

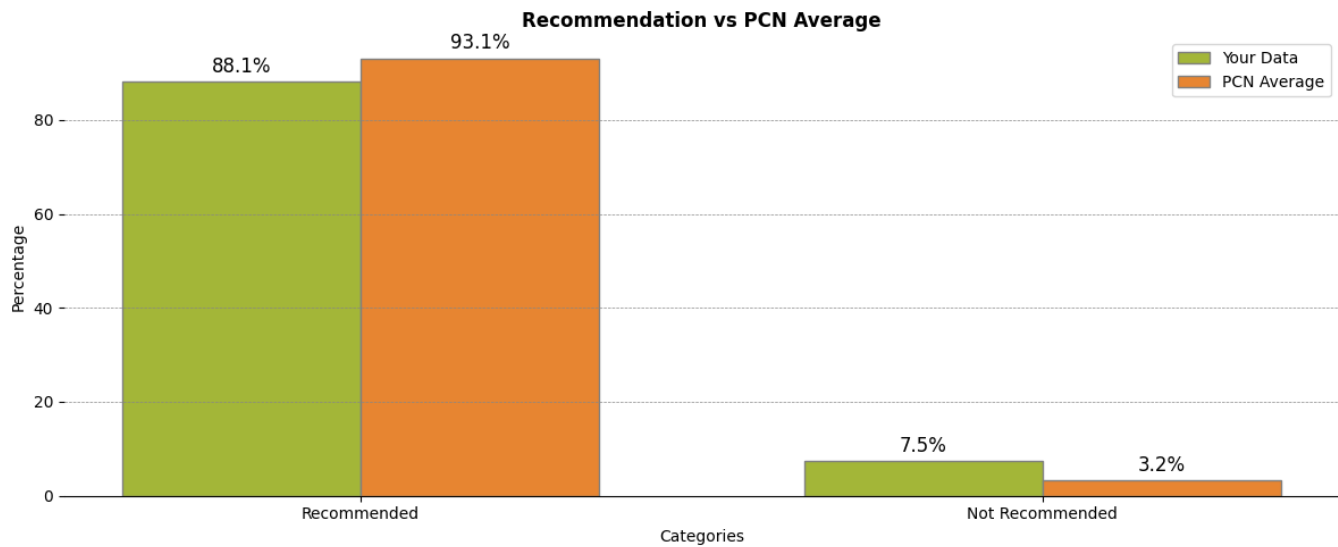
Health Partners at Violet Melchett

September 2025

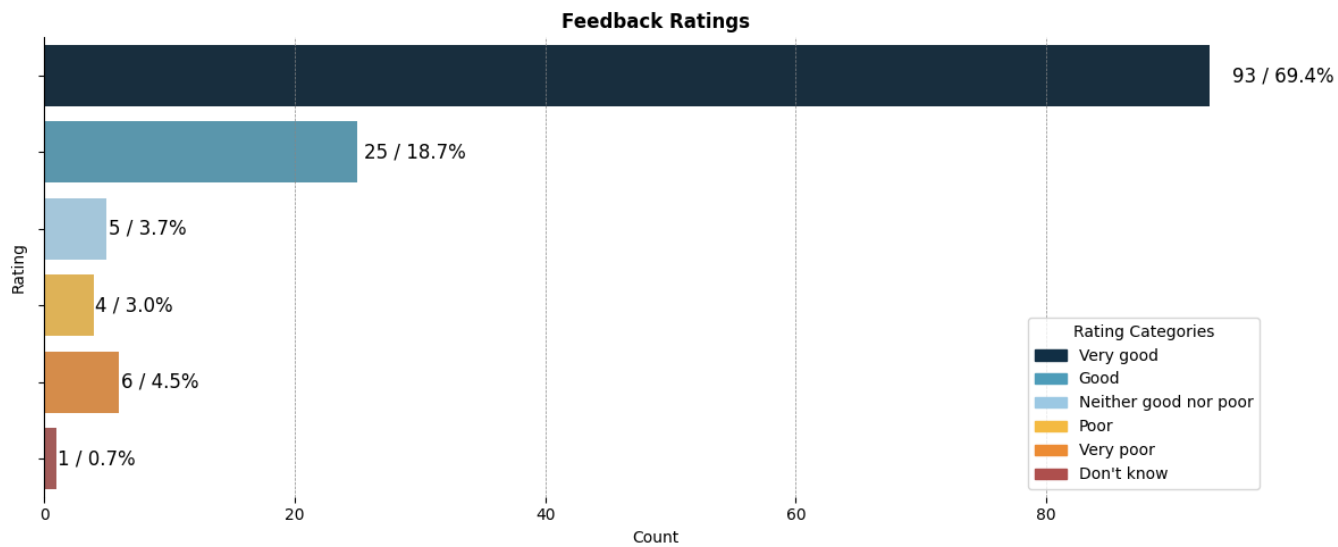
SECTION 1: Recommendation % and Rating Counts

The total feedback received during September 2025 was 134.

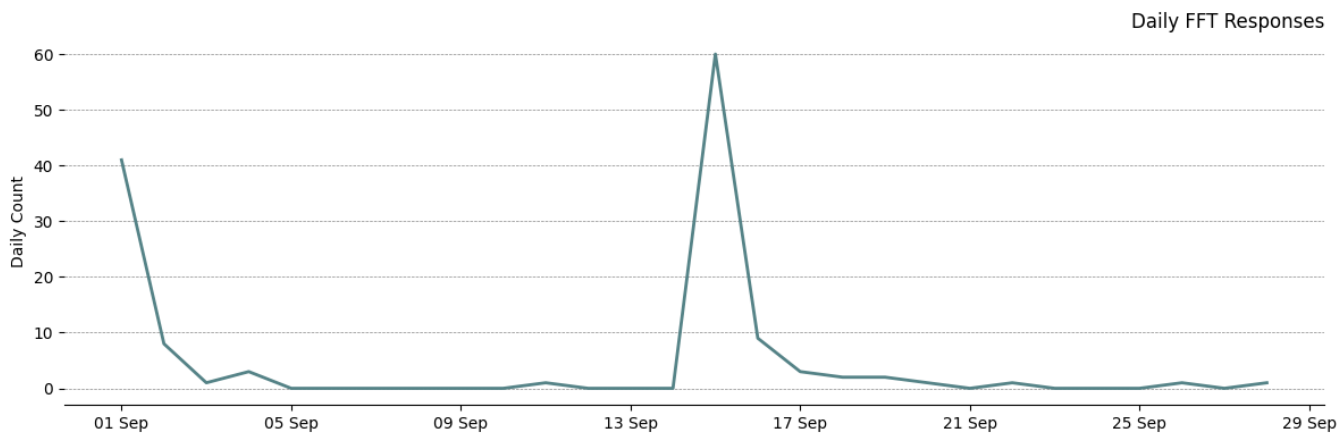
Recommended - 88.1% (PCN Average - 93.1%)
Not Recommended - 7.5% (PCN Average - 3.2%)



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



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

0: Prompt service Helpful kind GP Took the time to listen and was understanding

1: Because I was never contacted by the GP

2: The efficiency and the professionalism was excellent

3: Dr PERSON is absolutely fantastic wonderful doctor and she is very caring PERSON as well is fantastic indeed

4: I was seen very quickly for an ongoing problem

5: Had emergency doctor who gave prescription for eye out of stock for months at local chemist and Boots said the drops were discontinued Returned to surgery for another prescription told to try Goldborme Rd chemist now 5 45 which is miles away Gave another prescription which chemist said was same as previous and in any case same as ointment I had already bought earlier from Boots Waste of time and effort

6: I had a very good appointment with the doctor and nurse

7: The staff and practitioners are all very respectful and friendly

8: Receptionist always ready to help and advise

9: Prompt reply informative consultation Medication prescribed did the job

10: I didn't have an appointment I came into the surgery to check if a prescription I needed filled before I travelled abroad could be made ready early Although I had applied to have the script filled online I had not received feedback The receptionist could not have been kinder or more patient and sorted it out for me I was able to pick up the script before I travelled

11: Nice doctor but not listening to what I said

12: I understand the need for screening to offer consultation for the very needy However there are a few issues which may require particular attention first among them heart palpitation It is difficult to diagnose the entity or the real danger the service should be more supportive of people with such issues in my opinion

13: I had an open and unhurried chat with the doctor

14: The staff seems incompetent and is unable to follow through on basic tasks

15: Quick appointment Caring considerate Dr PERSON

16: I received a phone call from a polite male receptionist to inform me that my appointment needed to be changed He was very nice and polite

17: Friendly accessible GP who listened and was supportive

18: It was quick to speak to a doctor and get a prescription

19: Excellent staff Extremely helpful Clean surgery absolutely fantastic experience

20: Helpful doctor who listened and explained

21: Quick and effective response Via patches

22: I was able to tell the doctor of my concerns and took on his advice

23: whenever i have visited surgery always dealt with professionally and with expertise

24: staff were great at reception and my doctor called me late in the day because i couldn't go to the surgery due to my injuries she prescribed some medication which was collected at Boots Pharmacy a very good service in all

25: The Dr didn't have information from 111 call from previous day The 111 team were the ones that made the telephone appointment with GP

26: I was asked to self diagnose in a series of questions on line 28 08 25 where Dr PERSON concluded the practice would call me to arrange a face to face appointment with a GP Its now 02 09 25 and no one has called I had to call the practice 15 in the queue and have an appointment on 11 09 25 which is 14 days after raising my concerns

27: Very kind understanding GP seen on time and not rushed

28: Very good people very organised for appointment I love the way they help patients

29: The Best Best Dr's who care and thoroughly enter and update your data My clinic follows up to their word even their associate Very knowledgeable team

30: No waiting time scheduling the appointment was very easy

31: Efficient polite and able to see someone on the day

32: Great service with friendly and helpful staff

33: Very kind empathetic nurse Very efficient service and feedback

34: The lady on the phone her English was bad there was a communications problem She was referred by me to the pharmacy To prescribe medication when I went to the pharmacy they said they can't do it I have to see my GP which I have told her before

35: on the last occasion I visited the surgery I had quite a successful experience other times have not been so lucky the usual experience of trying to make an appointment to see a GP is through the switchboard and that ends up a very lengthy time consuming process with unsatisfactory results

36: I felt listened to and clear on the next steps

37: The receptionist was very helpful the staff went out of their way to supply me with my inhaler which I desperately needed they even delivered it to my door within two hours I was very grateful thanking them immensely for their help

38: Got an appointment saw the doctor and everything went great

39: I managed to get an appointment within 10 days and was seen on time by the doctor

40: Left a message for a doctor to call me Got the reply same day

41: i do not have my blood test results back for my vitamin d results i have all the others apart from this one which was the most important

42: The nurse doing vaxes was informative helpful and gave me a different vaccine when I didn't need the one I went in for

43: The appointment booking went well The re booking as the nurse could not be there on the first appointment was fine too The appointment itself was very good and the nurse was very polite cordial and efficient However during my second booking as i was asking about which tests i was going to have and if additional tests could be had i was told that i would have to speak with a doctor to confirm and was told that a doctor would contact me the same day nobody called Two days later i asked if that was going to happen I was told that a doctor would call me on the day A couple of hours later i got a text informing me that a doctor would contact me after the tests to discuss the results which was quite disappointing as i was hoping to discuss the need for tests before i went to have the tests done in order to avoid duplicated work if it was found to be the case

44: the doctor didn't seem familiar with my file and wasn't particularly helpful in getting specifics around my symptoms she was mostly keen on handing over my referral

45: I felt confident in the doctor on both visits One resulted in a rapid referral to Royal Marsden and the second routine for a healing test

46: Happy to say I m impressed by the practice in its new location and very Helpful and informative friendly staff from the receptionist to the relative new office lead and the nurse who took my ecg As for the doctor he was thorough socially intelligent and professional

47: The G P whom I had a consultation with was very polite and understanding He was also very helpful

48: The surgery has done his duty

49: I was seen without an appointment for cut on the back of my hand by a a rose thorn But this was done after one of the receptionists saying I needed an appointment But I said I would wait until a nurse was free because I was worried about it getting infected In the end I was seen within 15 minutes by a very nice nurse who dressed and cleaned it and gave me extra plasters for future use I have been a patient of the surgery since dear Dr PERSON was there

50: Doctor asked comprehensive thorough questions on a phone call

51: I was told a Dr would ring back at the end of the afternoon This happened

52: Very professional and straight to the point GP

53: Doctor was friendly supportive understood my current situation

54: When ever I book an appointment everything goes very well and the staff are very nice they always do all they can to make you feel comfortable

55: He was very pleasant and helpful

56: Helpful and friendly service and good tele consultation

57: I received a very good service from the receptionist on duty as she spent quite some time sorting out all the queries I had

58: Lovely doctor clear advice and good manner communication with my daughter

59: Difficult to get a face to face meeting 2 week wait for a doctor s phone call doesn t feel like anyone cares not a personal experience

60: I was seen within two and a half hours of telephoning and given good advice

61: Although it took a while to book the telephone appointment the staff were lovely and I m grateful that they allow me to do this over the phone I find this very helpful

62: Only half of the request was dealt with

63: As usual every one is very good always the best service PERSON is very good PERSON is brilliant Dr F butler is amazing and all the rest are so good indeed

64: Excellent service On time and information I received was helpful

65: Doctor PERSON was very professional And explained things very clearly

66: Did not have to wait long

67: Because it was quick short wait time

68: The Reception Team were as helpful as ever and helped to resolve a mistake that had been made in an earlier change of dosage although it did take about an hour and a half for the Registrar to address it But then he was dealing with a very demanding workload

69: I had a telephone consultation with your Doctor she was very professional but kind and extremely understanding of my symptoms she organised my medication and sent to my chemist I had phoned 111 over the weekend and your GP followed up on Monday thank you

70: The stuff is very professional and polite and I had no long time to wait

71: reception staff were friendly and helpful The doctor saw me a little earlier then my appointment time which was helpful the doctor understood my needs

72: Dr PERSON listened to my problems and was kind and helpful

73: the receptionist was very easy to talk to and organised an appointment with care I was able to see a doctor face to face without any problem The doctor whom I had not met before was very understanding and thoughtful throughout with wanting to help and solve the issue I was not at all rushed

74: The nurse was friendly and we were able to have a nice discussion about my work and her experiences

75: I felt it was a really good visit because the GP listened to me carefully took my concerns seriously and explained everything clearly I felt supported and understood which made a big difference

76: I made my request via the PATCHES website and received a prompt response

77: I was provided with an opportunity to speak with a physician who ensured that we were given the most appropriate care for our unique situation

78: I am not being listened to when I say I feel like I am dying I am not well and I am loosing my functions daily and rapidly Dr PERSON is a breath of fresh air Listening to a patient and is vital in helping with their care If a patient is deteriorating before their eyes then they have to learn how to act I am not well and I am crying to be admitted before it is too late

79: Kind clinician easy to book and appointment on time with results that came back quickly

80: The Gp gave to me all the answers which I needed

Feedback Insights by Groq LLM

Here is a summary of the GP Surgery feedback, identifying positive and negative trends:

Positive Trends:

Many patients praised the helpfulness and kindness of the GPs and staff, with comments such as "very kind and understanding GP", "helpful doctor who listened and explained", and "friendly and accessible GP".

Patients appreciated the prompt service, with comments such as "seen very quickly", "quick appointment", and "prompt reply".

The staff were described as "professional", "efficient", and "organized", with comments such as "excellent staff", "extremely helpful", and "very polite and understanding".

Patients were pleased with the communication and consultation style of the GPs, with comments such as "listened to my concerns", "explained everything clearly", and "made me feel supported and understood".

Negative Trends:

Some patients had difficulty getting appointments, with comments such as "difficult to get a face-to-face meeting", "2-week wait for a doctor's phone call", and "lengthy and time-consuming process".

A few patients felt that their concerns were not being listened to or taken seriously, with comments such as "I don't feel like I'm being listened to", "not being heard", and "I feel like I'm dying and no one is listening".

There were some issues with communication and coordination, with comments such as "didn't have information from 111 call", "told to try another chemist that was miles away", and "had to wait a long time for test results".

A few patients expressed frustration with the online systems and phone communication, with comments such as "asked to self-diagnose online", "communications problem with phone call", and "didn't receive feedback on online request".

Other Observations:

Many patients praised specific staff members, such as Dr. PERSON, Dr. F. Butler, and the receptionists, indicating that these individuals are providing high-quality care and service.

Some patients appreciated the flexibility and adaptability of the surgery, such as being able to book appointments online or having a phone consultation.

A few patients mentioned that they had had previous negative experiences at the surgery, but had a positive experience on their most recent visit, indicating that the surgery is capable of improvement.

SECTION 4: Improvement Suggestions - Responses

- 0: They don't manage their online presence
- 1: When everything works excellent there is no need to add or change anything
- 2: Please create more appointments for the Menopause clinic
- 3: Another patient arrived while I was discussing my needs with the receptionist. This patient stood very very close to me and made me feel most uncomfortable discussing my needs. As I take tablets for severe depression and anxiety this is not something I wanted to discuss with a stranger standing so close. When I asked politely for her to give me a little space she moved about 10cm further away. Perhaps a sign to indicate the need at times for privacy for fellow patients might influence their behaviour. Although this particular person had a privileged air about them and gave the impression she might not have taken notice of a politely worded sign either.
- 4: treating me like an intelligent person
- 5: Define a limited number of issues which may result in immediate threat despite being difficult to diagnose heart head
- 6: Patches seems to have my old address and has linked me to my old surgery despite my having moved 6 months ago. A more joined up NHS system would be better.
- 7: Not this time everything was fine
- 8: Wish patches was open longer hours
- 9: I wish I had a GP. Whenever I visit I see a new doctor. Whenever I return that doctor is not available or has left the practice so you must make greater effort to retain doctors. Every patient over 85 should have a named experienced GP and the patient informed thus.
- 10: The Dr having information that was given to 111 the day before
- 11: Yes. A call back from the practice offering me an appointment date as was promised.
- 12: I would like to have been offered a blood test
- 13: Yes someone who understands your needs and not just tell you to see a pharmacy
- 14: Where did everything go perfectly to help me. I once again thank them.
- 15: No she could not have been more helpful
- 16: It would have been nice if the doctor could have called me when the surgery said they would.
- 17: having someone a bit more familiar with my file and my symptoms
- 18: Yes a water point and perhaps not that important some relaxing quiet classical music on play
- 19: No it was fine and I am grateful to the team
- 20: If the GP had been helpful. She said no physio home visits available. I was bedridden and couldn't move but she was completely unconcerned about this and rang off.
- 21: Not really am always very happy
- 22: Could have asked more in depth questions and there wasn't any physical examination. The medical concern is still an ongoing issue yet we weren't given a clear plan of next steps. It seemed a very cursory simple meeting. I don't know if that's sufficient for a first meeting but it felt inadequate and we will probably have to return at some point.
- 23: No it was generally very good
- 24: Yes the doctor or another doctor could have discussed my follow up blood test with me. The doctor I spoke too was in a hurry to finish his day.
- 25: Possibly that the prescription for tadalafil could be sent directly to Boots Fulham Road
- 26: Being able to contact doctors by phone text email etc eg if a doctor calls and the call is missed there is no way to contact them.
- 27: I still haven't worked out how to book an appointment through the NHS app. So I ended up going in person which was fine but I'm sure irritating for receptionist.
- 28: The ability to book with the same doctor every time we need medical care
- 29: Listen to your patient when he or she says they are not well
- 30: I think GPs need to give extra help to PT who needed because they have different situation at work and at home

Improvement Suggestions Insights by Groq LLM

Here is a summary of the GP surgery improvement suggestions, identifying trends:

The suggestions can be grouped into several trends:

1. Communication and Patient Experience:

- Patients want to be treated with respect and dignity, with sufficient space and privacy (3, 21).
- Patients appreciate being listened to and having their concerns taken seriously (29, 30).
- Patients want to be able to discuss their needs without feeling uncomfortable or rushed (3, 22).

2. Continuity of Care:

- Patients want to see the same doctor every time they visit (8, 28).
- Patients want a named GP, especially for vulnerable patients over 85 (9).
- Patients want doctors to have access to their medical history and information from other healthcare providers (10, 6).

3. Accessibility and Convenience:

- Patients want longer opening hours (8).
- Patients want to be able to contact doctors through various channels (phone, text, email) (26).
- Patients want to be able to book appointments easily, including through the NHS app (27).

4. Quality of Care:

Patients want thorough and in-depth consultations, including physical examinations (22).

Patients want clear plans and next steps for their care (22).

Patients want to be offered relevant tests and treatments, such as blood tests (12).

5. Administration and Efficiency:

Patients want accurate and up-to-date records, including address and contact information (6).

Patients want prescriptions to be sent directly to pharmacies (25).

Patients want to receive call backs and appointment confirmations (11).

6. Facilities and Environment:

Patients want a comfortable and relaxing environment, including water points and calming music (18).

Some specific suggestions mentioned by patients include:

Create a Menopause clinic with more appointments (2).

Display signs indicating the need for privacy (3).

Improve the NHS app for booking appointments (27).

Offer physio home visits for patients who are bedridden (20).

Provide more support for patients with complex needs, such as those with depression and anxiety (30).

SECTION 5: Word Clouds

