

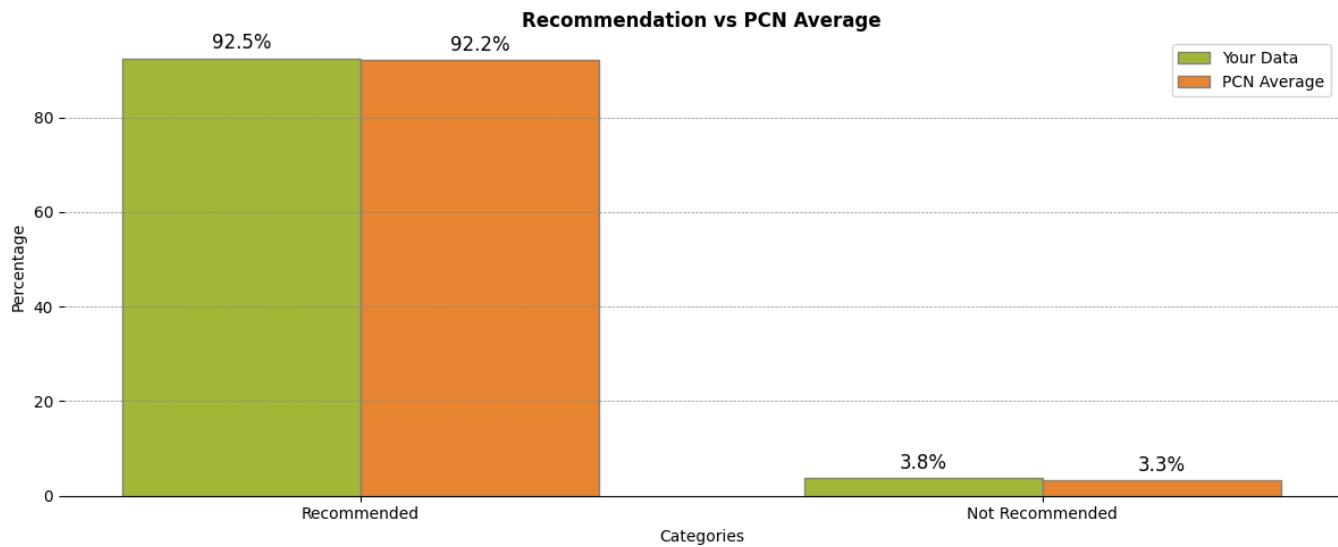
Earls Court Medical Centre

January 2025

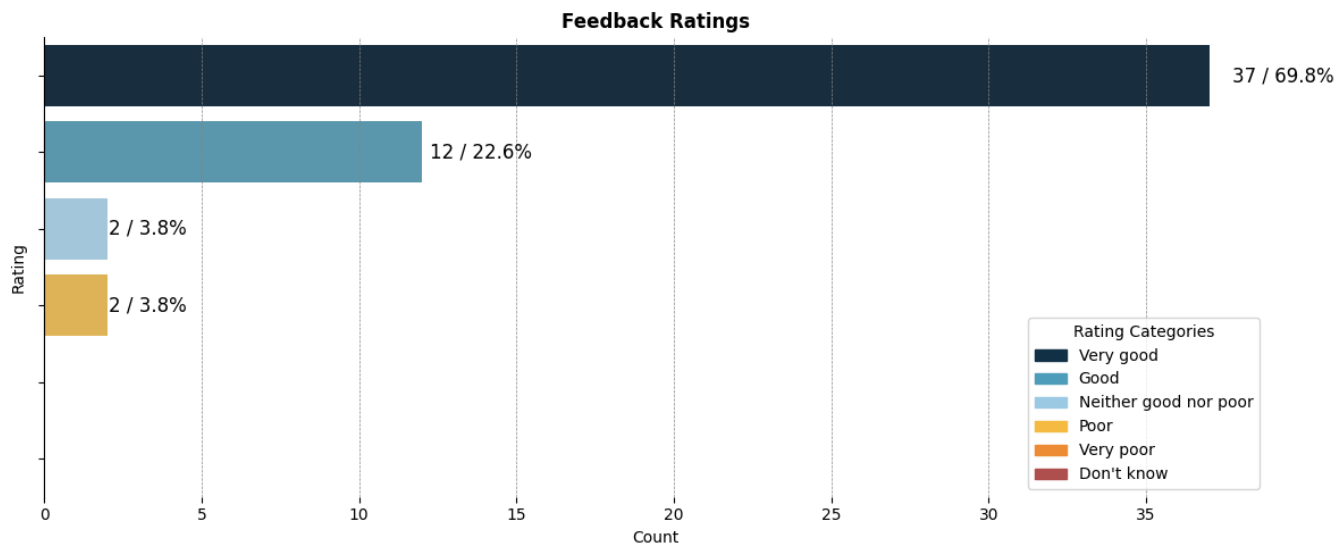
SECTION 1: Recommendation % and Rating Counts

The total feedback received during January 2025 was 53.

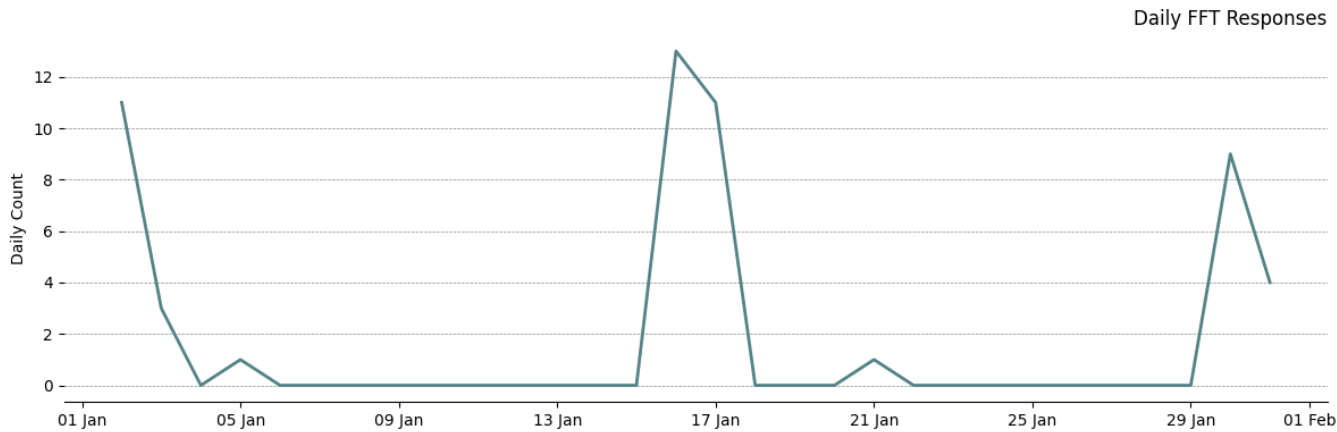
Recommended - 92.5% (PCN Average - 92.2%)
Not Recommended - 3.8% (PCN Average - 3.3%)



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



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: Felt very respected and heard about my problems Solutions were given quick and very effective
- 1: I was able to see a GP promptly The tests blood and stool were comprehensive From the front desk to senior GPs everyone was friendly and professional
- 2: As a busy person i save my time and i feel comfortable with the doctor
- 3: The doctors and staff are warm friendly
- 4: Very quick and very nice staff
- 5: I am not happy about going online and filling in forms just make an appointment
- 6: I had phone call appointment then I was asked to come into surgery Which I was very happy to do Fast service seen in person as I needed checking over before the Christmas holiday s Very good Doctor I was able to make a quick and measured decision about Christmas Day Weather I was well enough to go and what precautions I should take
- 7: PERSON staff and GPs are speaking politely and listen too
- 8: Good efficient Health Check However some aspects of the questionnaire were not covered or covered incorrectly by the Health Check assistant
- 9: Receptionist are very helpful and have lots of experience in dealing with my needs
- 10: I arrived and looked after on time no waiting
- 11: One time last year I had high fever for 3 days that would barely go down with Paracetamol Shortness of breath and chest pain GP sent me home with continue with paracetamol and drink more water Later on same week I attended A E had a chest x ray which showed LRTI I should have had antibiotics earlier before I deteriorate
- 12: The permanent GP s at my doctors surgery are exemplary and second to none They offer a well organized and managed service at all levels
- 13: I have to explain 3 times what I needed It took too long to solve the question
- 14: From booking the appointment to having the consultation with the GP the overall experience has been very smooth
- 15: All the staff are helpful and friendly
- 16: I wanted to speak with the doctor and surprisingly got an appointment straightaway
- 17: My consultation was reply very quickly and I booked an appointment to have advice
- 18: I am impeccably delighted that Dr PERSON did the necessary actions of referral and thorough checks I felt the warmth care with empathy whilst my health not in good shape
- 19: The staff were polite and helpful
- 20: I feel like I m being looked after and listened to which is wonderful I ve had some bad experiences where my issues weren t taken seriously so as always a big Thank You
- 21: My visit with the doctor was good but it would have been better if I d been informed of a change of room number
- 22: Appt arranged seen by Gp to discuss results
- 23: The procedure appointment went well and finished fast whilst completing all the things well
- 24: It is so difficult to make an appoint
- 25: Waiting time it was very good meeting The nurse was very good meeting the doctor and service It was very good at the reception I have a good welcome thank you
- 26: I called but was told cannot do but told to wait and was able to get an appointment
- 27: I m happy with the further action to my problem
- 28: GP response time was quick and I was able to get an appointment with relatively short notice The GP was also responsive to my symptoms listened to me and has taken the next steps towards treatment
- 29: I wished there was find out Much more early about my heart condition
- 30: I Was Lucky to See Dr PERSON Who Over The Years have Always Been Very Helpful At My Age One Needs to Be Seen By A Warm and Friendly GP The Reception Staff were excellent Too
- 31: Had appointment with the physio After assessment I was given telephone number for MSK as I need a scan and I could self refer I didn t need a referral letter I should do this right away I rang them and they said I needed a referral letter to make a telephone appointment I was also given to contact MSK via web site The firm filling was painful and not relevant to why I had contacted them So now I am back to step one awaiting their reply
- 32: The Doctor is very nice and professional

Feedback Insights by Groq LLM

After analyzing the feedback from 32 patients, we've identified positive and negative trends at the GP Surgery.

Positive Trends:

1. Respect and empathy: Patients appreciated being respected and heard about their problems, with many praising the kindness and warmth of the doctors and staff.
2. Efficient service: Many patients appreciated the quick and effective solutions to their problems, and the fact that they were able to see a GP promptly.
3. Friendly and professional staff: Patients praised the friendly and professional nature of the receptionists, nurses, and senior GPs.
4. Effective communication: Patients appreciated being kept informed about their health and treatment, and being able to discuss results with their GP.
5. Timely appointments: Patients praised the fact that appointments were often available at short notice, and that they didn't have to wait long to see a GP.

Negative Trends:

1. Online forms and bookings: Some patients found it frustrating to have to fill out online forms and book appointments online, preferring to speak to someone in person.
2. Waiting times: While many patients praised the efficient service, a few mentioned that they had to wait for appointments or treatment.
3. Administration issues: A few patients mentioned difficulties with the referral process, and having to fill out forms or obtain a referral letter.
4. Lack of follow-up: One patient mentioned that they didn't receive antibiotics early enough, which resulted in a deteriorating health condition.
5. Unclear procedures: A few patients mentioned that they weren't informed about changes to procedures or appointments, which caused inconvenience.

Key areas for improvement:

1. Streamlining the booking and appointment process to make it easier and less frustrating for patients.
2. Improving communication with patients about their health and treatment, and keeping them informed about any changes to procedures.
3. Ensuring that patients receive timely and effective treatment, particularly in cases where a health condition is deteriorating.
4. Reviewing the referral process to minimize delays and administrative issues.
5. Providing more clear and concise information to patients about their appointments and treatment.

SECTION 4: Improvement Suggestions - Responses

- 0: The system on going to book an appt online is really hit and miss
- 1: Nope Can t think of anything I don t have a mobile phone but the messaging service on home page works well
- 2: Hope to open the clinic everyday
- 3: It would have been better to talk to somebody and request an appointment Some GP surgery still accept same day appointment if we call early in the morning
- 4: Ensure more accurate and careful health check is done by a qualified Nurse rather than an unqualified Trainee Health Care Assistant
- 5: Prescribing antibiotics when a patient needs it
- 6: If doctors offered video calls to patients too unwell to get to Earls Court Medical Center
- 7: If the person who attends us is more interested and listen what we say
- 8: I m happy with the service as it went
- 9: I am old so just find using technology a bit of a pain Would prefer to speak to a living human
- 10: I would of liked reference to my previous appointments as they were for the same medical complaint Without verbal confirmation and continuity it makes me skeptical that the doctor doesn t know fully what s been happening with me It makes me think that something could be missed
- 11: There is no rhyme or reason that says I can not make an appointment if I walk in in person
- 12: I m not good on online booking
- 13: Always A Joy to be seen by Dr PERSON
- 14: Yes a referral letter should have been sent for scan so that there is no time wastage

Improvement Suggestions Insights by Groq LLM

Based on the given improvements suggestions for the GP Surgery, some trends can be identified:

1. Issues with online booking system: Points 0, 1, and 12 mention difficulties or lack of comfort with the online appointment booking system.
2. Desire for human interaction: Points 3, 9, and 12 mention preferring human interaction over technology.
3. Expectation of timely appointments: Points 3 and 11 mention that patients want to make appointments either by walking in or by phone at an early hour to secure a same-day appointment.
4. Quality of care: Points 4 and 10 mention the importance of carrying out accurate health checks and having continuity with a doctor who knows a patient's medical history.
5. Accessibility of services: Point 6 mentioned that video calls would be beneficial for patients who are too unwell to visit the medical center.
6. Praise for staff: Point 13 expresses appreciation for the doctor.
7. Improvement in communication: Point 10 suggests that receiving a referral letter would reduce time wastage and improve communication among healthcare professionals.
8. Miscellaneous comments: Points 5 and 7 suggest improvements in antibiotic prescription and healthcare assistants' qualifications respectively.

SECTION 5: Word Clouds

