

Hilltop Medical Practice

150 Hilltop Avenue, Harlesden, NW10 8RY

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

 Showing weighted results ▼



86% find it easy to get through to this surgery by phone

Local (CCG) average: 65% | National average: 71%

Show breakdown 



87% find the receptionists at this surgery helpful

Local (CCG) average: 83% | National average: 87%

Show breakdown 



51% usually get to see or speak to their preferred GP

Local (CCG) average: 50% | National average: 56%

Show breakdown 



75% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 77% | National average: 84%

Show breakdown



69% say the last appointment they got was convenient

Local (CCG) average: 72% | National average: 81%

Show breakdown



78% describe their experience of making an appointment as good

Local (CCG) average: 67% | National average: 73%

Show breakdown



60% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 52% | National average: 64%

Show breakdown



52% feel they don't normally have to wait too long to be seen

Local (CCG) average: 44% | National average: 58%

Show breakdown



81% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 82% | National average: 86%

Show breakdown



88% say the last GP they saw or spoke to was good at listening to them

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

Show breakdown 



96% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 83% | National average: 86%

Show breakdown 



87% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 78% | National average: 82%

Show breakdown 



86% say the last GP they saw or spoke to was good at treating them with care and concern

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

Show breakdown 



92% had confidence and trust in the last GP they saw or spoke to

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

Show breakdown 



88% say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 85% | National average: 92%

Show breakdown 



85% say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 84% | National average: 91%

Show breakdown 



85% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 84% | National average: 90%

Show breakdown 



82% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 80% | National average: 85%

Show breakdown 



84% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 84% | National average: 91%

Show breakdown 



95% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 94% | National average: 97%

Show breakdown 



75% are satisfied with the surgery's opening hours

Local (CCG) average: 73% | National average: 76%

Show breakdown 



85% describe their overall experience of this surgery as good

Local (CCG) average: 79% | National average: 85%

Show breakdown 



76% would recommend this surgery to someone new to the area

Local (CCG) average: 69% | National average: 77%

Show breakdown 

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