

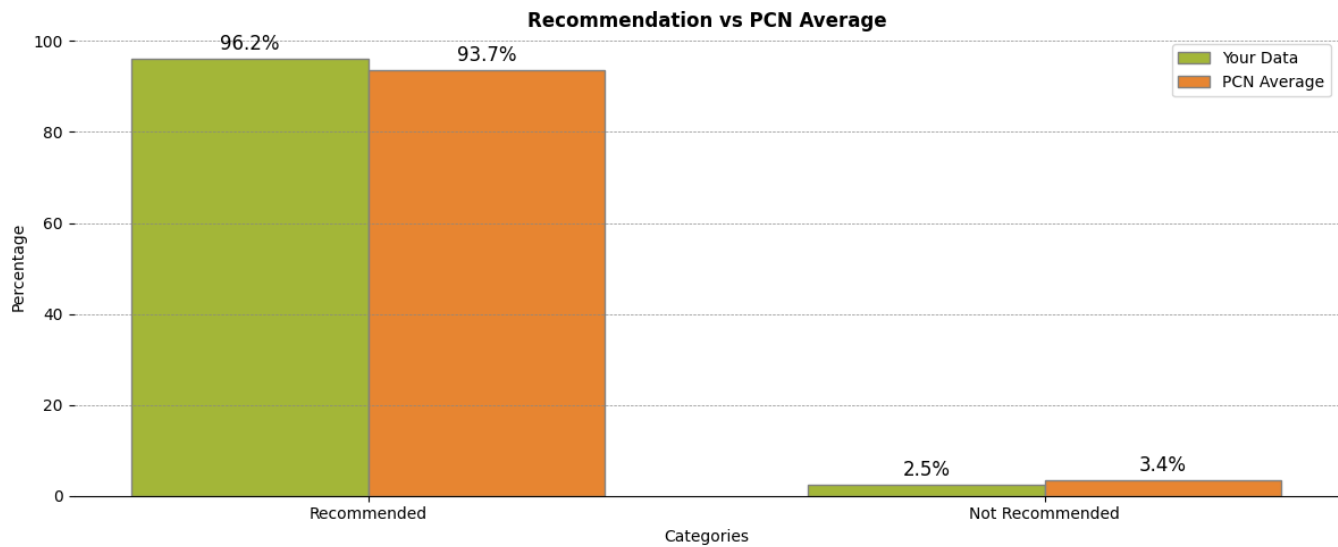
Earls Court Surgery

August 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during August 2024 was 160.

Recommended - 96.2% (PCN Average - 93.7%)
Not Recommended - 2.5% (PCN Average - 3.4%)



Recommended (%) =

extremely likely + likely

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

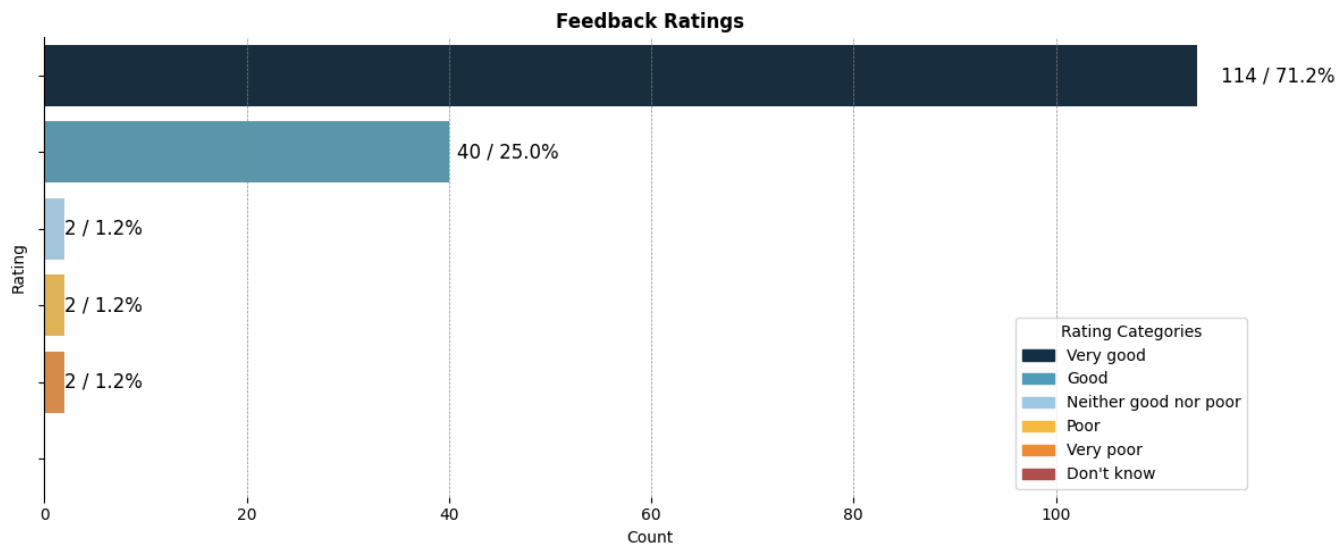
x 100

Not Recommended (%) =

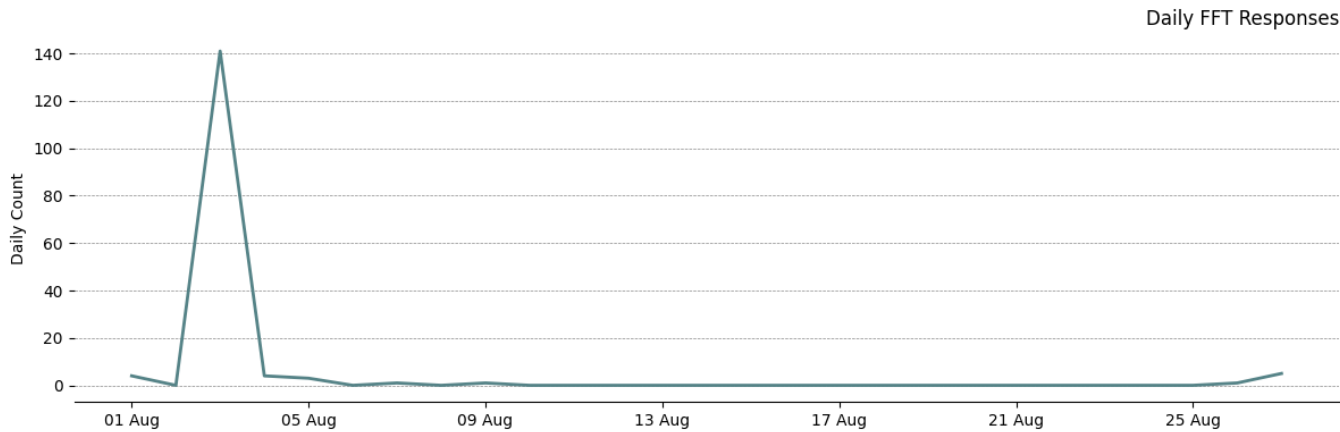
extremely unlikely + unlikely

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

x 100



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: I am always look after as soon as i arrived in all caring mannersnone
- 1: I am look after very well
- 2: Because despite my frequent flights and travelling abroad the surgery always fits with my calendar
- 3: I feel home everytime I step into my GP clinic
- 4: Excellent treatment by doctors and staff
- 5: Because all staff are very friendly and respectful And do their jobs very well
- 6: Excellent service by all the staff
- 7: The practitioner was friendly and supportive
- 8: All the staff medical administrative are kind helpful And there no long waiting queues to see a doctor The surgery itself needs a updating
- 9: They do care about people health
- 10: The doctors provide a really good service very friendly and approachable But the 2 receptionist are so unapproachable superior and initmating
- 11: Staff are extremely encouraging and helpful
- 12: I gavent visited this surgery since May 2023
- 13: Very helpful and efficient staff excellent
- 14: Surgery ready to give flu vaccine
- 15: All staff are very professional and very friendly Online booking is very useful
- 16: Great friendly service from the nurse
- 17: The front desk staff need totally changed
- 18: Wonderful well informed and well run surgery
- 19: The staff at reception lacking communication skills
- 20: Because all staff are friendly and helpful and respectful
- 21: Friendly reception staff and good GPs
- 22: Extremely likely doctor and nice staff
- 23: The staff are helpful to the patients The doctors are attentive to patients complaints The nurse is very friendly
- 24: I feel the Drs are actually interested in what we patients have to say On the whole the staff are very welcoming especially wonderful PERSON
- 25: Always feel welcome and feel as if I m with friends in whom I can confide
- 26: Generally great service but practice is probably to far for most of my friends and family love in another part of the UK
- 27: I feel that you want to me better Appreciate your service
- 28: I did not need to wait for long and could sit down at the waiting room
- 29: I am happy with the service offered to me in this last year
- 30: I do not appreciate being asked by reception as to why I need to see the doctor
- 31: surgery improved very much and doctors take time and leasen
- 32: The Doctor and the whole team are so good and very helpful
- 33: Services are available at all times staff members are professional
- 34: Nurse A is professional and helpful
- 35: Helpful friendly good service I feel I have a personal relationship with the Surgery and my GP and I appreciate text invitations for example to come and get a flu jab Makes me feel they are looking after me
- 36: Because of excellent service staff and Doctors both very helpful
- 37: I have been at this practice for the past 10 years and am satisfied Only change is less time face to face
- 38: They are so caring and helpful
- 39: I ve been with Surgery for many years they ve always been excellent
- 40: All staff is very hard for each time I call you are very efficient
- 41: The wonderful receptionists and the well organised system so impressive
- 42: Because I was made to feel welcome by the friendly team in reception
- 43: Brilliant doctor very helpful reception staff
- 44: New people working days very professional
- 45: Because if cavalier attitude of one of the GP s in prescribing incorrect medication to a member of my family which may have put his life in geopardy
- 46: Found the atmosphere nice and friendly from reception to Doctor
- 47: Was seen on time and got all the answers to my questions after having a thorough check
- 48: No que to book and same day booking service
- 49: Extremely well run and handled by excellent receptionists and medical staff
- 50: The doctor was very understanding and was able to listen to my concerns
- 51: Very officiant professional and friendly staff
- 52: I have been at the surgery before it changed hands But I have no problems with anyone there
- 53: I always feel home there and looked after
- 54: They were quick and organised and Doctor herself took care of it
- 55: Front desk staff must be totally changed
- 56: Staff are nice and good to listen
- 57: PERSON i improved the service at the reception
- 58: They are friendly and very helpful
- 59: Your services are Extremely likely just 10minuts for one meeting with the Doctor not enough
- 60: Both the nurse that does the cervical screening and the one that does the blood work were fantastic
- 61: It is easy to get an appointment and assistance

62: Friendly reception staff Confident with the health care I receive

63: I find that the service I receive is always very friendly and helpful

64: The staff are friendly efficient and really take the time to listen to your concerns My GP is always thorough in their examinations and provides clear advice on any treatment or referrals needed Highly recommend

65: I ve recently moved into the area and was initially nervous about finding a new GP However from my first phone call to book an appointment to my actual consultation with my GP everything has been top notch The staff are friendly and welcoming and my GP took the time to explain everything clearly and answer all my questions

66: Excellent service from start to finish I was seen promptly by my GP who was very professional and understanding The reception staff were also very helpful and made sure I had all the necessary paperwork before my appointment The surgery itself is clean modern and well organised

67: Always when I contact for an appointment they are very respectful kind and are understanding

68: I feel secure for my health all up dated

69: Very happy with my surgery staff is efficient and polite they get the job done

70: I struggle to use the surgery website I know it has been updated recently but I still struggle to get up to date information

71: I would like to get a repeat prescription but am not sure how to get this

72: I ve been using this GP practice for years and have always had a positive experience The doctors are knowledgeable the nurses are caring and the administrative staff are always friendly and helpful My most recent appointment was no exception I was seen quickly my queries were answered and I left feeling reassured and confident in my treatment plan Top notch service from a top notch team

73: I m so glad I switched to this GP practice From the moment I walked in I felt at ease with the warm and welcoming reception staff My doctor was attentive listened carefully to my symptoms and provided me with a clear diagnosis and treatment plan The practice is also very well organised and efficient making it easy to get an appointment at a time that suits me Overall I m thoroughly satisfied with the care I ve received and would recommend this GP practice to anyone looking for a reliable and caring experience

74: I recently visited this GP practice and was thoroughly impressed with the level of care I received The doctor was friendly listened to my concerns and provided clear explanations of my treatment options The reception staff were also very welcoming and efficient in getting me booked in for an appointment Overall a great experience and I would highly recommend this GP practice to anyone

SECTION 4: Improvement Suggestions - Responses

- 0: Just I would like to say why my medical at after 48 hours must be to get my tablets At pharmacy with in 24 hours
- 1: Not really as investment into physical infrastructure is no doubt a matter of budgets
- 2: Yes the superior and ignorant approach from the receptionists
- 3: Doctors have to update their knowledge because I don t feel they have enough knowledge
- 4: Doctor is Extremely likely only the front desk staff is careless and rude pretending they are busy don t give time to complete your enquiry
- 5: No I think every thing is going okay
- 6: Not really unles they were giving out elixir of youth
- 7: Better not queue outside of the building
- 8: Possibly more patience by the receptionists with patients over the phone
- 9: Yes not asking about personal health issues
- 10: As I said lack of face to face
- 11: No PERSON vid has been hard on all of us and they ve done as well as they could in these difficult circumstances Much appreciated
- 12: There s nothing to be improved As customer service is handling in a very professional way already
- 13: I m very happy with the service
- 14: Seeing face to face would have been better but it was adequate for my needs
- 15: No you are can not do anything because NHS does not except
- 16: I was satisfied with the way I was treated
- 17: No suggestions at the moment will think and respond if I think of anything
- 18: A water fountain in reception would be fantastic especially in this hot weather
- 19: No you guys are always amazing
- 20: All I say very good
- 21: Improve the surgery website with information about opening times
- 22: I recently visited this GP practice and was thoroughly impressed with the level of care I received The doctor was friendly listened to my concerns and provided clear explanations of my treatment options The reception staff were also very welcoming and efficient in getting me booked in for an appointment Overall a great experience and I would highly recommend this GP practice to anyone

SECTION 5: Word Clouds

