

# ‘Better Practice?’

A comparative review of GP practice websites  
across Manchester

October 2023

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# 1. Introduction

1.1 This report aims to present the findings and recommendations of a comparative review of Manchester's GP Practice websites. These were reviewed in 2021 and then again in 2023. This report provides comparative scoring from 73 practice websites who existed at the time of our original review in 2021.

1.2 Every GP practice must hold a National Health Service (NHS) GP contract to run an NHS-commissioned general practice. The contract sets out mandatory requirements and services for all general practices, as well as making provisions for several types of other services that practices may provide, if they so choose<sup>1</sup>.



1.3 Mandatory requirements<sup>2</sup> for GP practices include providing online access for patients to their patient records, a nationally consistent offer around extended hours (evening and weekend appointments) and having a clear and accessible complaints process<sup>3</sup>. Having information about the complaints policy on the practice website is a requirement also made by the Care Quality Commission.

1.4 The NHS Accessible Information Standard<sup>4</sup> requires all NHS providers, including GP practices, to provide accessible information for people with sensory impairment and/or a learning disability.

1.5 The Equality Act and its general equality duty, as set out in section 149 of the Equality Act 2010, requires public organisations to have due regard to the need to:

- eliminate unlawful; discrimination, harassment and victimisation
- advance equality of opportunity between people who share a relevant protected characteristic and people who do not
- foster good relations between people who share a relevant protected characteristic and those who do not.

1.6 These pieces of legislation and their mandatory requirements were used to frame the assessment process for Manchester's GP practice websites.

1.7 The audience for the report includes all stakeholders and we hope the report will be used as a live document to improve the quality of GP practice websites through the adoption of its recommendations given by Healthwatch Manchester (HWM).

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<sup>1</sup> THE NATIONAL HEALTH SERVICE (GENERAL MEDICAL SERVICES CONTRACTS AND PERSONAL MEDICAL SERVICES AGREEMENTS) (AMENDMENT) REGULATIONS 2023

<sup>2</sup> Update to the GP contract agreement 2021/22 - 2023/24 NHSE 2020

<sup>3</sup> The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

<sup>4</sup> Accessible Information: Specification v1.1 NHSE 2017

## 2. Background & Rationale

2.1 Healthwatch Manchester (HWM) enjoys a productive and collaborative partnership with Manchester's commissioners and providers, which is enabled through its core commissioning arrangements with Manchester City Council (MCC).



2.2 As the independent health and social care champion for Manchester citizens, HWM regularly undertakes reviews of health and social care services in both Manchester and Greater Manchester.

2.3 The highest number of complaints received by HWM since 2021 have been regarding the difficulty citizens encounter in making a GP appointment, with heavy emphasis on the GP practice websites and their poor levels of accessibility.

2.4 In February 2023, HWM attended the MCC Health Scrutiny Committee meeting. At the request of the Chair, HWM were tasked with completing a second review, comparing each individual GP Practice website in Manchester from both 2021 and 2023. The organisation began planning this work to commence in April 2023 as part of its annual action plan 2023/24.

2.5 After receiving a current list naming the current GP Practices in Manchester from Manchester Health and Care Commissioning (MHCC), HWM began work on this project.

## 3. Methodology

3.1 HWM staff and volunteers reviewed a total of 81 GP Practice websites between April and September 2023. Of these 81 practices, 73 were directly comparable to the list of practices in 2021. Two of the practices not reviewed this time either did not have a website available or had an unsafe website.

3.2 The remaining six practices had either merged with others or closed down. Therefore, this 2023 report will compare 73 GP practice websites to the same ones reviewed in 2021.

3.3 Three people conducted each survey to enable objectivity in the assessment of each GP practice website. As with the 2021 reviews, three devices were used simultaneously: a personal computer, a laptop and a smart phone.

3.4 HWM staff agreed to use the same scoring criteria that was used for our review in 2021. This contained 21 questions, 15 of which allocated a numerical score.

3.5 After each practice was reviewed, the findings were formulated into an individual report and sent to the practice in question.

3.6 After each practice had been reviewed, the individual scores were entered into a 'tracker' document whereby data and analytics could be extracted for the purpose of this report.

## 4. Key Findings

4.1 For a full analysis of results and the data tracker from which these were derived please see the Appendix.

4.2 Please note that the following findings do not include questions 4, 9, 12d and 12e as no comparison with the 2021 results could be accurately made.

Q1. The standard of information regarding Covid-19 has decreased since 2021.

Q2. The standard of information regarding the Flu has decreased since 2021.

Q3. The clarity of the GP registration process has significantly decreased.

Q5. The ease of making an appointment has decreased significantly since 2021.

Q6. Access to virtual appointments has remained the same since 2021.

Q7. Patient Access remains significantly the highest system in use.

Q8. The quality of guidance on using the GP practice website has significantly decreased since 2021.

Q10. The ease of cancelling an appointment has significantly decreased since 2021.

Q11. There was no significant improvement in the availability of 'out-of-hours' service information. However, for the majority of GP practices, the availability remains the same.

Q12a. The quality of the colour scheme has mostly remained the same since 2021

Q12b. The availability of language options has slightly improved since 2021.

Q12c. The quality of the font has mostly remained the same since 2021.

Q13. It has become slightly more difficult to order a repeat prescription since 2021.

Q14 - It has become significantly more difficult for patients to access their medical records since 2021.

Q15. There has been a slight increase in the availability of self-care advice since 2021.

Q16. The quality of the feedback process has decreased since 2021.

Q17. The availability of the complaints procedure has slightly improved since 2021.

Q18. There is a slight increase in the availability of BSL service since 2021.

Q19. The majority of practices have / had evidence of a Patient Participation Group (but not necessarily an active group) in both 2021 and 2023.

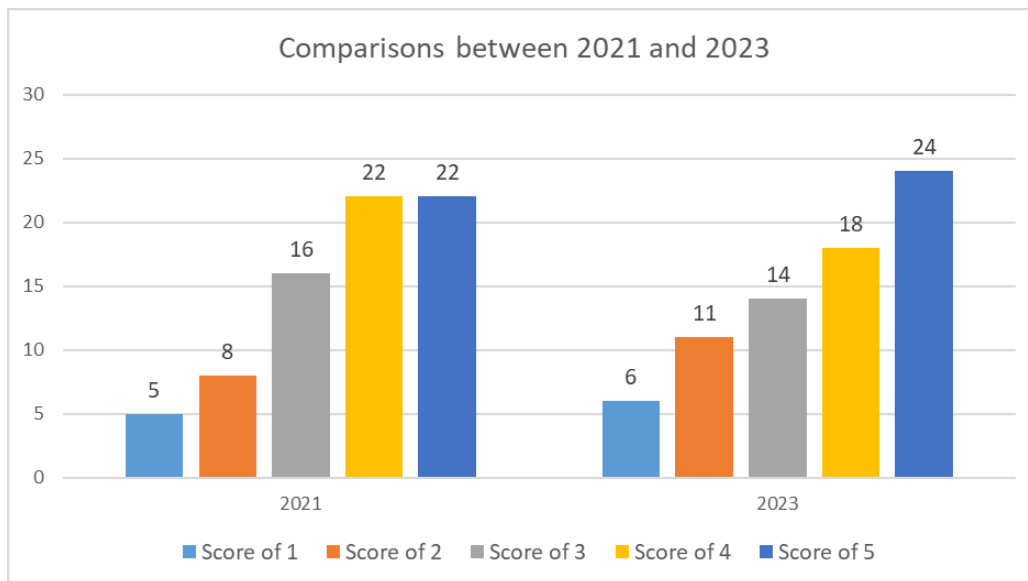
Q20. The number of websites including the correct link to the Young Carers website has marginally decreased since 2021.

Q21. The number of websites mentioning Healthwatch Manchester has marginally increased since 2021.

The comparative results for each question are summarised in the appendix on page 7.

Finally, *Figure 1* shows that, when looking at the overall comparisons of scores for both surveys, there is no significant difference between 2021 and 2023.

Figure 1



## 5. Conclusions

5.1 Out of the 20 areas of comparison investigated, only 5 of these areas showed improvement and these were only slight improvements.

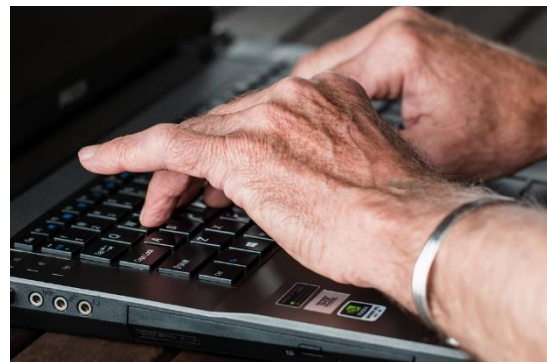
5.2 Out of the 20 areas of comparison investigated, 10 of these areas showed a decrease in their scoring with 8 showing a significant difference.

5.3 Out of the 20 areas of comparison investigated, 5 of these areas remained the same in their scoring.

5.4 The key areas regarding accessibility i.e. making an appointment and navigating around the system showed a decrease in scoring.

5.5 Statutory / Contractual compliance remain low.

5.6 Compliance with the NHS Accessible Information Standard remains low overall.



## 6. Recommendations

6.1 GP practices must invest time and resources in improving their websites in the following areas:

- Access to information for infection control, health and wellbeing and other language availability
- Ease of navigation around the system including making and cancelling appointments
- Compliance with the NHS Accessible Information Standard
- Compliance with all other statutory and contractual compliance e.g. an active Patient Participation Group

## **7. Response from Primary Care Commissioning, Manchester Locality NHS Greater Manchester Team**

No response from Primary Care Commissioning, Manchester Locality NHS Greater Manchester Team was provided to Healthwatch Manchester.

## **Acknowledgements**

Healthwatch Manchester would like to thank each practice that responded to our email regarding its individual report.

Thank you to our volunteers Grace Nkemchor & Alero Osarumwense for their work on the data capturing aspect of this report.

Thank you to the members of our Citizens Reading Panel for their support with the production of this report.



## Appendix

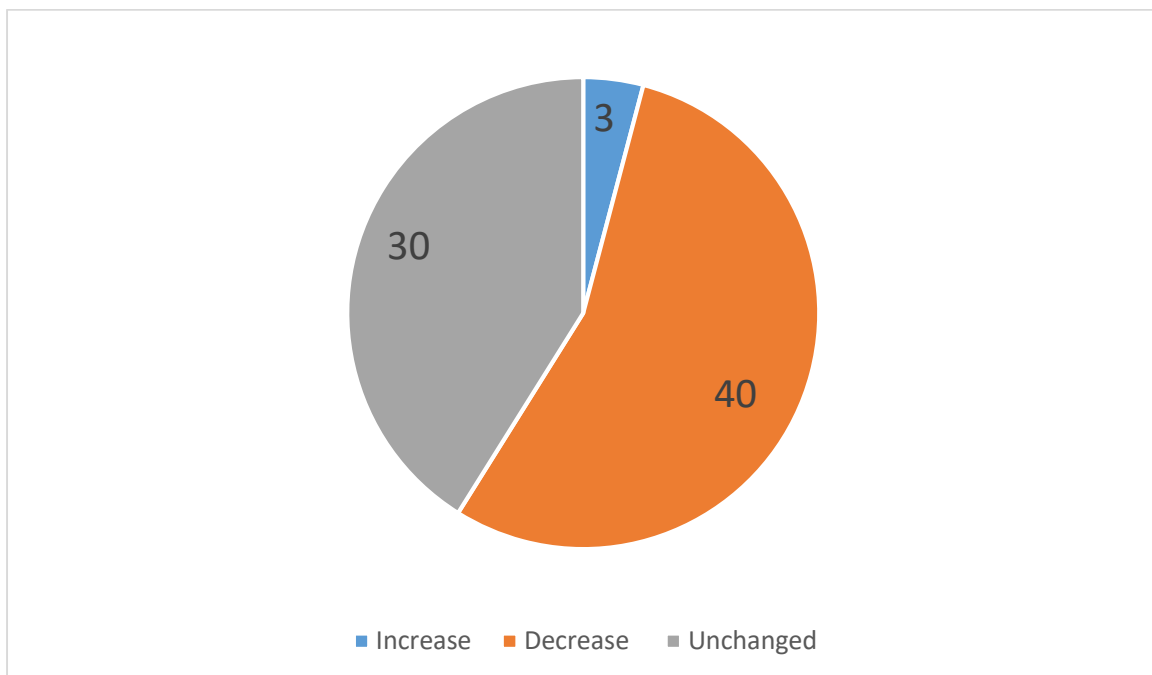
The data in the following graphs can be explained as:

- Increased means the number of practices that scored higher when comparing the score in 2023 to that of 2021.
- Decreased means the number of practices that scored lower when comparing the score in 2023 to that of 2021.
- Unchanged means the number of practices whose scores did not change when comparing the score in 2023 to that of 2021.

Therefore, when looking at Figure 2 (below) for example, the number of practices whose score decreased (41) is larger than the number of practices whose score increased (3) or stayed the same (30). This means that there has not been an overall improvement in the availability of information regarding Covid-19 on each website since 2021. Instead, there has been an overall deterioration in this.

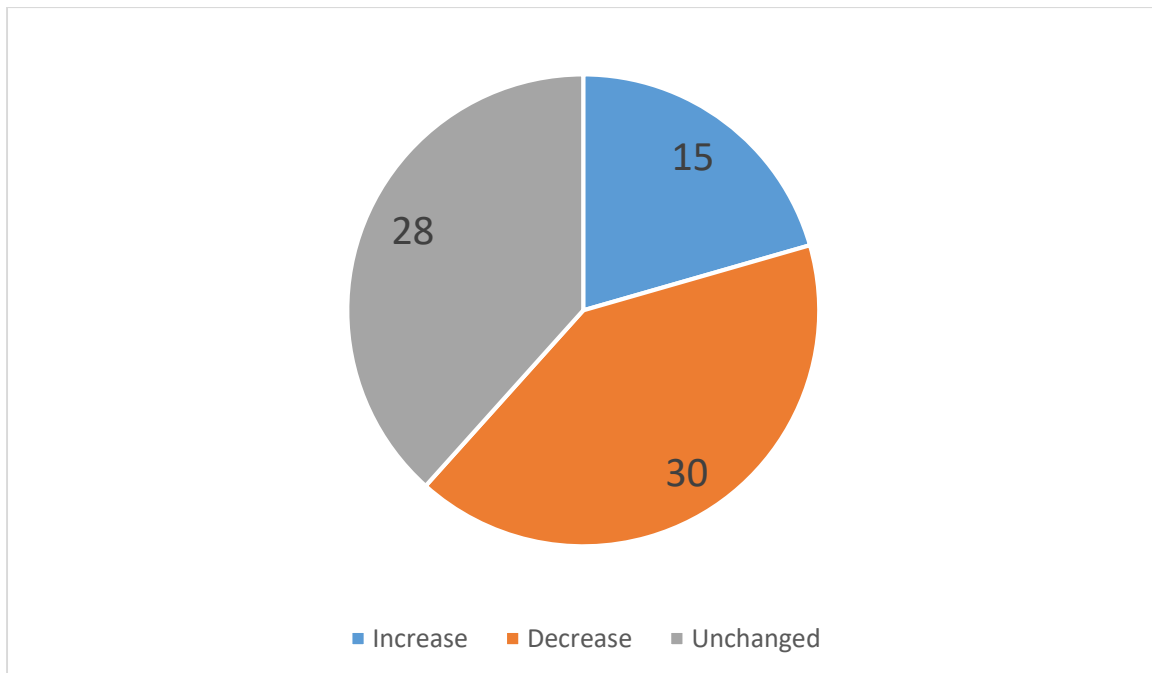
Question 1 - Has there been an overall improvement in the availability of information regarding Covid-19 on each website since 2021?

Figure 2



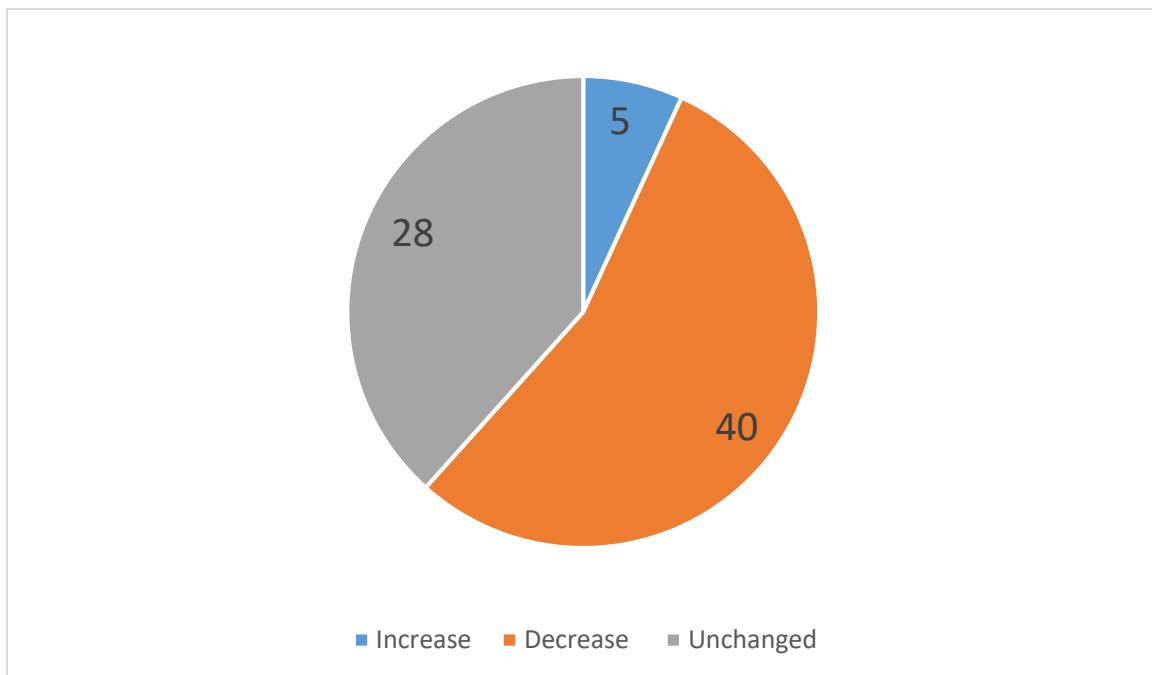
Question 2 - Has there been an overall improvement on the availability of information regarding the Flu since 2021?

Figure 3



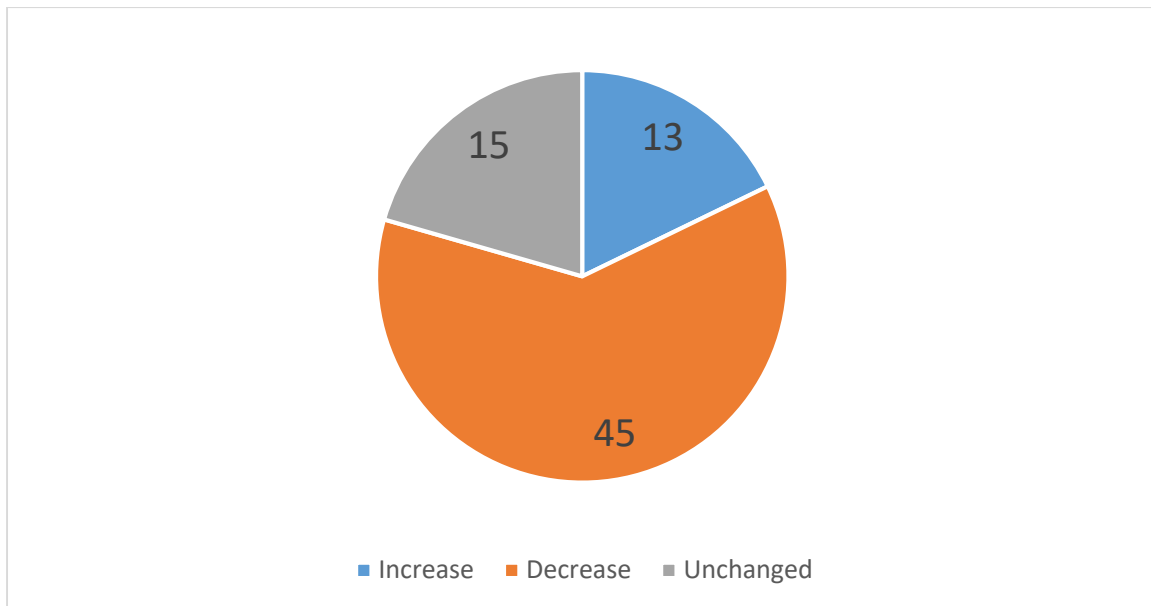
Question 3 - Has the GP registration process been made clearer since 2021?

Figure 4



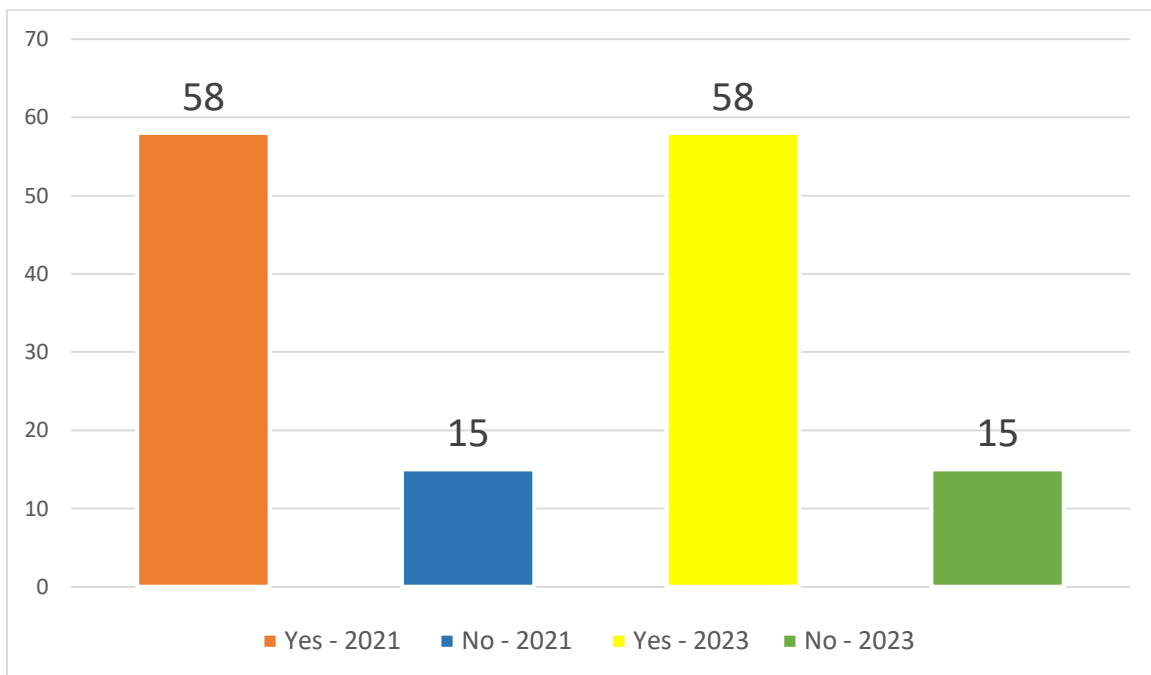
Question 5 - Has there been an improvement in the ease of making an appointment since 2021?

Figure 5



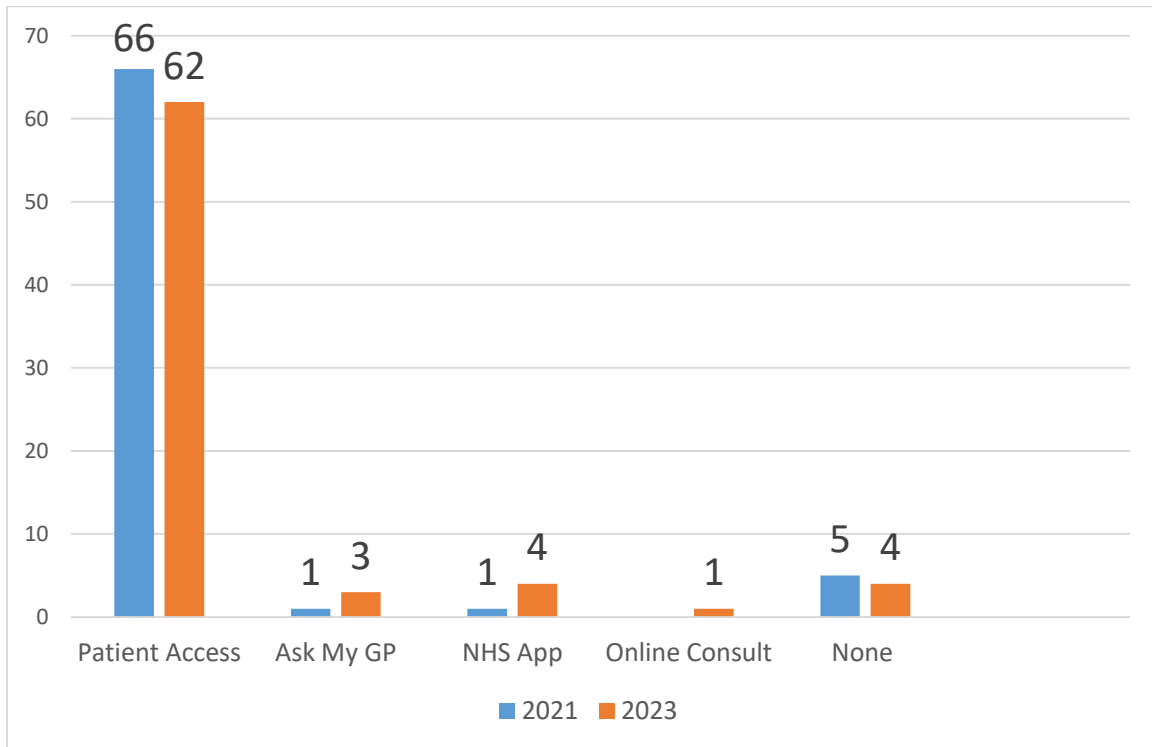
Question 6 - Have virtual appointments become more available for patients in 2023?

Figure 6



Question 7 - What system is most popular among GP practices in 2021 and 2023?

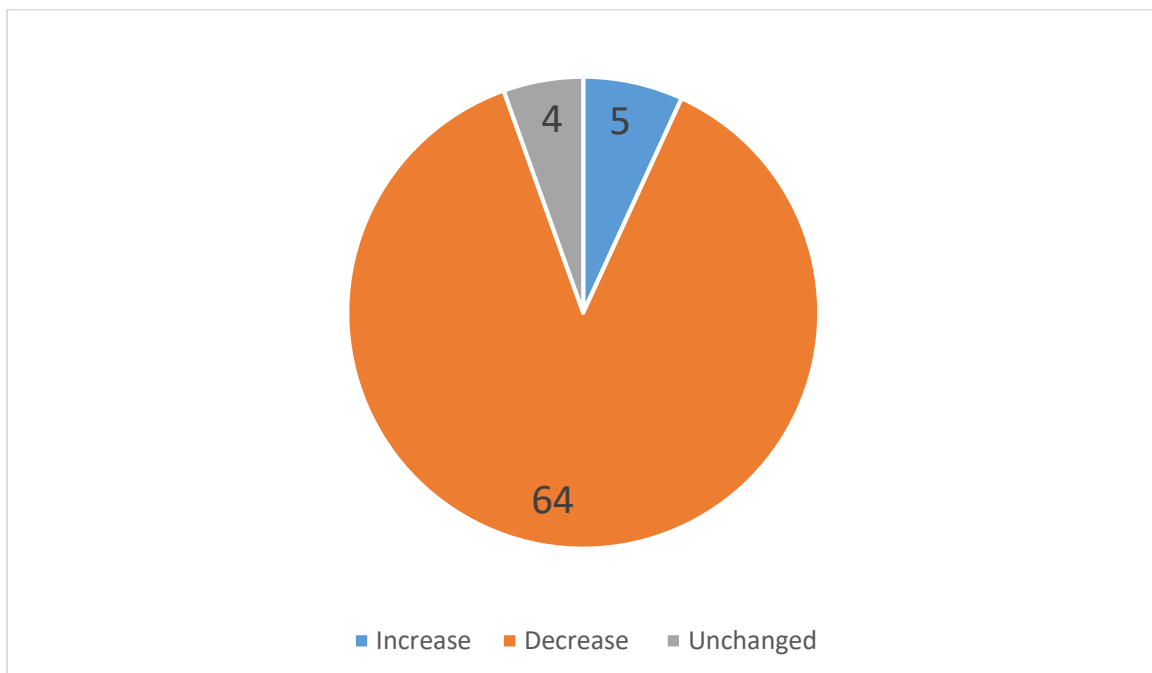
Figure 7



*PLEASE NOTE: Some practices offered multiple online access accounts such as Patient Access and the NHS App. When scoring these practices, we added all of the online services offered by the websites. Therefore, there are more than 73 results in total.*

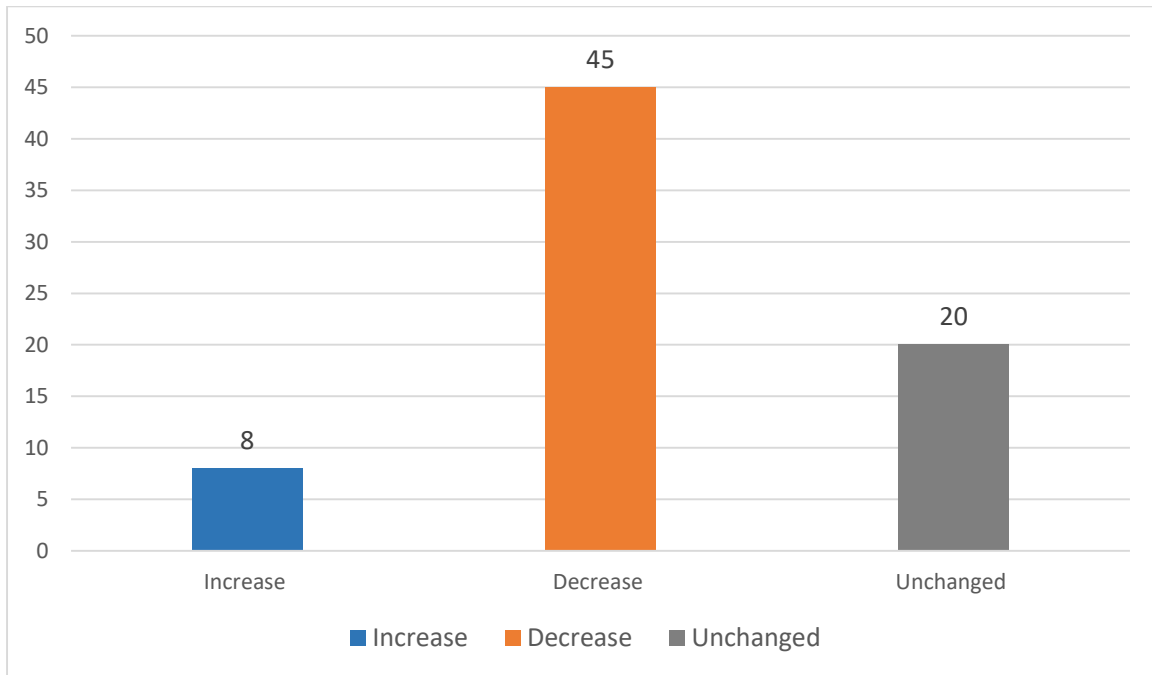
Question 8 - Has the guidance on how to use the system improved since 2021?

Figure 8



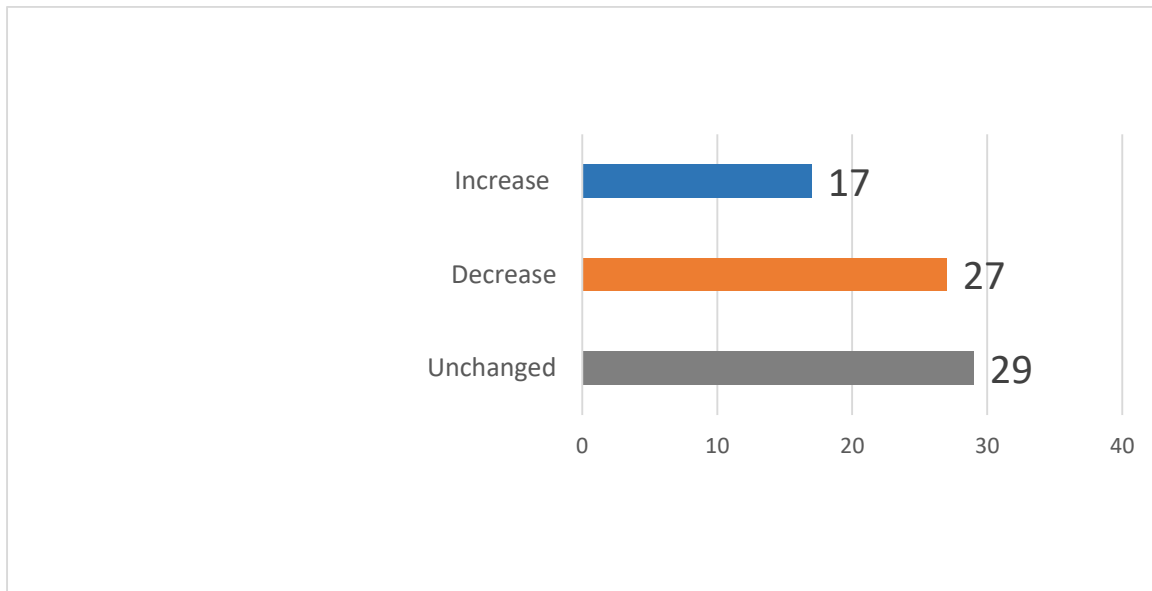
**Question 10 - Has the ease of cancelling an appointment improved since 2021?**

*Figure 9*



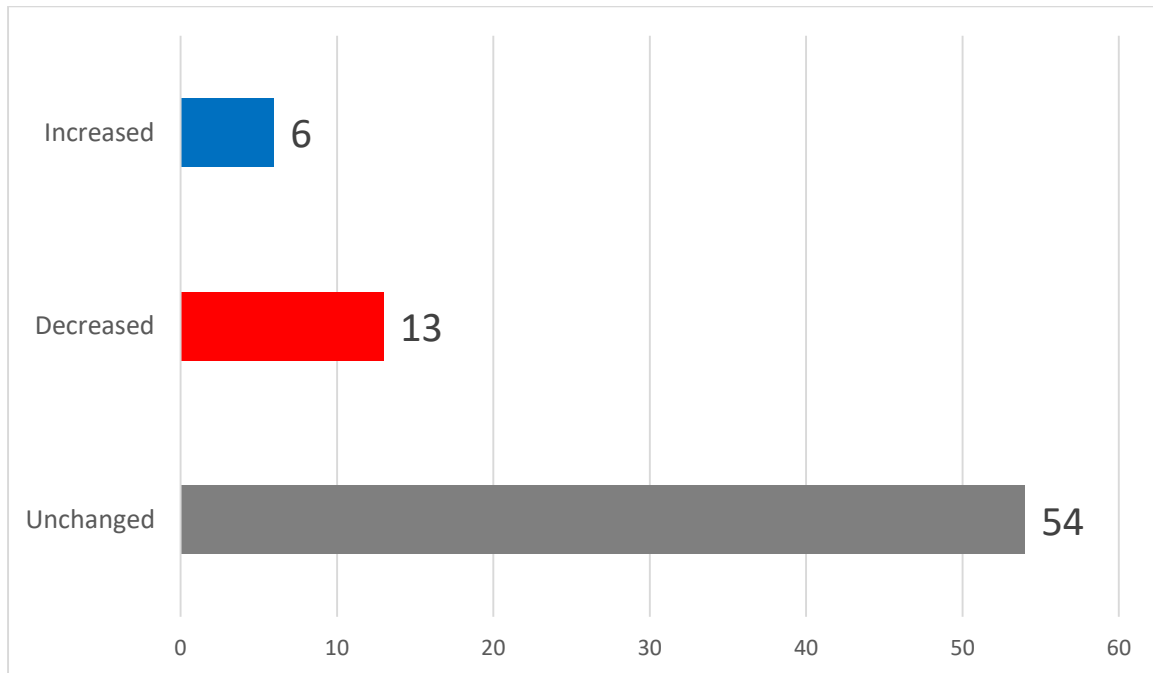
**Question 11 - Has the availability of information regarding the Out of Hours Service Improved since 2021?**

*Figure 10*



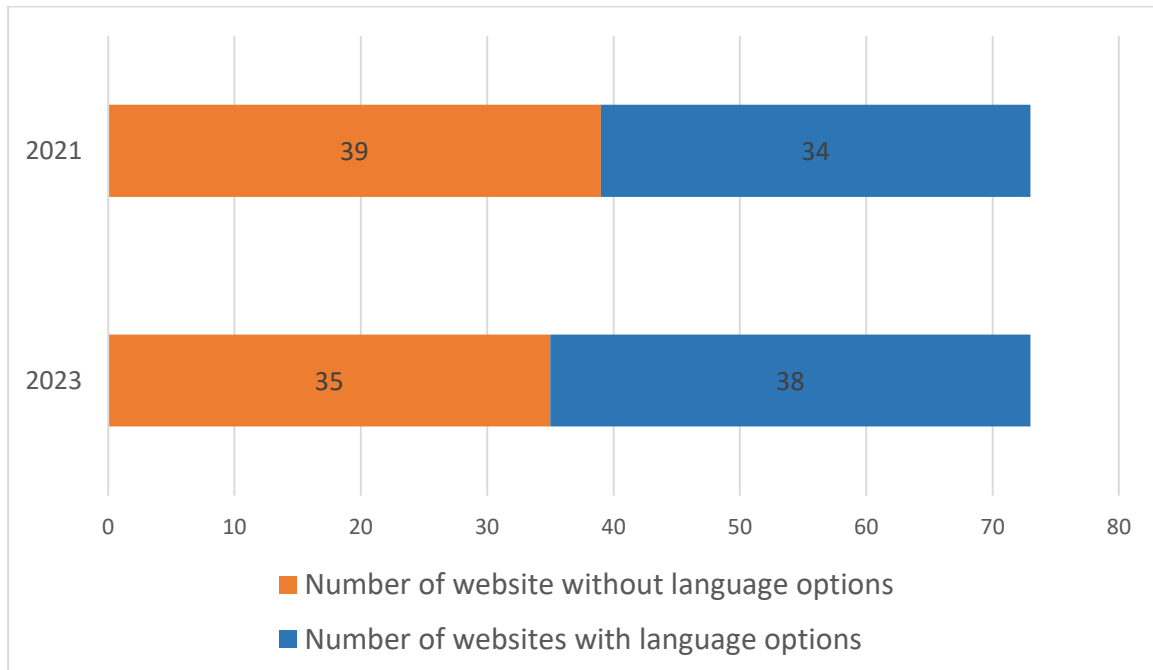
Question 12a - Has the quality of the colour scheme improved since 2021?

Figure 11



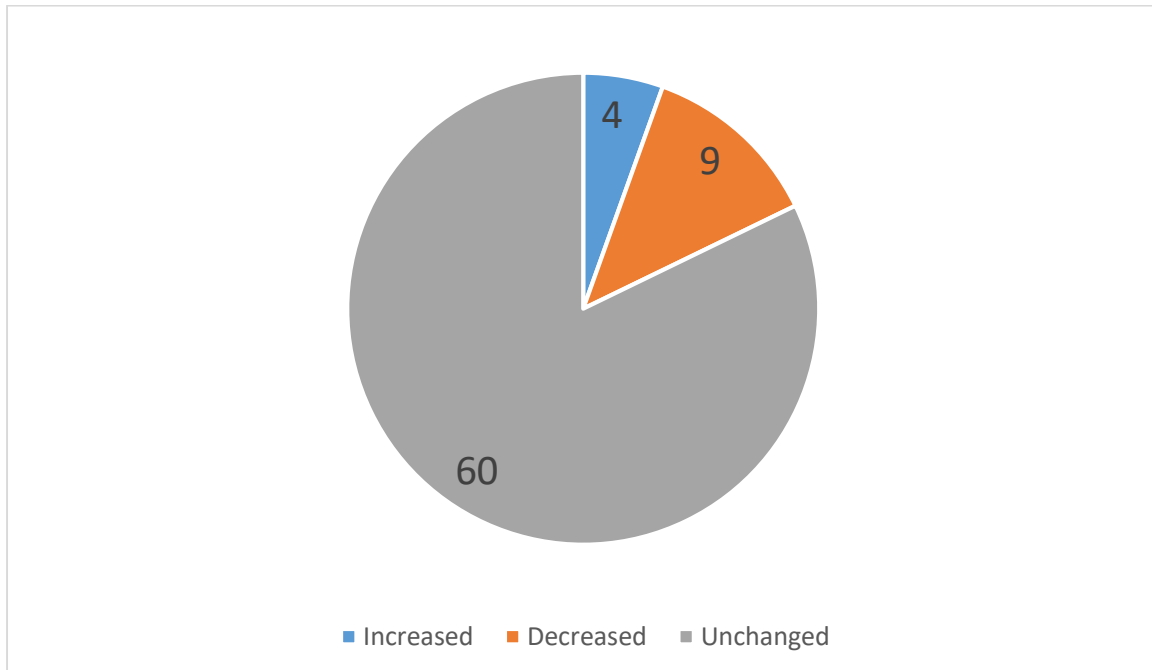
Question 12b - Has the availability of language options improved since 2021?

Figure 12



Question 12c - Has the quality of the font improved since 2021?

Figure 13

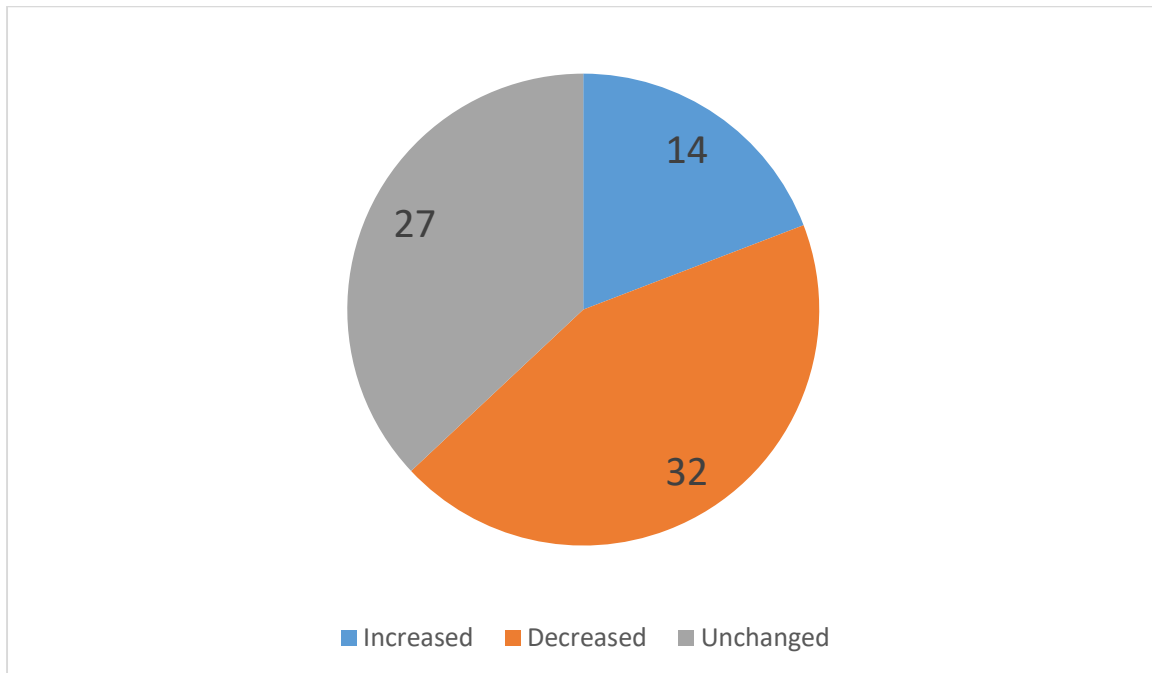


*Please note: All of the 60 practices whose scores remained the same scored 5 marks in both 2021 and 2023.*

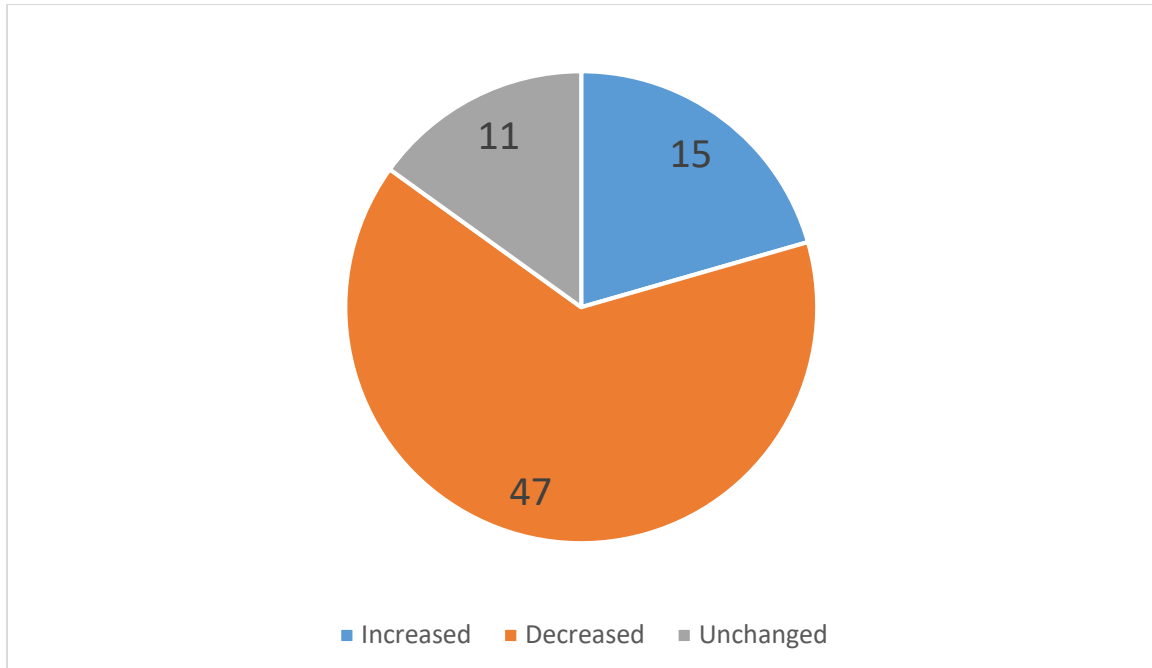
Question 12d & 12e - Access to EasyRead and other visual / hearing resources still require the user to wait numerous days to access them. However, the wait time for access to these materials has decreased from up to 28 days to 14 days' maximum.

Question 13 - Has ordering repeat prescriptions become easier since 2021?

Figure 14



Question 14 - Has it become easier for patients to access their medical records in 2023?





Question 15 - Has the availability of self-care advice increased since 2021?

Figure 15

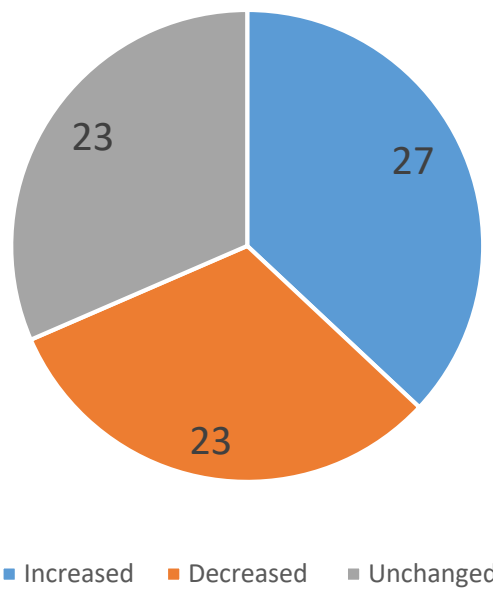
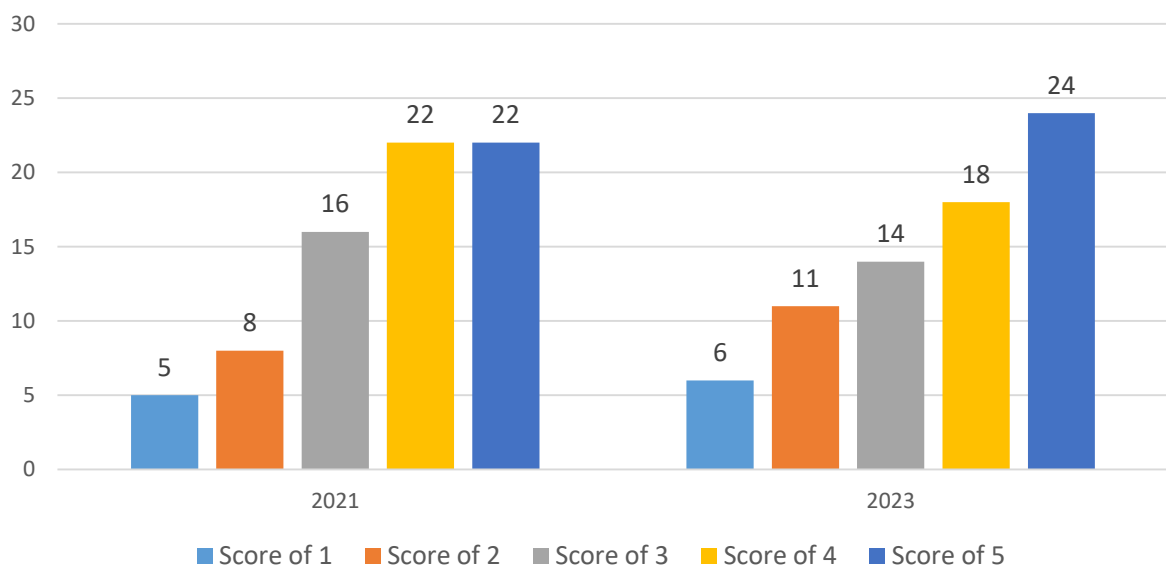


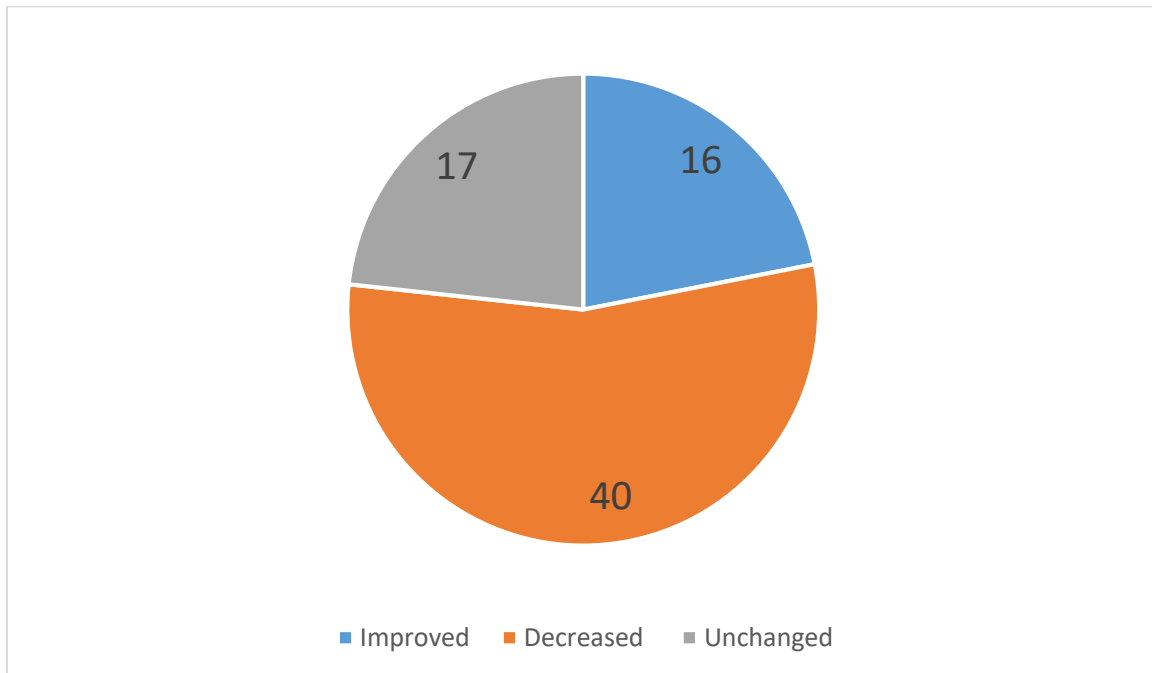
Figure 16

Comparisons between 2021 and 2023



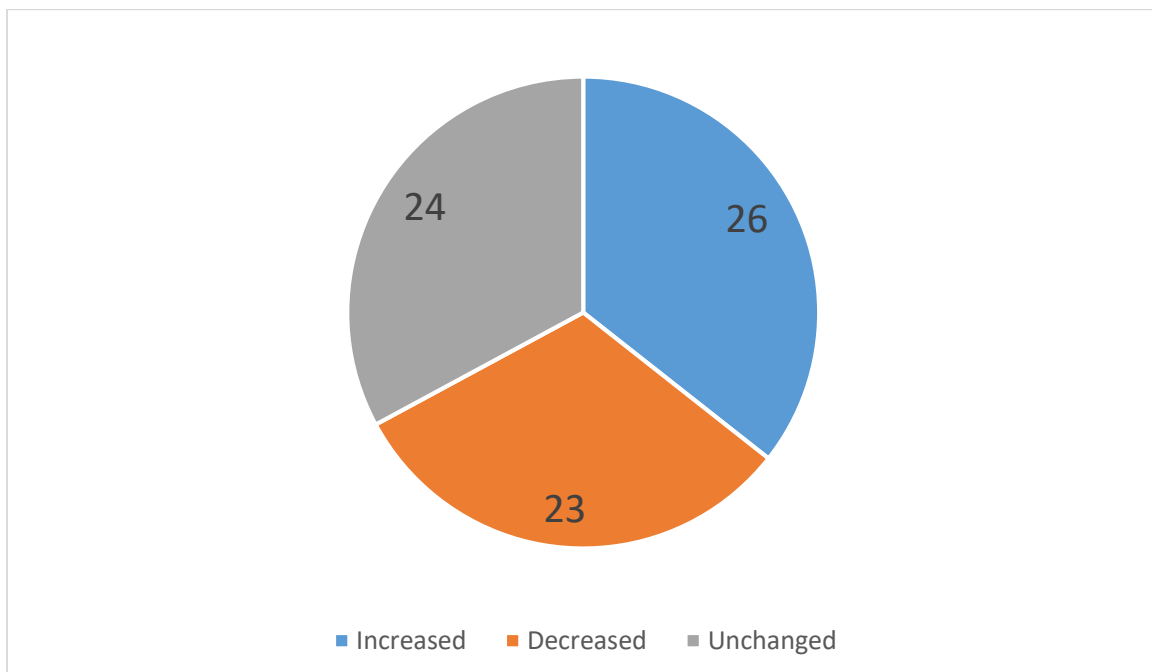
Question 16 - Has the feedback process improved since 2021?

Figure 17



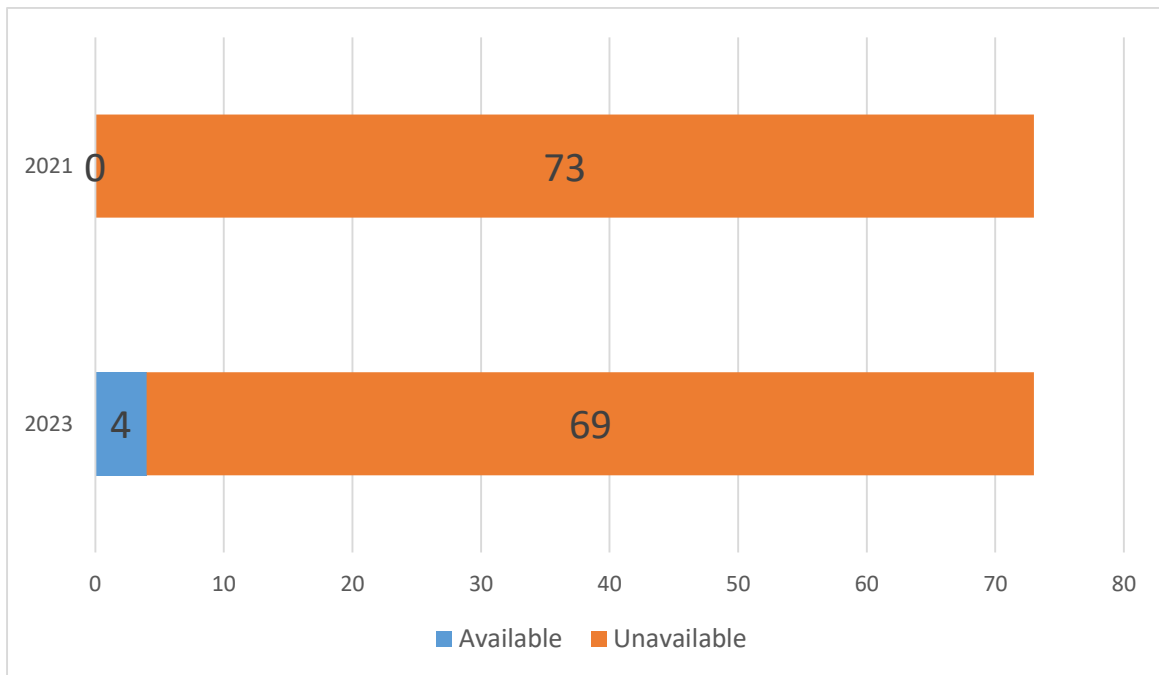
Question 17 - Has the complaints procedure become more visible and easier to find since 2021?

Figure 18



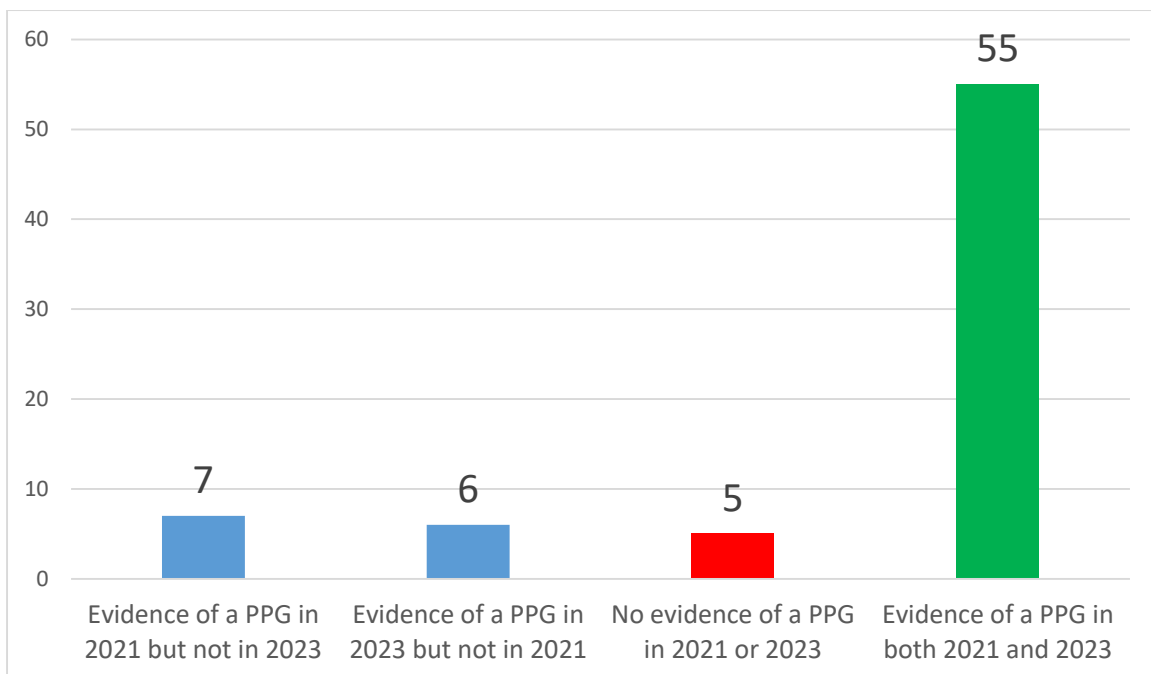
Question 18 - Has access to a Blind Sign Language service become more available on the websites in 2023?

Figure 19



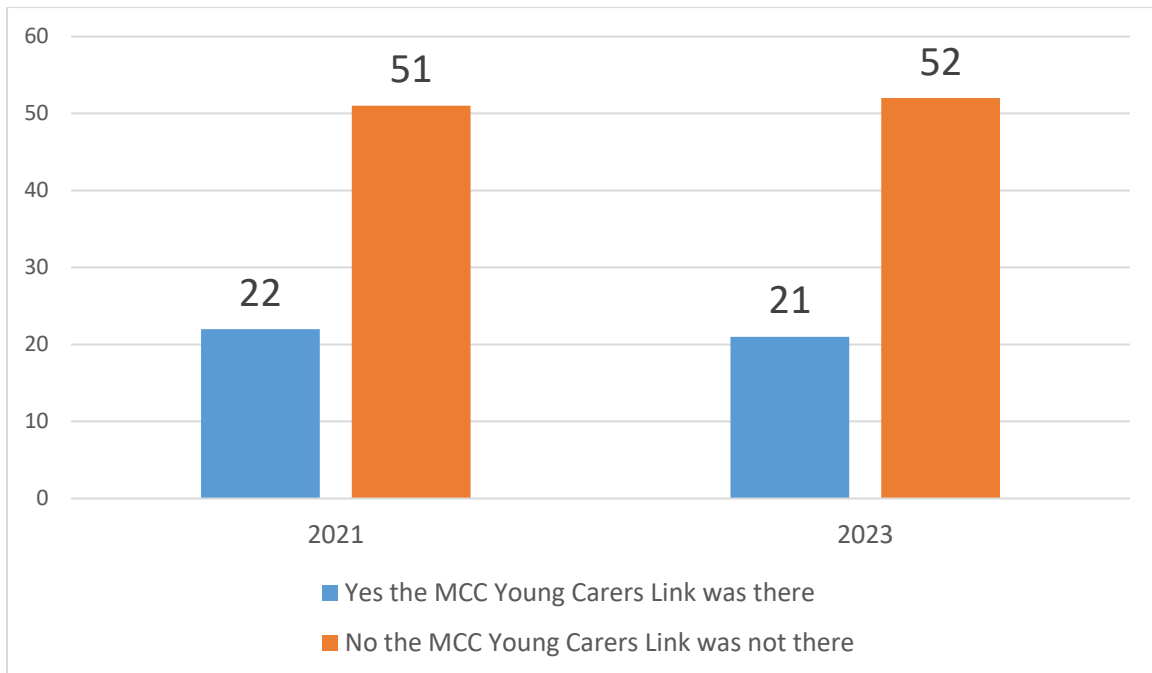
Question 19 - How many practices had evidence of a Patient Participation Group on their website in both 2021 and 2023?

Figure 20



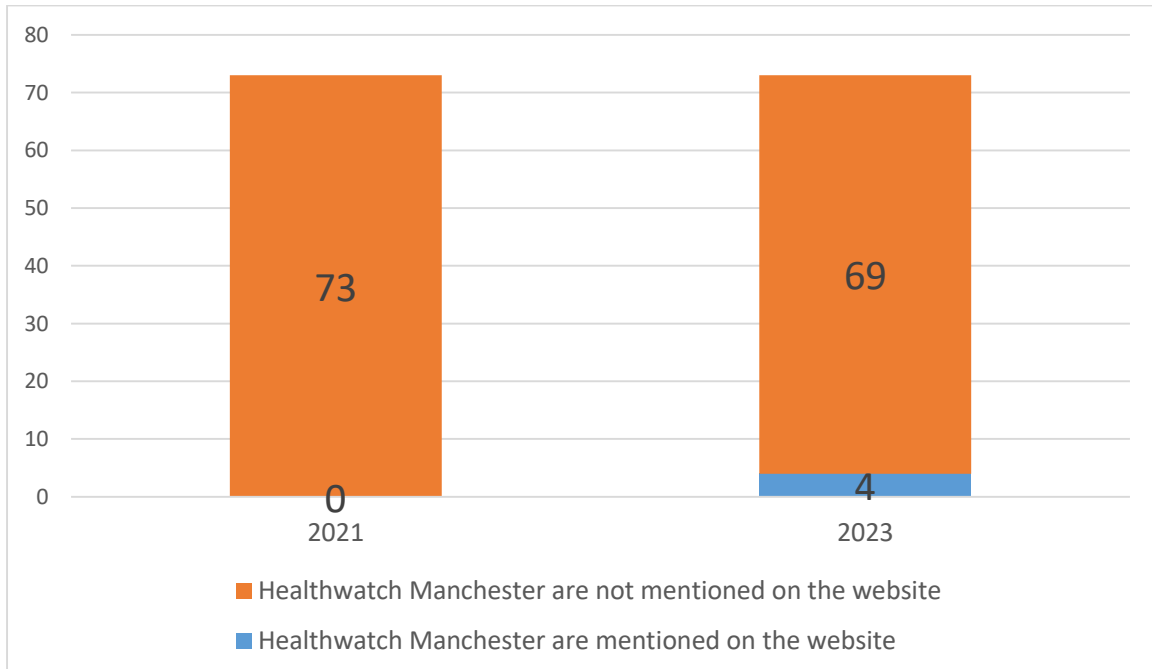
Question 20 - Has the number of websites providing the correct link to the Young Carers' website increased or decreased?

Figure 21



Question 21 - Are Healthwatch Manchester mentioned on the websites?

Figure 22



## Practice Score Tracker Document

Practice Name	Year	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12a	Q12b	Q12c	Q12d	Q12e	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	
Ailsa Craig Medical Practice	2021	5	5	5	5	4	No	PA	5	Yes	5	4	5	No	5	No	No	5	5	3	5	1	No	Yes	Yes	No	67
	2023	4	2	5	3	1	No	PA	1	Y	2	1	5	No	5	No	No	5	4	2	3	1	No	Yes	No	No	44
	Change	-1	-3	0	-2	-3	x	x	-4	x	-3	-3	0	x	0	x	x	0	-1	-1	-2	0	x	x	x	x	-23
Al-Shifa Medical Centre	2021	5	1	4	5	3	No	None	1	Yes	5	4	4	No	5	No	No	4	1	4	5	1	No	Yes	Yes	No	52
	2023	5	1	4	5	3	No	Neither	2	Yes	5	1	3	No	5	No	No	3	1	2	3	1	No	Yes	Yes	No	44
	Change	0	0	0	0	0	x	x	1	x	0	-3	-1	x	0	x	x	-1	0	-2	-2	0	x	x	x	x	-8
Ashcroft Surgery	2021	5	3	5	5	1	No	PA	5	Yes	5	3	5	Yes	5	No	No	5	2	3	5	1	No	Yes	No	No	58
	2023	5	1	5	5	5	No	PA	1	Yes	5	1	5	No	5	No	No	4	1	1	3	1	No	Yes	No	No	48
	Change	0	-2	0	0	4	x	x	-4	x	0	-2	0	x	0	x	x	-1	-1	-2	-2	0	x	x	x	x	-10
Ashville Surgery	2021	5	5	5	5	5	Yes	PA + AMGP	5	Yes	5	3	5	Yes	5	No	No	5	5	4	1	4	No	Yes	No	No	67
	2023	5	2	4	4	5	Yes	AMGP	2	Yes	4	1	5	Yes	5	No	Yes	5	3	2	4	5	No	Yes	Yes	No	56
	Change	0	-3	-1	-1	0	x	x	-3	x	-1	-2	0	x	0	x	x	0	-2	-2	3	1	x	x	x	x	-11
Barlow Medical Centre	2021	5	1	5	5	5	No	Pa	5	Yes	5	4	5	No	5	No	No	4	4	4	5	1	No	Yes	Yes	No	63
	2023	5	4	4	5	3	No	PA	1	Yes	3	1	5	No	5	No	No	2	3	4	3	1	No	Yes	Yes	Yes	49
	Change	0	3	-1	0	-2	x	x	-4	x	-2	-3	0	x	0	x	x	-2	-1	0	-2	0	x	x	x	x	-14
Beacon Medical Centre	2021	5	2	5	5	5	No	PA	5	Yes	5	2	5	Yes	5	No	No	5	4	3	2	1	No	No	Yes	No	59
	2023	1	1	2	4	4	No	PA	1	Yes	3	3	1	No	5	No	No	4	5	4	1	1	No	No	Yes	No	40
	Change	-4	-1	-3	-1	-1	x	x	-4	x	-2	1	-4	x	0	x	x	-1	1	1	-1	0	x	x	x	x	-19
Benchill Medical Practice	2021	5	3	5	5	5	No	PA	5	Yes	5	5	5	Yes	5	No	No	5	4	4	2	1	No	No	No	No	64
	2023	5	1	4	5	4	No	PA	1	Yes	2	1	4	Yes	5	Yes - 10 days	No	5	3	4	5	3	No	No	No	No	52
	Change	0	-2	-1	0	-1	x	x	-4	x	-3	-4	-1	x	0	x	x	0	-1	0	3	2	x	x	x	x	-12
Bodey Medical Centre	2021	5	1	5	5	5	No	PA	5	No	5	4	5	No	5	No	No	4	4	3	5	1	No	Yes	Yes	No	62
	2023	3	1	5	4	5	Yes	PA	1	Yes	5	5	5	Yes	5	No	Yes	5	1	5	5	2	No	Yes	Yes	No	57
	Change	-2	0	0	-1	0	x	x	-4	x	0	1	0	x	0	x	x	1	-3	2	0	1	x	x	x	x	-5
Borchardt Medical Centre	2021	5	1	5	5	4	No	PA	5	Yes	5	4	4	No	5	No	No	4	4	5	5	1	No	Yes	Yes	No	62
	2023	5	1	5	4	3	No	PA	1	Yes	5	3	3	No	5	Yes - 5 Days	No	4	1	2	3	2	No	Yes	Yes	No	47
	Change	0	0	0	-1	-1	x	x	-4	x	0	-1	-1	x	0	x	x	0	-3	-3	-2	1	x	x	x	x	-15
Bowland Medical Practice	2021	5	5	5	5	5	No	PA	5	Yes	5	1	5	No	5	No	No	5	5	5	1	1	No	Yes	Yes	No	63
	2023	3	1	4	5	4	No	PA	1	Yes	3	4	2	Yes	5	Yes - 10 days	Yes	4	2	3	1	1	No	No	No	No	43
	Change	-2	-4	-1	0	-1	x	x	-4	x	-2	3	-3	x	0	x	x	-1	-3	-2	0	0	x	x	x	x	-20
Brooklands Medical Practice	2021	5	5	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	5	4	5	3	1	No	Yes	No	No	67
	2023	4	2	5	4	4	No	PA	1	Yes	4	1	5	Yes	4	No	Yes	3	1	5	4	1	No	No	Yes	No	48
	Change	-1	-3	0	-1	-1	x	x	-4	x	-1	-3	0	x	-1	x	x	-2	-3	0	1	0	x	x	x	x	-19
Charlestown Surgery	2021	5	1	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	4	5	1	No	Yes	No	No	63
	2023	3	1	4	5	3	Yes	PA	1	Yes	4	5	5	No	5	Yes 5 days	No	4	1	3	4	4	No	Yes	Yes	No	52
	Change	-2	0	-1	0	-2	x	x	-4	x	-1	1	0	x	0	x	x	0	-3	-1	-1	3	x	x	x	x	-11

Cheetham Hill Medical Centre	2021	5	2	5	5	4	Yes	PA	5	Yes	5	4	2	No	2	No	No	5	5	5	5	5	No	Yes	No	No	64
	2023	2	1	5	5	5	No	PA	1	Yes	4	3	2	No	4	No	No	4	1	3	3	2	No	Yes	No	No	45
	Change	-3	-1	0	0	1	x	x	-4	x	-1	-1	0	x	2	x	x	-1	-4	-2	-2	-3	x	x	x	x	-19
Chorlton Family Practice	2021	5	3	5	5	3	No	PA	5	Yes	5	4	5	No	5	No	No	3	3	5	1	5	No	Yes	Yes	No	62
	2023	5	4	4	5	4	No	PA	1	Yes	4	5	4	No	4	Yes 5 days	No	4	1	5	3	3	No	Yes	Yes	No	56
	Change	0	1	-1	0	1	x	x	-4	x	-1	1	-1	x	-1	x	x	1	-2	0	2	-2	x	x	x	x	-6
City Health Centre	2021	3	1	2	4	2	Yes	PA	3	Yes	4	1	3	Yes	5	No	Yes	4	4	2	5	4	No	No	No	No	47
	2023	5	1	5	5	1	Yes	PA	1	Yes	4	1	5	Yes	5	No	Yes	3	3	4	3	1	No	Np	No	No	47
	Change	2	0	3	1	-1	x	x	-2	x	0	0	2	x	0	x	x	-1	-1	2	-2	-3	x	x	x	x	0
Collegiate Medical Centre	2021	5	2	5	5	4	Yes	PA	5	Yes	5	4	5	No	5	No	No	4	5	5	5	2	No	Yes	No	No	66
	2023	5	3	4	5	1	No	PA	2	Yes	3	1	5	No	5	No	No	2	2	5	4	2	No	Yes	Yes	No	49
	Change	0	1	-1	0	-3	x	x	-3	x	-2	-3	0	x	0	x	x	-2	-3	0	-1	0	x	x	x	x	-17
Conran Medical Practice	2021	5	1	5	5	5	No	PA	5	Yes	5	4	5	Yes	5	No	No	5	2	3	4	4	No	Yes	No	No	63
	2023	1	3	5	5	3	No	PA	1	Yes	1	1	5	Yes	5	No	No	4	1	2	3	3	Yes	Yes	No	No	43
	Change	-4	2	0	0	-2	x	x	-4	x	-4	-3	0	x	0	x	x	-1	-1	-1	-1	-1	x	x	x	x	-20
Cornbrook Medical Practice	2021	1	3	5	5	4	Yes	PA	5	Yes	1	1	5	No	5	No	No	5	5	5	5	3	No	No	No	No	58
	2023	3	1	1	4	4	Yes	OnCon	1	Yes	1	1	5	No	5	No	No	3	1	2	3	3	Yes	Yes	Yes	No	38
	Change	2	-2	-4	-1	0	x	x	-4	x	0	0	0	x	0	x	x	-2	-4	-3	-2	0	x	x	x	x	-20
Cornerstone Family Practice	2021	5	1	5	5	1	No	None	1	Yes	5	1	5	Yes	5	No	No	5	4	4	5	5	No	Yes	No	No	57
	2023	1	1	3	5	2	No	None	1	Yes	2	2	3	Yes	3	Yes 10 days	No	5	2	4	1	3	No	Yes	No	No	38
	Change	-4	0	-2	0	1	x	x	0	x	-3	1	-2	x	-2	x	x	0	-2	0	-4	-2	x	x	x	x	-19
Cornishway Group Practice	2021	5	1	5	5	5	No	PA	5	Yes	4	4	5	Yes	5	No	No	5	1	5	5	5	No	Yes	No	No	65
	2023	5	1	4	5	5	Yes	PA	4	Yes	3	3	5	Yes	5	Yes -10 days	No	3	1	2	5	1	No	Yes	No	No	52
	Change	0	0	-1	0	0	x	x	-1	x	-1	-1	0	x	0	x	x	-2	0	-3	0	-4	x	x	x	x	-13
Dam Head Medical Centre	2021	5	5	5	5	5	No	PA	5	Yes	1	4	5	Yes	5	No	No	5	1	2	1	1	No	Yes	No	No	55
	2023	3	3	3	5	5	Yes	PA	1	Yes	1	5	5	Yes	5	Yes -5 days	No	3	5	3	1	2	No	No	No	No	50
	Change	-2	-2	-2	0	0	x	x	-4	x	0	1	0	x	0	x	x	-2	4	1	0	1	x	x	x	x	-5
David Medical Centre	2021	5	5	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	3	4	5	5	5	No	Yes	No	No	71
	2023	2	2	5	5	3	No	PA	1	Yes	3	4	4	No	4	Yes -5 days	No	3	1	5	4	3	No	No	Yes	No	49
	Change	-3	-3	0	0	-2	x	x	-4	x	-2	0	-1	x	-1	x	x	0	-3	0	-1	-2	x	x	x	x	-22
Dickenson Road Medical Centre	2021	5	4	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	4	5	1	No	Yes	Yes	Np	66
	2023	2	1	2	5	3	No	PA	2	Yes	3	4	4	No	5	Yes -5 days	No	4	1	5	3	1	No	Yes	Yes	No	45
	Change	-3	-3	-3	0	-2	x	x	-3	x	-2	0	-1	x	0	x	x	0	-3	1	-2	0	x	x	x	x	-21

Didsbury Medical Centre	2021	5	5	5	5	5	No	PA	5	Yes	5	4	5	No	5	Yes	No	4	4	4	5	1	No	Yes	Yes	No	67
	2023	2	2	4	5	2	Yes	PA	8	Yes	1	3	5	No	5	Yes - 5 days	No	2	1	4	4	1	Yes	Yes	Yes	No	49
	Change	-3	-3	-1	0	-3	x	x	3	x	-4	-1	0	x	0	x	x	-2	-3	0	-1	0	x	x	x	x	-18
Droylsden Rd Family Practice	2021	5	2	5	5	1	No	PA	5	Yes	5	1	5	Yes	5	No	No	5	5	2	5	5	No	Yes	No	No	61
	2023	5	2	3	5	2	No	PA	1	Yes	4	1	5	Yes	5	No	No	3	1	3	5	5	No	Yes	No	No	50
	Change	0	0	-2	0	1	x	x	-4	x	-1	0	0	x	0	x	x	-2	-4	1	0	0	x	x	x	x	-11
Fallowfield Medical Centre	2021	5	1	3	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	4	5	1	No	Yes	Yes	No	61
	2023	4	1	5	3	5	Yes	PA	1	Yes	1	3	5	No	5	Yes - 10 days	No	5	1	4	3	1	No	Yes	No	No	47
	Change	-1	0	2	-2	0	x	x	-4	x	-4	-1	0	x	0	x	x	1	-3	0	-2	0	x	x	x	x	-14
Fernclough Surgery	2021	5	1	5	5	5	No	PA	5	Yes	5	5	5	Yes	5	No	No	5	5	1	5	5	No	No	No	No	67
	2023	4	5	3	5	5	No	PA	1	Yes	2	4	5	Yes	5	Yes - 7 Days	No	5	1	1	2	1	No	No	No	x	49
	Change	-1	4	-2	0	0	x	x	-4	x	-3	-1	0	x	0	x	x	0	-4	0	-3	-4	x	x	x	x	-18
Five Oaks Family Practice	2021	5	4	5	5	5	No	PA	5	Yes	5	4	3	Yes	5	No	No	5	4	5	1	2	No	Yes	No	No	63
	2023	2	3	5	4	4	No	PA	1	Yes	3	4	5	No	5	Yes - 10 days	No	4	2	2	4	4	No	Yes	No	No	52
	Change	-3	-1	0	-1	-1	x	x	-4	x	-2	0	2	x	0	x	x	-1	-2	-3	3	2	x	x	x	x	-11
Gorton Medical Centre	2021	5	1	5	5	5	No	PA	5	Yes	5	2	2	Yes	5	No	No	5	3	1	5	1	No	Yes	No	No	55
	2023	3	1	4	5	4	No	PA	1	Yes	3	4	4	Yes	3	Yes - 10 days	No	5	4	4	5	5	No	Yes	No	Yes	55
	Change	-2	0	-1	0	-1	x	x	-4	x	-2	2	2	x	-2	x	x	0	1	3	0	4	x	x	x	x	0
Hawthorn Medical Centre	2021	2	1	5	5	5	No	PA	5	Yes	1	5	5	Yes	5	No	No	5	1	2	3	5	No	Yes	No	No	55
	2023	1	1	4	5	3	No	PA	1	Yes	2	3	5	Yes	5	No	No	3	1	3	2	2	No	Yes	No	No	41
	Change	-1	0	-1	0	-2	x	x	-4	x	1	-2	0	x	0	x	x	-2	0	1	-1	-3	x	x	x	x	-14
Hazeldene Medical Centre	2021	5	1	5	5	5	No	PA	5	Yes	1	2	5	No	5	No	No	5	1	2	5	1	No	Yes	No	No	53
	2023	3	1	3	5	4	No	PA	1	Yes	2	3	5	Yes	5	No	No	5	1	3	1	2	No	Yes	No	No	44
	Change	-2	0	-2	0	-1	x	x	-4	x	1	1	0	x	0	x	x	0	0	1	-4	1	x	x	x	x	-9
Jolly Medical Centre	2021	5	2	5	5	5	Yes	PA	5	Yes	4	2	5	Yes	5	No	No	5	3	3	1	1	No	Yes	No	No	56
	2023	1	2	3	5	3	No	PA	3	Yes	3	2	5	Yes	5	Yes - 5 days	No	5	1	3	3	4	No	Yes	No	No	48
	Change	-4	0	-2	0	-2	x	x	-2	x	-1	0	0	x	0	x	x	0	-2	0	2	3	x	x	x	x	-8
Kingsway Medical Practice	2021	5	4	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	3	5	1	No	Yes	Yes	No	65
	2023	2	4	5	4	4	No	PA	2	Yes	2	1	5	No	5	Yes - 5 Days	No	2	2	4	4	3	No	Yes	Yes	No	49
	Change	-3	0	0	-1	-1	x	x	-3	x	-3	-3	0	x	0	x	x	-2	-2	1	-1	2	x	x	x	x	-16
Ladybarn Group Practice	2021	5	1	5	5	5	No	PA	5	Yes	5	5	5	No	5	No	No	4	4	3	1	1	No	Yes	Yes	No	59
	2023	1	1	5	3	2	No	NHS App	1	Yes	2	2	5	Yes	5	No	No	1	1	5	2	1	No	Yes	Yes	No	37
	Change	-4	0	0	-2	-3	x	x	-4	x	-3	-3	0	x	0	x	x	-3	-3	2	1	0	x	x	x	x	-22

Levenshulme Medical Centre	2021	5	3	1	5	5	No	PA	5	Yes	1	5	5	Yes	5	No	No	5	1	4	1	5	No	Yes	No	No	56
	2023	2	2	3	5	3	No	PA	2	Yes	1	5	5	Yes	5	Yes - 7 days	No	3	1	3	5	1	No	Yes	No	No	46
	Change	-3	-1	2	0	-2	x	x	-3	x	0	0	0	x	0	x	x	-2	0	-1	4	-4	x	x	x	x	-10
Lime Square Medical Centre	2021	5	1	5	5	1	No	PA	5	Yes	1	1	5	Yes	5	No	No	5	4	2	1	1	No	Yes	No	No	47
	2023	3	2	4	5	2	No	PA	2	Yes	1	3	5	Yes	5	Yes - 5 days	No	4	1	2	1	4	No	No	No	No	44
	Change	-2	1	-1	0	1	x	x	-3	x	0	2	0	x	0	x	x	-1	-3	0	0	3	x	x	x	x	-3
Longsight Medical Practice	2021	4	4	4	4	4	No	PA	4	Yes	4	2	3	No	4	No	No	4	3	4	3	2	No	Np	Yes0	No	53
	2023	5	3	5	3	3	No	PA	3	Yes	4	5	5	No	5	Yes - 5 Days	No	4	4	5	4	3	No	Yes	Yes0	No	61
	Change	1	-1	1	-1	-1	x	x	-1	x	0	3	2	x	1	x	x	0	1	1	1	1	x	x	x	x	8
Maples Medical Centre	2021	5	1	5	5	5	No	PA	5	Yes	5	5	5	Yes	5	No	No	5	5	4	1	2	No	Yes	No	No	63
	2023	5	1	4	5	4	Yes	PA	1	Yes	4	4	5	Yes	5	Yes - DNS	Yes	4	3	3	3	1	Yes	Yes	No	No	52
	Change	0	0	-1	0	-1	x	x	-4	x	-1	-1	0	x	0	x	x	-1	-2	-1	2	-1	x	x	x	x	-11
Mauldeth Medical Centre	2021	5	5	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	3	5	1	No	Yes	Yes	No	66
	2023	5	5	5	4	4	No	PA	4	Yes	4	4	5	No	5	Yes - 5 days	No	4	3	5	4	2	No	Yes	Yes	No	63
	Change	0	0	0	-1	-1	x	x	-1	x	-1	0	0	x	0	x	x	0	-1	2	-1	1	x	x	x	x	-3
Mount Road Surgery	2021	5	3	5	5	1	No	PA	5	Yes	5	1	3	Yes	3	No	No	5	3	5	5	1	No	Yes	No	No	55
	2023	4	3	5	5	5	Yes	PA	5	Yes	5	5	5	No	5	Yes - 10 days	No	5	1	4	4	4	No	Yes	No	No	65
	Change	-1	0	0	0	4	x	x	0	x	0	4	2	x	2	x	x	0	-2	-1	-1	3	x	x	x	x	10
New Bank Health Centre	2021	5	4	5	5	3	Yes	PA	5	Yes	5	4	5	No	5	No	No	4	4	4	5	1	No	Yes	No	No	64
	2023	5	4	4	5	4	No	PA	4	Yes	4	4	5	No	5	Yes - 5 Days	No	4	1	5	4	4	No	Yes	No	No	62
	Change	0	0	-1	0	1	x	x	-1	x	-1	0	0	x	0	x	x	0	-3	1	-1	3	x	x	x	x	-2
New Islington Medical Centre	2021	5	3	5	4	5	Yes	PA	5	Yes	1	5	5	Yes	5	No	No	5	1	5	2	1	No	Yes	No	No	57
	2023	3	4	5	5	5	No	PA	4	Yes	5	5	5	Yes	5	Yes - 7 days	No	5	1	5	5	5	No	Yes	No	No	67
	Change	-2	1	0	1	0		x	-1	x	4	0	0	x	0	x	x	0	0	0	3	4	x	x	x	x	10
Newton Heath Health Centre	2021	5	2	5	5	5	No	PA	5	Yes	1	5	5	Yes	4	No	No	5	3	5	4	5	No	Yes	No	No	64
	2023	2	1	1	5	2	No	PA	4	Yes	3	4	4	Yes	3	Yes - 10 days	No	5	1	3	4	4	No	Yes	No	No	46
	Change	-3	-1	-4	0	-3	x	x	-1	x	2	-1	-1	x	-1	x	x	0	-2	-2	0	-1	x	x	x	x	-18
Northenden Group Practice	2021	5	5	5	5	5	No	PA	5	Yes	3	5	5	No	5	Yes	Yes	4	5	4	1	5	No	Yes	No	No	67
	2023	2	1	1	5	2	No	PA	4	Yes	3	4	4	Yes	3	No	No	5	1	3	4	4	No	Yes	No	No	46
	Change	-3	-4	-4	0	-3	x	x	-1	x	0	-1	-1	x	-2	x	x	1	-4	-1	3	-1	x	x	x	x	-21



Northern Moor Medical Practice	2021	5	5	5	5	4	No	PA + OC	5	Yes	5	5	5	Yes	5	No	Yes	5	1	4	5	5	No	Yes	No	No	69
	2023	1	4	4	5	3	No	PA	4	Yes	5	2	5	Yes	5	No	No	5	1	4	4	4	No	Yes	No	No	56
	Change	-4	-1	-1	0	-1	x	x	-1	x	0	-3	0	x	0	x	x	0	0	0	-1	-1	x	x	x	x	-13
Park View Medical Centre	2021	5	2	5	5	5	Yes	None	1	Yes	5	5	5	Yes	5	No	No	5	1	5	4	1	No	Yes	No	No	59
	2023	1	1	4	4	3	No	NHS App	3	Yes	3	4	4	Yes	5	Yes - 10 days	Yes	3	2	1	5	1	No	Yes	No	No	44
	Change	-4	-1	-1	-1	-2	x	x	2	x	-2	-1	-1	x	0	x	x	-2	1	-4	1	0	x	x	x	x	-15
Parkside Medical Centre	2021	5	5	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	3	5	1	No	Yes	Yes	No	66
	2023	5	5	4	5	4	No	PA	3	Yes	4	5	4	No	5	Yes - 5 days	Yes	4	1	4	4	3	No	Yes	No	No	60
	Change	0	0	-1	0	-1	x	x	-2	x	-1	1	-1	x	0	x	x	0	-3	1	-1	2	x	x	x	x	-6
Peel Hall Medical Practice	2021	3	5	5	5	1	Yes	PA	5	Yes	1	3	5	Yes	5	No	No	5	1	4	5	5	No	Yes	No	No	58
	2023	5	2	5	5	3	Yes	PA	1	Yes	5	3	5	Yes	5	Yes - 5 Days	Yes	3	2	1	3	5	No	No	Yes	Yes	53
	Change	2	-3	0	0	2	x	x	-4	x	4	0	0	x	0	x	x	-2	1	-3	-2	0	x	x	x	x	-5
Princess Road Surgery	2021	5	1	5	5	2	No	PA	5	Yes	4	4	5	No	5	No	No	3	4	5	5	5	No	Yes	No	No	63
	2023	2	2	5	5	4	Yes	AMGP	2	Yes	5	5	5	Yes	5	Yes - 14 days	Yes	5	4	5	5	5	No	Yes	No	No	64
	Change	-3	1	0	0	2	x	x	-3	x	1	1	0	x	0	x	x	2	0	0	0	0	x	x	x	x	1
Queens Medical Centre	2021	5	2	5	5	5	Yes	PA	5	Yes	5	2	5	Yes	5	No	No	5	1	3	5	1	No	No	No	No	59
	2023	5	1	4	5	4	No	PA	4	Yes	4	3	5	Yes	4	Yes - 10 days	Yes	5	1	1	5	5	No	Yes	No	No	56
	Change	0	-1	-1	0	-1	x	x	-1	x	-1	1	0	x	-1	x	x	0	0	-2	0	4	x	x	x	x	-3
R K Medical Practice	2021	5	3	5	5	5	No	PA	5	Yes0	5	3	5	Yes	5	No	No	5	1	3	4	4	No	Yes	No	No	63
	2023	1	1	5	5	5	No	PA	5	Yes0	5	5	5	Yes	5	Yes - 10 days	Yes	4	4	5	3	2	No	Yes	No	No	60
	Change	-4	-2	0	0	0	x	x	0	x	0	2	0	x	0	x	x	-1	3	2	-1	-2	x	x	x	x	-3
Simpson Medical Practice	2021	5	2	5	5	1	No	PA	5	Yes	5	4	5	Yes	5	No	No	5	5	2	5	1	No	Yes	No	No	60
	2023	4	1	5	5	1	Yes	PA	1	Yes	5	3	5	Yes	5	No	Yes	4	4	2	5	5	No	Yes	No	No	55
	Change	-1	-1	0	0	0	x	x	-4	x	0	-1	0	x	0	x	x	-1	-1	0	0	4	x	x	x	x	-5
Surrey Lodge Group Practice	2021	5	5	5	5	4	No	PA	5	Yes	5	4	5	No	5	No	No	5	4	4	5	1	No	Yes	Yes	No	67
	2023	5	1	5	5	4	No	PA	5	Yes	5	4	5	No	5	Yes - 5 days	Yes	4	1	5	4	4	No	Yes	Yes	No	62
	Change	0	-4	0	0	0	x	x	0	x	0	0	0	x	0	x	x	-1	-3	1	-1	3	x	x	x	x	-5
The Alexandra Practice	2021	5	5	5	5	2	No	PA	5	Yes	5	4	5	No	5	No	No	3	4	5	5	5	No	Yes	No	No	68
	2023	5	1	5	5	5	Yes	AMGP	1	Yes	5	5	5	Yes	5	Yes - 14 days	Yes	5	5	5	5	4	No	Yes	No	No	66
	Change	0	-4	0	0	3	x	x	-4	x	0	1	0	x	0	x	x	2	1	0	0	-1	x	x	x	x	-2
The Arch Medical Practice	2021	5	3	5	4	5	No	PA	5	Yes	5	3	5	Yes	5	No	No	3	2	1	5	5	No	No	No	No	61
	2023	4	3	4	4	4	No	PA	1	Yes	5	2	5	Yes	5	No	Yes	4	4	5	5	1	No	Yes	No	No	56
	Change	-1	0	-1	0	-1	x	x	-4	x	0	-1	0	x	0	x	x	1	2	4	0	-4	x	x	x	x	-5

The Avenue Medical Centre	2021	5	3	5	5	5	No	PA	5	Yes	5	5	5	No	5	No	No	5	3	3	5	5	No	Yes	No	No	69
	2023	5	5	5	5	5	No	PA	3	Yes	5	5	5	Yes	5	Yes - 10 days	Yes	5	5	5	5	5	No	Yes	No	No	73
	Change	0	2	0	0	0	x	x	-2	x	0	0	0	x	0	x	x	0	2	2	0	0	x	x	x	x	4
The Docs	2021	5	1	5	4	4	Yes	PA	5	Yes	4	4	5	No	4	No	No	3	4	4	2	1	No	No	No	No	55
	2023	5	5	4	5	4	No	PA	3	Yes	5	5	5	No	5	Yes - 5 days	Yes	4	5	5	5	5	No	Yes	Yes	No	70
	Change	0	4	-1	1	0	x	x	-2	x	1	1	0	x	1	x	x	1	1	1	3	4	x	x	x	x	15
The Neville Family Medical Centre	2021	5	4	5	5	5	No	PA	5	Yes	5	1	5	Yes	5	No	No	5	1	3	5	5	No	Yes	No	No	64
	2023	4	1	4	5	4	No	PA	3	Yes	4	4	5	Yes	5	Yes - 10 days	Yes	4	4	4	5	5	No	Yes	No	No	61
	Change	-1	-3	-1	0	-1	x	x	-2	x	-1	3	0	x	0	x	x	-1	3	1	0	0	x	x	x	x	-3
The Park Medical Centre	2021	5	3	5	5	5	No	PA	5	Yes	5	1	5	Yes	5	No	No	5	4	4	5	1	No	Yes	No	No	63
	2023	5	3	3	5	3	No	PA	3	Yes	4	5	5	Yes	5	Yes - 10 days	Yes	4	2	4	4	4	No	Yes	No	No	59
	Change	0	0	-2	0	-2	x	x	-2	x	-1	4	0	x	0	x	x	-1	-2	0	-1	3	x	x	x	x	-4
The Range Medical Centre	2021	5	1	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	3	4	5	5	5	No	Yes	Yes	No	67
	2023	4	1	5	3	4	No	PA	3	Yes	4	5	5	No	5	Yes - 5 days	Yes	4	1	3	4	4	No	Yes	No	No	55
	Change	-1	0	0	-2	-1	x	x	-2	x	-1	1	0	x	0	x	x	1	-3	-2	-1	-1	x	x	x	x	-12
The Robert Darbishire Practice	2021	5	3	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	5	4	3	5	1	No	Yes	Yes	No	65
	2023	5	4	4	5	4	No	PA	3	Yes	5	5	5	No	5	Yes - 5 days	Yes	5	1	5	4	1	No	Yes	No	No	61
	Change	0	1	-1	0	-1	x	x	-2	x	0	1	0	x	0	x	x	0	-3	2	-1	0	x	x	x	x	-4
The Whitswood Practice	2021	5	1	5	5	3	Yes	PA	5	Yes	5	4	5	No	5	No	No	4	4	5	5	4	No	Yes	Yes	No	65
	2023	5	1	4	5	4	No	PA	3	Yes	4	5	5	No	5	Yes - 5 days	Yes	5	1	5	4	4	No	Yes	No	No	60
	Change	0	0	-1	0	1	x	x	-2	x	-1	1	0	x	0	x	x	1	-3	0	-1	0	x	x	x	x	-5
The Wilbraham Surgery	2021	5	1	5	5	5	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	5	5	5	No	Yes	No	No	68
	2023	5	1	4	5	4	No	PA	3	Yes	4	5	5	No	5	Yes - 5 days	Yes	5	1	4	4	4	No	Yes	No	No	59
	Change	0	0	-1	0	-1	x	x	-2	x	-1	1	0	x	0	x	x	1	-3	-1	-1	-1	x	x	x	x	-9
Tregenna Group Practice	2021	5	1	1	5	2	No	PA	5	Yes	5	5	5	No	5	No	No	4	1	4	1	1	No	Yes	No	No	50
	2023	5	1	1	5	1	No	PA	3	Yes	1	5	5	No	5	Yes - 5 days	Yes	1	1	3	1	1	No	No	No	No	39
	Change	0	0	0	0	-1	x	x	-2	x	-4	0	0	x	0	x	x	-3	0	-1	0	0	x	x	x	x	-11

Urban Village Medical Practice	2021	5	3	2	5	5	No	NHS App	5	Yes	5	5	5	No	5	Yes - 5 days	No	4	5	5	5	5	No	Yes	No	No	69
	2023	5	4	5	5	3	No	NHS App	3	Yes	1	1	5	No	5	Yes - 5 days	Yes	4	4	1	4	4	No	Yes	No	No	54
	Change	0	1	3	0	-2	x	x	-2	x	-4	-4	0	x	0	x	x	0	-1	-4	-1	-1	x	x	x	x	-15
Valentine Medical Centre	2021	5	3	5	5	1	No	None	1	Yes	5	1	5	Yes	5	No	No	5	1	4	5	1	No	Yes	No	No	52
	2023	1	1	3	5	2	No	None	3	Yes	3	3	5	Yes	5	Yes - 10 days	Yes	4	4	5	5	1	No	Yes	No	No	50
	Change	-4	-2	-2	0	1	x	x	2	x	-2	2	0	x	0	x	x	-1	3	1	0	0	x	x	x	x	-2
Victoria Mill Medical Practice	2021	5	1	5	5	5	Yes	PA	5	Yes	5	5	5	No	5	No	No	3	5	5	5	5	No	Yes	No	No	69
	2023	5	1	5	5	3	No	PA	3	Yes	4	5	5	No	4	yes - 5 days	Yes	4	1	4	4	4	No	Yes	No	No	57
	Change	0	0	0	0	-2	x	x	-2	x	-1	0	0	x	-1	x	x	1	-4	-1	-1	-1	x	x	x	x	-12
West Gorton Medical Centre	2021	5	5	5	5	3	No	PA	5	Yes	5	4	5	No	5	No	No	3	4	4	5	1	No	Yes	No	No	64
	2023	5	2	4	5	1	No	PA	3	Yes	1	5	5	No	5	Yes - 5 days	Yes	4	1	4	4	4	No	Yes	No	Yes	53
	Change	0	-3	-1	0	-2	x	x	-2	x	-4	1	0	x	0	x	x	1	-3	0	-1	3	x	x	x	x	-11
West Point Medical Centre	2021	5	2	5	5	3	No	PA	5	Yes	5	4	5	No	5	No	No	4	4	5	5	5	No	Yes	Yes	No	67
	2023	5	1	5	5	1	No	None	3	Yes	4	5	5	No	5	Yes - 5 days	Yes	4	1	4	4	4	No	Yes	No	No	56
	Change	0	-1	0	0	-2	x	x	-2	x	-1	1	0	x	0	x	x	0	-3	-1	-1	-1	x	x	x	x	-11
Whitley Road Medical Centre	2021	5	4	5	5	5	Yes	PA	5	Yes	5	1	2	Yes	5	No	No	5	2	2	2	1	No	Yes	No	No	54
	2023	4	5	3	5	4	No	PA + NHS App	1	Yes	4	3	5	No	5	No	No	5	4	5	4	4	No	Yes	No	No	61
	Change	-1	1	-2	0	-1	x	x	-4	x	-1	2	3	x	0	x	x	0	2	3	2	3	x	x	x	x	7
Willowbank Surgery	2021	5	4	5	5	5	No	None	1	Yes	5	5	5	Yes	5	No	No	1	5	1	4	5	No	No	No	No	61
	2023	5	5	3	5	1	No	PA	3	Yes	1	5	5	Yes	5	Yes - 7 days	Yes	5	1	2	3	1	No	No	No	No	50
	Change	0	1	-2	0	-4	x	x	2	x	-4	0	0	x	0	x	x	4	-4	1	-1	-4	x	x	x	x	-11
Wilmslow Road Medical Centre	2021	5	3	5	5	4	No	PA	5	Yes	5	4	5	No	5	No	No	5	4	3	5	1	No	Yes	Yes	No	64
	2023	4	4	5	5	4	No	PA	1	Yes	4	5	5	Yes	5	No	Yes	5	4	5	4	1	No	Yes	No	No	61
	Change	-1	1	0	0	0	x	x	-4	x	-1	1	0	x	0	x	x	0	0	2	-1	0	x	x	x	x	-3
Woodlands Medical Practice	2021	5	3	3	5	5	No	PA	5	Yes	1	5	5	Yes	5	No	No	5	1	1	1	1	No	No	No	No	51
	2023	4	5	5	5	4	No	PA	1	Yes	4	1	5	No	5	No	Yes	4	4	5	4	4	No	Yes	No	No	60
	Change	-1	2	2	0	-1	x	x	-4	x	3	-4	0	x	0	x	x	-1	3	4	3	3	x	x	x	x	9

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