

Practice details

The Birches Medical Centre

The Birches Medical Ctr., Polefield Road, Prestwich M25 2GN

P83609 Practice code

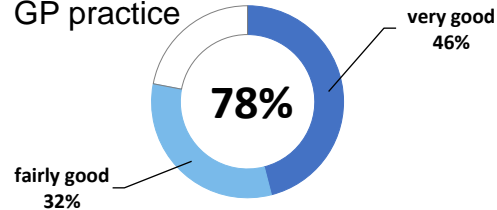
421 surveys sent out

107 surveys sent back

25% completion rate

Overall experience

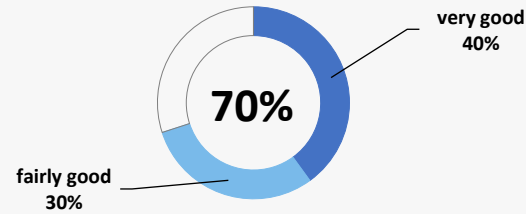
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	75%	44%	31%

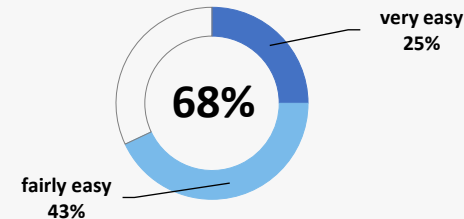
Accessing the practice

Good overall experience of contacting this GP practice



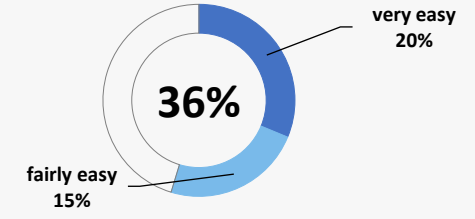
		Very Good	Fairly Good
National	67%	37%	30%
ICS	68%	38%	30%

Easy to contact this GP practice on the phone



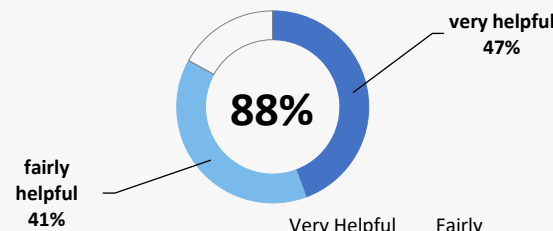
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	53%	21%	32%

Easy to contact this GP practice using their website



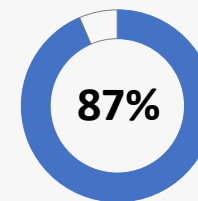
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	49%	23%	26%

Helpfulness of reception and administrative team at this practice



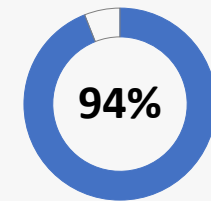
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	83%	43%	40%

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



		Yes, knew next step
National	83%	83%
ICS	82%	82%

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



		Yes, knew within two days
National	93%	93%
ICS	94%	94%

i Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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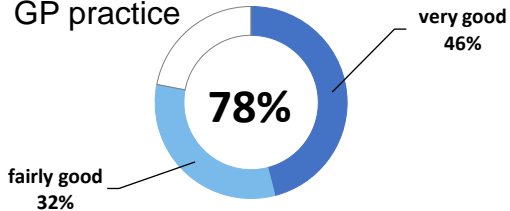
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25% completion rate

Overall experience

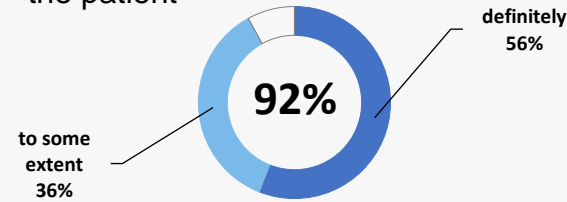
Good overall experience of this GP practice



	Good	Fairly Good	Very Good
National	74%	32%	42%
ICS	75%	31%	44%

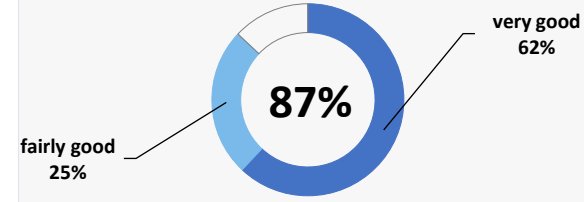
Experience at last appointment

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



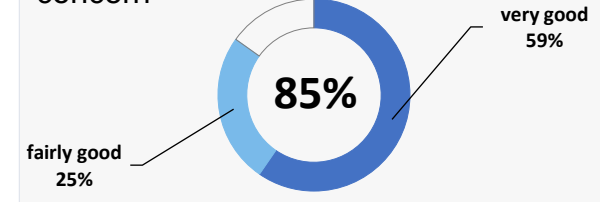
	Total	Definitely	To some extent
National	92%	57%	35%
ICS	92%	57%	34%

The healthcare professional was good at listening to the patient



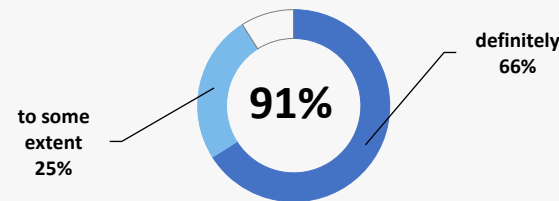
	Total	Very Good	Fairly good
National	87%	62%	25%
ICS	87%	63%	24%

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



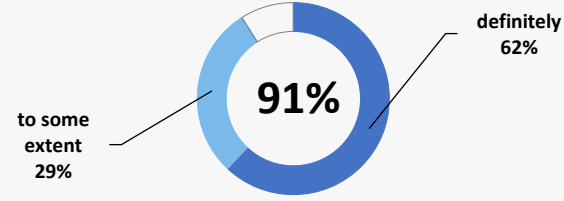
	Total	Very Good	Fairly good
National	85%	61%	25%
ICS	86%	61%	25%

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



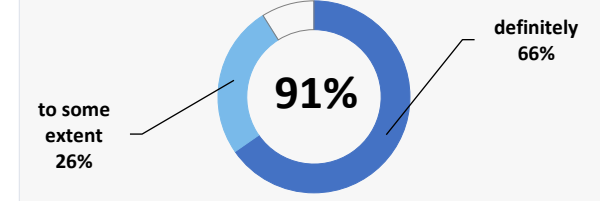
	Total	Definitely	To some extent
National	91%	61%	30%
ICS	91%	61%	30%

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



	Total	Definitely	To some extent
National	92%	63%	29%
ICS	93%	64%	29%

The patient's needs were met



	Total	Definitely	To some extent
National	90%	57%	33%
ICS	90%	57%	33%

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