

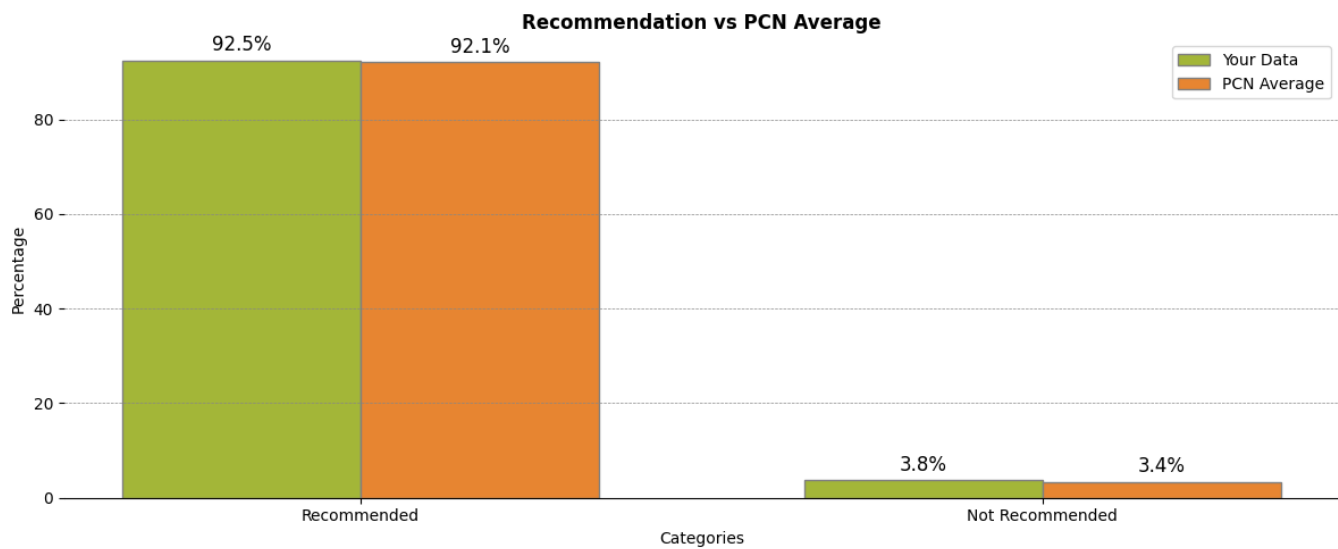
Earls Court Medical Centre

January 2025

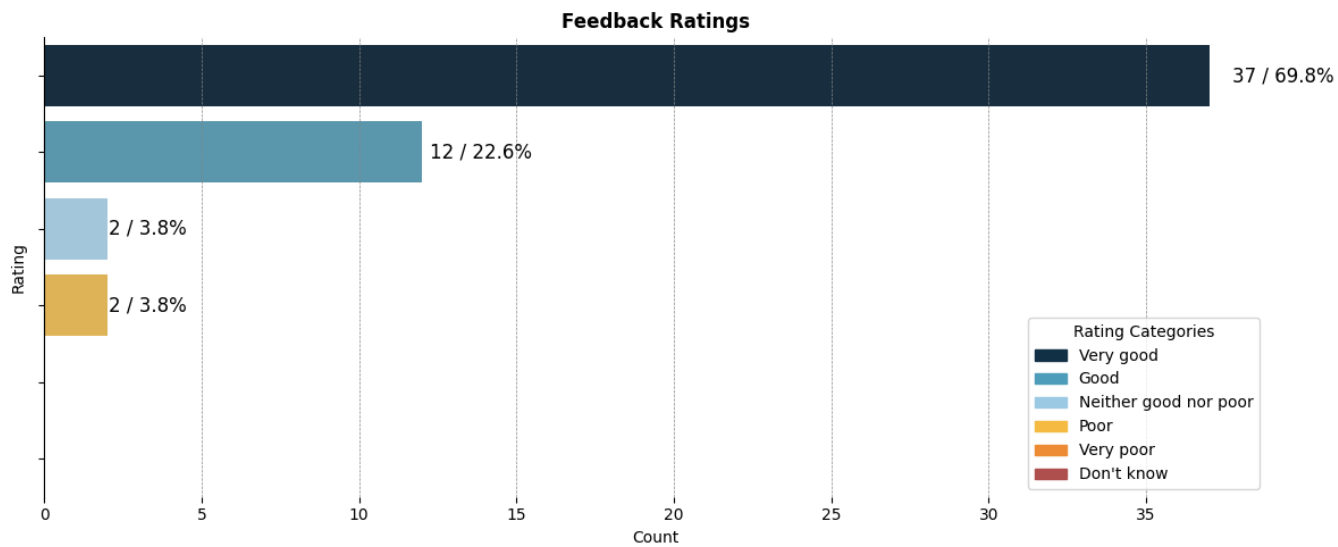
SECTION 1: Recommendation % and Rating Counts

The total feedback received during January 2025 was 53.

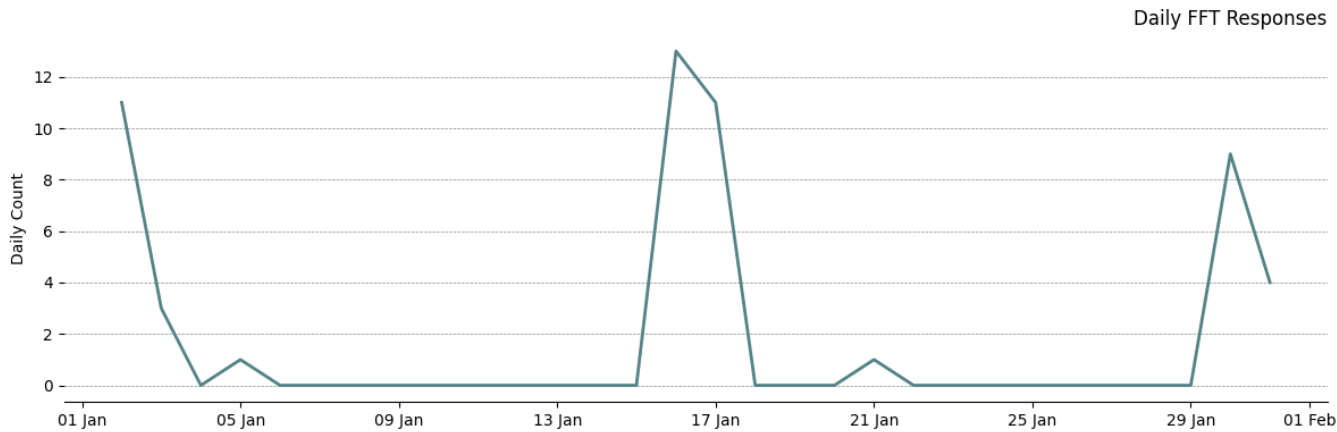
Recommended - 92.5% (PCN Average - 92.1%)
Not Recommended - 3.8% (PCN Average - 3.4%)



$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$
$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

0: Felt very respected and heard about my problems Solutions were given quick and very effective

1: I was able to see a GP promptly The tests blood and stool were comprehensive From the front desk to senior GPs everyone was friendly and professional

2: As a busy person i save my time and i feel comfortable with the doctor

3: The doctors and staff are warm friendly

4: Very quick and very nice staff

5: I am not happy about going online and filling in forms just make an appointment

6: I had phone call appointment then I was asked to come into surgery Which I was very happy to do Fast service seen in person as I needed checking over before the Christmas holiday s Very good Doctor I was able to make a quick and measured decision about Christmas Day Weather I was well enough to go and what precautions I should take

7: PERSON staff and GPs are speaking politely and listen too

8: Good efficient Health Check However some aspects of the questionnaire were not covered or covered incorrectly by the Health Check assistant

9: Receptionist are very helpful and have lots of experience in dealing with my needs

10: I arrived and looked after on time no waiting

11: One time last year I had high fever for 3 days that would barely go down with Paracetamol Shortness of breath and chest pain GP sent me home with continue with paracetamol and drink more water Later on same week I attended A E had a chest x ray which showed LRTI I should have had antibiotics earlier before I deteriorate

12: The permanent GP s at my doctors surgery are exemplary and second to none They offer a well organized and managed service at all levels

13: I have to explain 3 times what I needed It took too long to solve the question

14: From booking the appointment to having the consultation with the GP the overall experience has been very smooth

15: All the staff are helpful and friendly

16: I wanted to speak with the doctor and surprisingly got an appointment straightaway

17: My consultation was reply very quickly and I booked an appointment to have advice

18: I am impeccably delighted that Dr PERSON did the necessary actions of referral and thorough checks I felt the warmth care with empathy whilst my health not in good shape

19: The staff were polite and helpful

20: I feel like I m being looked after and listened to which is wonderful I ve had some bad experiences where my issues weren t taken seriously so as always a big Thank You

21: My visit with the doctor was good but it would have been better if I d been informed of a change of room number

22: Appt arranged seen by Gp to discuss results

23: The procedure appointment went well and finished fast whilst completing all the things well

24: It is so difficult to make an appoint

25: Waiting time it was very good meeting The nurse was very good meeting the doctor and service It was very good at the reception I have a good welcome thank you

26: I called but was told cannot do but told to wait and was able to get an appointment

27: I m happy with the further action to my problem

28: GP response time was quick and I was able to get an appointment with relatively short notice The GP was also responsive to my symptoms listened to me and has taken the next steps towards treatment

29: I wished there was find out Much more early about my heart condition

30: I Was Lucky to See Dr PERSON Who Over The Years have Always Been Very Helpful At My Age One Needs to Be Seen By A Warm and Friendly GP The Reception Staff were excellent Too

31: Had appointment with the physio After assessment I was given telephone number for MSK as I need a scan and I could self refer I didn t need a referral letter I should do this right away I rang them and they said I needed a referral letter to make a telephone appointment I was also given to contact MSK via web site The firm filling was painful and not relevant to why I had contacted them So now I am back to step one awaiting their reply

32: The Doctor is very nice and professional

Feedback Insights by Groq LLM

Here is a summary of the GP Surgery feedback, identifying positive and negative trends:

Positive Trends:

Many patients felt respected, heard, and listened to by the GPs and staff (e.g. comments 0, 20, 30)

Patients praised the friendly and professional demeanor of the GPs and staff (e.g. comments 1, 3, 4, 15, 19)

Quick and efficient service was appreciated by many patients (e.g. comments 0, 1, 6, 14, 16)

Patients were happy with the helpfulness and experience of the reception staff (e.g. comments 9, 10, 29)

Some patients specifically mentioned the warmth and empathy shown by certain GPs (e.g. comments 18, 30)

Negative Trends:

Some patients experienced difficulties in getting appointments or had to wait too long (e.g. comments 24, 25, 31)

A few patients felt that their issues were not taken seriously or that they had to repeat themselves multiple times (e.g. comments 11,

13, 20)

Some patients were unhappy with the online system for booking appointments or filling out forms (e.g. comment 5)

One patient had a poor experience with the MSK service, finding it inefficient and painful (comment 31)

Areas for Improvement:

Streamlining the appointment booking process to reduce wait times and difficulties

Ensuring that patients feel heard and taken seriously, particularly those with complex or ongoing issues

Improving communication and reducing errors, such as the issue with the MSK service

Considering patient feedback when implementing online systems and processes.

SECTION 4: Improvement Suggestions - Responses

- 0: The system on going to book an appt online is really hit and miss
- 1: Nope Can t think of anything I don t have a mobile phone but the messaging service on home page works well
- 2: Hope to open the clinic everyday
- 3: It would have been better to talk to somebody and request an appointment Some GP surgery still accept same day appointment if we call early in the morning
- 4: Ensure more accurate and careful health check is done by a qualified Nurse rather than an unqualified Trainee Health Care Assistant
- 5: Prescribing antibiotics when a patient needs it
- 6: If doctors offered video calls to patients too unwell to get to Earls Court Medical Center
- 7: If the person who attends us is more interested and listen what we say
- 8: I m happy with the service as it went
- 9: I am old so just find using technology a bit of a pain Would prefer to speak to a living human
- 10: I would of liked reference to my previous appointments as they were for the same medical complaint Without verbal confirmation and continuity it makes me skeptical that the doctor doesn t know fully what s been happening with me It makes me think that something could be missed
- 11: There is no rhyme or reason that says I can not make an appointment if I walk in in person
- 12: I m not good on online booking
- 13: Always A Joy to be seen by Dr PERSON
- 14: Yes a referral letter should have been sent for scan so that there is no time wastage

Improvement Suggestions Insights by Groq LLM

Here is a summary of the GP Surgery improvement suggestions, identifying trends:

The main trends in the suggestions are:

- Difficulty with online booking system (4 mentions: 0, 1, 9, 12)
- Preference for human interaction over technology (3 mentions: 1, 9, 10)
- Improving appointment system (3 mentions: 2, 3, 11)
- Quality of care and attention from staff (3 mentions: 4, 7, 14)
- Additional services (2 mentions: 5, 6)

Specific suggestions include:

- Improving the online booking system
- Offering same-day appointments for early morning calls
- Ensuring accurate and careful health checks by qualified nurses
- Prescribing antibiotics when necessary
- Offering video calls for patients who are too unwell to attend
- Providing better continuity of care and referencing previous appointments
- Sending referral letters in a timely manner

Overall, patients are happy with the service but have some suggestions for improving the appointment system, quality of care, and communication.

SECTION 5: Word Clouds

