

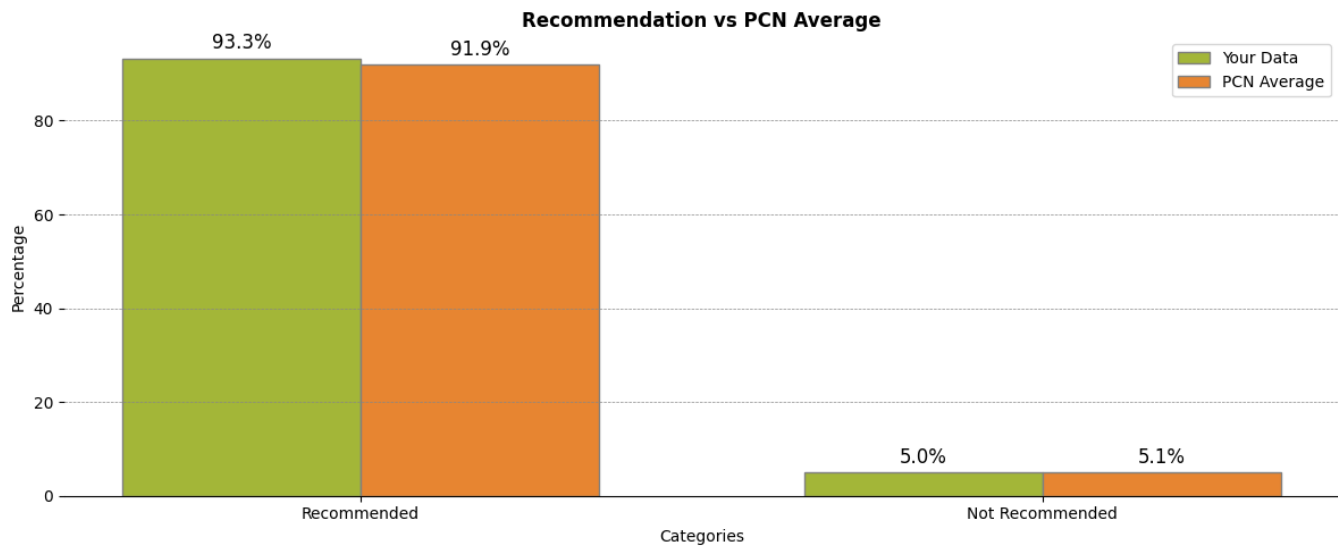
Kensington Park Medical Centre

September 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during September 2024 was 120.

Recommended - 93.3% (PCN Average - 91.9%)
Not Recommended - 5.0% (PCN Average - 5.1%)

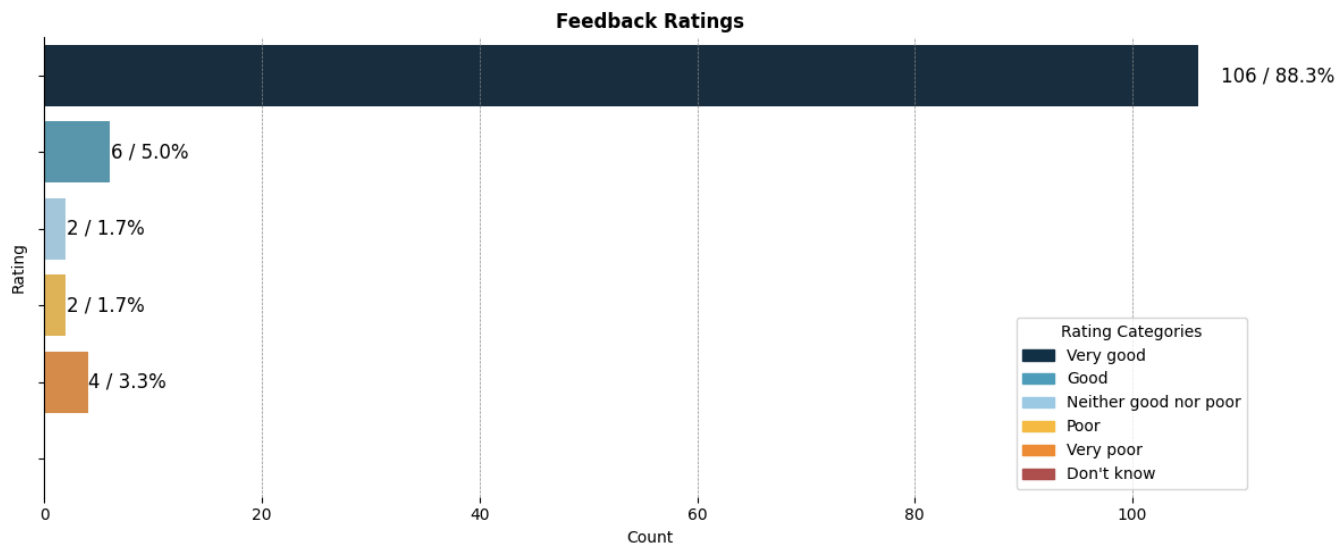


Recommended (%) =

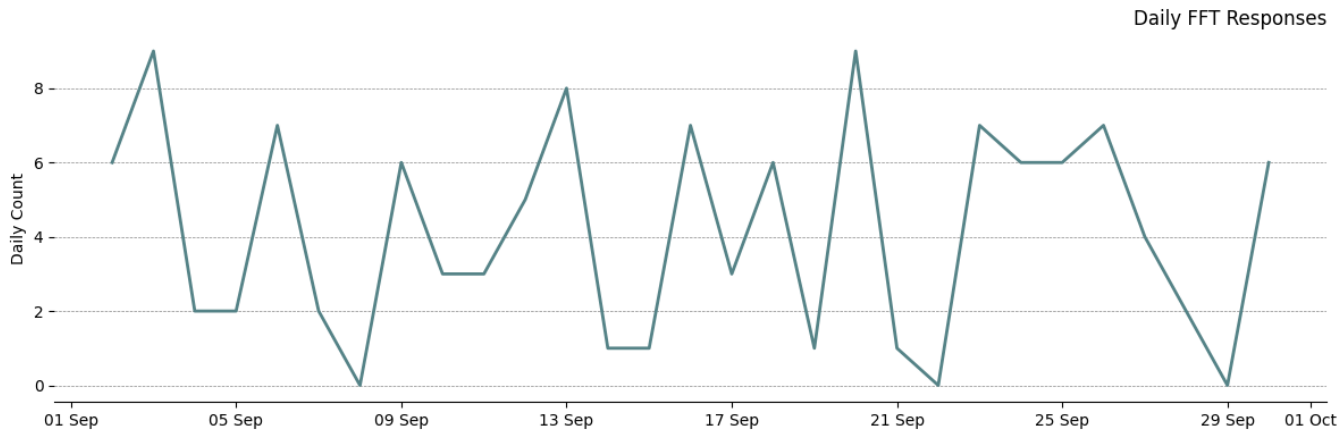
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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: Generally the service from the center is really poor and look like the professionals doesn't make any effort to do a better work. The pharmacy is a mess. When requesting medication the doctors are always late and not empathic at all and the doctor who attended me today was totally awful.
- 1: Excellent doctor plus nice and helpful receptionist.
- 2: The Doctors are always professional with patients who have mental physical problems and Reception is helpful even though some times one cannot always get an appointment with Doctors they are courteous and polite.
- 3: Because they care about everything all the time. PERSON bless them from A to Z. Thanks for all the family team. PERSON's blessings.
- 4: Don't get enough time from the GP to discuss my concern. Only one was heard and others to be discussed at another time.
- 5: Always quickly get an appointment and doctors are knowledgeable and supportive.
- 6: Amazing GP and a good receptionist.
- 7: Surgery is large clean and modern. Reception staff efficient and polite. Consultation with Dr was friendly and professional taking a personal interest in the well being of the patient.
- 8: Friendly approach when dealing with reception. Doctor was professional and helpful overall great service.
- 9: Very nice doctor and very thorough exploration.
- 10: Very kind understanding staff. Calm environment. No one was more stressful than rushing you.
- 11: I felt at ease with my Doctor today. Dr PERSON.
- 12: Our professional Doctors/Nurses try extremely hard to heal and help some of us who are with mental physical illness.
- 13: Brilliant friendly efficient reception staff. And Doctor PERSON charming professional kind and efficient.
- 14: Professional services from receptionists being polite and extremely helpful to the nurses and doctors.
- 15: Because Dr PERSON very helpful.
- 16: All efficient and on time. Friendly helpful staff.
- 17: The staff are warm and very patient.
- 18: Dr COMBURY understands my problems and advises was helpful. Thank you.
- 19: Very unexpectedly I got a cancellation at the last minute.
- 20: Got information I needed quick appointment. Doctor extremely helpful and approachable.
- 21: Very professional and direct approach to the medical issue.
- 22: Always you are there for us. I am so pleased with your service for the last 37 years. Thank.
- 23: I am incredibly grateful for the exceptional care and professionalism demonstrated by the entire team at Kensington Park. The doctors' expertise, the staff's kindness and the seamless coordination made my experience outstanding. Thank you for your dedication to patient care and for creating a welcoming and supportive environment.
- 24: They are so good and helpful and easygoing.
- 25: Because the doctor reacted very quickly to my problem.
- 26: I have been a patient at this surgery for over 2 decades. I am happy with service they provide especially Dr PERSON as he is an exceptional doctor.
- 27: Dr PERSON is always very patient friendly and effective in diagnosis and treatment.
- 28: Because my GP Dr PERSON is just fantastic.
- 29: Dr is very friendly and professional.
- 30: This has been my GP for more than 15 years. So can't complain.
- 31: Dr PERSON was brilliant with my two boys. He addressed my concerns and I left feeling satisfied.
- 32: Dr PERSON was brilliant. He made my son who is usually very nervous around doctors feel at home.
- 33: Dr PERSON took her time to address all my concerns and made sure I understood the next steps moving forward. Really pleased with my interaction.
- 34: I got the GP for today this morning when I called the reception I saw Dr PERSON today. She is experienced and caring. She even called me when I left the surgery to offer further help. Thank you kindly.
- 35: Lovely doctor very thorough and also explained symptoms well. Excellent.
- 36: Very helpful and supporting. Advises and conversation.
- 37: No surprise it is always excellent.
- 38: Very good service. Lovely staff and amazing doctor.
- 39: Everything is perfect. Dr PERSON excellent.
- 40: Dr PERSON always listens carefully to the patient and the patient's problems and always considers the best method of treatment. With their patience, accuracy and high experience they really have a positive effect on the treatment of patients.
- 41: Because everyone is friendly and professional. And the doctors care. That's what I have found in over 20 years of being with this surgery.
- 42: The doctors are responsive and pro-active.
- 43: Always helpful and efficient in assisting me with any ailments.
- 44: Excellent reception. Kind doctor who took the time to explain everything clearly.
- 45: Was seen promptly and the doctor was friendly and explained everything. He didn't invalidate my concerns.
- 46: It's amazing when you can get an appointment the same day and be seen by a doctor.
- 47: Drs are very helpful and are prompt.
- 48: Quickly given appointment and issue dealt with same day as I made appointment. Thorough consultation provided.
- 49: She listened really well to what I had to say and was very nice and gentle when doing my checks.
- 50: I always feel looked after and reassured.
- 51: Booked an appointment at 8am and was seen by GP at 9.40am. Very good turnaround.
- 52: I got GP appt within hours of telephoning and she was very caring and helpful.
- 53: The booking system is the best I've used for a GP. Have no problems getting an appointment like most practices. Dr PERSON is excellent.
- 54: I've had a very swift response from all departments regarding my current condition.
- 55: I was very well looked after by my other doctors and they were very keen to have all my follow up tests done and to sort out any problems that I had.

felt They gave me the time and they cared

56: Have not had to wait too long for appointments follow up from appointments has been fast and efficient

57: I got timely appointment with a very good doctor The receptionist was very courteous and efficient

58: Reception staff very helpful and efficient and Dr PERSON is always so caring and empathetic to my needs thank you

59: It was easy to book and the doctor was very helpful

60: I felt reception were very helpful but the GP service was dire

61: I didn t have to wait long for my appointment and the appointment was efficient The doctor answered all my questions I could also be booked in for a future appointment to get a couple of vaccines at the same time

62: The team got me seen as quickly as possible we re friendly and utilised preventative care All staff were very professional and friendly

63: My friend is 83 She fainted and fell in the street twice She asked a GP to book a cardiologist They booked her consultation for end of March next year Six months It s disgraceful

64: Dr PERSON is just the BEST ALWAYS spot on with my treatments and plans I wouldn t go anywhere else EVER

65: Very quick response for appointment thorough consultation and communication of test results from GP early the following morning Very reassuring

66: Excellent service and attentions to details as usual

67: The Dr listens and acts The receptionists are professional and knowledgeable

68: The appointment was on time Staff very friendly polite Dr PERSON is very helpful

69: terrible GPs who have no clue what they re doing both sarah azimi shona robertson tobi oyefeso and the receptionists are bloody incompetent as well i wouldn t go to this gp if i had any other choice

70: doctor very understand spoke that she was helpful

71: When I have to attend surgery I m never seen on time which is usually 20 30 minutes late after my booking time

72: I was seen almost immediately at my scheduled appointment and was seen by a really lovely doctor Thank you

73: All staff very helpful and friendly I m so happy

74: There was no issue in making an appointment and the doctor who saw me listened carefully and was considerate

SECTION 4: Improvement Suggestions - Responses

- 0: Really look into the mess you have inside and you might be aware not one is happy with your services even goodle rewirs are terrible Give a better training to your people and make better the admins
- 1: Slightly more modern and cleaner furniture in the waiting area
- 2: Trying to get to see Doctors without long awaited appointments would be helpful for patients
- 3: A good service all in all
- 4: No the place is welcoming and my appointment was punctual Attention is kind and Dr PERSON is outstanding in her knowledge and the recommendations she has given
- 5: The receptionist are also very patient and efficient
- 6: Yes I rang at 8am to see if I could obtain an emergency appointment after listening to a long winded message 1 min 42 secs I selected the reception option 2 the message at 8 02 was I m sorry there is no one available to take your call amc I was disconnected I called back immediately and was 10th in the queue This is frustrating when calling Especially for a sick child Surely it could be a more concise system and be open at the pre states time of 8am Apart from that a good system
- 7: No I think their help has improved greatly in the years after Covid
- 8: Paperwork explaining monitoring for blood pressure over a 7 day period could be improved
- 9: I had to wait 1 5 weeks for the appointment I would have preferred to fit in the appointment last week
- 10: When a follow up is dependent on results being sent to the surgery it could be useful to call the patient when the results are available and the new appointment can be booked so that an appointment is booked as soon as the results are in Leaving the second appointment booking to the patient relies on some guesswork as to when the results are ready and a follow up can occur
- 11: More care and compassion from very well paid GPs
- 12: Yes every possible effort to be seen on time is very important shows some respect 10 minutes for a consultation is far too short
- 13: No it was perfect Thank you

SECTION 5: Word Clouds

