

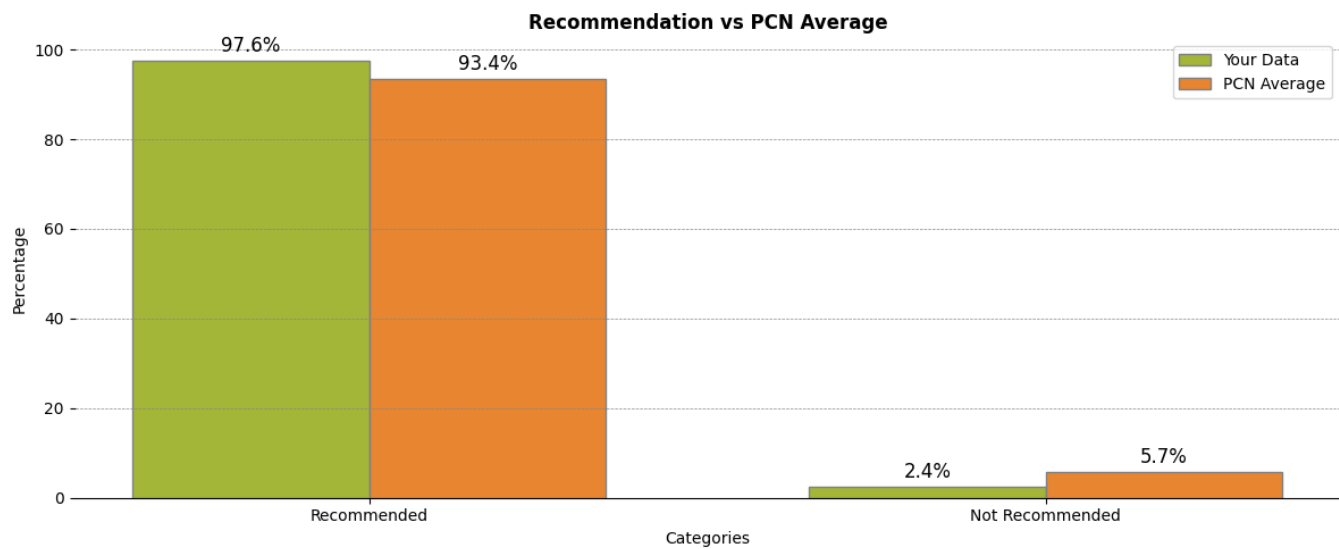
Earls Court Surgery

November 2023

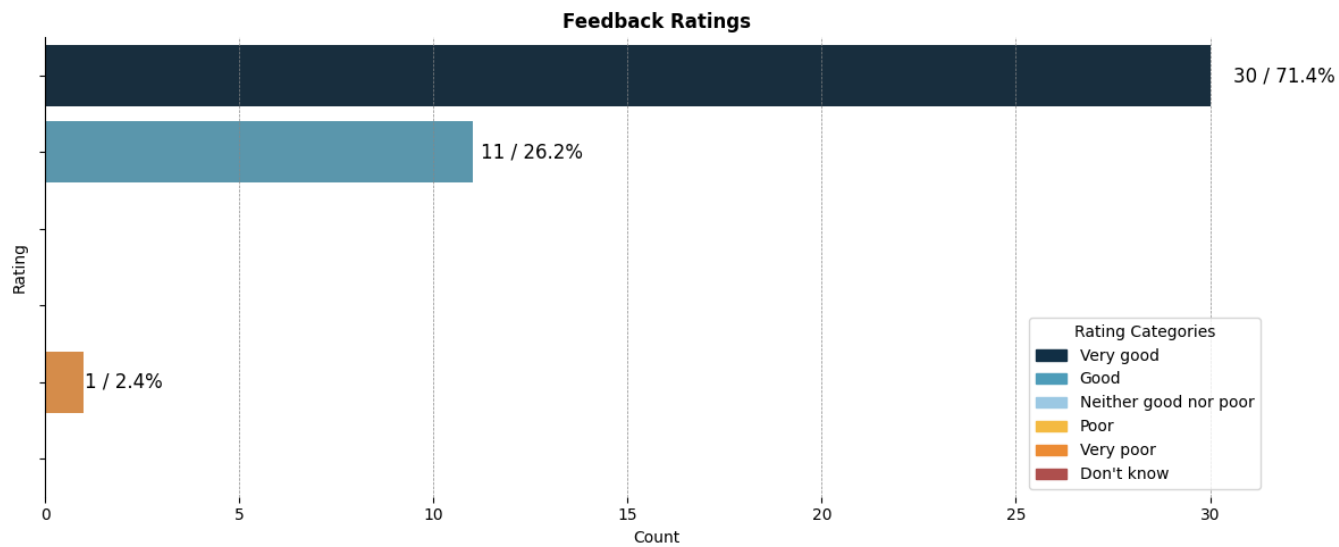
SECTION 1: Recommendation % and Rating Counts

The total feedback received during November 2023 was 42.

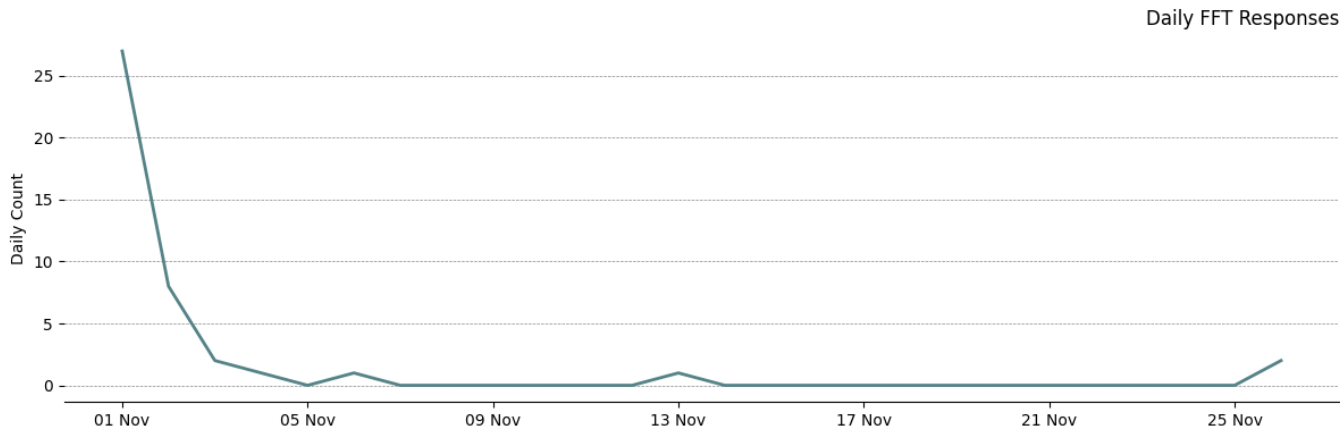
Recommended - 97.6% (PCN Average - 93.4%)
Not Recommended - 2.4% (PCN Average - 5.7%)



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



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: They do care about people health
- 1: Friendly reception staff and good GPs
- 2: Friendly reception staff Confident with the health care I receive
- 3: I ve been with Surgery for many years they ve always been excellent
- 4: I have a brilliant doctor doctor he is all ways caring about his patients and as a doctor I can say thanks for the NHS and for the stuff of the surgery for the professionalism in the job
- 5: The doctors in Surgery is Extremely likely only the front desk staff needs to be destroyed very rude
- 6: I have been a patient at this surgery for over 30 years and they always looked after me so well
- 7: Extremely likely at getting a quick appointment also doctors and receptionists very helpful and friendly
- 8: They are very friendly and helpful
- 9: Because Nurse was helpful and reassured me
- 10: I have been given prompt and urgent consultation and treatment for recent severe surgery conditions
- 11: Dr PERSON is a brilliant doctor Great rapport and takes concerns seriously
- 12: My surgery is second to none Wonderful receptionists nurse and doctor I really can t ask for more Excellent
- 13: Everyone is always on time rarely have to wait Very friendly staff Always seamless care
- 14: The staff in reception are always helpful and friendly and enable me to keep in touch with my GP without problems or delay
- 15: The staff nurse doctors were patient understanding

SECTION 4: Improvemenet Suggestions - Responses

0: 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

1: All the front desk staff needs to be changed

2: I am very satisfied with all the services I ve received from the whole team at the surgery throughout the last 33 years of being their patient

3: Nothing at all they are just outstanding

SECTION 5: Word Clouds

