

# Earls Court Surgery

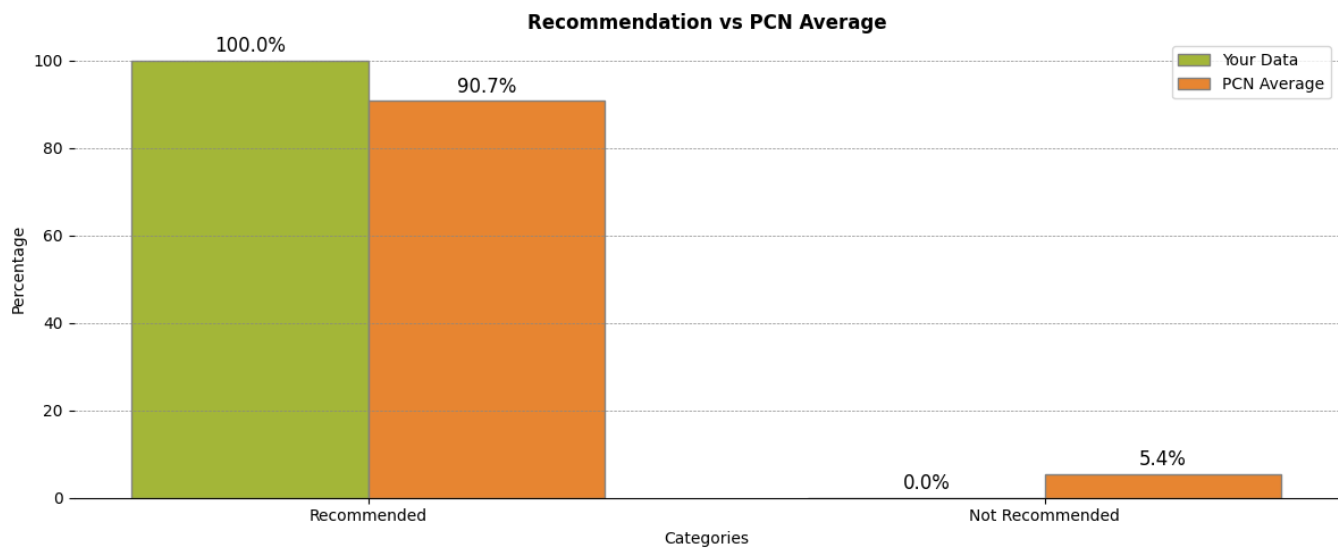
## July 2024

### SECTION 1: Recommendation % and Rating Counts

The total feedback received during July 2024 was 25.

Recommended - 100.0% (PCN Average - 90.7%)

Not Recommended - 0.0% (PCN Average - 5.4%)



Recommended (%) =

extremely likely + likely

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

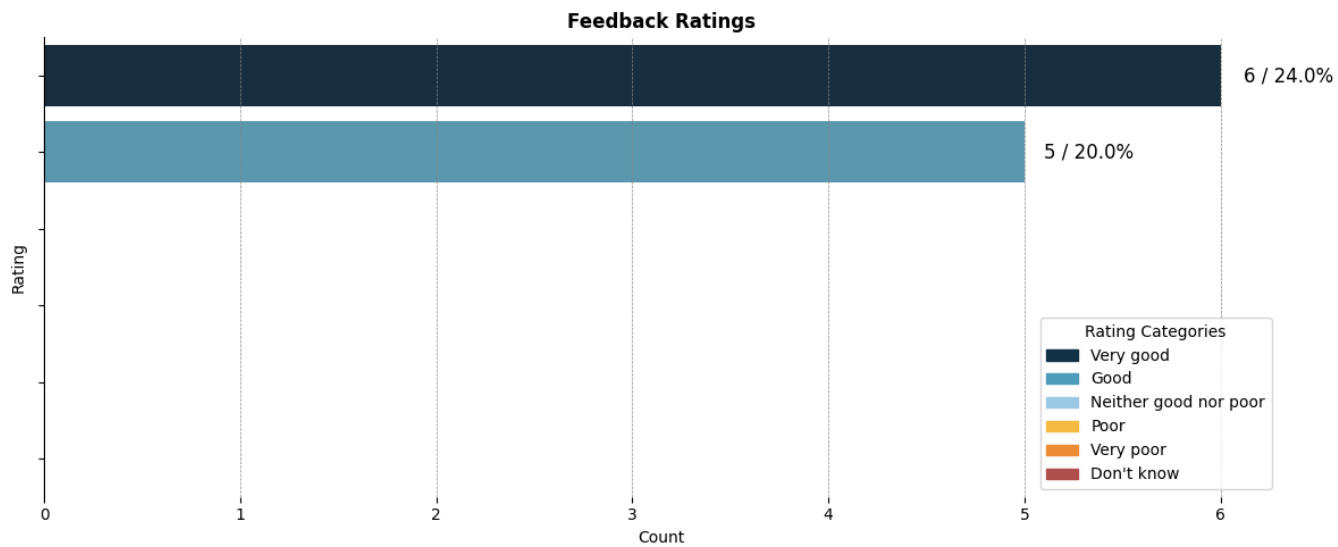
x 100

Not Recommended (%) =

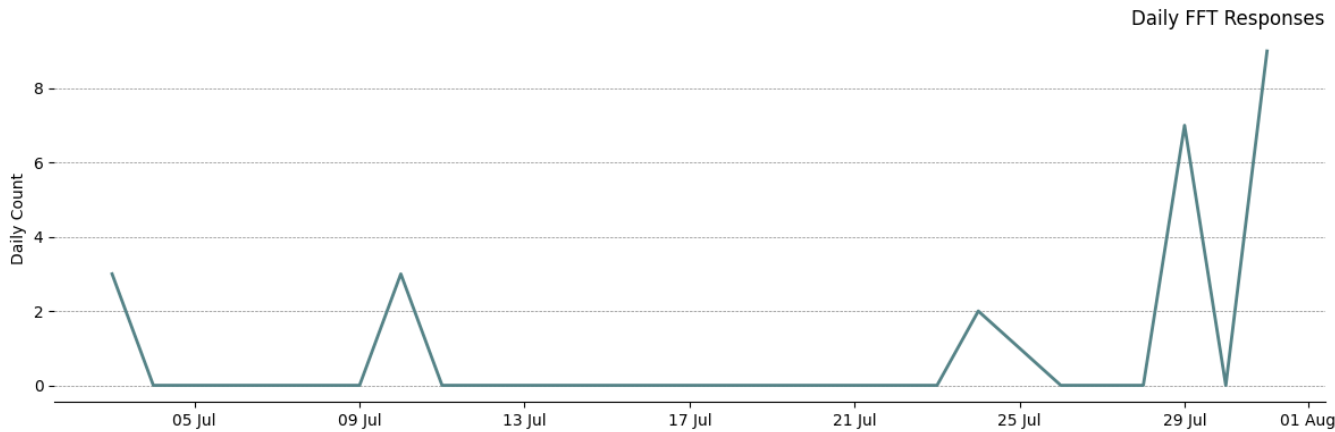
extremely unlikely + unlikely

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

x 100



SECTION 2: Response Rate



## SECTION 3: Feedback - Responses

0: I am very happy with my surgery and GP

1: I had an appointment at the GP surgery recently The staff handled everything efficiently and my needs were addressed I would consider coming back for future appointments

2: Visited the GP surgery and found the service to be acceptable The environment was clean and the staff were courteous Overall a decent experience at this surgery

3: I normally see the nurse practitioner she is friendly empathic and explains everything really clearly I feel much more in control of my health since coming to see her Thank you PERSON

4: From the moment I walked in to the surgery I was greeted with a smile by the reception staff They were friendly welcoming and made me feel at ease The doctor who saw me was equally as pleasant and took the time to listen to my concerns The whole team is a credit to the surgery

5: I ve been attending this GP surgery for years and I m always impressed by how efficiently they run their appointments From booking in with reception to being seen by the doctor everything was quick and easy The staff are clearly well trained and know what they re doing

6: I ve been managing a long term health condition for years and I ve found this GP surgery to be excellent in providing ongoing care My doctor is knowledgeable supportive and always makes time to discuss any concerns I have They re also great at referring me to specialist services when needed

7: I m really impressed by how convenient this GP surgery is to get to it s just a short walk from my home The opening hours are flexible too which makes it easy for me to fit in an appointment if I need one The staff are always happy to help with any queries or concerns I have

8: I ve been really impressed by the care and compassion shown by the doctors at this surgery When I had a particularly difficult experience they were understanding supportive and went above and beyond to help me They truly put patients first and it shows in everything they do

9: Friendly staff always feel listened to and my concerns taken seriously Easy to get an appointment and short wait times to be seen face to face

10: Staff are super friendly No waiting Efficient Felt very well looked after

11: I m very satisfied and happy for my recent check up

12: I had a telephone appointment with Nurse PERSON who prescribed me some antibiotics due to a UTI She called before the time allotted for the apt which I was very grateful for and emailed the prescription to my local pharmacy I also completed a urine sample which my daughter had to collect sample bottle return So a great service Thank you

13: I very good experience the clinical pharmacist is always very helpful when I need a repeat prescription all stall friendly and professional First class service

## SECTION 4: Improvemenet Suggestions - Responses

0: I have not suggestion for improvement at the moment

1: It would be good to get a message when your prescription is ready for collection at the pharmacy as you often wait in a line and it may not actually be there when you get to the front

2: In this hot weather a drinking fountain would be great saying that there is a shop around the corner

SECTION 5: Word Clouds

