



# **Flixton Road Medical Centre**

# GP Patient Survey

July 2025

Flixton Road Medical Centre

132 Flixton Road, Urmston,  
Manchester, M41 5BG

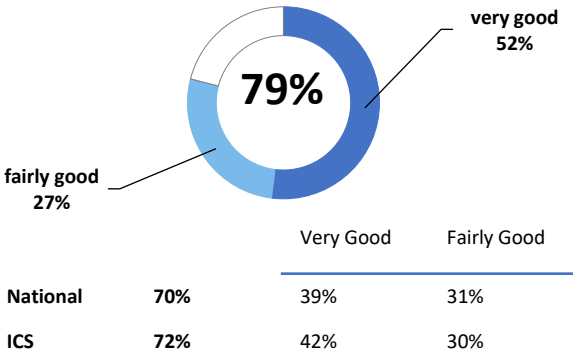
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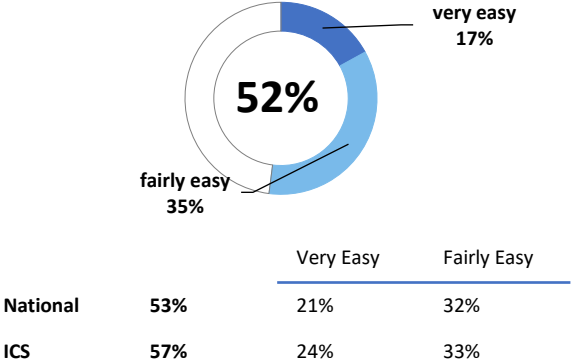
108

26%

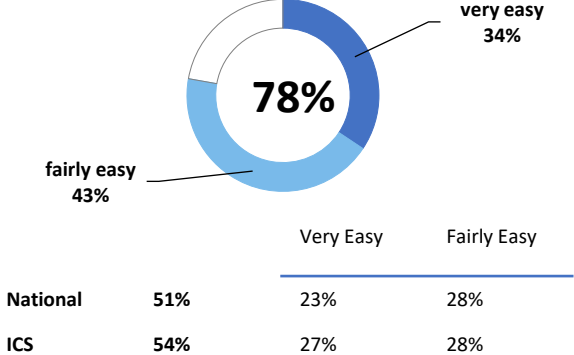
Good overall experience of contacting this GP practice



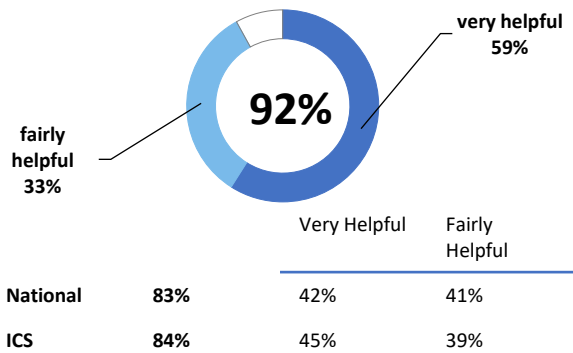
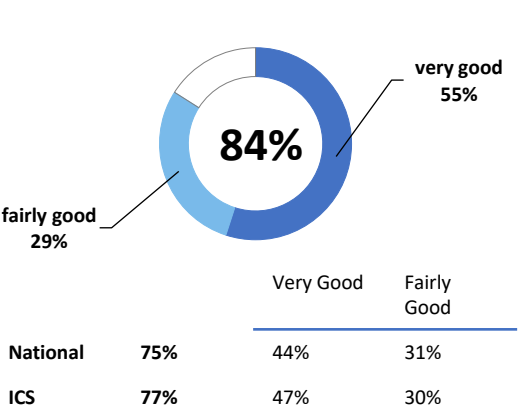
Easy to contact this GP practice on the phone



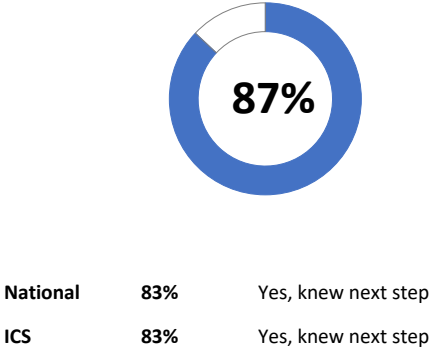
Easy to contact this GP practice using their website



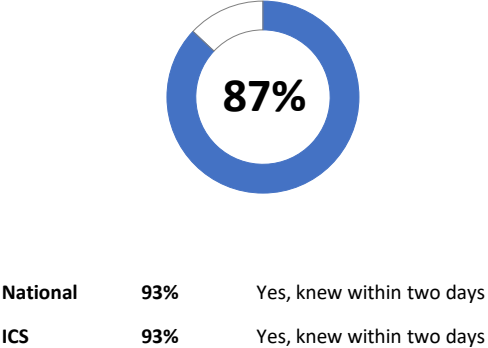
Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



## Experience at last appointment

### Flixton Road Medical Centre

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Manchester, M41 5BG

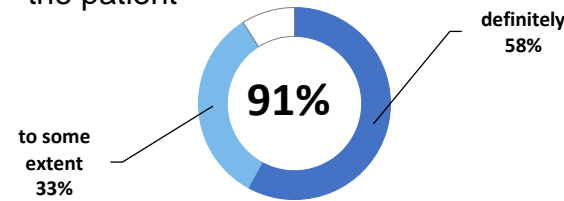
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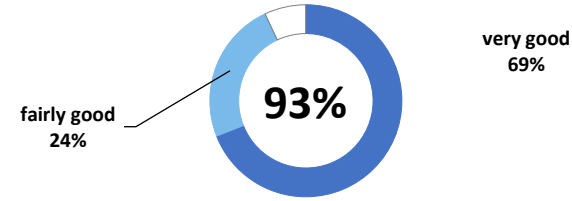
26%

The healthcare professional had all the information they needed about the patient



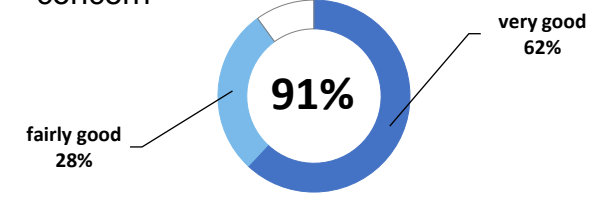
		Definitely	To some extent
National	92%	57%	34%
ICS	92%	58%	34%

The healthcare professional was good at listening to the patient



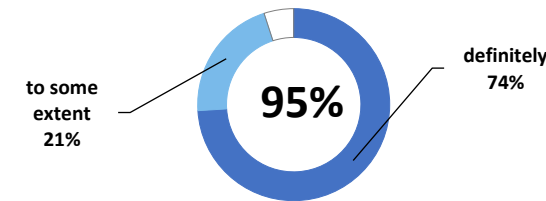
		Very Good	Fairly good
National	87%	62%	25%
ICS	87%	64%	24%

The healthcare professional was good at treating the patient with care and concern



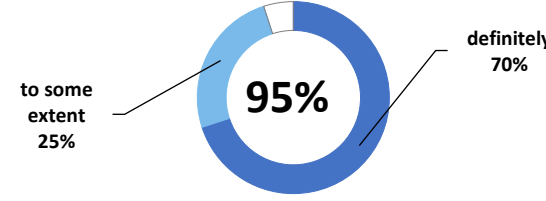
		Very Good	Fairly good
National	86%	61%	25%
ICS	86%	62%	24%

The patient was involved as much as they wanted to be in decisions about their care and treatment



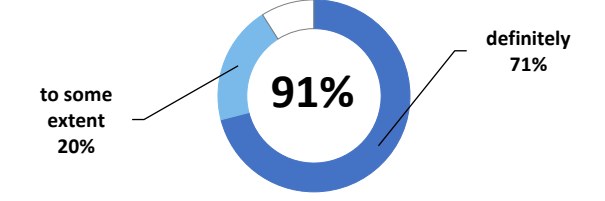
		Definitely	To some extent
National	91%	62%	30%
ICS	91%	62%	29%

The patient had confidence and trust in the healthcare professional they saw or spoke to

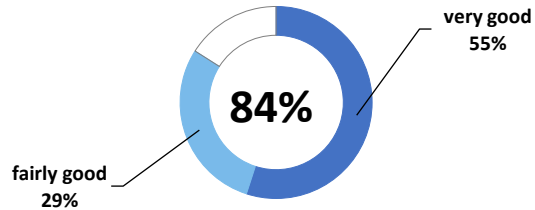


		Definitely	To some extent
National	93%	64%	29%
ICS	92%	65%	27%

The patient's needs were met



		Definitely	To some extent
National	90%	57%	33%
ICS	90%	58%	32%



		Very Good	Fairly Good
National	75%	44%	31%
ICS	77%	47%	30%



## GP Services

- **52%** find it easy to get through to this GP practice by phone
- 78% find it easy to contact this GP practice using the website
- 80% find it easy to contact this GP practice using the NHS App
- **92%** find the receptionists at this GP practice helpful
- **52%** usually get to see or speak to their preferred GP when they would like to

# 52% find it easy to get through to this GP practice by phone

	Flixton Road	Responded	National
Very easy	17%	20	21%
Fairly easy	35%	40	32%
Neither easy nor difficult	24%	27	12%
Fairly difficult	17%	19	21%
Very difficult	7%	8	13%

**78%** find it easy to through to this GP practice using their website

	Flixton Road	Responded	National
Very easy	34%	34	23%
Fairly easy	43%	43	28%
Neither easy or difficult	10%	10	15%
Fairly difficult	6%	6	19%
Very difficult	6%	6	15%

# 80% find it easy to through to this GP practice using the NHS App

	Flixton Road	Responded	National
Very easy	37%	20	23%
Fairly easy	43%	24	26%
Neither easy or difficult	3%	2	16%
Fairly difficult	8%	4	17%
Very difficult	8%	5	19%

92% find the receptionists and Administrative team at this GP practice helpful

	Flixton Road	Responded	National
Very helpful	59%	70	42%
Fairly helpful	33%	39	41%
Not very helpful	8%	9	11%
Not at all helpful	0%	0	6%



**52%** usually get to see or speak to their preferred healthcare professional when they would like to

Flixton Road		Responded	National
Always or almost always	30%	9	18%
A lot of the time	22%	7	21%
Sometimes	39%	12	42%
Never or almost never	8%	3	18%

# 87% knew what the next step would be after contacting their GP

Flixton Road		Responded	National
This practice (Yes)	87%	107	83%
No	10%	13	8%
I was told to contact my practice again on another day- as they could not help me	3%	3	9%

**87%** knew what the next step would be within 2 days of contacting their GP practice

Flixton Road		Responded	National
There and Then	39%	37	63%
Later on the same day	29%	28	25%
The next day	19%	18	5%
After two or more days	13%	12	7%

79% described their experience of contacting their GP practice as good

Flixton Road		Responded	National
Very good	52%	67	39%
Fairly good	27%	34	31%
Neither good nor poor	14%	18	14%
Fairly poor	4%	5	9%
Very poor	3%	4	8%

**55%** were offered a choice of time or day when they last tried to make a GP appointment

Flixton Road		Responded	National
A choice of time or day	55%	42	54%
A choice of location (to see a healthcare professional in person)	4%	3	14%
I was not offered a choice	43%	33	39%

**4%** were offered a choice of location when they last tried to make a GP appointment

Flixton Road		Responded	National
A choice of time or day	55%	42	54%
A choice of location (to see a healthcare professional in person)	4%	3	14%
I was not offered a choice	43%	33	39%

# 76% felt they waited the right amount of time for their last GP appointment

Flixton Road		Responded	National
It was about right	76%	87	67%
It took too long	24%	27	33%

**93%** say the healthcare professional they saw or spoke to was good at listening to them during their last GP appointment.

Flixton Road		Responded	National
Very good	69%	81	62%
Fairly good	24%	28	25%
Neither good nor poor	4%	5	7%
Fairly poor	2%	2	3%
Very poor	1%	1	3%



**91%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last GP appointment.

Flixton Road		Responded	National
Very good	62%	76	61%
Fairly good	28%	34	25%
Neither good nor poor	6%	7	8%
Fairly poor	3%	3	3%
Very poor	1%	1	3%

**72%** say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last GP appointment.

Flixton Road		Responded	National
Very good	49%	43	51%
Fairly good	23%	20	22%
Neither good nor poor	20%	18	18%
Fairly poor	3%	3	4%
Very poor	5%	4	5%

**91%** felt the healthcare professional they saw had all the information they needed about them during their last GP appointment.

Flixton Road		Responded	National
Yes, definitely	58%	66	57%
Yes, to some extent	33%	38	34%
No, not at all	9%	10	8%

**95%** had confidence and trust in the healthcare professional they saw or spoke to during their last GP appointment.

Flixton Road		Responded	National
Yes, definitely	70%	86	64%
Yes, to some extent	25%	30	29%
No, not at all	5%	6	7%

**95%** were involved as much as they wanted to be in decisions about their care and treatment during their last GP appointment.

Flixton Road		Responded	National
Yes, definitely	74%	86	62%
Yes, to some extent	21%	24	30%
No, not at all	5%	6	9%

**91%** felt their needs were met during their last GP appointment.

Flixton Road		Responded	National
Yes, definitely	71%	86	57%
Yes, to some extent	20%	24	33%
No, not at all	9%	11	10%

**77%** say they had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illness..

Flixton Road		Responded	National
Yes, definitely	30%	17	31%
Yes, to some extent	47%	26	37%
No, not at all	23%	13	31%

# Overall experience

- **84%** describe their overall experience of this GP practice as good

Flixton Road		Responded	National
Very good	55%	71	44%
Fairly good	29%	38	31%
Neither good nor poor	8%	11	13%
Fairly poor	7%	9	7%
Very poor	1%	1	5%