

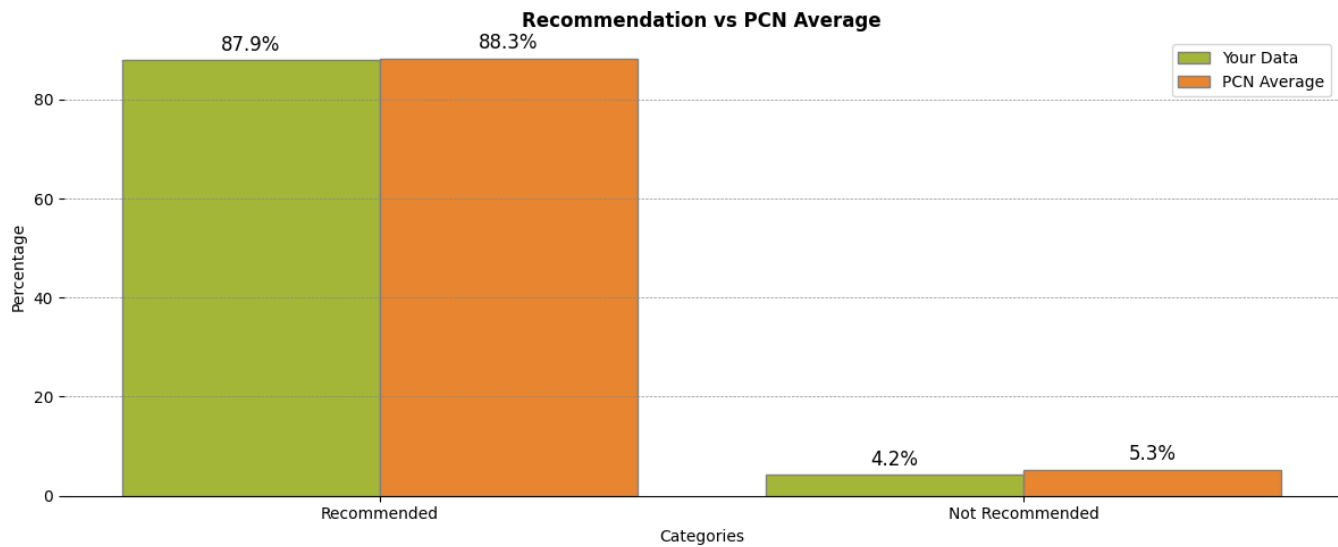
# Stanhope Mews Surgery

## June 2024

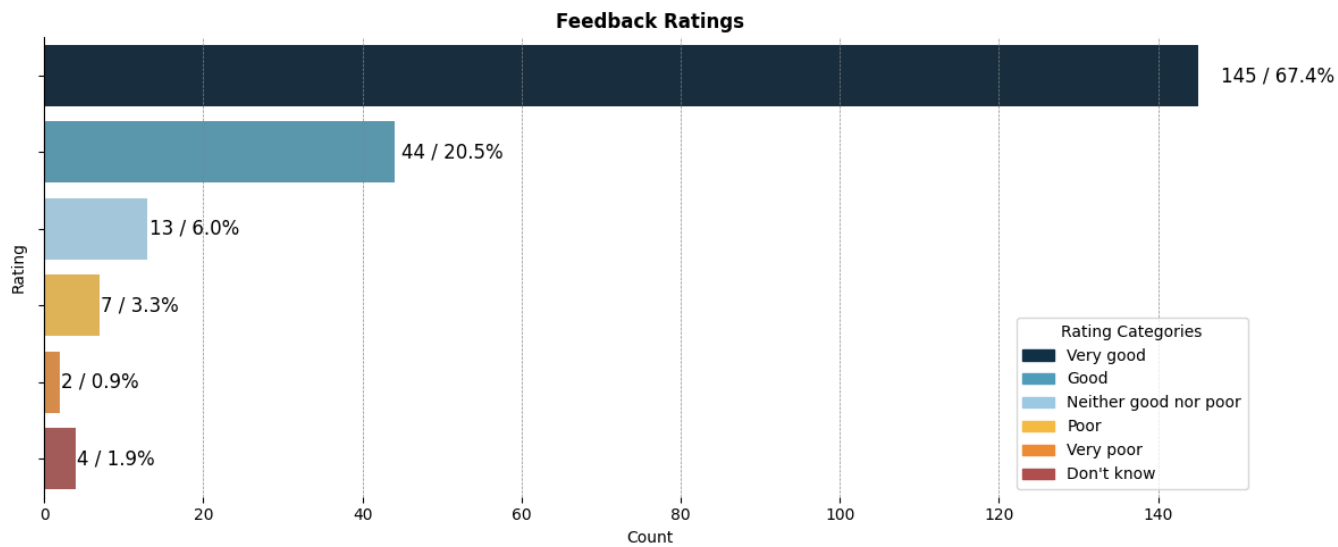
### SECTION 1: Recommendation % and Rating Counts

The total feedback received during June 2024 was 215.

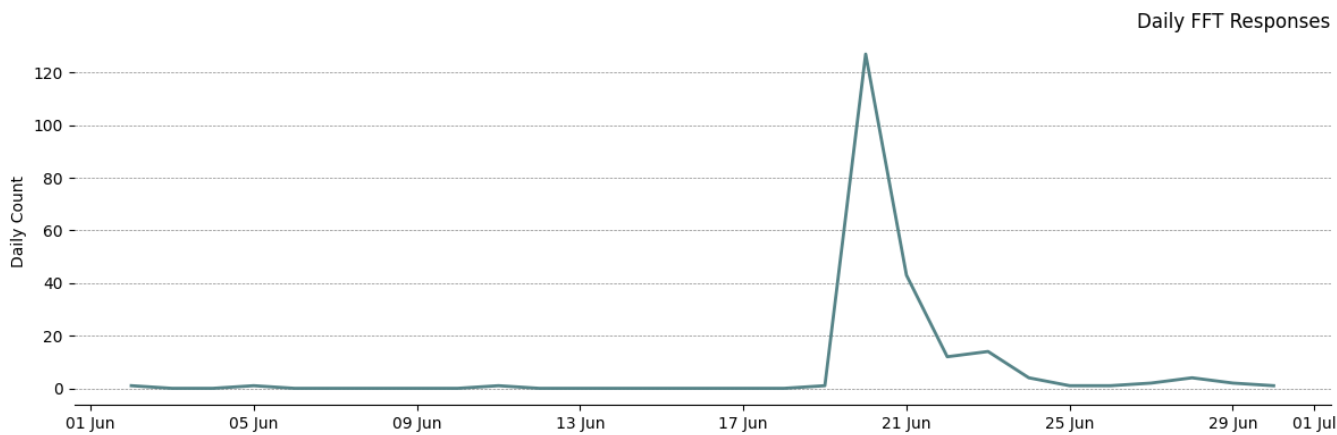
Recommended - 87.9% (PCN Average - 88.3%)  
Not Recommended - 4.2% (PCN Average - 5.3%)



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



## SECTION 2: Response Rate



## SECTION 3: Feedback - Responses

- 0: Both Doctor PERSON and the nurse gave prompt and practical advice service
- 1: I've had a great experience with all the nurses and doctors at the GP but the receptionists are often quite rude and short tempered
- 2: Have always felt this way for the past 50 odd years
- 3: It's the best surgery I've ever been to
- 4: It is very difficult to get urgent appointments
- 5: The service has always been excellent
- 6: The doctors are very responsive and it's simple to get an urgent appointment when needed
- 7: I'm always able to speak to a doctor about my daughter when I need to and am able to bring her in to be seen same day when required Have never had to wait when I was concerned Plus all doctors I've talked to have been lovely consistently
- 8: The doctor will always get to the bottom of your problems and extremely helpful
- 9: very kind and very helpful and thorough
- 10: Professional and helpful doctors and staffs
- 11: i don't wait long when i need a doctor
- 12: Overall I have had an excellent experience You have a fantastic team of Doctors
- 13: It works for me in all respects
- 14: Very accommodating GP and listens to the patient's concerns and follows up
- 15: Been taken care of and treated with care and respect
- 16: Doctors are very helpful reliable and caring
- 17: You seem to always fastrack us when needed
- 18: Very helpful GP whom I have known since The 90s No appearance of rushing and very helpful
- 19: Failing to see a doctor who seemed to be interested and also the surgery failing to tell me an appointment had been cancelled
- 20: Stanhope Mews is very conveniently located to us and compared with other practices it is relatively straight forward to book appointments although long wait times on the phones I've used it for myself and my two children and for my husband from time to time My experience with the doctors and nurses has always been pretty exceptional Nurse PERSON is an asset to the team Very kind and flexible with children's needs and always practical I've always felt supported by the doctors when I get to my appointments Dr PERSON is another notable doctor who has been very kind and patient
- 21: Very friendly with listen ears when you get one on one appointment with a doctor
- 22: I am being treated very well
- 23: Few appointments have not resolved my problem I had to go private
- 24: Difficult to get appointments and referrals aren't followed through
- 25: I'm suffering from continuously GERD and stomach problems More than 6 months until I still do not have full examination from Chelsea hospital and I'm waiting from April 2024 to take my pH examination result I'm very disappointed about your health organisation in general I still have problems to eat to sleep to work I've lost more than 15 kilos since September last year and I still didn't meet the care and diagnose Absolutely unacceptable treatment
- 26: Have been with you for years Staff always helpful I have been with you for years
- 27: They treat you very well the doctors are great and very patient I am very happy With all the attention especially with Dr PERSON who is my doctor In general I give customer service They are very good and kind thank you very much
- 28: Every stage of my appointment booking time With doctor receptionist help was all efficient and charming
- 29: The doctors are very sensitive and compassionate
- 30: Very nice welcome with big smiles
- 31: This practice gets things done quickly eg an ecg with in days also blood tests am v happy with my doctor dr PERSON
- 32: Good caring Always another side though
- 33: the staff were kind concise and understanding throughout from speaking with reception to the telephone and in person consultation with dr cantlay + mr pamplona to the follow up by dr barlow even though i had spoken to multiple members of the clinic i still felt cared for and supported by each and every one of them
- 34: Outstanding Drs and great service from reception and also the nurses
- 35: Doctors and nurses are always kind and friendly The receptionists are much more approachable and pleasant than they are on the phone
- 36: Easy to book an appointment Professional friendly and courteous staff
- 37: I have a good relationship with my doctor and the nursing staff staff are friendly and efficient
- 38: I would prefer to see the same GP as I sometime feel lost in translation Dr PERSON is very prompt and kind she keeps her promises
- 39: For me this surgery has provided continuity for 40+ years for which I'm very grateful
- 40: My GP is just great a true professional always ready to help The staff is amazing very polite and responsive
- 41: Doctors and staff are always helpful and make themselves available
- 42: It has been run great over the years
- 43: I've been asking for the report of a blood test done weeks ago with no reply Our doctor PERSON is wonderful but hard to communicate w her via email It just seems like systems are archaic and ineffective
- 44: Overall despite long queues to ring in and occasional problems with arrangements or requests for more unusual services I do feel the triage system is a good one though relying too much on telephone appts does seem risky to me I appreciate referrals to C W And some of the GPs are not only good medics but exceptionally nice Very good service from Dr PERSON and Dr PERSON and Dr PERSON as well as Dr PERSON as always
- 45: I completely trust Stanhope Mews GPs
- 46: I have various health issues and it was reassuring to see my doctor to discuss them
- 47: Consistently high level of care and service at this surgery
- 48: I have various health issues and it was reassuring to discuss them with my doctor
- 49: I have been with the surgery for many years and always found everyone very helpful Always treated with respect and care

50: The doctors are excellent professionals and provide very good care I am very happy

51: I think the practice is excellent everyone involved is friendly respectful responsive professional good listeners

52: It s good way if some one has a problem it would be solved

53: I receive excellent help for my disabling health symptoms and already my health improved I look forward to my next appointment to discuss symptoms of fatigue with pains aches which I couldn t relieve with my sleep and naps to discuss GP support in my identity change process for date and place of birth identity change to protect my mental health from psychosis

54: I always get an amazing and quick service

55: Still probably the best surgery in the area Good doctors and staff but it has become increasingly difficult to get prescriptions Receptionist to pharmacist to doctor The doctors are great but when I don t need to speak to them I have to and when I really needed to see one they would not see me and I had to go to hospital instead When the pharmacist insists on me talking to a doctor I feel I am wasting the doctor s time that could be spent with someone who is ill and on the rare occasion that I need a doctor then I can t get to see one I am on complex medication disabled in severe constant pain on a very restricted diet on immune suppressants and have to have help supervision for showering and household tasks My PIP renewal comes up next year and none of the doctors has seen me in years I find the new government mandated systems for surgeries very precarious for the long term sick and disabled

56: My doctor PERSON took the time to explain my concerns in great detail She prompted me to get a blood test based on my eating habits and allayed any fears that I had

57: Because i had a great and fast service

58: My doctor she s very helfull and she does follow my condition and very understanding

59: wish GP had believed me when I said I was in pain March 28th and not until I collapsed with pneumonia six weeks later May 25th

60: Doctors are always super helpful listen carefully and are very engaged to find the right solution

61: I ve got solution for my problem asap all the time

62: For improved treatment rapid response and soft smile heal without treatment

63: Very prompt in returning calls and to see a doctor

64: Doctors Nurses and Staff are great The Doctor that is taking care of me is very Professional and good

65: The practice is efficient friendly and an extremely clever team

66: Very difficult to get an appointment and no continuity at all I see a different person every time High reliance on telephone and online but still weeks of waiting I get zero sense that the practice cares about me or my health

67: Front desk and doctors are top Waiting times are not too bad

68: Helpful and understanding treatment from every member of the practice

69: I received excellent attention and felt I really was heard

70: It would be difficult to find a more helpful kind and sincere team to look after us whether it be face to face or on the telephone I am most grateful and appreciative for all the team does for us

71: Great service given all the NHS constraints

72: All my interactions with the surgery are dealt with promptly kindly and professionally

73: In fact I went to Specsavers for a hearing test which you had set up for me Very efficient and good

74: The GP s are conscientious and supportive in keeping an eye on myself and my wife PERSON As we have multiple health issues it is reassuring that Dr PERSON in particular is kind measured reassuring and goes the extra mile to give us the support we need and to ensure that any necessary tests scans hospital consultations etc are requested and followed up on

75: I like how they TRY to help

76: Timely and effective medical advice and interventions

77: very good service and admin and doctors

78: I have always received excellent treatment The doctors and staff are sympathetic caring friendly and always able to have a laugh

79: Because the staff are friendly and helpful

80: Really good team very caring and responsive

81: Dr PERSON has been the kind and helpful doctor She listened to my concerns and wasted no time and trying to make sure we figured out what was wrong

82: Excellent service PERSON is outstanding

83: Very professional efficient and nice staff

84: You are all careful and watchful for our good health

85: Doctor I had seen was very good

86: Quick and efficient service everyone from reception through to gps are friendly and attentive

87: Takes a long time to see talk to anyone

88: This is exceptional Surgery All are very talented and knowledgeable professional and caring doctors and nurses Staff at the reception desk is also very polite and friendly I am very happy to be their patient

89: Dr PERSON was very helpful and took time telephone call not face to face appointment

90: I always had the support of the staff namely the support of PERSON

91: Professional and efficient team who demonstrate care towards the patient throughout the practice from the doctors to the receptionists

92: I will feel better once I get my own things sorted It s a nice surgery with lovely staff

93: Good that they re monitoring my blood pressure

94: Good service Attentive doctors Friendly staff

95: Excellent people on reception good systems and GPs who gave sufficient time inspiring confidence and clear communication

96: Had rebooked appointment with nurse when I attended as the procedure was not carried out since there was no clinic for that procedure that day PERSON It had wasted the nurse s time as it was a double appointment which could have benefited another patient

97: I needed to have an ECG PERSON carried me through the process professionally and with sensitivity

98: Prompt responses and phenomenal docs esp dr slynie and dr PERSON low who are patient kind and practical

99: Our family GP surgery for many decades always helpful

100: Efficient friendly helpful and a pleasure to contact

101: The service provided is very good all receptionists are polite professional and helpful The doctors have time to explain and make recommendations Surgery timing is also very suitable Thank you all staff at Stanhope Mews

102: Good receptionists can speak to a Doctor and see a Doctor face to face

103: I am always treated with respect and the doctors are very kind and helpful

104: Given the number of patients this surgery does a good job

105: People are very helpful and know exactly what they are doing

106: Because I have been going for a long time

107: All the doctors at the surgery are caring and very thorough when it comes to treatment

108: The surgery has deteriorated over several years and very shabby Drs are good but reception staff could be better Rubbish often lying around empty plastic cups on tables and not being removed Not confident about the cleanliness of the surgery

109: I have always been given excellent treatment in very good time

110: Because I have not had a scheduled appointment at the surgery for over one year

111: Have been a patient for 20 years years and have always trusted the expertise and advice given by Stanhope Mews doctors

112: Moorfields Eye Hospital had given me a prescription for a medication that was not on my list of repeat prescriptions I needed more of the medication before my eye operation and was able to get that medication quickly by phoning the surgery

113: Because you can not talk to your doctor when you need to see him it is worst you have to wait two weeks it is ridiculous

114: I have confidence in the doctors I have seen

115: The high professional standards and most impressive professionals and accommodating team

116: I cannot praise enough the truly dedicated Doctor PERSON not to mention the staff No matter how small my medical syndrome they are always unbelievably supportive and reassuring I have never experienced a bad day at the surgery Thank you for me this sums up a well run and successful surgery

117: Excellent and helpful appointment with GP

118: Friendly reception caring doctors and no issues whatsoever

119: Service has gone down hill since pandemic It is very difficult to find the same doctor Seeing Different doctors is not good at dealing with chronic conditions Also last doctor I saw I found to be patronising

120: Always available and open to help

121: Stanhope Mews was excellent very friendly and professional The GP referred me to the MSK service at Earls Court The specialist human there was also very friendly and professional but the system itself was dysfunctional changed appointments randomly without notification Fortunately the NHS humans simply accommodated the patient humans who routinely showed up at the wrong time The NHS human referred me to an online exercise class which sounded like a good idea The system then sent me several links usernames and passwords only one of which I used as the other was for the NHS app which I already have and I so did not want to overwrite my current NHS login information I signed up for an online exercise course via the first link sent still don't understand how the NHS app relates to this but it turns out it is an actual live appointment at 9 30am rather than an online video I could watch at any time so the timing is incredibly inconvenient it is at 2 30AM my current time At any rate it is unGood I will be able to attend regardless of time because there IS NO INFORMATION about how to access the class No link no description nothing I was hoping to get an email after I signed up with some instructions but nothing has arrived As I only have a time and date and no login information I have no idea how to attend this class So while I found the humans all trying to be helpful and nice the online system is hopeless

122: Long time patient Reception staff and nurses helpful friendly Dr PERSON is amazing

123: Deal with my problem professionally and quickly

124: Doctors are great staff is nice especially PERSON

125: Generally have had an excellent experience with the GPs

126: Staff are very friendly and it makes you feel comfortable when you are at the clinic And I'm with this clinical c since 2002

127: The doctors are excellent professionals I feel very happy

128: Friendly receptionists doctors are very good and very efficient

129: Very happy with advice received over the telephone

130: It's the whole NHS that is too burdened

131: Appointments difficult to make and recently not available or cancelled

132: Because the service is great and very helpful and reliable The doctors I have seen are caring and very nice most importantly they listen to you and help you

133: The doctors in the surgery are great however the reception let the whole experience down it is not just me who feels this way my husband and daughter both do too

134: I would like to add I wish someone called me when my negative test result came out as I was given antibiotics and it is not working I still have a fever

135: Good surgery with nice and kind people working there

## SECTION 4: Improvement Suggestions - Responses

- 0: For the receptionists to be more polite to patients coming in and calling especially given it's most often for sensitive matters
- 1: Sometimes there is a cold attitude on reception I'm Not sure this helps
- 2: No very grateful to the service
- 3: Yes some of the reception staff are wonderful And a small minority are EXTREMELY RUDE to patients There is simply no need for it It's as if every patient requesting an appointment is asking for the sun to shine I stood behind a poor old lady a few weeks back who was denied entry to her appointment to get a prescription for some sort of essential medication because she was 10mins late She had been standing in the queue in front of me for at least that while the receptionist who was refusing her to go to the appointment told someone else off on the phone I was horrified and felt so bad for this patient I appreciate that reception staff have a stressful job dealing with anxious and impatient patients but I would urge the practice to consider whether it is happy to have very rude staff members fronting the practice
- 4: Am recording high blood pressure and I have to wait for weeks to be attended to what incase it worsen
- 5: Having referrals from surgeons at hospitals followed through I have had two instances where this hasn't occurred and am upset about quality of care from Stanhope staff
- 6: Yes yes they have helped me a lot and they also provide me with the correct medicines Thank you very much
- 7: Would be good if onward appointments with Dr PERSON were more available
- 8: I'm filling another ask from RBK Chelsea I can be more explanatory There was a lot I'm getting better due to some amazing people from VMelchett and Stanhope My gratitude
- 9: No the service is excellent although sometimes obviously you can wait quite some time to see a preferred doctor but this is understandable with everything that's happened with regards to the pandemic
- 10: Maybe receptionist should try to be little more patient as I experienced a phone slammed down on me just because I rang 15minutes earlier for same day telephone consultation I was in pain so did make a mistake but this never happened in past 50 years me being with the surgery
- 11: The telephone message while waiting to speak to a receptionist is in my opinion in urgent need of revision and updating If it's necessary for example to call back one or more times in a day the fact of having to listen each time to the rather laborious long message is frustrating and time wasting And the music is dire Sorry to say this I would add that the posters on the walls and the general feeling of the Stanhope Mews Surgery always raises my spirits I appreciate being asked for feedback
- 12: Just continue to do your work with the same dedication and care
- 13: Prompt responses to queries and don't let reports go missing
- 14: Getting through at busy times and leaving messages is always random with experience via receptionists ranging from very good to poor Emails seem to work well and I would encourage more Get rid of Patches
- 15: I'm always anxious about calling I find the whole you are no XX in the queue so stressful I sometimes don't bother On Friday last I called the surgery asked for a same day GP call back but I missed the call the the msg left was to call back to stay on the list I called back was reassured I WAS still on the list but no one called I finally called again at 4pm got an extended hours apptmt for Saturday morning at Earls Court Very grateful but I was upset that I had fallen through the net
- 16: No but it would be wonderful if the old system of walk in clinics could be brought back Phoning at 8 30 am is always stressful and not the same as face to face
- 17: Easier if doctors are available for one to one consultation wait time is too long
- 18: Yes I follow the instructions with the medicine to the letter in customer service they serve very well too A hug to everyone happy with the attention And with my doctor doctor Hussein
- 19: You are doing well Thank you so much
- 20: My prescriptions are set by my hospital and I would prefer not to have the surgery pharmacist question them they keep removing the dairy and gluten free script and medications have to be returned and cannot be reissued dairy is life threatening wasting money Having said that I am happy for the surgery to monitor bloods if they are not receiving the hospital results and to query if my blood tests flag something
- 21: There was a mixup with the booking I booked a surgery appointment I have the screenshot as evidence but for some reason it was regarded as a telephone booking I was in the surgery at the time and the Doctor was gracious enough to take me
- 22: not being told that I was fat and pain was skeletal muscular I am indeed fat and AT the same time was severely ill and ended up being hospitalised Felt so sad as I have trusted this surgery for over twenty five years
- 23: If you call at 8 25 for an urgent same day appointment you shoo up don't be told to call back at 8 30
- 24: Having some continuity of seeing same GP except when urgent of course Telephone appointments are ok for many things but should happen within a few days and be on time
- 25: I can honestly say that PERSON is as near perfect Your team has been chosen well
- 26: If Specsavers had not rung and messaged me quite so often despite my having confirmed twice that I would attend the appointment
- 27: From time to time it is off putting to deal with some of the staff on reception some are patient and helpful others are short unfriendly and verging on the rude which is not helpful when you are vulnerable and have multiple health issues to contend with A rather more sympathetic and kinder approach would be appreciated PERSON is outstanding he has a very human touch is kind warm friendly and helpful a great credit to SMWS
- 28: If they had been able to get the treatment I need To go directly to help and not send patients around the Mulberry bush
- 29: Less time waiting time for a routine phone appointment
- 30: Yes the obvious To go back to seeing a doctor in person
- 31: No I am very impressed with the service and I have full trust in the staff They are all very friendly and knowledgeable
- 32: no it was very good already Nothing would do it any better
- 33: The telephone call could be improved by visual interview it improves the meeting to be able to see the person you are speaking to
- 34: I cannot wait for just being able to show up at the reception at any time to make an appointment Just as we were able before COVID
- 35: Yes prescription for my diabetes weight loss jab advised by Chelsea and Westminster hospital
- 36: Better training for new reception staff as to when particular clinics takes place I had indicated what I needed to have done when I made the appointment
- 37: Better follow up on the atrial fibrillation testing service from my inconclusive fingerplate reading up until my final ECG appointment Thankfully

PERSON led me through the process professionally and with sensitivity

38: Not losing a blood test result And not having to deal with one doctor and american who some years ago Dismissed my concerns about menopause effects by saying thats just what happens

39: No my consultation with PERSON was brilliant

40: So far I m happy can t complain

41: Shorter waiting times when booking an appointment

42: Well I do like face to face

43: I do not have any issues

44: Only recently it is hard to get face to face appointments with some GPs at the practice

45: Would like to get results from tests i have had done without calling up talking to reception then waiting for a call back from a dr Wasting a lot of everyone s time

46: No I would like to add reception was very efficient

47: Please update your records as I haven t been into the surgery for an appointment in over a year

48: I did not have an appointment nor did I visit the surgery so this form is a little confusing I did contact the surgery by telephone and was very happy with the care I received Thank you

49: To be able to talk to him at least

50: The phrase that comes to mind here is that it s run with flair I hope it will continue it s impressive record in the future

51: Earlier availability of face to face appointment

52: Make it easier to see same doctor and have where all doctors are able to provide face to face appointments

53: I struggle with getting access to the GP a bit

54: the digital system is too confusing or possibly doesn t work not sure

55: Obviously more available appointments but I know that isn t possible Thanks for all you do

56: Being able to get a quicker appointment

57: No because I m very happy and satisfied

58: They serve very well everyone is great

59: If we could just pop in and book an appointment in person any time of the day that would be very convenient

60: Doctors should get more rest and hire more doctors

61: Allow patient to respond to emails

62: At the moment I cannot think of anything

63: Retrain the receptionists or make the computer for checking in work so one does not have to talk to the receptionists

64: Check the patient up even if the suspected problem is proven nonexistent since the patient might still be suffering

65: Not to wait so long for appointment



## SECTION 5: Word Clouds

