding", 5% "Requires Improvement/Inadequate"
- **Manchester context:** Deprived urban areas score worse due to high demand, lower GP ratios, access barriers

GTD HEALTHCARE PERFORMANCE (Manchester)

- **Most practices:** 1.7-2.2★ Google ratings (very poor)
- **Common issues:** Hard to get appointments, rude reception staff, lost prescriptions, no continuity
- **Best performer:** Smithy Surgery Hyde (3.9★) - praised for continuity and helpful staff
- **New Bank Health Centre:** 2.1★ - among worst-rated in Greater Manchester

KEY TAKEAWAYS FOR IMPROVEMENT

- **Multiple access channels** (phone, online, some walk-in)
- **Sufficient admin staffing** to handle demand
- **Preserve continuity** of care where possible
- **Avoid rigid digital-only systems** that exclude vulnerable patients
- **Invest in reception training** but address systemic issues (burnout, system design)

Source: NHS data, GP Patient Survey 2023, CQC ratings, independent analyses (2022-25)