

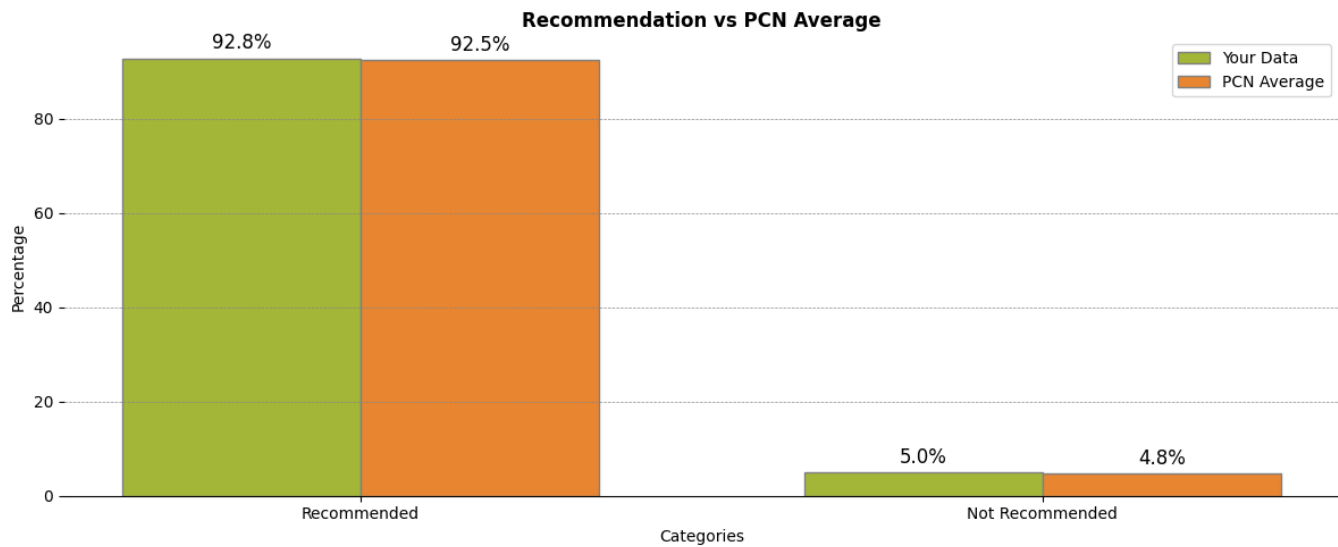
Stanhope Mews Surgery

September 2024

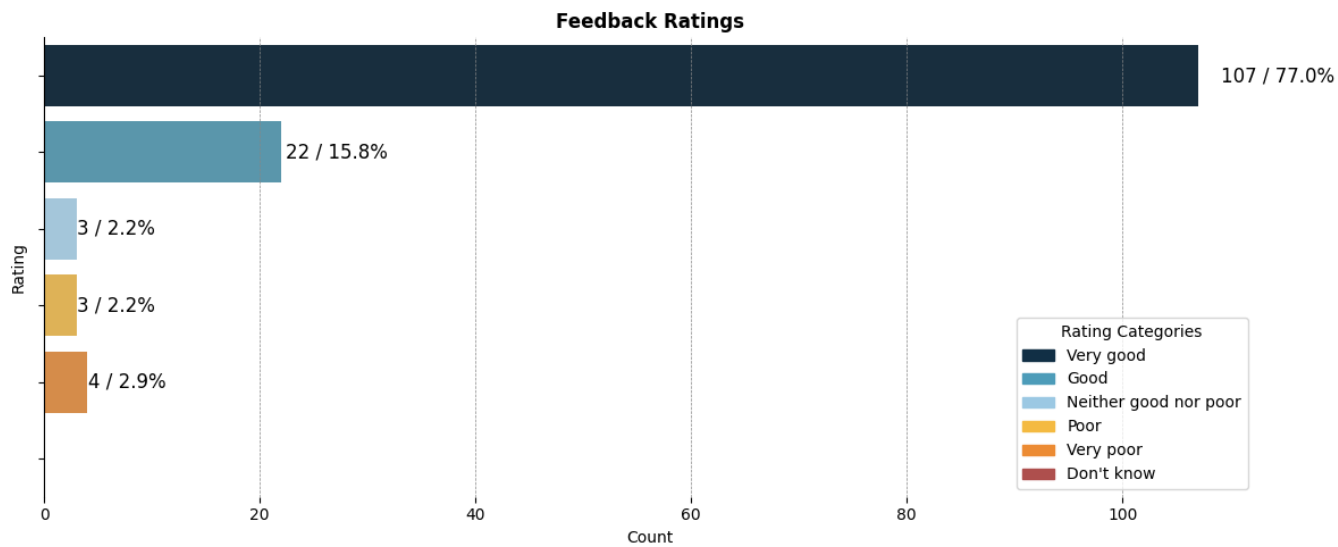
SECTION 1: Recommendation % and Rating Counts

The total feedback received during September 2024 was 139.

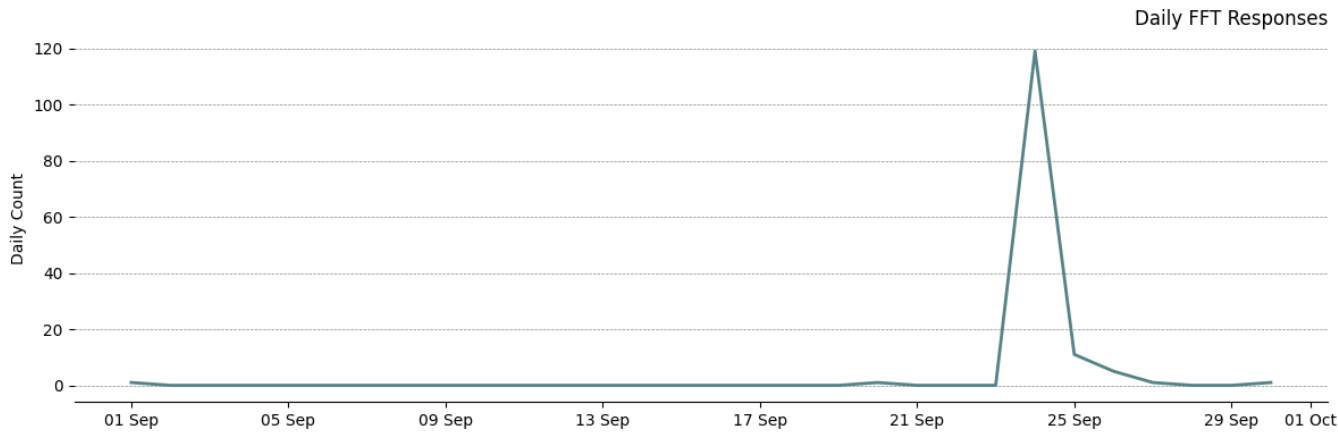
Recommended - 92.8% (PCN Average - 92.5%)
Not Recommended - 5.0% (PCN Average - 4.8%)



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



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: Expert doctors with high degree of knowledge
- 1: Immediately attended to fast appointment good advice by gp
- 2: Extremely friendly responsive and helpful GPs and Nursing Staff at Surgery
- 3: Generally getting appointment on line or in person easy although at times a bit of a wait
- 4: Ability to see a doctor face to face at short notice and to see same doctor most of the time
- 5: Because I had a bad experience with two nurses One gave me a vaccine right under my skin I walked around with the liquid for a week like a ball and my arm was completely black Now recently a nurse was unable to take blood from me for analysis
- 6: I was seen on time in fact I was early and was seen immediately The person who I dealt with was cheerful and helpful
- 7: Profesional and lovely nurse and gp efficient
- 8: Constant misleading text messages about appointments
- 9: The doctor took the initiative to offer an appointment immediately
- 10: Always happy with the service I get at Stanhope Mews efficiency and friendliness of staff quality of treatment
- 11: I feel happy and grateful with your services
- 12: Always available listening and do the best Special thanks to Dr PERSON
- 13: Dr PERSON is very kind and professional
- 14: The warm greeting when you arrive at the Surgery Efficient and well organised Surgery Very good follow up all go to making this Surgery the very best I have ever experienced
- 15: The dr called me and was so helpful and kind And did all possible to help Provided a letter for consultant less than 24 hours later
- 16: I have always been well treated medically and feel as though I have been given assistance with whatever it was that was troubling me
- 17: Dr PERSON was welcoming kind understanding and efficient and the nurse ditto
- 18: Was informed via text 2 hours before my due appointment time that it was cancelled This caused great inconvenience to patients Contact with the surgery provided no alternative or replacement appointment Onus put on patient to rebook appointment
- 19: Dr PERSON went to tremendous lengths to investigate every detail of my condition
- 20: The receptionists are efficient and welcoming Dr PERSON with whom I make a point of booking is exceptional
- 21: I have a private doctor for most purposes which means that my contact with the Stanhope Mews West practice over the last four years has been purely in connection with routine routine vaccinations and health checks etc for the elderly However I have found the practice on all my visits and follow ups efficient courteous and effective I have great confidence in all the doctors and staff I have encountered whether by phone or in person
- 22: A thorough and punctual telephone conversation that answered my questions in respect of recent blood tests
- 23: Very efficient invited for blood test on Monday test on Tuesday results online Wednesday non urgent telephone appointment just over a week later Good discussion with doctor about medication
- 24: Takes forever to get an appt whether in person or over phone unless on the emergency list A month to get a blood test in house Really
- 25: Appointments daily and efficient care
- 26: I was looked after extremely well and v meet quickly got the help I needed
- 27: I was delighted to be contacted by My Care My Way They listened and came to visit me personally with a GP They listened again and I was more reassured
- 28: Last few visits were for vaccination and blood tests Painless and quick Excellent service
- 29: The doctors are very good and nice to have a few women doctors receptionists are very good
- 30: I recently attended an NHS health check at the surgery During the first appointment I waited 45mins for my appointment due to computer issues I was eventually seen The next day I was called to make another appointment as my appointment details had been lost She had been unable to give me a printout at that time I attended the second appointment 10 days later There were at least four further computer issues during that consultation we had to keep waiting for a nurse to attend to solve the issues My states were taken but due to the crashes and general panic there could be inaccuracies with some of the basic answers I had given There was little advice received and it was all very painful Nevertheless I do appear be in reasonably good health so am happy to move on I felt sorry for the woman conducting my check
- 31: I was in and out very quickly having had inoculation
- 32: My GP has been excellent this year
- 33: The staff at the front desk of Stanhope Mews are very patient helpful and kind and the doctors as well I would like to take this opportunity to express my gratitud to Doctors PERSON PERSON and PERSON You have all made a difference every time I contacted you for a concern query and or referral and relevabt follow up The practice looks impeccable Amazing practice thank you so much
- 34: Everything runs smoothly with friendly and efficient atmosphere
- 35: My matters are always dealt with quickly and efficiently
- 36: The fact that it is almost impossible to see a doctor in person is absurd GP s are the triage for the rest of the NHS services and yet their reluctance to actually see patients and resolve issues before they become acute is astonishing It s a shame and speaks to the care less attitude of the doctors
- 37: The doctor gave a good professional service but wants blood tests Told not available at the surgery yet because waiting for nurse
- 38: The practice has a system which enables me to monitor and participate in prevention of future problems Each time I have a query in regards to any tests my questions are answered by the doctors which in turn gives me confidence in the answers I need to take an active role in ageing as healthily as I can
- 39: Although I had never met the doctor before I had had a phone conversation and was lucky enough to get a face to face appointment fairly quickly due I think to a cancellation The consultation was efficient professional and friendly
- 40: I did not have to wait long for an appointment And when I did have it all was carried out according to plan
- 41: Full marks to Dr PERSON listening empathy and I felt like being listened to and helpful
- 42: Call back was very quick Prescription issued very quickly
- 43: Dr PERSON and PERSON are both excellent
- 44: Easy to make an appointment courteous an competent staff
- 45: Very helpful informative and friendly staff

46: Kind assistance every aspect Problem taken care of No real waiting

47: Your service is excellent because I feel listened to and valued

48: Dr PERSON has gone out of her way to be supportive and monitor me

49: PERSON was very pleasant and efficient at administering the injection

50: The doctor was excellent very knowledgeable and empathetic The staff at the front desk is always helpful too

51: Short wait on the phone easy to access via online

52: I received accurate and quick help with my health requirements

53: Because a consultation with the GP lead me to self refer to Healthshare which was helpful They in turn booked me 6 gym sessions again helpful A request for recommended anti inflammatories was responded to quickly All so efficient Thank you

54: Received an appointment within the needed window On the negative side the GP didn't have any perspective on my questions

55: Everyone is very helpful kind and welcoming

56: Appointment made easily and seen on time Sensible and sympathetic advice from the nurse Very speedy followup appointment with the doctor Altogether straightforward and efficient

57: I am always being entertained well and good

58: Initial telephone contact was satisfactory although I had some difficulty in understanding the person speaking clearly a bit rushed A visit to the Dr followed very quickly no action taken Problem persists I phoned again speak with Dr and have a prescription over the phone

59: The receptionist are professional and helpful The clinician was very sympathetic included me in the decision of my medication The referrals were prompt and aptly identified and ultimately successful outcomes

60: Easy online appointment at the surgery in Stanhope Mews West Friendly and helpful staff in reception excellent Doctors and nurses to be cared for

61: Appointment was cancelled twice the second time when I arrived at the clinic and was told that someone had forgotten to let me know I am a carer for an elderly parent so had to take time off work to come to the clinic so I lost half a day's wages

62: I ordered my repeat prescription on line using the app went to the pharmacy the next day and collected it

63: Doctor saw me at the appointed time and addressed all the issues

64: I received no message back in regards to my treatment

65: I was dealt with proficiently swiftly and sympathetically

66: I was able to discuss the issue

67: Always have appointments available everything at Stanhope Mews West is first rate

68: An excellent medical care highly experienced GPs and Practice Manager

69: As always the whole experience at Stanhope Mews Surgery went smoothly on time and an excellent session with my own doctor PERSON However ill or low I feel physically or mentally I always leave feeling a whole lot better

70: Great surgery Good number of female GPs Always helpful and good communication with patients

71: It is very hard to communicate with the practice for any reason simple admin requests often require a physical trip as no other communication works I have no continuity of care and do not know any of the doctors as different people are available for appointments I do not think I have seen the same GP twice at any time There is no follow up and I feel totally unsupported in my health by my GP practice Note telephone appointments are not a problem for me

72: Appointment not as quickly as I needed

73: Dr PERSON was aware of the reason of my visit which resulted with action from the dermatology at Chelsea Westminster She also so concerned about my blood pressure which I am now monitoring as requested Very efficient very charming

74: Having my blood taken by Nurse PERSON was painful and uncomfortable I was left with an incredible bruise as she jabbed needle in with no warning and then taped the cotton wool on by putting tape all around my elbow which created further bruising

75: Resolve situation quickly and follow up was helpful

76: The doctor I initially spoke to over the phone organised a face to face meeting at convenient time for me and dealt with a few of my concerns in a comprehensive and timely fashion

77: The Doctor and all the staff are friendly and helpful the services are very good with respectful They respond immediately and that's really a great deal

78: I am so happy and proud to be a patient at the Stanhope Mews Surgery Everyone from the receptionist to the amazing Dr's including Dr PERSON are massively dedicated always finding time in their hectic schedule to speak cajole and dispense advice on any minor or major health issues for which I am eternally grateful

79: Reception staff very helpful I have been able to make timely appointments for blood tests and face to face telephone GP consultations without difficulty

80: The doctor I saw was very good and helped me recover quickly

81: From start to finish there is a feeling of caring and concern Reception discussion and conclusion are supportive and useful There is an easy feeling of trust and confidence in the advice and treatment Thank you

Feedback Insights by Groq LLM

The provided feedback consists of 80 responses, with 29 positive comments and 6 negative comments, while the remaining 45 responses contain mixed opinions or report specific issues.

Positive comments and trends:

The doctors and staff at the surgery are described as friendly, helpful, kind, and professional.

Many patients appreciate the efficient and organized manner in which appointments are handled and the

communication with patients.

Several patients praise their GP for being knowledgeable, empathetic, and effective in addressing their health concerns. Online appointment booking and access to patient records are praised for their convenience and efficiency.

Some patients appreciate the initiative taken by doctors to offer immediate appointments and provide additional support.

The practice's efforts to enable patients to monitor and prevent future problems are commended.

Negative comments and trends:

Patients report difficulty in accessing appointments, particularly face-to-face consultations, with some waiting for extended periods or being unable to get an appointment on short notice.

Computer issues and technical difficulties are mentioned as causing inconvenience and inaccuracies in patient care.

A few patients express frustration with the lack of continuity of care and difficulty in communicating with the practice.

There were complaints regarding the unpleasant experience of having blood tests, including painful bruising.

Some patients report issues with following up on appointments or receiving prescriptions.

Cancelling or rescheduling appointments, particularly when it affects other commitments, is seen as poor practice.

A few patients mention that it was challenging to communicate with the practice and expressed concerns about support and follow-up care.

Mixed opinions:

Some patients report instances of poor communication, particularly when it comes to administrative tasks, while others praise the efficiency and helpfulness of staff.

A few patients mention being pleased with certain aspects of the service, such as friendly doctors or efficient online appointment booking, but express concern about other issues.

Overall, the feedback suggests that Stanhope Mews Surgery has a generally positive reputation, with patients appreciating the professional and caring nature of the doctors and staff. However, there are areas for improvement, particularly in regards to appointment accessibility, communication, and follow-up care.

SECTION 4: Improvement Suggestions - Responses

0: Give work to professionals who know what they are doing

1: It would be helpful if reception could take the initiative to book appointments with doctors where it is clear that an appointment is needed rather than asking to call back at 0830 or 2 30

2: I don't think it depends on you it is hard to obtain certain checks but I think it is more nhs budget issues and policies

3: I can honestly say there is nothing I would change Thank you all for being so GREAT

4: it would be nice to be able to see drs again

5: It clearly states above that this form is not to be used for Complaints

6: The cancellation text should have also contained alternative suggestions for how to access the service or what to do instead of just asking patient to Contact Surgery only to be told no alternative appointments were available Lazy admin procedures

7: More cheerful and helpful reception staff Instead of feeling they are doing one a favour They aren't it's their jobs

8: Not that I can think of

9: I would like the receptionists to stop asking patients the reason why they want to see the doctor it can be embarrassing

10: The receptionist are very helpful The nurse who had to assist during my appointment was very on the ball I wish he had conducted my appointment The nurse that changed my Miranda coil 4 years ago was really fantastic The Covid jab rollout was brilliant Generally I'm really happy with the surgery and have always felt lucky to be registered here

11: Reception is sometimes a bit austere

12: All is excellent at Stanhope Mews

13: Sometimes I wish I didn't have to speak to or see a different doctor each time but I can always get in touch with my long standing GP

14: If I could actually get an appointment IN PERSON with a GP

15: No apart from waiting for above as option going to Chelsea and Westminster for blood tests not practical for me

16: A blood test was recommended but I was told there was no opportunity to have it in the surgery which was disappointing given what a short time such a procedure takes about 5 minutes I was told to go to the walk in service at the Chelsea Westminster which will take a great deal longer Result I have yet to have the blood test

17: Less waiting time for an appointment

18: Yes it should be possible to book a appointment with PERSON online

19: Probably But not much really Your service is by and large excellent at all levels Well done

20: Perhaps a slightly shorter wait time but the doctor is popular

21: No I was very pleased with all my interactions with everyone at Stanhope Mews West thank you

22: No I'm a happy patient

23: A clearer deliver would have helped with the vital call However the standard of service at Stanhope Mews is high The Doctors treat patients with professionalism and respect This is appreciated

24: Access to the surgery at weekends The alternative 111 services are sometimes a challenge

25: Basic professional courtesy and efficiency by the receptionist staff

26: I don't know if there is any answer to this but it's quite stressful waiting for GP to call as you don't want to miss the call but you don't really have any idea of when it's coming

27: No it was a first class experience and reminded me just how lucky we are to have such a superb GP's surgery at Stanhope Mews thank you

28: Having some admin that means appointments are actually reasonably available online and that the phone is answered if necessary to call Having a named GP who can at least follow through on a single health issue instead of constantly seeing different doctors and knowing there is no background or continuity

29: No just the time it takes to be seen

30: Yes a caring person taking my blood

31: Obtaining the initial over the phone doctor's appointment quicker would be better

32: Yes change the phlebotomist with one who has a good experience instead of sending the patient to another hospital because lack of knowledge

33: Sadly at times my repeat prescriptions do get cancelled This makes it incredibly frustrating in trying to restore their original status and becomes a crazy waste of everyone's time

Improvement Suggestion Insights by Groq LLM

This set of feedback from a patient of a GP surgery suggests several areas of improvement, with some recurring trends. Here are some of the most common comments and areas of improvement:

- Appointment efficacy:** Several patients suggest that the surgery could improve booking appointments directly with doctors, rather than having to call back, and make online booking options more readily available (points 1, 18, and 28).
- Administrative efficiency:** Several patients point out the inconvenience caused by incorrect or cancelled appointments, long wait times, and being sent to alternative services for procedures like blood tests (points 6, 16, and 32).
- Caring attitude and interaction with staff:** Patients appreciate the care and professionalism displayed by doctors and nursing staff, but a few note that conversely, reception staff sometimes seem discourteous and uncooperative (points 7, 9, 10, 23, 25 and 27).
- Continuity of care and named GP:** Several patients appreciate having a named GP who can follow up on health

issues, but a few find it frustrating to see different doctors every time they visit (points 1, 13, 20, and 28).

5. Prescription errors: One patient highlights the frustration of cancelled repeat prescriptions, which becomes an administrative hassle (point 33).

Trends:

- Most patients provided very positive feedback about the surgery, emphasizing its high standard and care displayed by doctors and staff.
- The most recurring areas of improvement were related to efficiency and administrative processes, including better appointment scheduling and administrative accuracy.
- Conversational approach in a public setting does seem less frequent than in home visits or more trusting individuals, receptionists may appear and are perceived differently to staff that physically assist you.

SECTION 5: Word Clouds

