

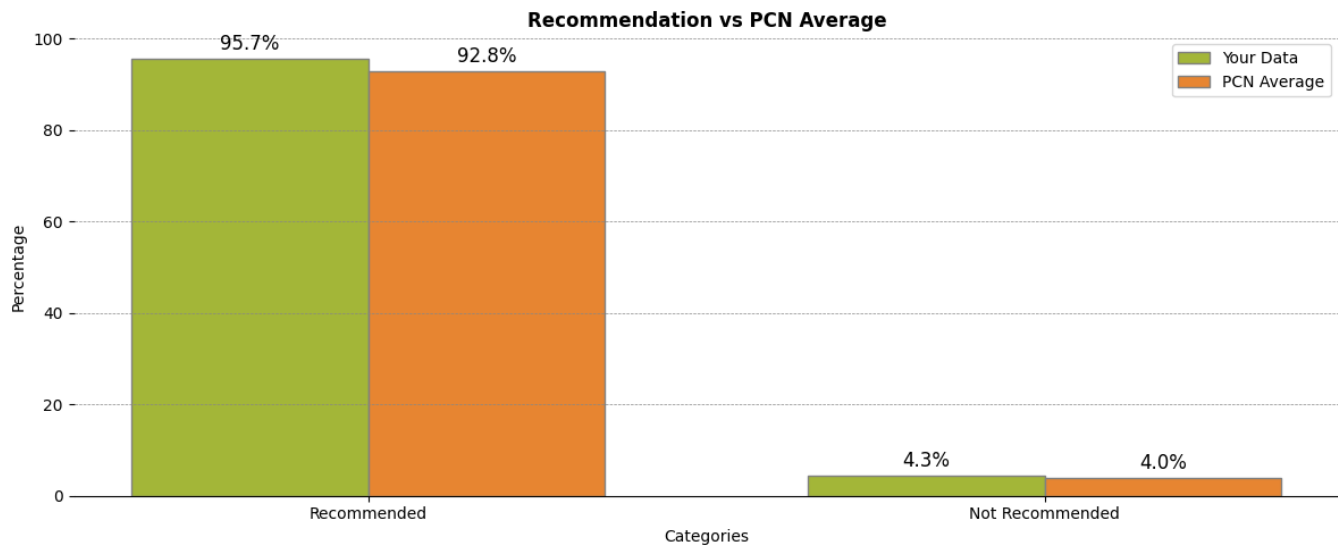
# Kensington Park Medical Centre

## July 2024

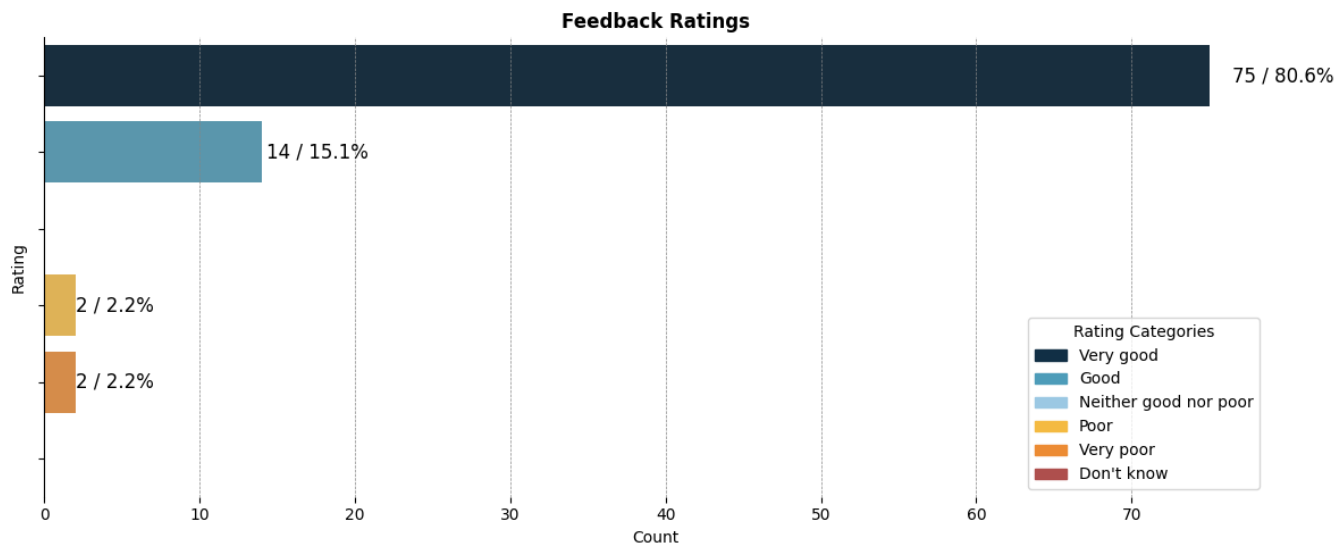
### SECTION 1: Recommendation % and Rating Counts

The total feedback received during July 2024 was 93.

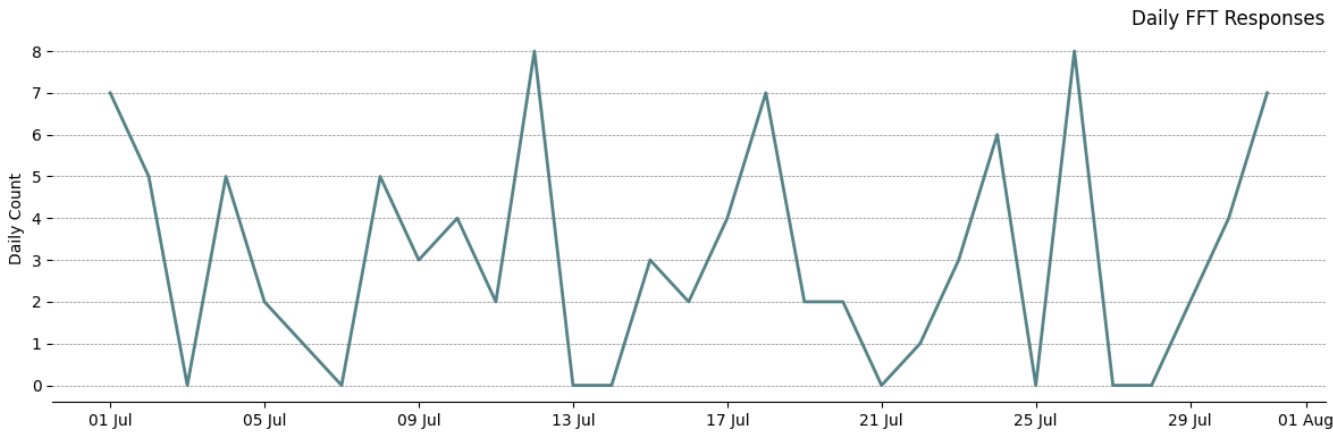
Recommended - 95.7% (PCN Average - 92.8%)  
Not Recommended - 4.3% (PCN Average - 4.0%)



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



SECTION 2: Response Rate



## SECTION 3: Feedback - Responses

- 0: Everyone in the Centre is very helpful and very kind
- 1: It was the attention and care shown by the GP She was exemplary Young up to date enthusiastic and thorough
- 2: The gentleman at Reception is invariably very pleasant and helpful and our Dr PERSON PERSON could not be more professional and attentive He goes that extra mile to give first class care We consider ourselves very fortunate to be patients at Kensington Park Medical Centre
- 3: Because Dr PERSON very good and helpful
- 4: Excellent doctors nurses reception staff
- 5: Friendly and professional from the very start The website is clear and informative and the reception staff are very helpful and nice I m a new patient and all of this makes a refreshing change from my former practice
- 6: Because I receive very good and kind care and attantion
- 7: We feel that the surgery does its outmost for their patients All members of staff and the doctors put the patient first
- 8: The atmosphere the feeling that the team are ready to help and support
- 9: All very welcoming and polite sometimes I feel rushed but understand every is busy
- 10: Rapid response times amazing care and on point resolution Whilst one is never keen to go to the doctor s it s always a pleasure to visit Ken park medical centre from receptionist to doctors the care is great
- 11: They always respond to your enquiry innprofessional urgent matter
- 12: no problem getting an appointment no waiting and my problem solved
- 13: Always get the best professional service
- 14: Dr is very helpfull and gives time to listen
- 15: Dr PERSON is a wonderful Doctor who really understands how the patient is feeling
- 16: My doctor is wonderful caring and supportive The receptionist is very nice and polite and the clinic is clean
- 17: The Reception Team at KPMC is always courteous and very busy Dr PERSON is excellent
- 18: Every time I call to make an appointment All the receptionist and GP are so caring and helpful I m always able to get an appointment the same day and never have i experienced any issues related to the surgery
- 19: Nice Doctor nice receptionist and generally many thanks
- 20: I will not be taking any appointments with Dr PERSON whom I believe does not represent my previous experience with the clinic
- 21: I love the Gp surgery at Kensington medical centre no waiting for to long to be called by the doctor
- 22: 1 Got the appointment I needed 2 GP was friendly and supportive 3 Sample was sent off same day 4 Medication sent to pharmacy early afternoon
- 23: Great doctor listened well took the time advised and diagnosed kind and gentle
- 24: Great doctor listened well took the time and advised my son is satisfied with his asthma reviews
- 25: It s a brilliant practice Managed well and staff very helpful
- 26: Hi guys I m very happy about your costumer service and doctors also deal are very positive and very friendly I just want to say big tanks for all your friendly times wish you best and long god life
- 27: Doctors and nurses are very good
- 28: Very nice doctor good listener It was the first meeting and it will not be the last Wonderful
- 29: I ve been in KMC for long time and my experience grew more of their good service
- 30: Everyone is so helpful knowledgeable and professional The reception staff and administration Are extremely professional helpful polite and kind The Doctors are excellent with their support and the medical knowledge I have 100 confident in them Thank you
- 31: Dr PERSON is a very pleasant and helpful doctor and very professional
- 32: Really difficult to get appointments and the telephone system does not work
- 33: The Doctors are so caring and fast to respond
- 34: I got great service and very fast
- 35: I just want to say thank you Dr PERSON
- 36: Very pleasant and professional doctor Great location and nice enough facilities
- 37: We get the answer and help really quickly
- 38: The staff were very nice and helpful and the follow up was prompt
- 39: The GP I saw was not friendly and unlike the other doctors at KPMC
- 40: The people at reception are very helpful and welcoming
- 41: Friendly and efficient service Really happy with The place
- 42: Everyone all staff Doctors and nurses are very helpful and friendly kind
- 43: Always get prompt attention Polite and kind staff at front desk
- 44: Because the doctor does her best to understand my issues and recommends the most helpful ways of treatments
- 45: All the Staff from front desk to Clinician s are professional polite and caring
- 46: On time Thorough and clear explanation of my results and how they relate to my present condition
- 47: As always efficient and helpful attention
- 48: Because all the staff they are very kind and make you feel comfortable when you there And doctors are very competent and care a lot for the patients
- 49: On time very polite always I love my Gp
- 50: As always efficient and on time Excellent GP practice
- 51: Appointment was being late than the booked time The GP s attitude was wired and not friendly GP was not patient to listen
- 52: Staff have been friendly and helpful Am very pleased and confident because I am registered with this GP practice Thank you PERSON
- 53: Dr was very helpful and understanding and I was happy that I attended
- 54: I got an appointment really quickly because I wasn t feeling well at and I was seen in two hours
- 55: PERSON and had a consultation over the phone
- 56:

57: The Doctor I saw was very polite understanding and helpful She took time to explain my problem to me

## SECTION 4: Improvemenet Suggestions - Responses

- 0: Appointments maybe should be longer assigned for more than present
- 1: wish it is always easy to get an abutment when needed
- 2: Everything was fantastic the doctor was very friendly
- 3: Nothing I can think of today
- 4: They are very quick in taking action when something needs that urgent attention
- 5: Yes A doctor to follow up rather than me going around trying to get an appointment
- 6: No I was happy with everything
- 7: If she had been more friendly p
- 8: No because every thing s perfect also Dr PERSON brilliant
- 9: GP to have the right attitude
- 10: The on call doctor very kind and I was able to discuss my problem and get advice

## SECTION 5: Word Clouds

