

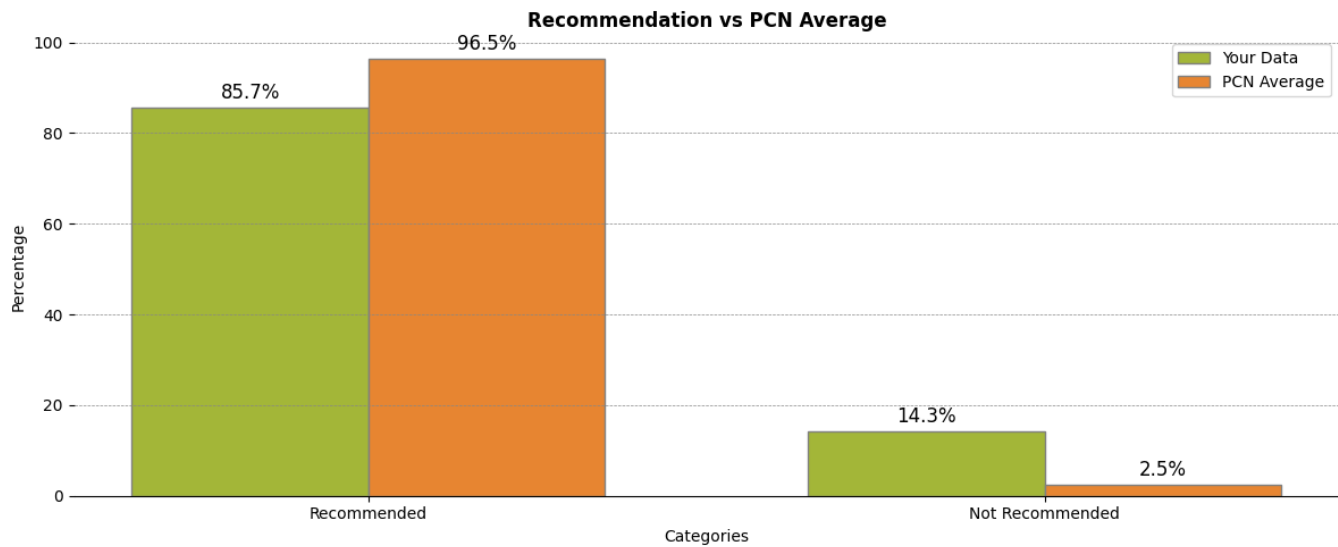
# Kensington Park Medical Centre

## August 2024

### SECTION 1: Recommendation % and Rating Counts

The total feedback received during August 2024 was 7.

Recommended - 85.7% (PCN Average - 96.5%)  
Not Recommended - 14.3% (PCN Average - 2.5%)

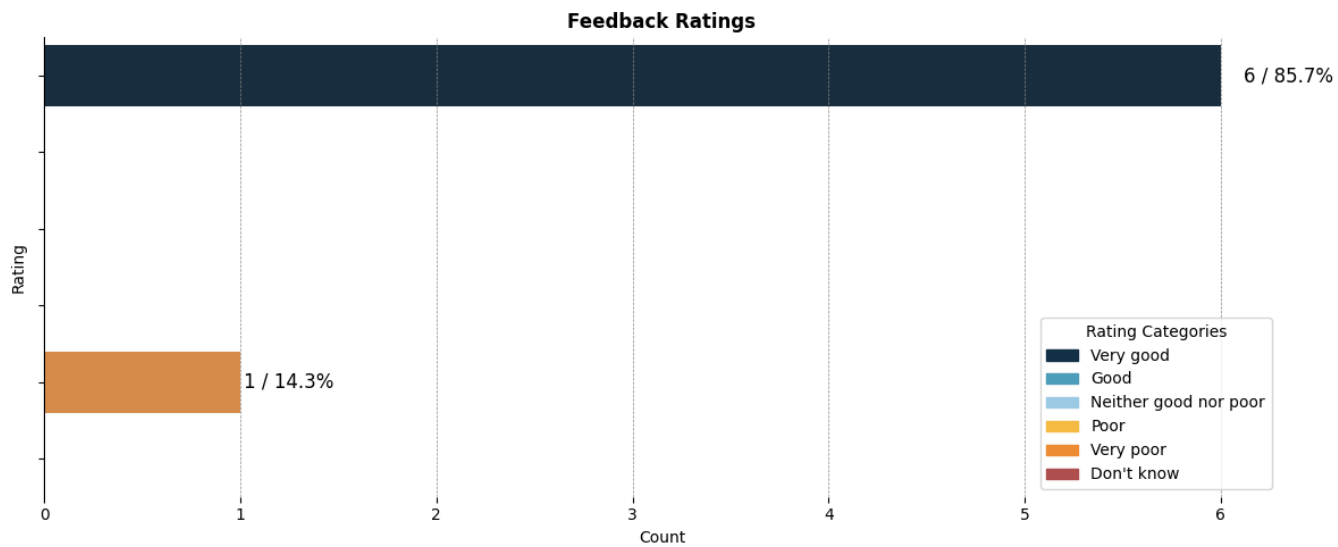


Recommended (%) =

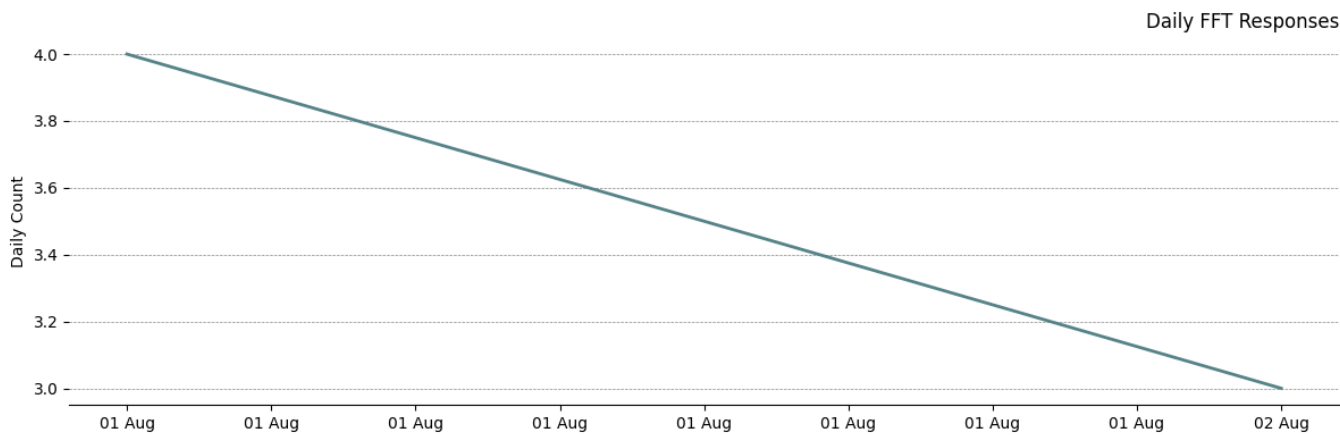
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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: Dr PERSON was very nice and calming to me

1: The receptionist was very helpful and found me a same day appt The doctor I saw was very helpful and thorough I could not ask for more Thank you as always PERSON

2: A very helpful and common sense discussion with a doctor this morning

3: I always have excellent service and I think is one of best in london

4: A lot And the latest one was the nail In the coffin Never know that I have time constraint for the service that I contribute for every month actually only happened in your practice with your GPs Twice both doctors professional medical people were VERY BAD that I LITERALLY MOVED TO ANOTHER GP THE SAME DAY I was asked to book again for another appointment for the other issue that I have because there s no more time left so bizarre And with back to back less than impressed experience no way I am going back AGAIN

## SECTION 4: Improvemenet Suggestions - Responses

0: No The receptionist even helped me download the photos from my phone to the app

1: Friendly staff and i have been seen on time

2: Train your GP No wonder THERE WAS ALWAYS NO ONE in that practice and yet your GP always give me the same reasons I have next patient to attend to and yet that place is more like a funeral home than a GP Perhaps the GP is giving advice to them

SECTION 5: Word Clouds

