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THE best and worst GP practices in Bolton have been revealed after the release of a patients' survey.

The annual report asked surgery users about their experiences of their local practices and asks them about service access, making an appointment, waiting times, care during appointments, opening hours and out of hours service.

The Pikes Lane Centre in Deane Road came top of the table with 98 per cent of patients describing the practice as good, with Halliwell Surgery in second but also on 98 per cent.

Deane Clinic, in Horsfield Street, was bottom of the pile with 61 per cent.

Overall, GP surgery's in the Bolton Clinical Commissioning Group area received a satisfaction rating of 87 per cent, above the national average of 85 per cent.

Other surgeries in the top five included **Halliwell**, Great Lever Health Centre, Egerton and Dunscur Health Centre and Mandalay Medical Centre.

And as well as Deane Clinic, the bottom five was made up of the two surgeries from **Little Lever** Health Centre, Shanti Medical Centre and Deane Medical Centre, but all polled above 60 per cent.

On a CCG-wide basis, the access of getting through to surgeries on the phone stood at 77 per cent, seven points above the national average of 70 per cent.

In this category, Mandalay Medical Centre in **Astley Bridge** was top with 98 per cent while Bolton General Practice was bottom with 44 per cent.

Great Lever Health Centre had the most helpful receptionists according to the report and Deane Clinic was bottom but with 71 per cent of people surveyed saying their staff were helpful.

Around 82 per cent of Bolton patients were happy with the convenience of their appointment and 76 per cent were pleased with the process of making an appointment to see their GP, against a national average of 73 per cent.

And 93 per cent of patients in Bolton said they were happy with the appointment they had.

But waiting times were a sore point with 31 per cent of patients, who believed the wait was too long.

Mandalay Medical Centre fared the best, with 85 per cent who would not be waiting too long to be seen, compared to Deane Clinic patients, 80 per cent of who waited too long.

In terms of the GP practices' online services, Bolton matched the national average of 46 per cent of people who did not know.

Furthermore, 85 per cent of patients surveyed in Bolton said they did not use any online services offered by the surgeries, compared to a national figure of 82 per cent.

The survey was sent to 2.15million adult patients in the UK and 808,332 responded.

Overall patient satisfaction results (as reported by Ipsos MORI)

Pikes Lane 2 – 98%

Halliwell Surgery 2 – 98%

Great Lever Health Centre 1 – 97%

Egerton/Dunscar Health Centre – 97%

Mandalay Health Centre – 96%

Olive Family Practice – 95%

Burnside Surgery – 95%

Kearsley Medical Centre – 95%

Cornerstone Surgery – 94%

Halliwell Surgery 1 – 94%

Kirby-Crompton Health Centre – 94%

Dalefield Surgery – 94%

Crompton Health Centre – 93%

Tonge Fold Health Centre – 93%

Unsworth Group Practice – 92%

Great Lever Practice – 91%

Edgworth Medical Centre – 91%

Stable Fold Surgery – 91%

Spring View Medical Centre – 89%

Farnworth Health Centre 1 – 89%

Swan Lane Medical Centre – 89%

Bradford Street Surgery - 88%

Lever Chambers 1 – 88%

The Dunstain Partnership – 88%

Farnworth Health Centre 2 – 87%

Wyresdale Road Surger – 87%

Orient House Medical Centre – 87%

Dr Malhotra and Partners – 87%

Pikes Lane 1 – 87%

Bolton Community Practice – 86%

Bolton Medical Centre – 86%

Lever Chambers 2 – 86%

Halliwell Surgery 3 – 85%

3D Medical Centre – 84%

Heaton Medical Centre – 83%

The Alastair Ross Medical Practice – 83%

Harwood Medical Centre – 83%

Bolton General Practice – 82%

Kildonan House – 82%

Spring House Surgery – 81%

Stonehill Medical Centre – 81%

Al Fal Medical Group – 80%

St Helens Road Practice – 79%

Charlotte Street Surgery – 78%

Beehive Surgery – 77%

Little Lever Health Centre 2 – 75%

Deane Medical Centre – 74%

Shanti Medical Centre – 73%

Little Lever Health Centre 1 – 71%

Deane Clinic 1 – 61%