

Earls Court Medical Centre

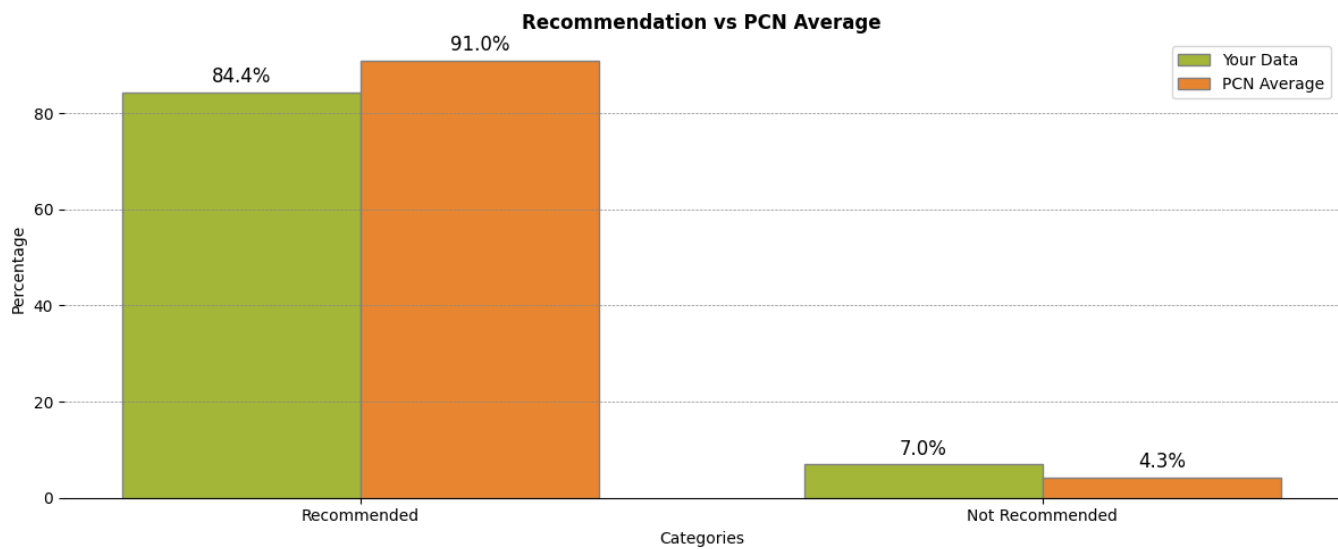
March 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during March 2024 was 128.

Recommended - 84.4% (PCN Average - 91.0%)

Not Recommended - 7.0% (PCN Average - 4.3%)

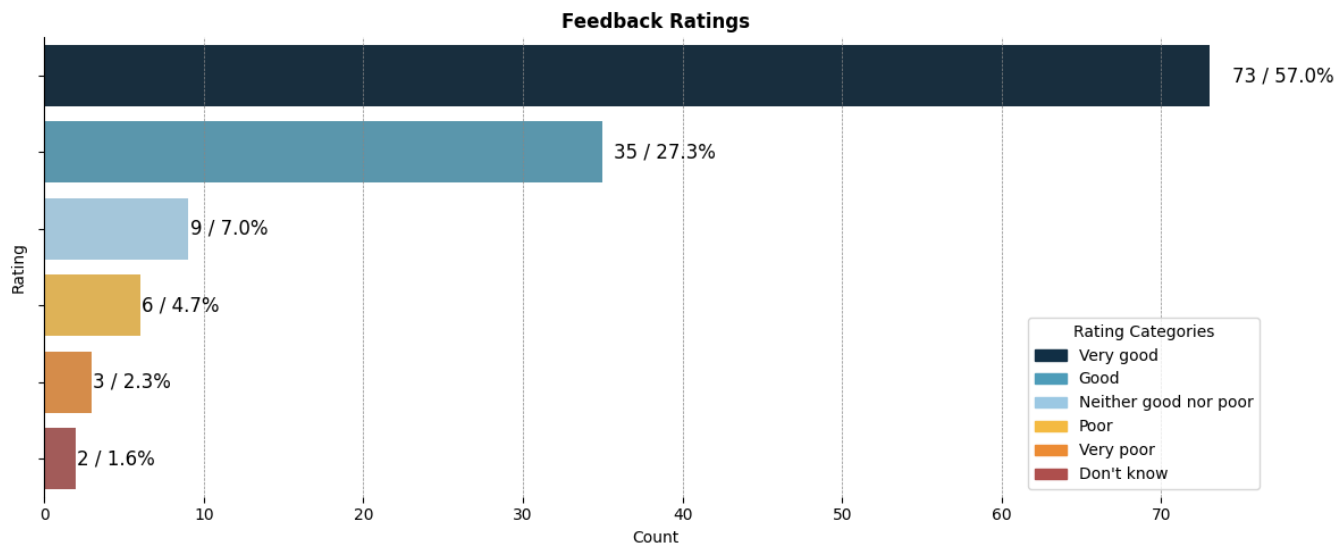


Recommended (%) =

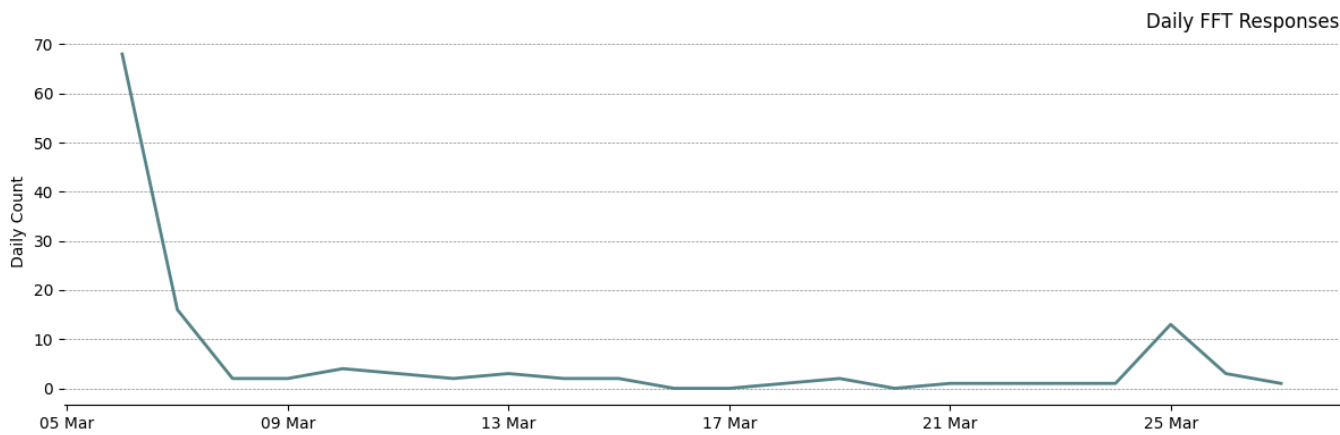
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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: Good service to overall from start to finish

1: Great service friendly staff emergency appointment given right away

2: Friendly staff very short waiting given emergency appointment straight away

3: It took 3 weeks several phone calls to have a document signed to proceed with insurance for a broken knee And I got different answers every time I called

4: Recently met Dr PERSON great

5: I have the support understanding and help I always needed

6: Why can I only discuss one problem at the time since it s hard to get an appointment with the GP

7: Incompetent team down to the fact that they knew I had to have further blood test so they gave me an Appointment that I went to to set another appointment for a blood test NHS service is by far the worst health system compared to all Europe Please change that system it s as simple as horrible

8: I have had no bad experience with the management of Earls Court Medical Centre With regards to the overall performance of all the staff they are very presentable and always greet everyone with a smile and makes you feel safe confident and explains everything clearly and understandable from the Doctors nurses and receptionist I salute them with all the hard works patience and understanding and attention they give to each and every patient Very recommendable

9: Good well explained and good reception

10: No problem to the doctors nurses a little bit caution for the receptionist for receiving a message or result to past to the doctor so that I knew the result of my consultation to the clinics that the GP recommend me overall Im rating 8 out of 10 thanks god bless

11: All the staff are helpful and friendly

12: people are friendly and well communicate

13: Very very difficult to access help not their fault as I am aware how understaffed and busy they are but as someone who lives with a long term mental health condition being told constantly that things aren t possible is not easy The GP I spoke to recently was very nice and helpful as is the nurse I ve seen at the practice but reception staff have often given me the wrong information leading to a serious issue with medication or been very cold in manner which is off putting when trying to access help and support Whilst I appreciate that having online services makes things easier for the practice I feel that it is illogical to expect people to feel safe operating in this way when it comes to their health For me personally having a little more human contact and reassurance would go a long way to helping me manage my condition the best way I can

14: They are good and friendly people

15: I am Technologically Illiterate But Two of Your Receptionists always help Me to Access Site if needs be They are invaluable Thanks to Them

16: To see Gp on the day that I felt sick was impossible The waiting time on the phone Q is forever just to know that it s fully booked for that day So I went to emergency at chelsea and westminster hospital instead I used to make an appointment for a Gp and have to wait around 2 3 week and one week before the appointment they text me to cancel I really don t want to give a bad review but this is the truth Me and my husband are consider if we should change to another gp

17: I know it s tough for the doctors ie there s a shortage it s really distressing when unwell to get assistance

18: Sometimes we need Urgent appointment But receptionist said no slot So She Will say after next week we cant say anything we cant do anything But to wait Thats why What I do I have to get Self medication that I dont not know If This is Good Or BAD If we just have take Self medication In my point why not every day ther is Always an hrs slot for urgent appointment Just for 10 mins Just to seek for advise from a doctor call or Face to Face

19: The staff is supportive and helpful

20: I think nurses need more training and the place is understaffed for sure they need more people as the demand is high

21: I had a terrible time when I was trying to book an appointment by ringing in the morning but I recently had a Extremely likely experience Seeing the Physio when I walked in and was able to book 2 appointments for two different maladies I have had a very pleasant and professional experience with the physio and the lovely woman that took my blood test earlier this week

22: Just keep up the good work Thank you very much for the care and help giving to us

23: I was disappointed the level help I got from the doctors

24: Extra care is given with helpful advise and information

25: If phoning the surgery late afternoon there is sometimes a longish delay before the phone is answered Can be very frustrating

26: I cannot track messages in one place as I appear to get messages from a number of different sources and it is also not yet functioning re appointments so I can manage them

27: Very convenient and staff are polite

28: Blood test result must be discussed with a gp within 2 or 3days not 4weeksor 6 weeks later if you are lucky to get appointment at all

29: The appointment to see my GP is too long almost 4 weeks

30: Her attention to my medical concerns helped me a lot to get more attention from other doctors that have helped me immensely to recover from a long illness I want to thank her for helping me so selflessly Dr He has helped me a lot and his politeness and kindness is greatly appreciated as a foreigner living in this country He was quick and thoughtful with the plan for my problems He referred me to a clinic and that helped with my chronic condition not only physically but it also gave me peace of mind too

31: I am EXTREMELY frustrated with who I think are the pharmacist doctors I get these annoying texts to submit my blood pressure reading I know my blood pressure is high I am working with a GP at Earls Court medical to get it under control If I input a high number I m told I urgently need to make an appointment with my GP which I have already done because we re monitoring my blood pressure closely Moreover the survey timing seems random and often wrong I was told I had two weeks to submit a reading I have that in writing but the survey expired after a week Finally I was supposed to be called by a pharmacist doctor to review my medication I cleared time on my schedule for this and nothing Clearly things aren t joined up and this is simply unacceptable I am a patient and a person I m not a box that can be ticked once a text has been sent to my phone This is no way to practice medicine It s striking there are amazing people like PERSON and Dr PERSON and Dr PERSON at ECMC and many of the receptionists are lovely too But the surgery s AI digital presence is dehumanising and so is the I who is requesting blood pressure readings from me

32: Happy with the service provided to date

33: Sorry I m not good at using websites but overall I m very satisfied with the service I received thank you for all your caring help

- 34: The Junior Doctor who saw me was professionally kind understanding and I was pleased that she cared about my concerns and also examined me which I didn't get that service before hence peace of mind
- 35: I feel this things cause the staff the doctors entertain me very well with care in polite way
- 36: There are some professional doctors that I really appreciate but also there are unprofessional rude doctors who don't care about patients
- 37: My request to see a doctor was booked straightaway and was seen by the doctor as scheduled
- 38: Good and very efficient approach of doctors nurses pharmacists and receptionists
- 39: Close by and appointment easy to get
- 40: Quite easy to call to make appointments and be seen within a week by doctors and by nurses for bp check ups and blood tests doctors do calls when tests results come in as soon as possible
- 41: Friendly Calming environment Didn't feel rushed
- 42: Because despite the fact that most GP rarely offer a face to face appointments in Earl's Court Medical Centre they managed to get you one although later than what one would wish to have
- 43: Reassuring environment Lovely doctors and nurses
- 44: It's easy to make an appointment the GPs are all lovely take the time with their patients to make sure everything is covered made to feel comfortable
- 45: Every GP Treated me was knowledgeable friendly
- 46: Because of the care and attention one receive from the Doctors and all the admin staff as well Polite and approachable Notnn

SECTION 4: Improvemenet Suggestions - Responses

- 0: Not at all please keep doing what you are doing
- 1: No please keep doing what you are doing
- 2: I m extremely happy stay as it is for me
- 3: Since past years things have become better
- 4: Instead of cost cutting it would mice the doctor listen and follow up with patient further to see o D any improvement
- 5: Can t think of anything to improve on
- 6: Maybe in the future time I will suggest some better improvement things
- 7: Shorter time for waiting for appointment
- 8: Hopefully earlier appointments available when needed
- 9: Not really am happy with the service provided

SECTION 5: Word Clouds

