

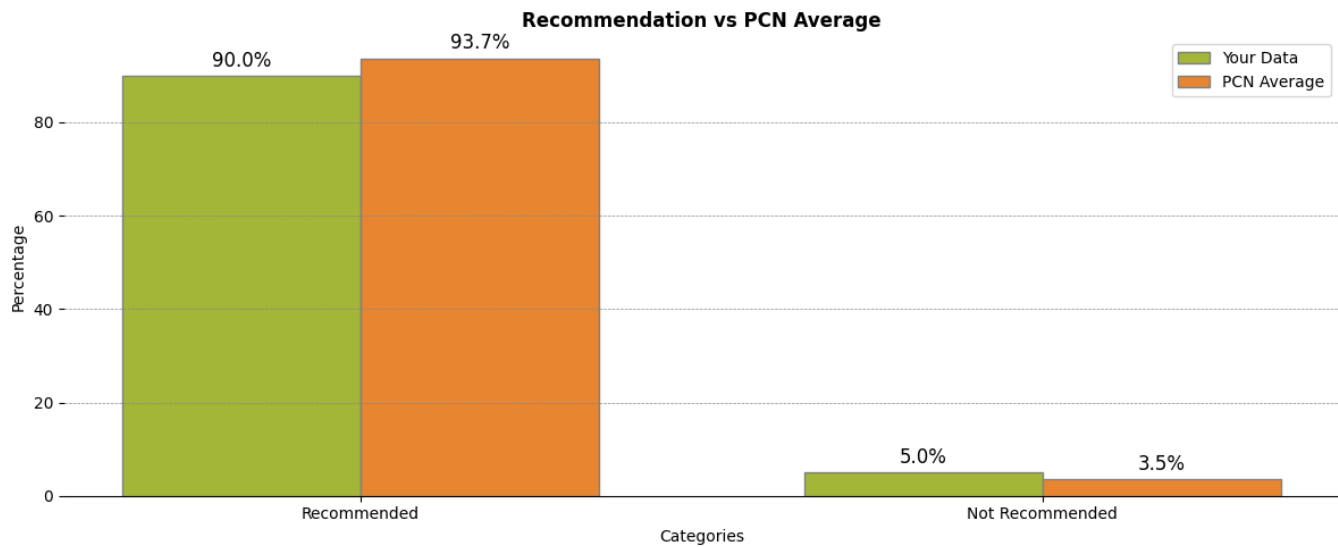
Health Partners at Violet Melchett

August 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during August 2024 was 100.

Recommended - 90.0% (PCN Average - 93.7%)
Not Recommended - 5.0% (PCN Average - 3.5%)

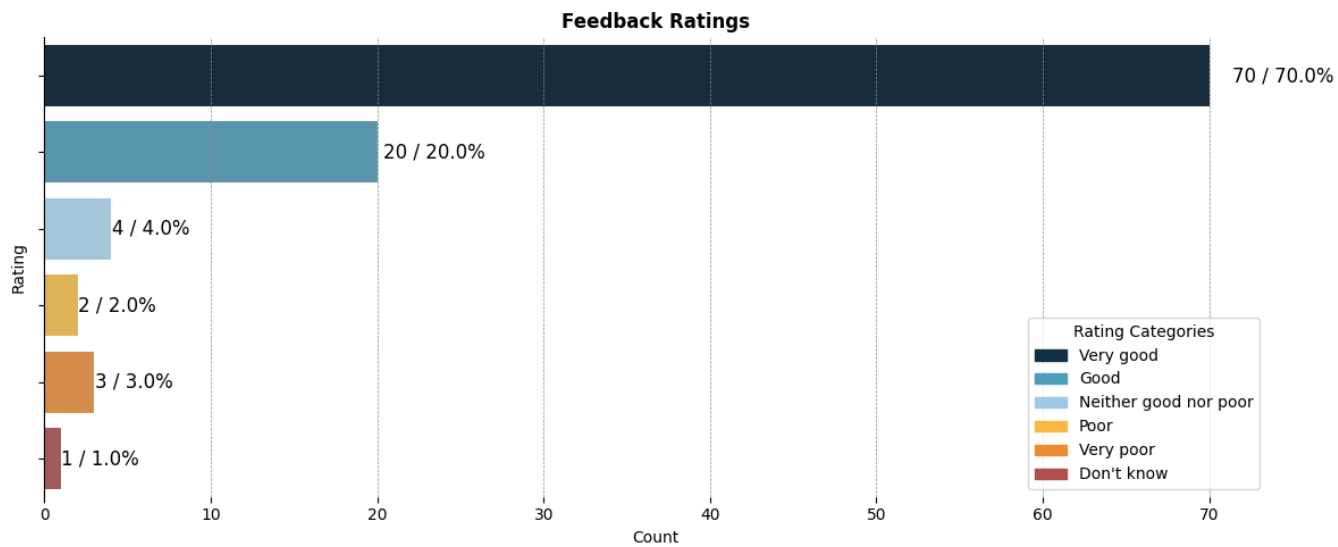


Recommended (%) =

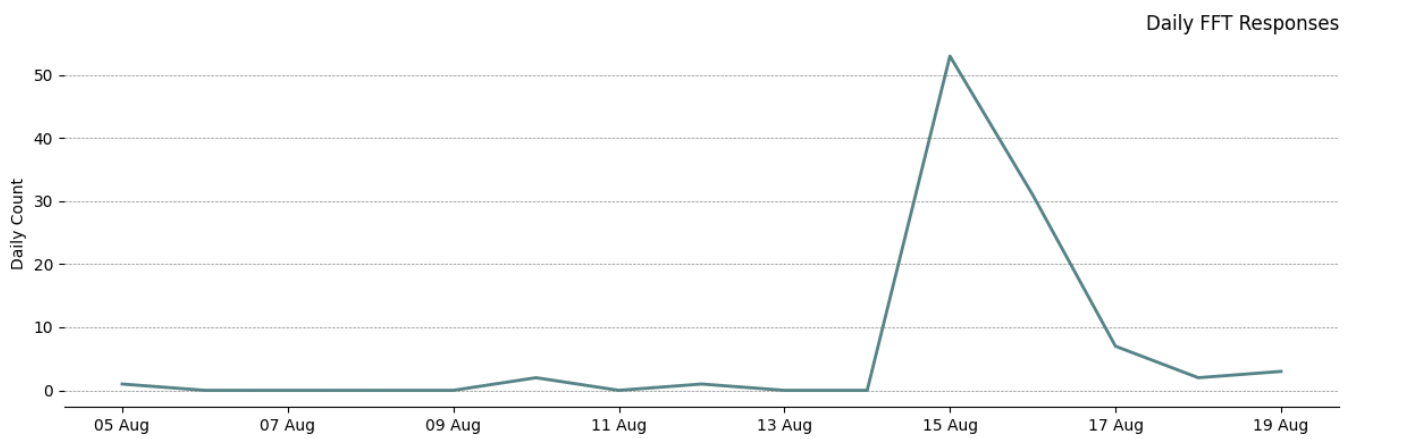
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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: The GP I saw was excellent he explained the procedure process clearly put my mind at ease
- 1: Always very good experience with the staff and the doctors
- 2: I contacted the GP via Patches I received a timely acknowledgement followed as advised by a call from the doctor The doctor resolved all issues of concern
- 3: I was looked after by my GP carefully with care
- 4: Seen quickly a very competent GP addressed my concerns with care and courtesy and instilled confidence
- 5: I always provide high standard of care when I am at work and I must say that the interaction that I have been having with receptionists are atrocious I am sorry to say that their manners and poor Feeling belittled when dealing with a diagnosis is not pleasant They need to learn how to speak with people with care and compassion as they have zero at the moment
- 6: I was seen on time of my scheduled appointment unlike when I attend appointments at hospital departments eg A E
- 7: PERSON was patient and very helpful The information he sent about my Covid history was exactly what I needed
- 8: I was checking to see if NHS App to re order prescription had worked It was not conclusive No She looked it up and assured me all was ok These apps are never straight forward
- 9: Everybody is great from the Reception Staff to the Doctors particularly Miss PERSON whom I have seen a few times of course Dr PERSON Both are very knowledgeable helpful really nice
- 10: I assume the appointment you are talking about was when A E wanted me to have my electrolytes tested after my admission to Chelsea Westminster hospital The doctor who took my blood tests is charming and I have nothing but good things to say about him He is courteous and very polite
- 11: the service was prompt to respond and convenient
- 12: My pain was taken seriously and action was taken to escalate it Much appreciated
- 13: Your reception desk was helpful and arranged for me to talk to a duty doctor on two separate occasions one leading to an appointment the same day and the other to a phone call But nothing was resolved and I was prescribed a pill that is not what I need Someone called PERSON was very helpful and sent me the details of notes two doctors had made
- 14: On time practitioner was friendly professional and explained everything
- 15: I am considering the receptionist staff lie saying they've completed a task when they haven't done also neglecting said that practice has nothing to do with me being stocked which is pretty pretty unbelievable Also I do expect the GP to call when they say they're going to if my appointment is scheduled for 12 to 12 10 why the hell they called when I am in the police station at 6 pm is beyond me I want the MRI results tomorrow they were sent on Monday
- 16: Everyone I spoke to asked questions were very helpful and friendly
- 17: Got a very quick appointment And doctor was clear friendly and helpful
- 18: I phoned the surgery in the morning with a list of worrying symptoms and less than half an hour later Dr PERSON phoned me to discuss these at the end of which she asked me to come over and she here immediately I did so and on arrival was immediately given a glass of water as I was dehydrated Then after a thorough and extensive physical examination which lasted for at least twenty minutes he sent straight over to the A E at the Chelsea Westminster with a text letter Then today after my spell in A E I needed advice about how and when to resume my blood pressure tablets Once again within half an hour of leaving my message Dr PERSON phoned me back to answer my question and advise me Excellent
- 19: The clinician who saw me was a great communicator was thorough and knowledgeable
- 20: My appointment was for physiotherapy I was properly examined and the treatment plan was explained to me
- 21: FaceTime with doctor is very good Follow up is hit and miss I was told I needed an appointment for a test but had to follow up myself with a phone call to arrange It is also confusing whether to use Patches Patients Know Best or call Not the first time I have said this in a survey
- 22: I managed to get an appointment promptly and tests were also taken promptly blood ecg Also one of the doctors followed up on how I was getting along with my new medication
- 23: Prompt and efficient reception staff who had the forms ready for me made for a very good experience
- 24: I did not wait for too long but I was attended to
- 25: PERSON didn't have to wait for long on the phone and the lady at the reception was helpful
- 26: I was satisfied the staff was kind and the service quick
- 27: I was seen promptly and by a competent understanding doctor
- 28: Very smart surgery and lovely people
- 29: Because I always get seen or a doctor call back within the same day
- 30: I love the beautiful Indian receptionist
- 31: I was given a next day appointment which is very impressive The waiting area was light airy and comfortable and the receptionist was very friendly welcoming and efficient The whole pre appointment experience was exemplary
- 32: I was reassured and my questions were answered
- 33: Almost all of the services I have received from my GP have been fantastic but when 3 or 4 branches of the medical care that are looking after you recommend a visit to a specialist consultant and nothing happens and I am trying my best body and soul to get myself better one gets hugely despondent
- 34: I was told to get some treatments and that then never happened
- 35: I have always gotten through and have always received a response from my doctor without delay
- 36: I been for 17 years always the quality and best
- 37: I was seen quickly and follow up appointments were made straight away results were quickly gathered and shared so I wasn't left in the dark for long
- 38: It was a pleasant experience in the newly refurbished Violet Melchett Centre I was called in early which was great the person I saw was very efficient and courteous and answered all my questions clearly and helpfully
- 39: On arrival at the VMCentre I was told that my appointment was booked in the Earl's Court clinic However the receptionist tried and succeeded in arranging my appointment with one of the doctors on site after a short wait
- 40: Felt comfortable explaining my problem and how helpful the Doctor was

41: Easy to make get appointment courteous reception on arrival short wait to be seen and courteous interested professional with whom the next stage was mutually agreed Thanks regards PERSON

42: I have given the answer above as I have not had n appointment for about a year I am also confused as to violet Melchett clinic and Chelsea practise which seem to be in the sane building

43: I was taken care of Dr Was determined to get me the right treatment and took time and effort

44: The appointment was rapid The doctor saw me on time The questions were to the point I was listened t

45: I felt I was listened to and treated well

46: I was seen quickly PERSON was very professional and explained everything that needed to be done Which put me at ease

47: Telephones take such a long time to speak to anyone I personally have been in the queue for over 30 minutes I do however understand it s an extremely busy surgery

48: I requested my repeat HRT prescription I was told it would be ready for collection on July 30th Late on Aug 2nd friday I received a message to say I would be given 28 days supply only as I needed a pill check I was leaving the country for 2 months on Aug 6th I called the surgery in Monday Aug 5th and explained my problem They arranged for me to have a pill check done the evening out of hours and a new request for a 6 month supply When I went to pick up my new prescription on my way to the airport the prescription was for 28 days I called the surgery and they apologise for the mistake but now I need to go without my HRT for over a month

49: When I saw the doctor I just explained my trouble and he did check all my informations in his computer and organised a blood test After 2 days he called me and said I do have to much sodium in my blood and I will need again to have another blood test which was done a week after Another blood test is been programming in 2 months

50: I went online to book an appointment That is the first time that has ever worked for me I got an appointment quicker that I ever previously had got to the Doctors was seen bang on time and the doctor PERSON was great Only one problem she doesn t have the specialist authorisation to give me the prescription that I needed

51: I ve done a blood pressure pulse reading for 2 weeks and things was really smoothly

52: The doctor was very friendly and helpful

53: Mr PERSON fi is very good and professional and he is a very nice person thank you mr PERSON fi

54: My mum presented with possible heart attack symptoms and the gp strongly encouraged us to go to A E She was excellent by giving mum a thorough check and refering her to the cardiology team who we are seeing next week Also the appointment was initially a telephone call but she was flexible in waiting 20 mins for us to get there so she could see mum face to face

55: Seen very quickly and the health assistant was very welcoming and made Conversation

56: The outcome was exactly as I had hoped for an prompt appointment with a doctor who was super

57: I went for a pneumonia injection but having just recovered from an attack of pneumonia I did not know if I should have had one Nor did the injectionist so I didn t have one and still don t know

58: The appointment almost was on time my GP Dr PERSON always is being kind and professional

59: The doctor was very caring and informative She made me feel relaxed and able to discuss my issues The reception staff were very organised and professional

60: While I received a slightly ambiguous text informing me the results of a recent stool test I had to telephone the surgery for the result of a urine test

61: There was no way to be able to contact the pharmacist at Health Partners to ask for clarity as to why my Fenofibrate will no longer be prescribed based on my last blood results Is this her decision the decision of the general practitioner or the decision of the consultant from C W The consultant specifically wrote to the surgery asking for my oral medication NOT to be changed because I m currently in a window period trialing an additional injection to lower my cholesterol

62: I had message to come for face to face appointment When arrived I registered and waited to told that it s now phone appointment

63: I always find the surgery responsive They referred me for a consultation at CC which proposed changing part of my medication The pharmacist has already contacted me to arrange this

64: My GP surgery acted quickly and was in good communications Only B because 1 my eye appointment is a bit far than expected but probably not that urgent 2 My GP surgery accept messages only opening hours Wish I could send a message out of the opening hours and they can reply to me during the office hour

65: All of the staff are very proficient as well as the doctors get back with you promptly Always willing to discuss one s issues

Feedback Insights by Groq LLM

The feedback provided by patients at the GP Surgery can be summarized into both positive and negative trends.

Positive trends:

1. Many patients praised the doctors' communication skills, explaining procedures clearly and being patient with them.
2. Patients appreciated the friendly and welcoming atmosphere of the surgery, including the waiting area and reception staff.
3. Quick appointment times were mentioned frequently, with some patients being seen on the same day or receiving a response from a doctor within a short period.
4. Patients praised the doctors' knowledge, professionalism, and helpfulness, with several mentioning a specific doctor, Dr. PERSON, who was highly praised.
5. Some patients appreciated the use of technology, such as FaceTime, to make appointments and consultations more convenient.
6. The surgery's response to queries and concerns was highlighted as prompt and efficient.

Negative trends:

1. Several patients mentioned difficulties in contacting the surgery, including long wait times on the phone and confusion about which

department or person to contact.

2. Some patients experienced issues with the reception staff, including poor manners and a lack of compassion.
3. There were instances where patients felt their concerns were not taken seriously, and their issues were not fully addressed.
4. Some patients felt that the surgery did not follow up on referrals to specialists or other departments.
5. A few patients experienced issues with the IT system, including not being able to schedule appointments online or having concerns go unaddressed.
6. There were instances where patients felt their medication was not properly managed, including having to ask for clarification about prescription changes.

Common issues that were not specifically categorized as positive or negative include:

1. Appointments being rescheduled or canceled at short notice.
2. Patients feeling that their concerns were not fully understood or addressed by the healthcare staff.
3. Difficulty in contacting the surgery outside of opening hours.
4. Confusion about the different departments or staff within the surgery.

Overall, the feedback suggests that the GP Surgery has many dedicated and helpful staff members, but there are also areas where improvement is needed, particularly with regards to communication and IT systems.

SECTION 4: Improvement Suggestions - Responses

- 0: No I received an excellent service
- 1: No She knew the problem These apps need to be simple and use basic language They change each time
- 2: Nothing It was as usual a good experience
- 3: Reduce your turnover of doctors so there s a chance of speaking to the same one twice
- 4: Maybe sack receptionist lie completely I don t even think training would help them obviously marked as just marker as complete dangerous considering the circumstances in my older sister is not available today to be with me and I had to go to police station by myself thanks
- 5: The only negative was the text letter that Dr PERSON sent me while I was walking to the A E I couldn t open it until I had arrived at the Chelsea Westminster and logged in to their internet
- 6: Glitch in your computer system I got multiple emails about the same check asking me to book making it confusing as to whether I needed a further appobtment followup
- 7: No because everything was very good
- 8: More joined up communication between admin and doctors Simplified to one app instead of NHS app and two or more others
- 9: I am still waiting for my full prescription to be given to Boots which may have happened by now but I haven t heard from Boots as yet
- 10: It sounds silly but I found myself looking around for a clock in reception Is there any chance that one could be fitted in the roundal above the reception where there is a natural blank roundel already
- 11: Just keep improving your phone call service and adding more appointments please
- 12: The only thing is it can take half an hour to get through on the phone
- 13: I would have welcomed the chance to ask the doctor a few more questions about the condition I was presenting with and two of the questions I had specifically asked help with when filling out the patient form were left unanswered
- 14: My PATCHS communication received a phone response very quickly All went well Thank you
- 15: I was sent a link to make an appt with one of the community hubs but it s 40 miles away in west mailing so not really my community I haven t taken advantage of that
- 16: Appointments made by phone must be confirmed by a letter or email where possible to avoid this admin Error
- 17: Efficiency and the ability to get an appointment when one needs one For a doctor to take responsibility rather than always send one to the hospital
- 18: For her to be able to prescribe what I needed
- 19: I couldn t think anything for now
- 20: The only issue that I had was that I had to wait for 2 days to pick up my prescription the consultation was on a Saturday and the surgery did not send over the details to the pharmacy on time so I could only do this on Monday
- 21: not really To an extent I was surprised that the appointment was scheduled over the phone considering mums symptoms
- 22: I had initially been offered and had booked an appointment on a Sunday morning I was called by an unknown number on Saturday evening no message was left so I presume this was from the surgery I didn t answer as there was no number given I then received a text later in the evening cancelling the appointment the next day I completely understand that the surgery is busy however it would have been good to have been able to recognise the number as things could perhaps have been resolved rebooked then
- 23: The improvement of my surgery is massive compare a year or two years ago
- 24: I really cannot think of anything I had a good experience
- 25: Yes consistent rather than different method of giving a patient the result of their test
- 26: Please clarify with me whose decision has it been to stop my fenofibrate Why is there no way to email text the GP surgery
- 27: Basically everything you do could be done better
- 28: I mentioned it above point 2

Improvement Suggestions Insights by Groq LLM

Based on the suggestions made by patients at the GP surgery, the following trends are observed:

1. Suggestion for a single, simplified app: Several patients suggest simplifying the appointment process by having a single app, rather than the current NHS app and two or more others (point 8)
2. Need for more joined-up communication: Patients want better communication between admin and doctors, as evident in points 8, 18, and 26, where they request clarification on certain matters and more consistency in the decision-making process.
3. Easy access to prescriptions: Points 9, 20 indicate patients' frustration with long wait times for prescriptions or confusion in the prescription process.
4. Improved phone call service: Some patients feel that it is difficult to get through to the surgery on the phone, as seen in points 12 and 22.
5. Prescription issues: Prescription issues and delays are mentioned in points 9, 20 and 20.
6. Good communication is paramount: Effective communication is crucial, as indicated in points 5, 21, 22 and 15.
7. Training and staff issues: Some patients suggest that staff training might not be effective and in some cases, they are unapproachable, although this is a small minority.
8. Waiting times and flexibility in appointments: Points 7, 23, and 26 indicate patients' appreciation for good experiences and improvements made at the surgery.
9. Practical suggestions for the office: Patients have proposed practical improvements to the office, such as placing clocks in the reception area (point 10) and a more efficient computer system (point 6).

Overall, these suggestions aim to improve the patient experience, communication, and service at the GP surgery.

SECTION 5: Word Clouds

