

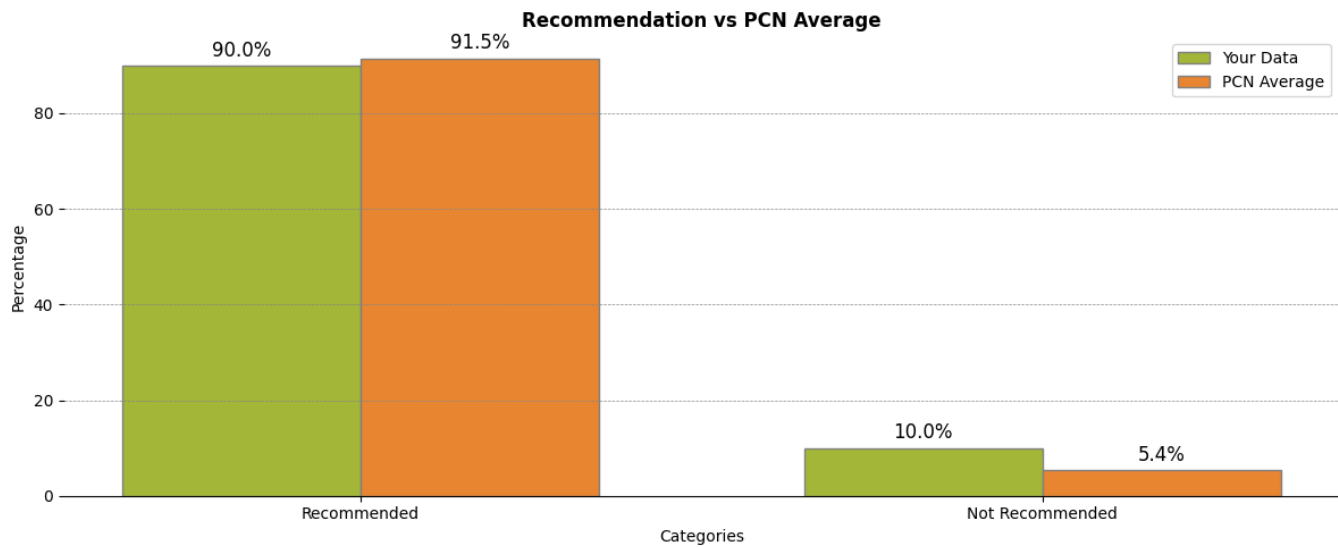
Earls Court Surgery

November 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during November 2024 was 10.

Recommended - 90.0% (PCN Average - 91.5%)
Not Recommended - 10.0% (PCN Average - 5.4%)

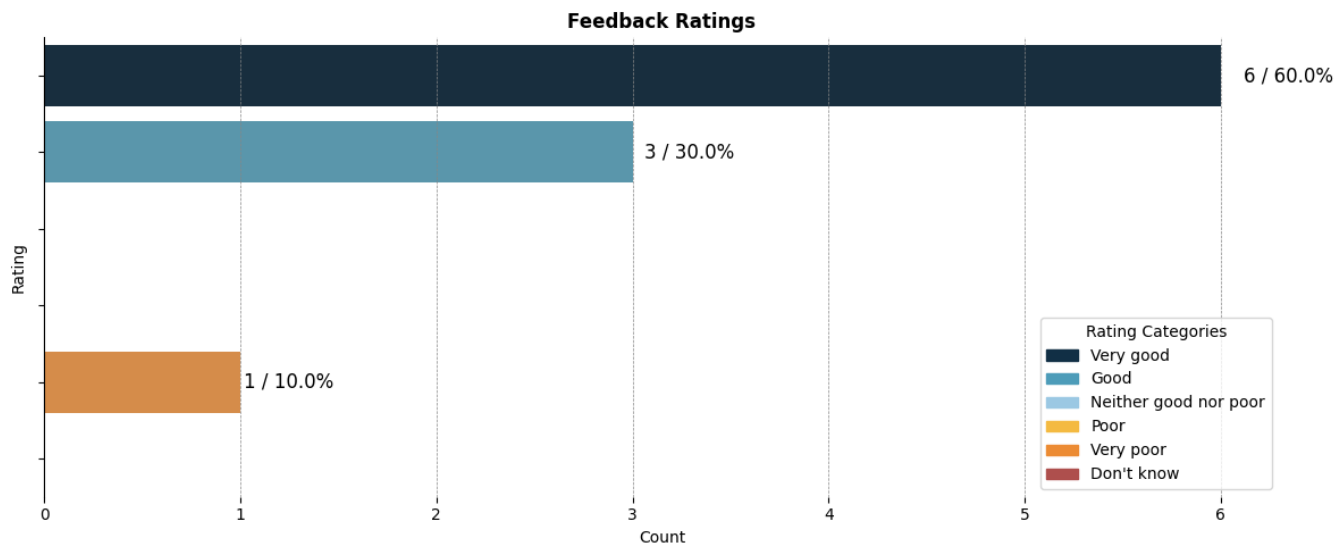


Recommended (%) =

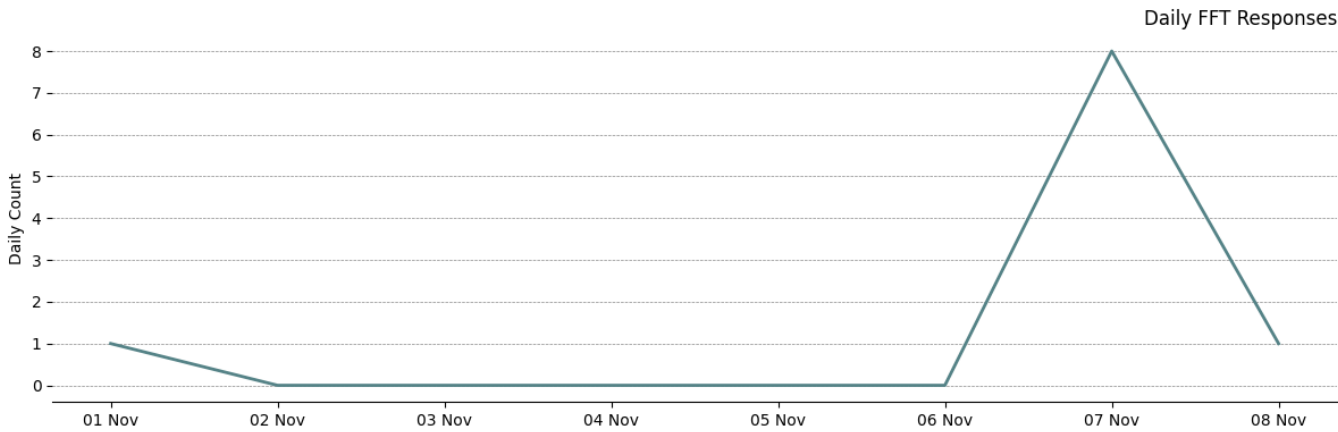
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

Not Recommended (%) =

$$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

0: Very impressed with Dr PERSON she listened empathically at my history and suggested a plan for investigating my complaint with a follow up plan to help me manage my symptoms I would recommend it her to all my friends

1: Prompt delivery of rsv vaccine Very friendly

2: Pleasant receptionist in Plastic Surgery dept Seamless check in Very helpful in booking next follow up appointment

3: reception staff welcoming polite and professional was familiar but not overly which I liked was seen by the hca on time she was knowledgeable professional friendly had very good clinical skills saved her technique very good she also used her wider health promotion skills and wanted to do my blood pressure which I appreciated as I had been issues previously which she remembered she also had a conversation about cholesterol

4: I had been look after on time

5: Not being able to speak to a Dr in case of emergency not helpful at all A

6: Seen promptly dealt with very quickly and the nurse was very friendly and helpful

Feedback Insights by Groq LLM

There are 6 feedback points given for the GP Surgery. The positive trends are:

- Many patients praised the doctors for being empathetic, knowledgeable, and professional, especially Dr. PERSON who listened to their history and came up with a plan to investigate their complaint.
- The reception staff were found to be welcoming, polite, and professional.
- The nurse was very friendly and helpful.
- Certain patients were seen promptly and dealt with quickly.
- The surgery went well with smooth check-ins, especially in the plastic surgery department.
- Some patients appreciated the help of healthcare assistants.

The negative trend is:

- One patient was unable to speak to a doctor in an emergency, which they found not helpful at all.

It seems that the GP Surgery has a mixed experience with both highs and lows, but it does provide good quality care in general and has friendly and helpful staff.

SECTION 4: Improvement Suggestions - Responses

0: yes the whole experience was soured later on that day when had the unfortunate misfortune of dealing with a gentleman over the phone he was rude ish unhelpful didn t seem to have any idea what he was talking about very unprofessional he would be wise to spend some time sitting with the females at the front reception for a lesson on how to deal with patients and be effective

1: PERSON Littli more consideration for the Eldery

Improvement Suggestions Insights by Groq LLM

The GP surgery improvement suggestions include:

1. Providing better treatment and consideration for the elderly patients.
2. Improving phone etiquette to make it more helpful and professional.
3. Training staff, especially male staff, to interact with patients in a more effective way, potentially by observing female receptionists' handling of patients.

SECTION 5: Word Clouds

