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## Moorside Surgery

Moorside Surgery, 370 Dudley Hill Road, BD2  
3AA

Showing responses about **all questions** from  
**all patients**

 Showing weighted results ▼

### Your local GP services



**87%** find it easy to get through to  
this GP practice by phone

Local (CCG) average: 59% | National average: 68%

Show breakdown 



**95%** find the receptionists at this  
GP practice helpful

Local (CCG) average: 87% | National average: 89%

Show breakdown 



**77%** are satisfied with the general  
practice appointment times  
available

Local (CCG) average: 60% | National average: 65%

Show breakdown 



**43%** usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 38% | National average: 48%

Show breakdown

## Making an appointment



**59%** were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 55% | National average: 62%

Show breakdown



**74%** were satisfied with the type of appointment they were offered

Local (CCG) average: 71% | National average: 74%

Show breakdown



**95%** took the appointment they were offered

Local (CCG) average: 92% | National average: 94%

Show breakdown



**81%** describe their experience of making an appointment as good

Local (CCG) average: 61% | National average: 67%

Show breakdown

## Your last appointment



**63%** waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 72% | National average: 69%

Show breakdown 



**95%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 86% | National average: 87%

Show breakdown 



**96%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 89% | National average: 89%

Show breakdown 



**94%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 87% | National average: 87%

Show breakdown 



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

Local (CCG) average: 92% | National average: 93%

Show breakdown 



**97%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 94% | National average: 95%

Show breakdown 



**90%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 86% | National average: 86%

Show breakdown 



**98%** felt their needs were met during their last general practice appointment

Local (CCG) average: 94% | National average: 94%

Show breakdown 

## Your health



**85%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 76% | National average: 78%

Show breakdown 

## Overall experience



**96%** describe their overall experience of this GP practice as good

Local (CCG) average: 80% | National average: 83%

Show breakdown 

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