

Provide feedback on this website

Hilltop Medical Practice

Hillside Primary Cc, 150 Hilltop Avenue,
Harlesden, NW10 8RY

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

Showing weighted results ▼

Switch to unweighted results

Your local GP services



82% find it easy to get through to this GP practice by phone

Local (CCG) average: 64% | National average: 68%

Show breakdown



89% find the receptionists at this GP practice helpful

Local (CCG) average: 86% | National average: 89%

Show breakdown



60% are satisfied with the general practice appointment times available

Local (CCG) average: 64% | National average: 65%

Show breakdown



50% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 44% | National average: 48%

Show breakdown

Making an appointment



65% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 67% | National average: 62%

Show breakdown



72% were satisfied with the type of appointment they were offered

Local (CCG) average: 67% | National average: 74%

Show breakdown



93% took the appointment they were offered

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

Show breakdown



74% describe their experience of making an appointment as good

Local (CCG) average: 64% | National average: 67%

Show breakdown

Your last appointment



70% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 59% | National average: 69%

Show breakdown 



84% 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: 82% | National average: 87%

Show breakdown 



90% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 85% | National average: 89%

Show breakdown 



85% 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: 83% | National average: 87%

Show breakdown 



94% 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: 89% | National average: 93%

Show breakdown 



98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 93% | National average: 95%

Show breakdown 



64% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 81% | National average: 86%

Show breakdown 



88% felt their needs were met during their last general practice appointment

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

Show breakdown 

Overall experience



81% describe their overall experience of this GP practice as good

Local (CCG) average: 78% | National average: 83%

Show breakdown 

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