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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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