

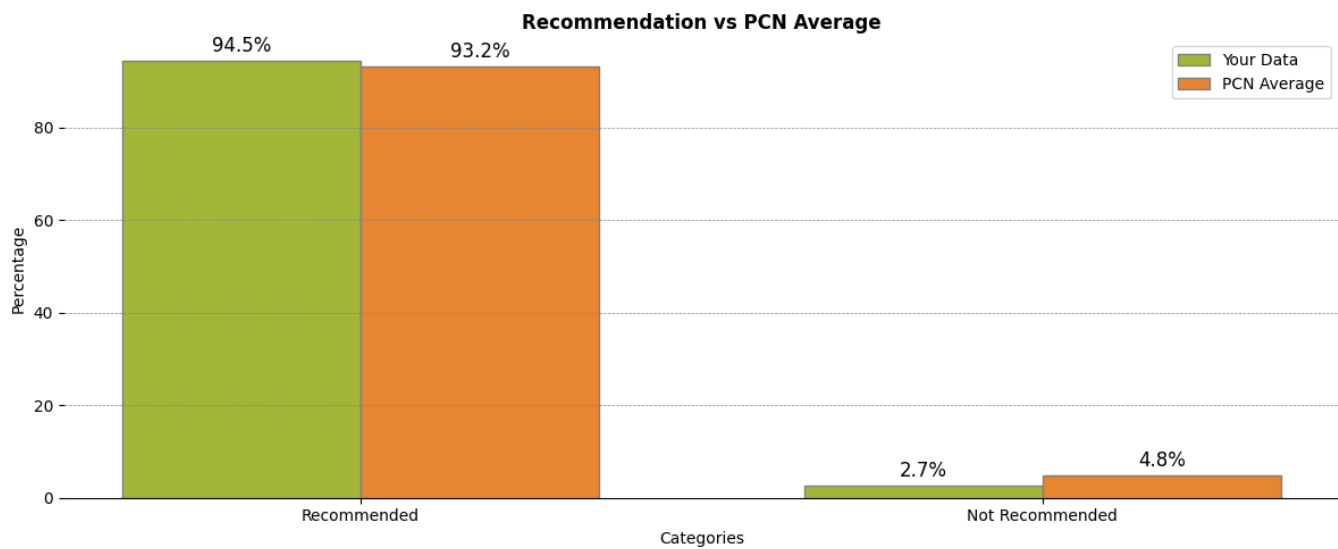
Earls Court Surgery

January 2024

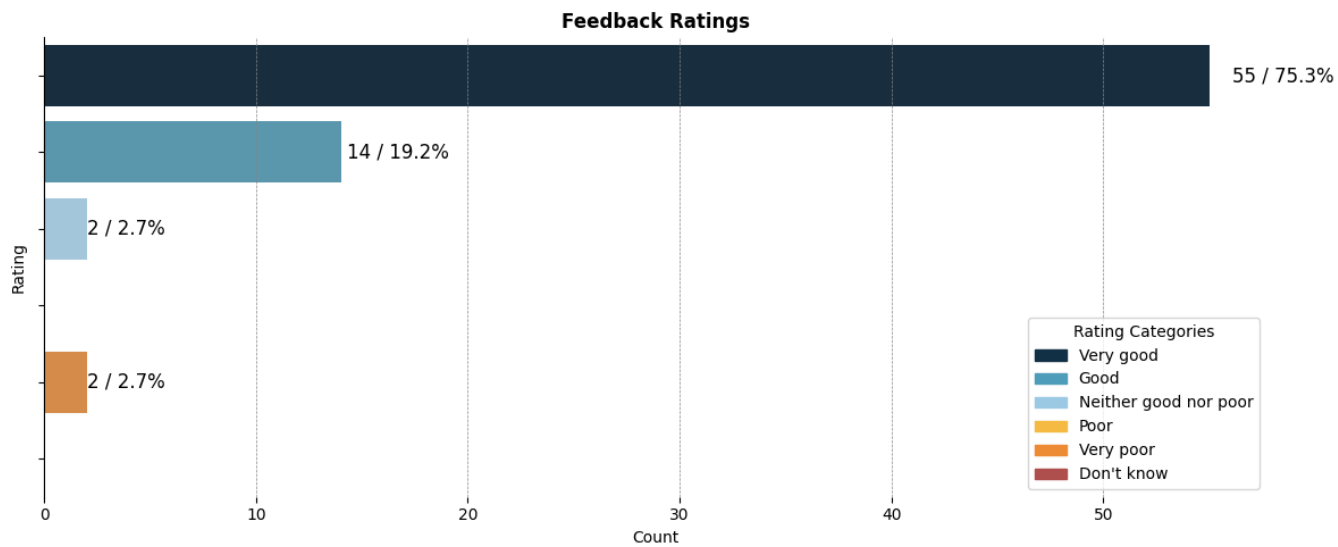
SECTION 1: Recommendation % and Rating Counts

The total feedback received during January 2024 was 73.

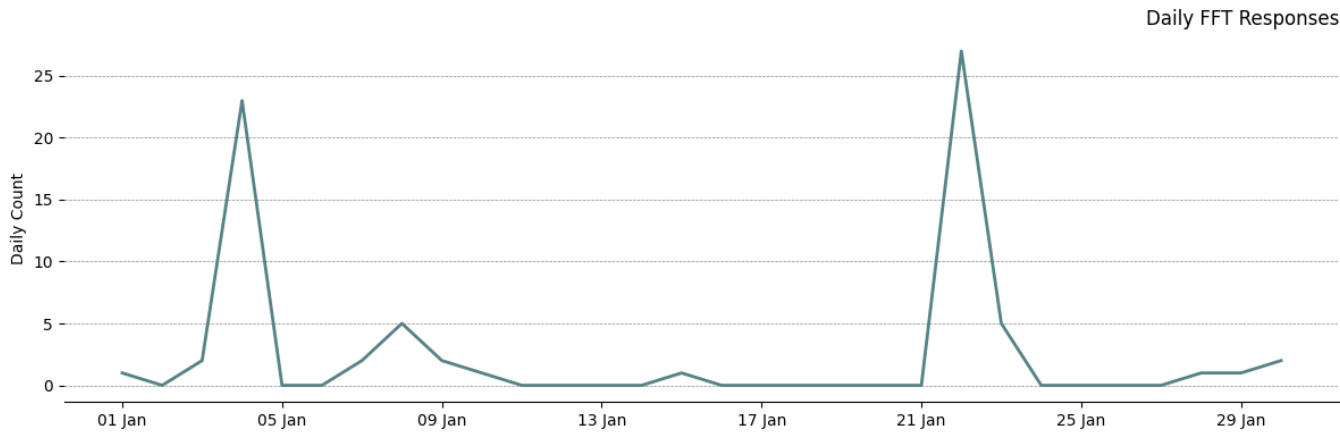
Recommended - 94.5% (PCN Average - 93.2%)
Not Recommended - 2.7% (PCN Average - 4.8%)



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



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: The staff polite feel welcome and comfortable whit doctor
- 1: I ve been with the Surgery for years Good service even in Covid Many thanks
- 2: All people who works there Very kind team work are excellent
- 3: I always get an appointment when I need it and the staff and doctors take the time to listen to you
- 4: The assistants are very helpful and professional
- 5: Gp is understanding and compassionate The reception staff are courteous And friendly and always try to help you every way they can
- 6: I was provided with the extra prescription because I was going away and my medicine would run out otherwise
- 7: The IDoctors always take time to Listen to any query and the support staff are friendly
- 8: All staff is caring and efficient
- 9: Both Dr PERSON and resident nurse are so nice calm and comforting Especially for someone with health anxiety they re both Godsend
- 10: She took me seriously and warm staff
- 11: I think the surgery can do better with providing more appointments
- 12: The staff s professionalism and warmth make a world of difference in patient experiences Appointments are timely and the environment is clean and welcoming The GPs exhibit remarkable dedication taking time to listen and explain ensuring patients feel heard and understood Their adept use of technology for appointments and records adds convenience without losing the personal touch
- 13: Lovely Surgery with helpful staff GPs and nurse
- 14: Dr PERSON is extremely professional and pleasant
- 15: Get on really well with my GP and the rest of the practice staff I don t have any complaints
- 16: Helpful staff and professional helpful GBs
- 17: The nurse and Receptions are extraordinarily empathetic humane and totally compassionate beyond the call of duty
- 18: PERSON is the most kind efficient and understanding
- 19: I love all the staff and Dott Emiliani
- 20: This surgery is always helpful efficient and understanding
- 21: I find our Surgery welcoming and friendly
- 22: Dr PERSON has such a calming demeanour so I always feel safe and in good hands with her
- 23: Very good doctor and helpful surgery
- 24: Was able to get an appointment very quickly and got in to see the doctor who could see the problem and gave me the right prescription which cleared the sinus infection very quickly
- 25: The nurse is very kind and competent
- 26: Happy with the surgery and the staff and my GP
- 27: The staff are courteous and helpful
- 28: From the wonderful reception to the treatment which I have received from Dr PERSON this surgery is excellent I would really recommend them
- 29: The receptionists are very helpful the same for the doctor and nursey
- 30: The doctors are friendly only takes a few days to get an appointment The reception nursing staff are friendly efficient too whixh makes a relaxing visit
- 31: I ve been a patient of Earls Court Surgery since 1991 Throughout I ve received a wonderfully attentive treatment and looked after so beautifully by all staff and doctors Dr PERSON in particular has been an absolute gem extremely thorough and top in his profession

SECTION 4: Improvement Suggestions - Responses

0: Having a coffee machine so you can have a drink while waiting

1: Due to the number of illnesses I suffer from some of which are serious it would be so beneficial to me to have an appointment much sooner based Upon I am In a vulnerable group in relation to my medical problems

2: I was told the wait for a new prescription was 2 days in fact it was ready later the same day It would be good to be sent a message when this is available so that the medicine can be picked up earlier

3: None at all going to the surgery feels like being home

4: I like the notice boards in reception very infomrative and give a good overview of the practice

5: I think everything is perfect in surgery

6: Update on anti inflammatory oral approved application to a wound dressing the injury

7: Not really it was fine as it was

SECTION 5: Word Clouds

