

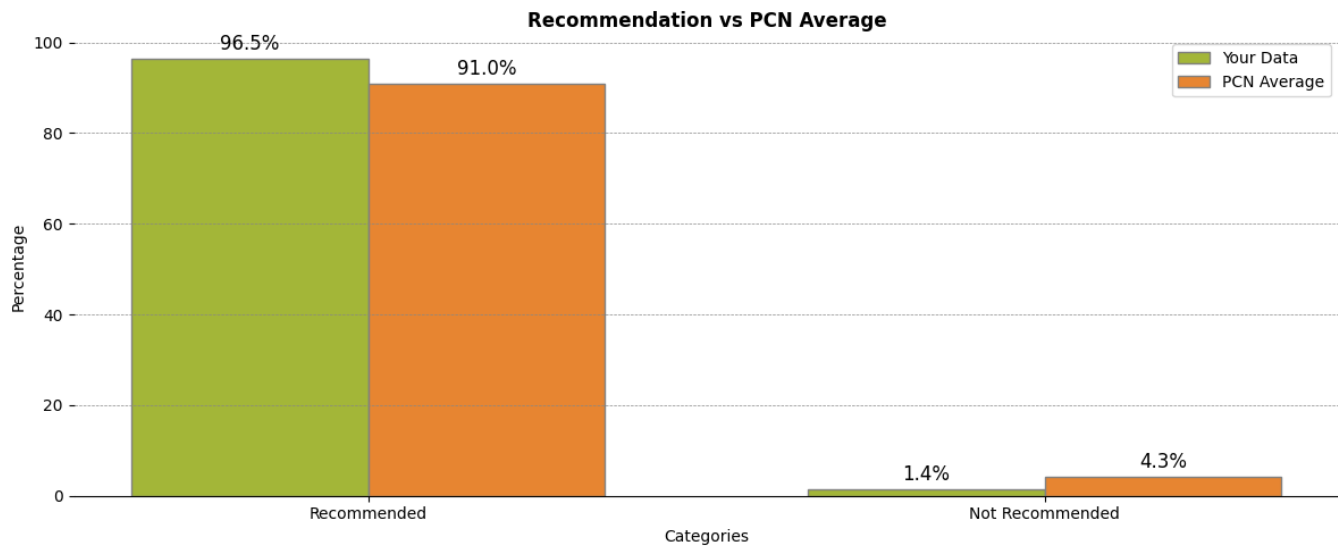
# Earls Court Surgery

## March 2024

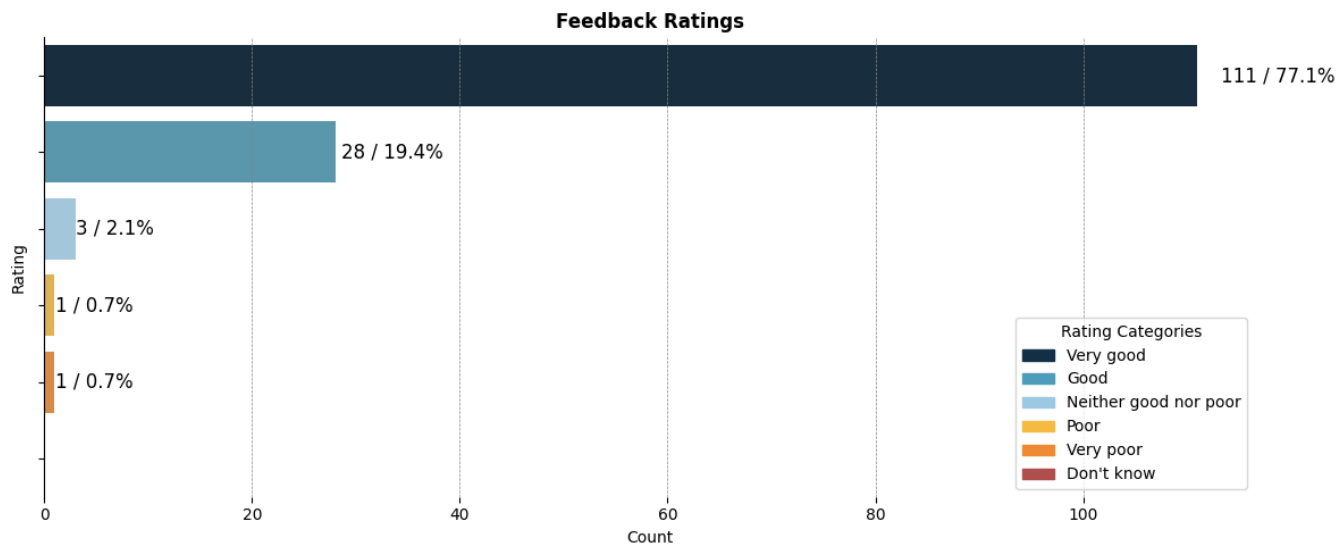
### SECTION 1: Recommendation % and Rating Counts

The total feedback received during March 2024 was 144.

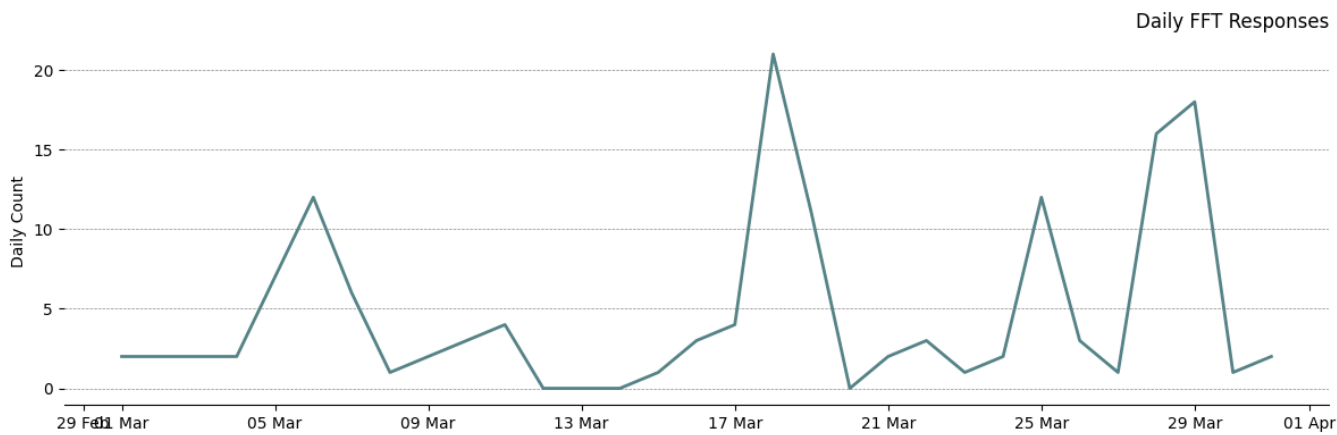
Recommended - 96.5% (PCN Average - 91.0%)  
Not Recommended - 1.4% (PCN Average - 4.3%)



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



# SECTION 2: Response Rate



## SECTION 3: Feedback - Responses

0: Any thoughts to open surgery on Saturdays For people working Mondays to Fridays

1: I get the good help and care from all I have been with since 1980

2: I have been with the surgery for many years and I would not wish to change my surgery as staff are friendly and helpful

3: Dr PERSON has always gone the extra mile for me and my family She is sympathetic sensible and kind and available

4: The Abingdon Medical Centre is amazing and the staff and trained nurses All excellent I would specially like to mention Dr PERSON Who is very caring and an amazing doctor Thank you also very much

5: Extremely responsive staff great to be able to speak to a person when you call in

6: The staff have been extremely helpful for all my needs Thanks

7: You have to wait for longer than accepted for the appointment

8: I have never used the website before but I presume that it is friendly for users Over all it is a 5 star service

9: All good from appointments to repeat prescriptions the most I have ever had to wait for an appointment is about a week prescriptions are sent directly to named pharmacy all good

10: I am certain I have developed PTSD and feel as if I have not had any real support for last 10 years

11: The surgery is very friendly and patient centred happy with my GP

12: Very Happy with my GP Surgery

13: Saw the nurse who was extremely helpful and sympathetic to my needs

14: Because the staff are so friendly and the doctors with high levels of experience

15: Staff are all nice and approachable

16: Courteous professional and helpful staff Easy to get through to Reception and to get an appointment

17: I have been there for years and don't have any complaints I am a happy patient

18: The practice nurse was very kind and attentive to ensure I got the care I needed

19: I have been looked after the practice since I came to this country in autumn 1958 in the days of Dr PERSON later joined by Dr PERSON and subsequently Dr PERSON and Dr PERSON all of whom have been kind and attentive and kept me going

20: Been with this practice over 50 years never a problem

21: Worst reception staff ever There are two ladies really rude They are missing of the communication basic skills with the people

22: The Doctors is very kind and give time to patient

23: Friendly staffs Doctors provide great patient care Options for waiting time appointments

24: Competitive lot better than others in our area

25: the surgery is friendly and helpful PERSON who does bloods and Dr PERSON both of whom I have seen are excellent

26: always get a reasonable appointment time

27: Efficient knowledgeable Dr who is caring and professional

28: I am very happy with every one as dr or nurses and receptionist they are the most helpful people I know

29: THE STAFF ARE VERY KIND AND ACCOMODATING THEY ARE APPROACHABLE

30: Friendly and efficient receptionists Relatively easy to make appointments Nurse PERSON is excellent

31: The environment is really friendly and the workers there are extremely sympathetic and well trained The GP here is also very caring and helpful in many aspects for example in handling certain types of patients

32: Always taking care of the patient

33: I received the best advice and guidance for my illness also the friendly and supportive I get from all the doctors

34: Love the surgery no complaints all staff friendly and welcoming

35: Very happy with my surgery thank you

36: Will not change my surgery out of area registration with the GP of my choice a great luxury Thank you

37: That's what I feel you deserve it

38: Very confident with my GP PERSON hope Dr PERSON does not retire soon

39: Great service nothing to complain about

40: Very helpful staff They take their time with you

41: Excellent service and friendly health workers always

42: Doctors and nurses are fantastic Also the receptionists

43: Because of better service and Excellence

44: need more doctor for a choice

45: Very accommodating helpful and friendly staff

46: Nice doctors and a choice of male or female

47: They got my time am appreciative of their humanity

48: I recommend services provided received at Earls Court Surgery for decades

49: Helpful and we looked after well

50: My doctor is very welcoming and helpful Thanks

51: Staff is professional and caring like my surgery very much

52: I have used this surgery for many years and have always found the staff to be helpful and proactive

53: The doctors and nurses are amazing

54: Good reception nurse and doctor service

55: The Doctors and staff are professional and friendly

56: The doctor the staff are very helpful and they give a quick appointment They are very polite

57: Patient care service provided by this surgery is high quality All the team i.e. Reception health professional and GP work to give the best service care for the patients

## SECTION 4: Improvemenet Suggestions - Responses

- 0: One thing i think the online service it s limited for patients so if I want to make an appointment I can t choose face to face just phone appointment That s is an issue for patients
- 1: Change all the front desk staff
- 2: General update will make a difference to the place
- 3: I feel very fine for thier services
- 4: Can t think of any at present
- 5: Friendly staff at reception and Nurse PERSON is the best
- 6: Yes I would like some of the receptionist to be more friendly rather than aggressive when they answer the phone They most to know that when we call that means we are suffering
- 7: More oppertunity to hear what the practice is doing to improve access i am not part of the PPG
- 8: Everyone at the surgery is appreciated no suggestion for chagne I am happy to be a patient there
- 9: No everyone was pleasant and helpful
- 10: Well home visit but as am far away it is ok they blessing enough as they are
- 11: More concern regarding my current worsening ongoing mental health conditions since 25 04 2014
- 12: They are all friendly from Reception Doctor s especially nurse PERSON she is the best
- 13: We got what we need so far
- 14: I would like the PPG Patient Group to be more visable within the practice
- 15: I used PATCHS for the first time on this occasion I received an email saying Request Complete last Tuesday but have not yet received an email to confirm the outcome of the request

Feedback Free-Text (Blue)  
Improvement Suggestions (Red)

### Improvement Suggestions (Red)

