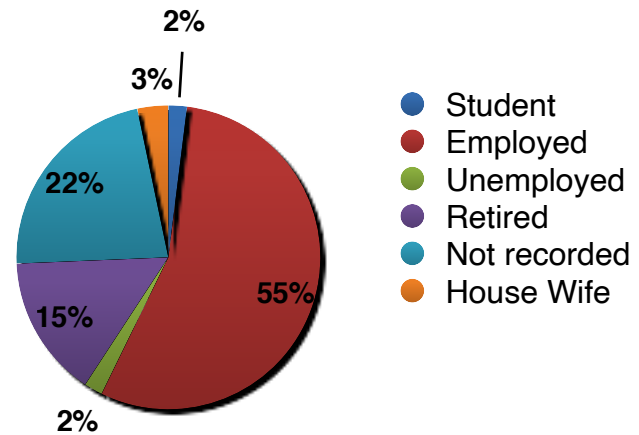
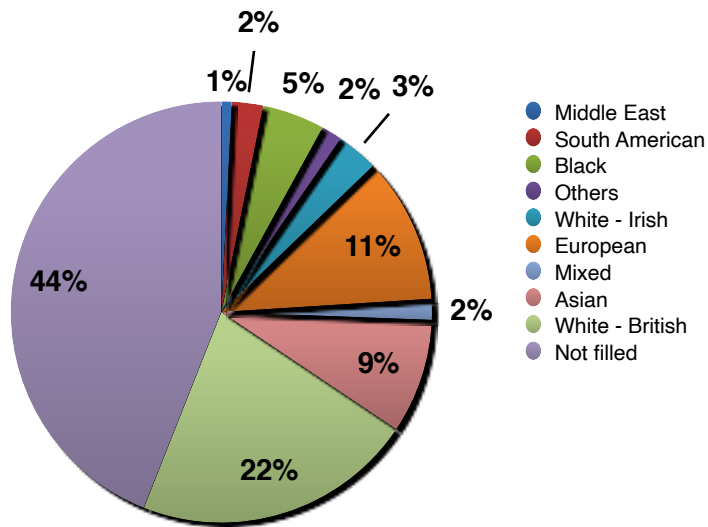
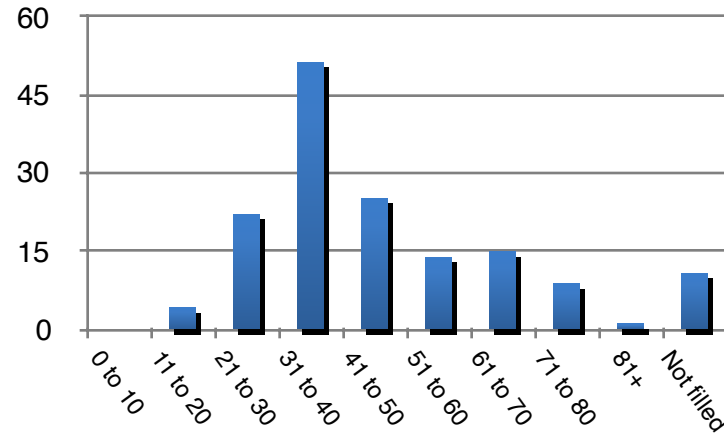
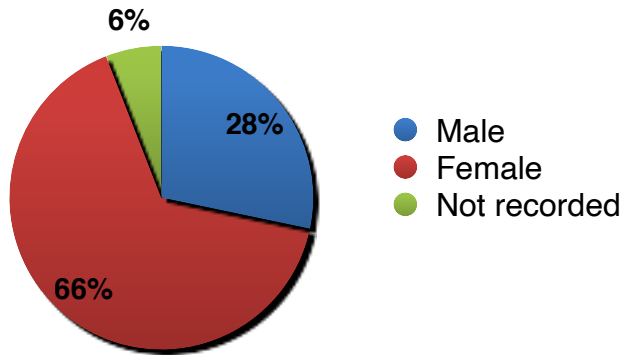


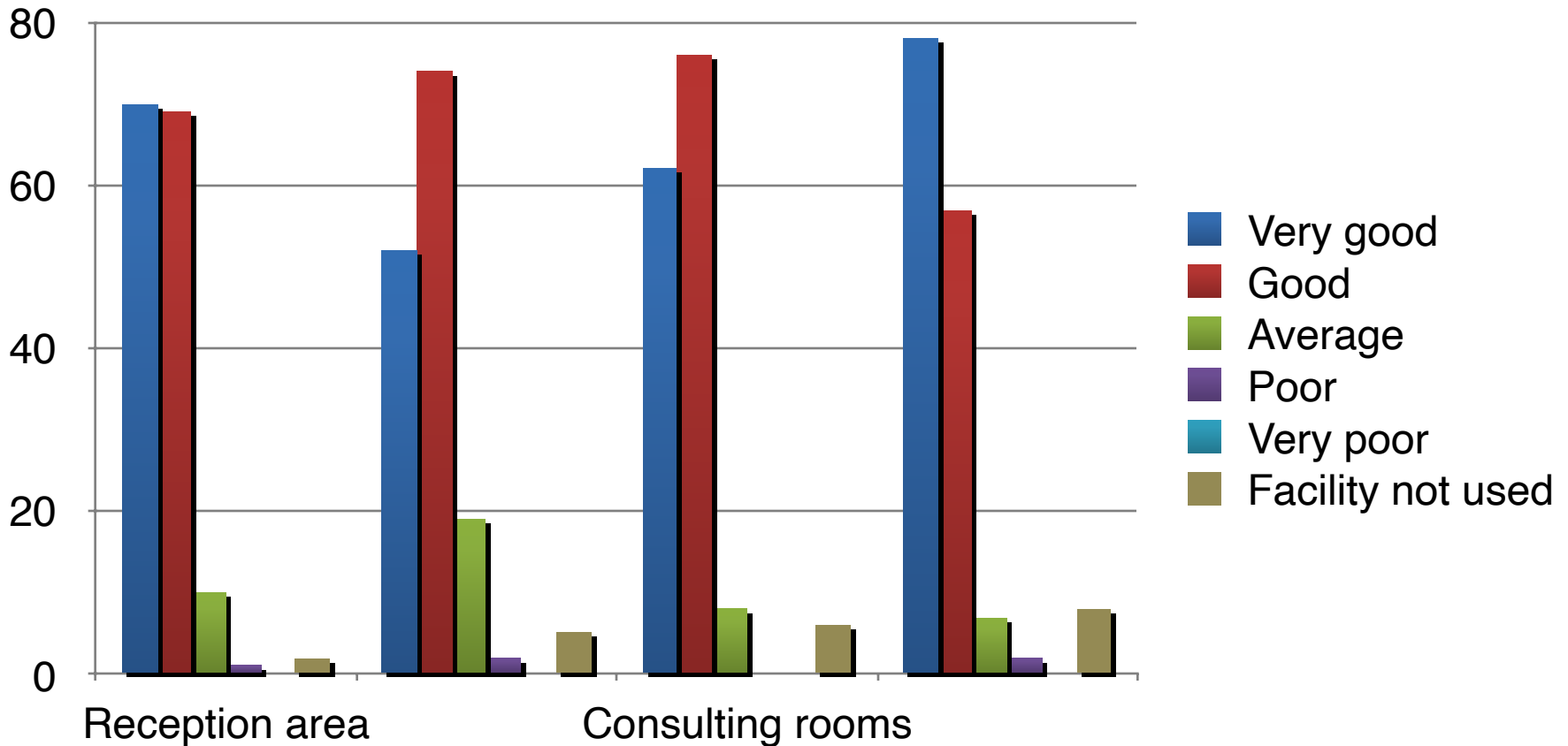
Pembridge Villas Practice Survey

March 2014

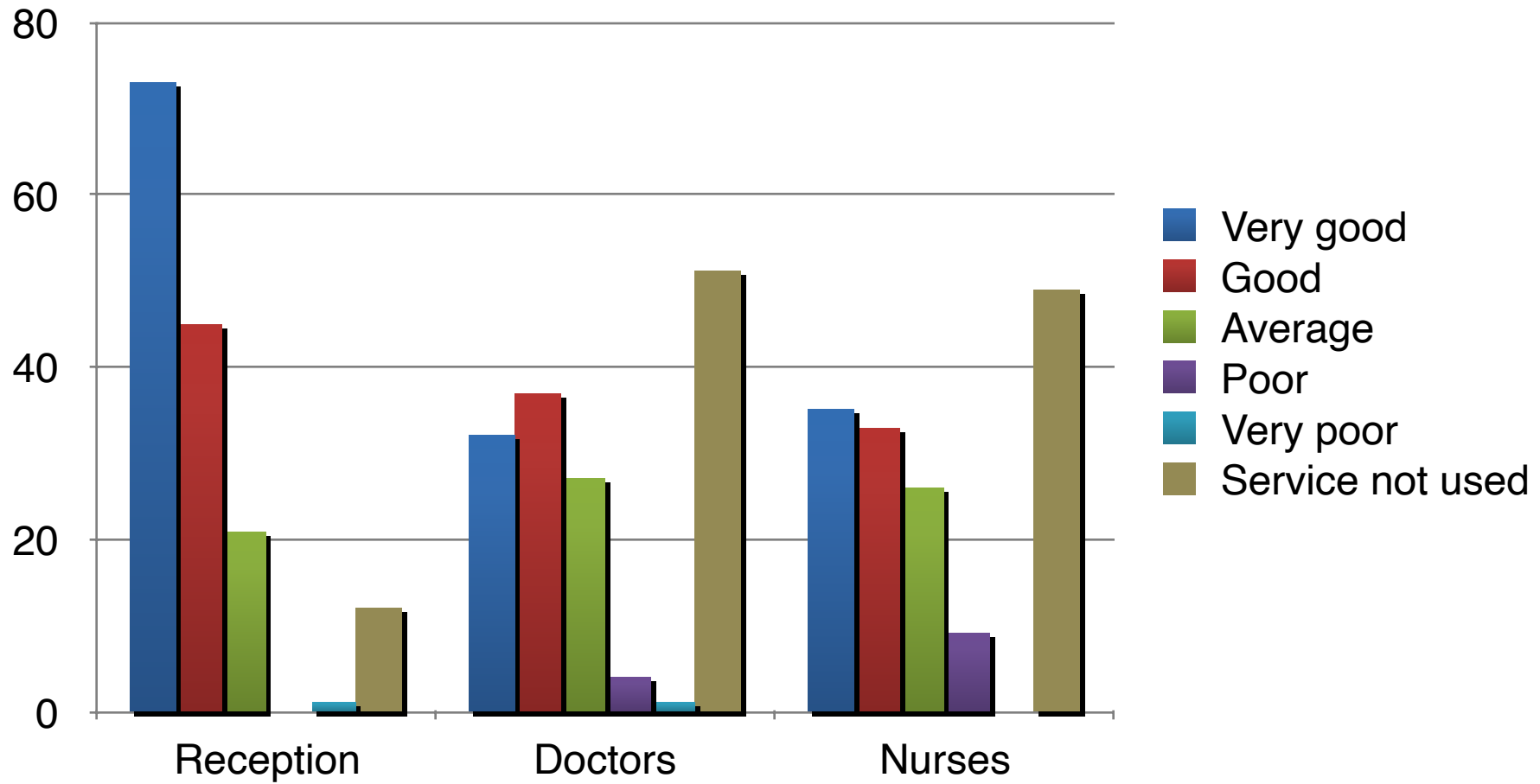
Patient Survey Demographics



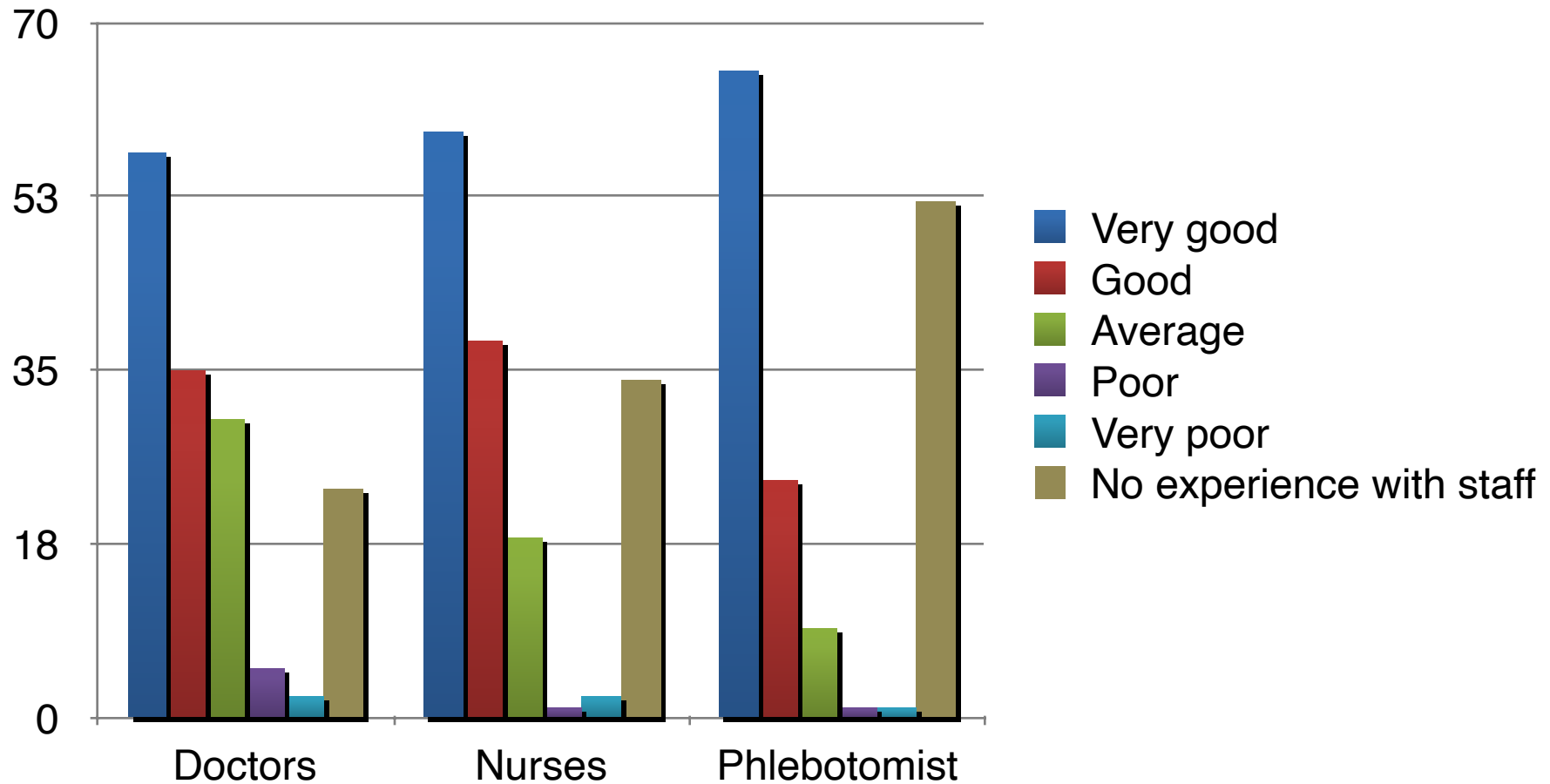
1. How would you rate the surgery facilities?



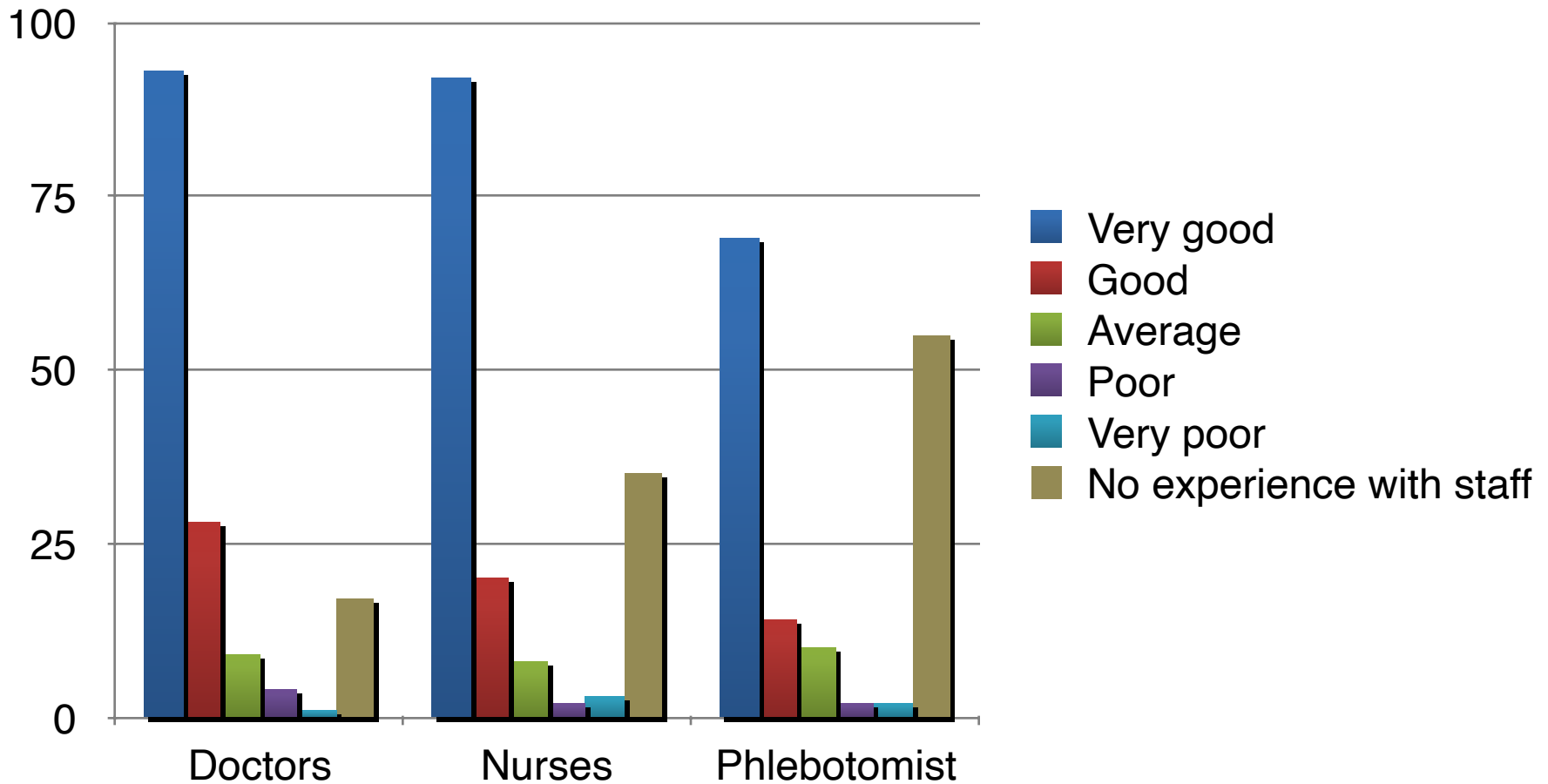
2. How easy is it to telephone the surgery and speak to the following members of staff?



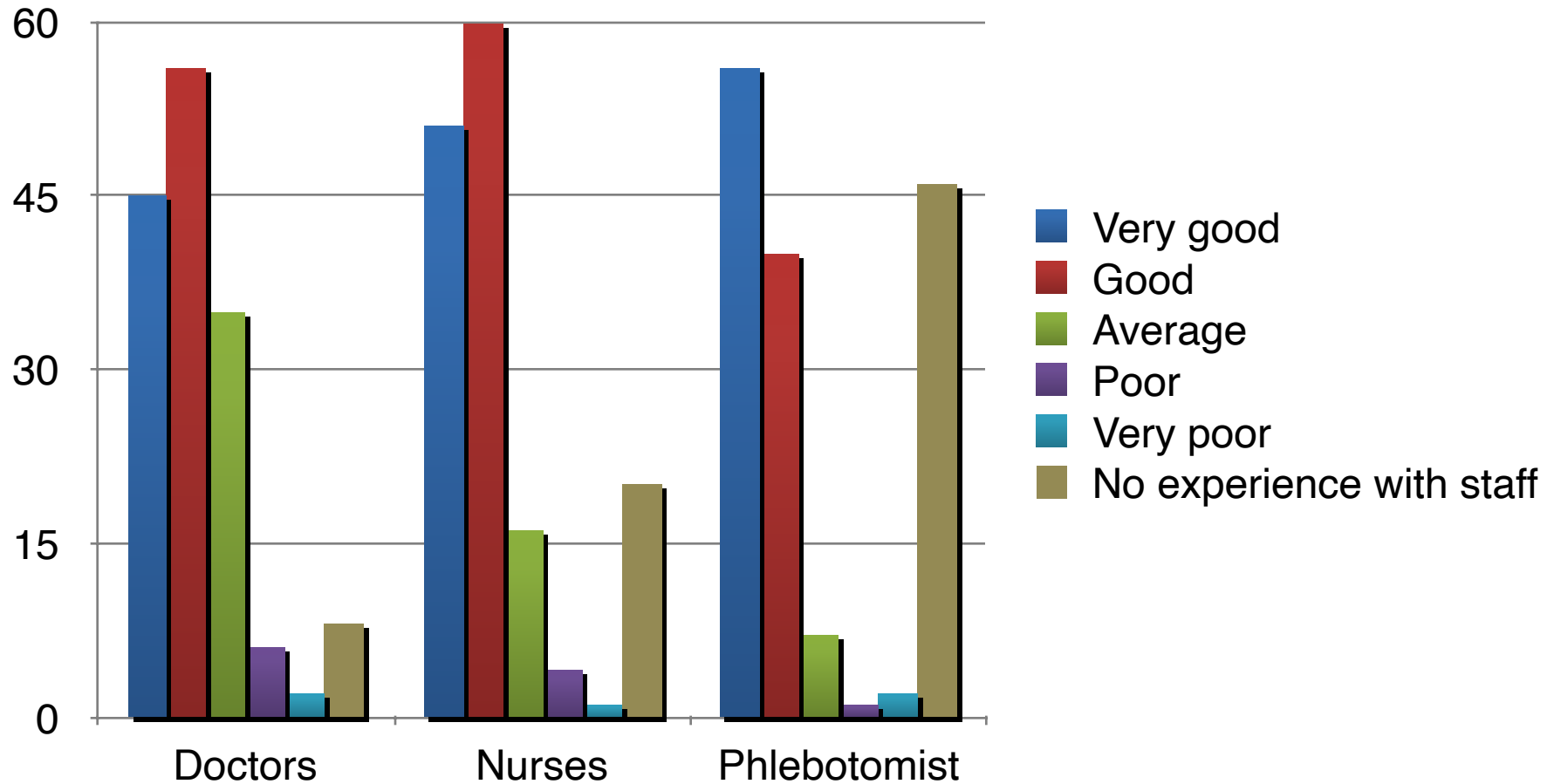
3. How easy is it to get an appointment in advance with the following members of staff?



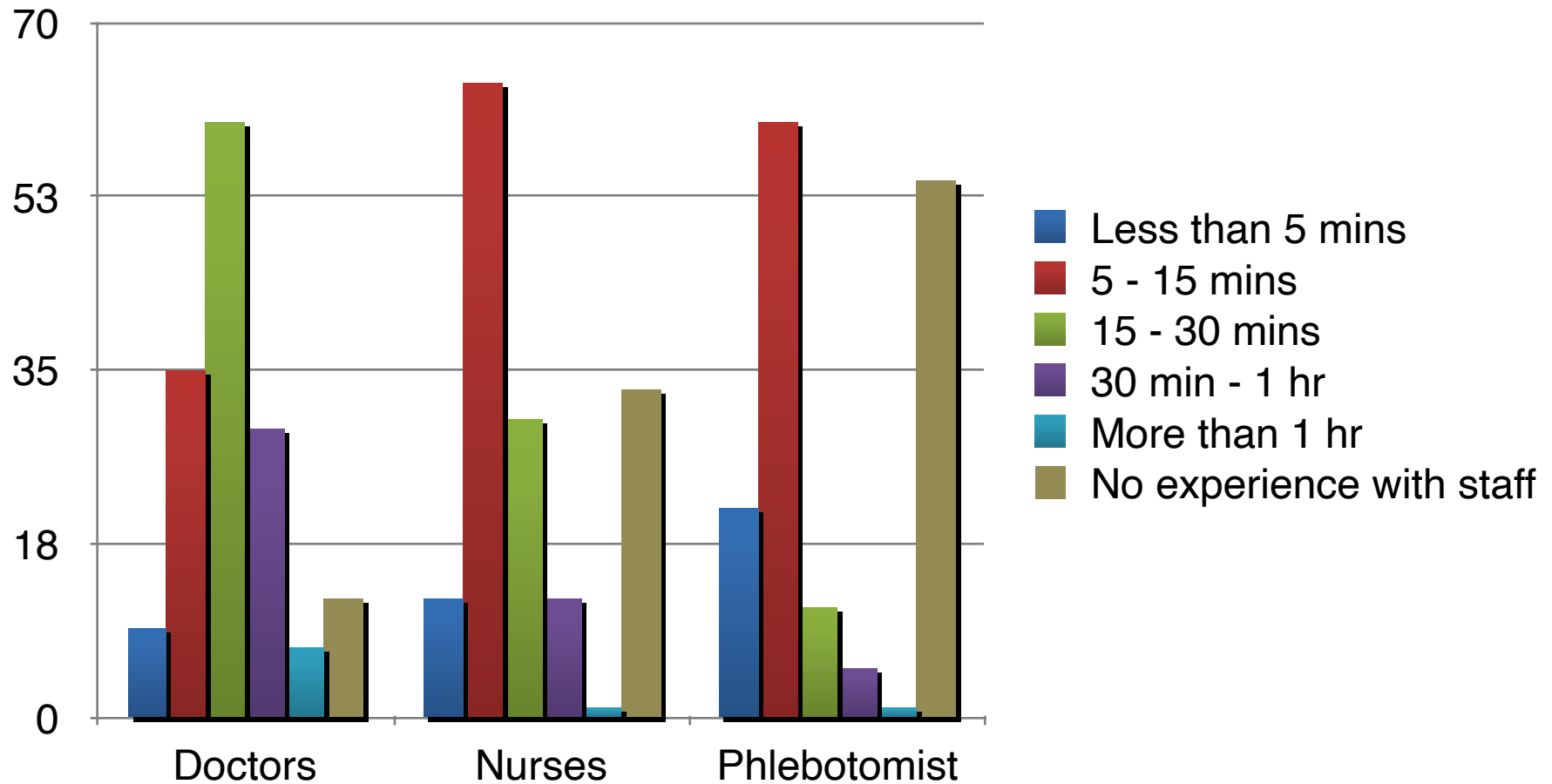
4. How easy is it to see the following members of staff within 24hrs? i.e. using the walk-in services



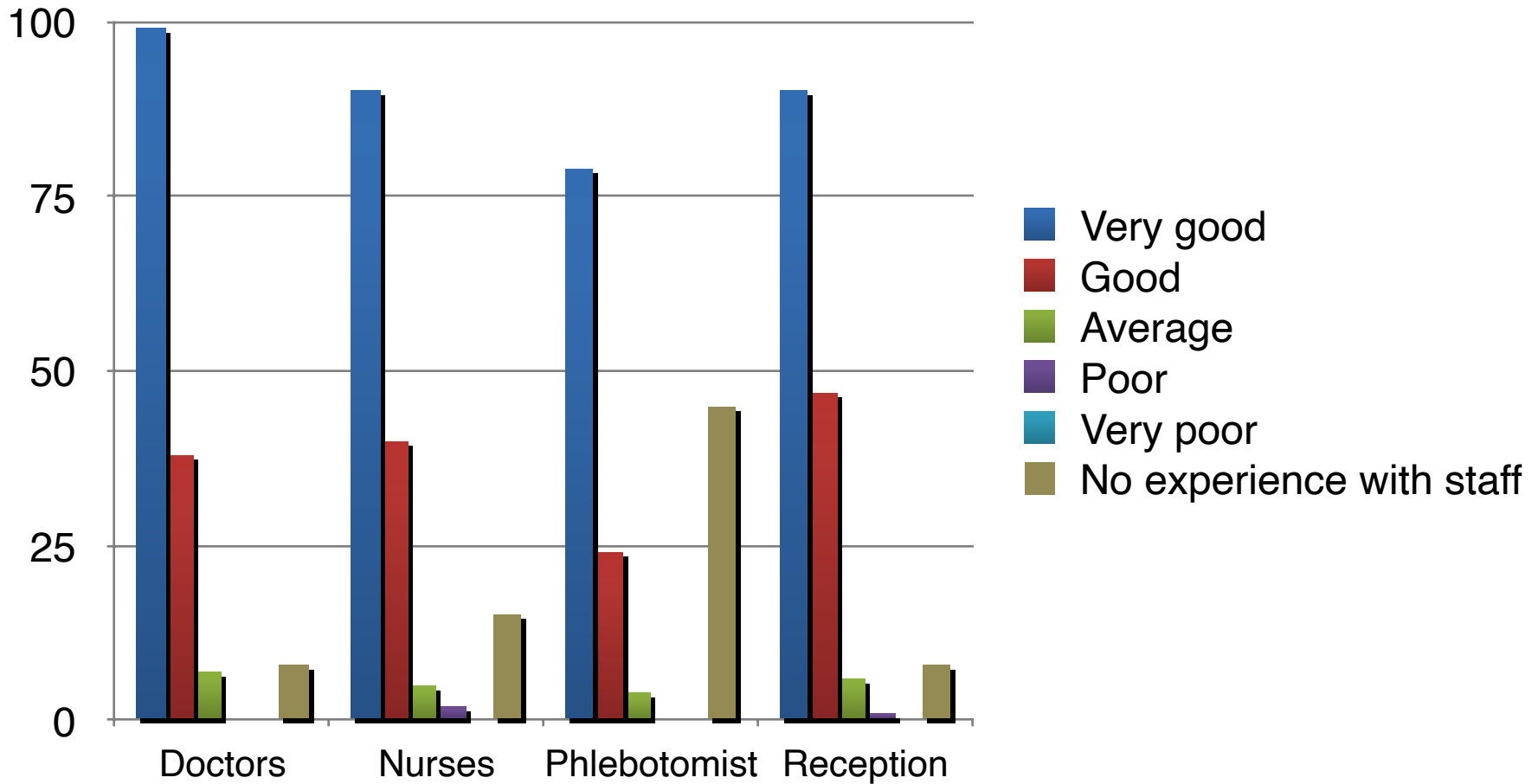
5. How would you rate the waiting time to see the following members of staff once you have arrived at the surgery?



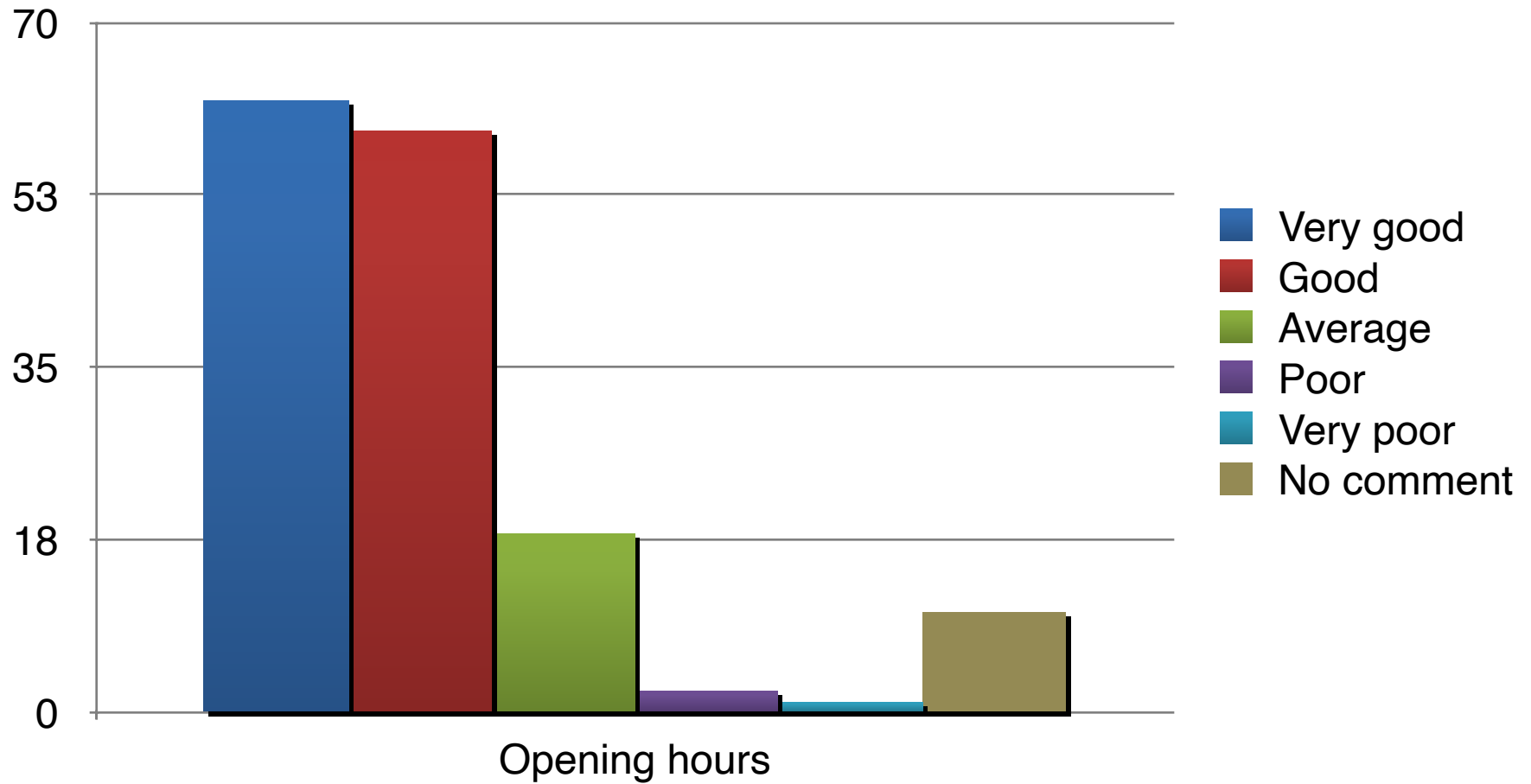
6. How long on average do you have to wait to be seen in the walk-in clinic for the following members of staff?



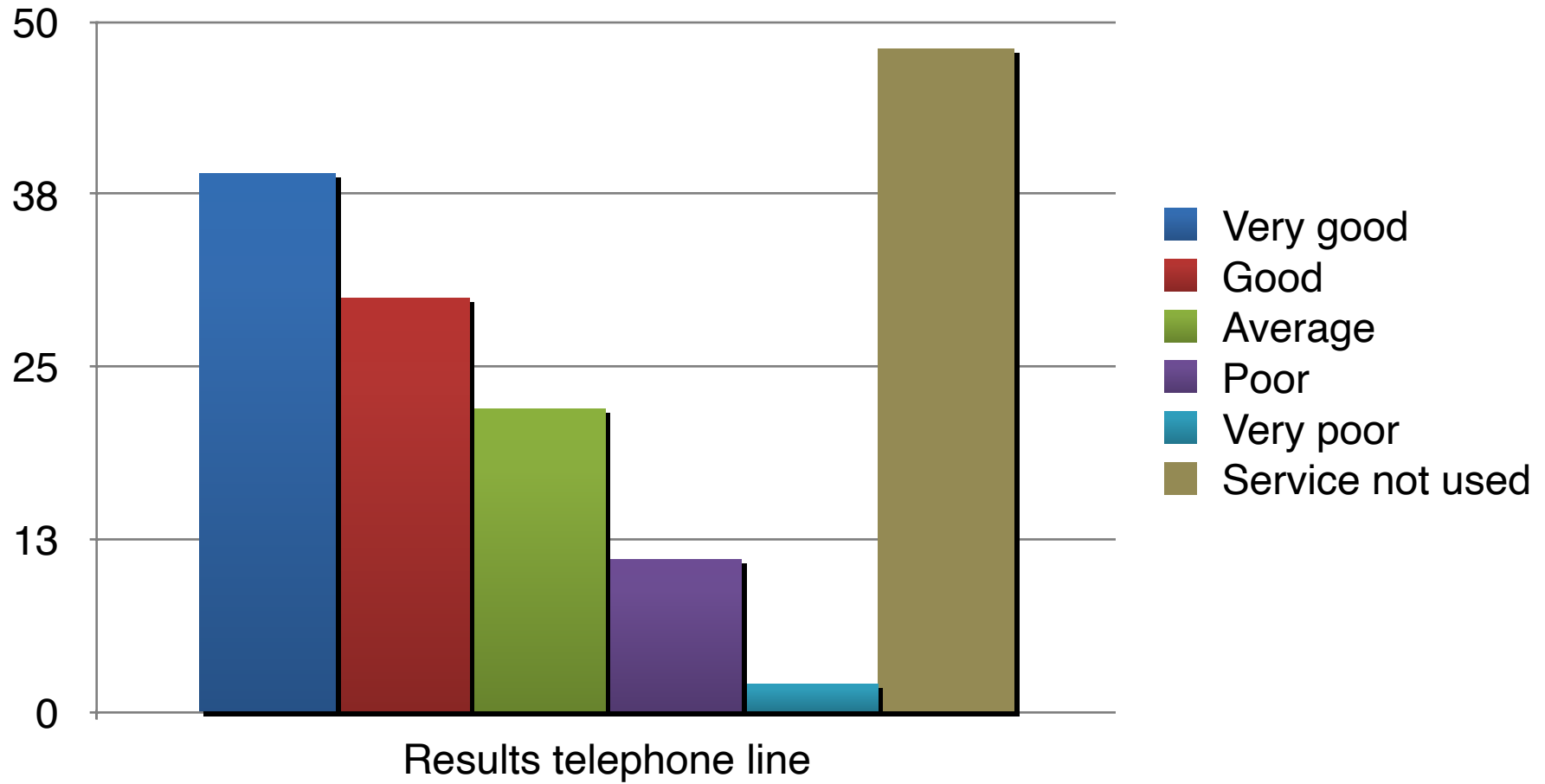
7. How would you rate your experience at the surgery with the following members of staff?



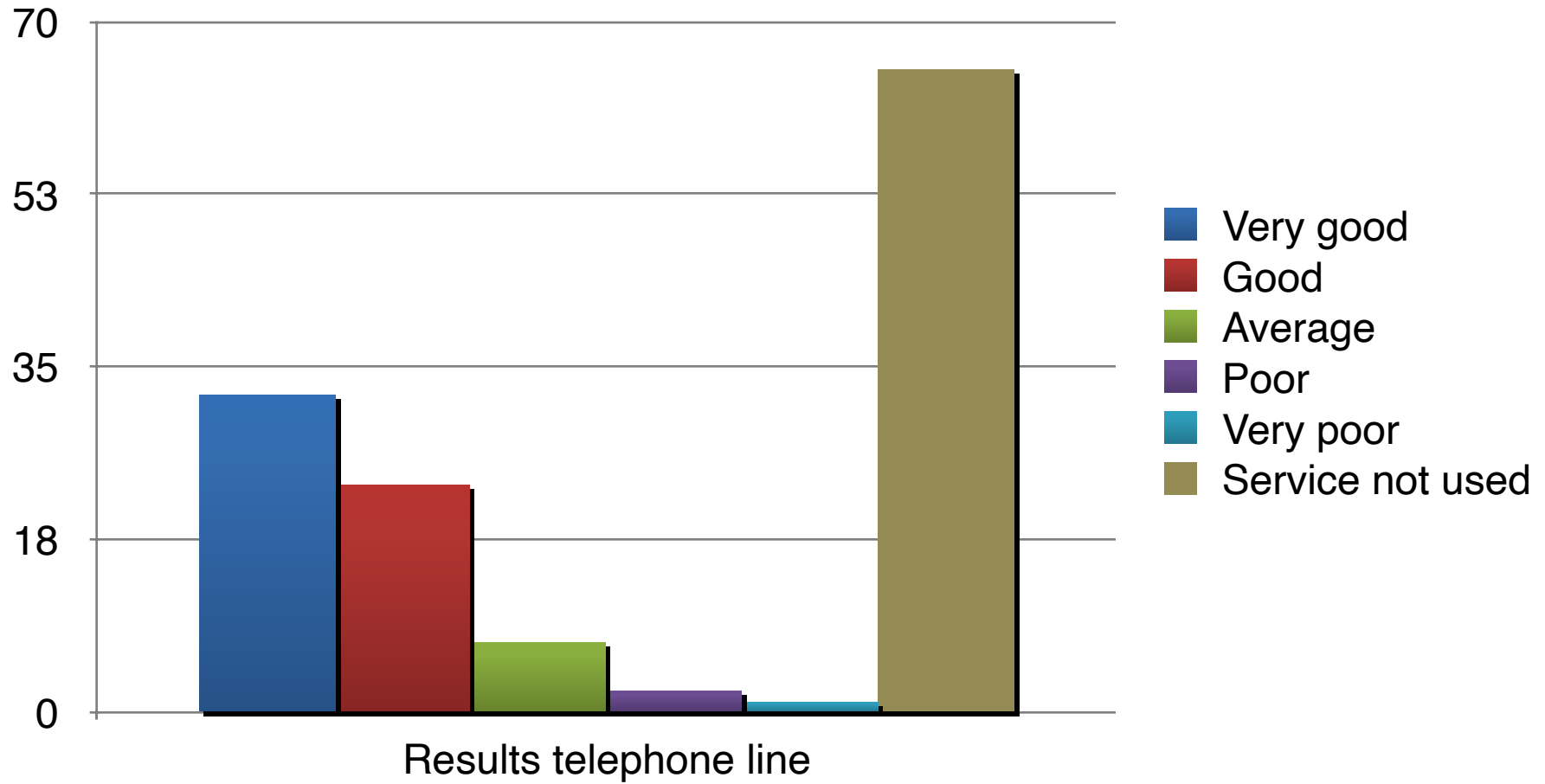
8. How would you rate our current opening hours?



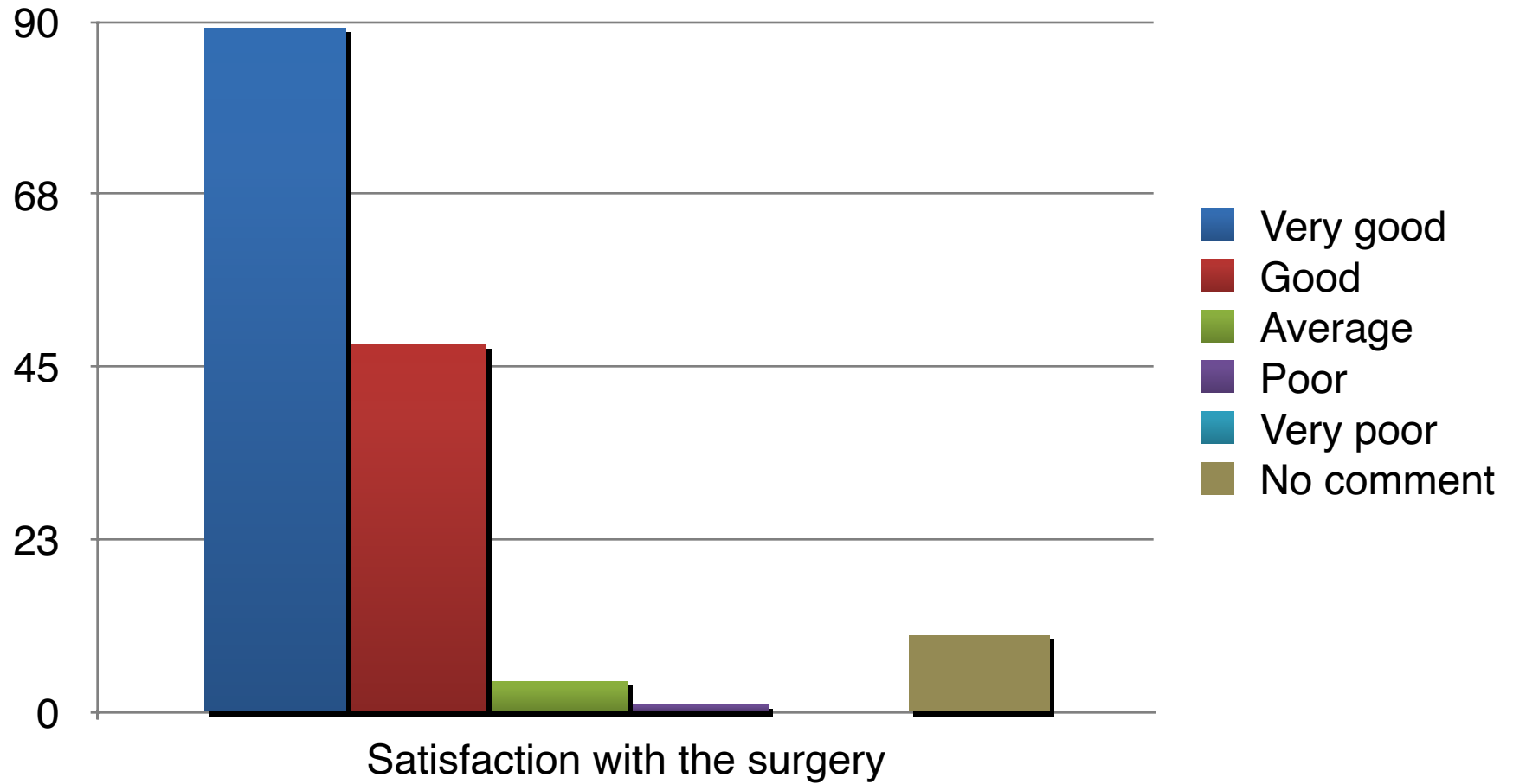
9. How would you rate the communication of test results via the Results Telephone Line?



10. Have you used any of our specialist clinics (health visitor/antenatal/chronic disease/travel) and if so how would you rate the clinic?



11. How satisfied are you overall with the surgery?



Positive comments about staff

- All the doctors at the surgery are excellent, sympathetic and conscientious. The receptionists too are excellent.
- Staff at this surgery are knowledgeable, friendly and cares about its patients. I always feel in good hands here.
- The phlebotomist could not be nicer or more helpful.
- Phlebotomist was great. Polite , quick and professional.
- Phlebotomist is brilliant great surgery.
- Very polite staff. Reception is always willing to help. Doctors knowledgeable.
- Very good service and very nice people who work here. I am satisfied.
- I am happy the surgery and the people are kind.
- Great surgery, good doctors, approachable staff.
- A wonderful, caring helpful team of doctors, nurses and receptionists that go the extra mile to ensure a seamless service.
- The doctors, nurses, all the staff are very efficient, knowledgeable, understanding, respect patients' cultures. The results are always on time. They all go out of their way to serve the patients. Well done and keep up the good job. God bless.
- Reception friendly and helpful.
- My experience with all the doctors here has been very good. In particular Dr Mistry has helped me a lot, both through his medical knowledge and pragmatic and thoughtful approach. His medical evaluation has been correct every single time and I think that is outstanding. I wish the surgery and Dr Mistry all the best.
- All the staff I have dealt with have been friendly, professional and always courteous.
- Reception staff are pleasant which is a change from other surgeries.

Positive comments in General

- The surgery facilities are excellent. The hours that the surgery is open to patients are exceptional- my friends are very jealous and they wonder why their own surgeries can not provide the same service. I am extremely impressed with everything about this surgery and I feel very lucky to be on the list.
- I think the Pembridge Villas surgery is truly excellent. I can compare it with my experience of medical services in the United States and I think it is better. Appointments are always done in a very thoughtful, knowledgeable and polite manner with empathy.
- Amazing
- Opening hours are great including extended hours and walk in. Hove never had any trouble getting an appointment.
- Quality of service is amazing.
- I have been coming to the surgery for 23yrs and have found it extremely helpful in all aspects i.e. hospital appointments, diagnosis and reassuring comments from drs and nurses.
- A great service should be used to exemplify and promote NHS. You should be proud.
- Overall very good service.
- I love this surgery all the staff are very helpful and I love the fact that there is a walk in clinic as not a lot of surgeries have this anymore.
- I am with this surgery for 29years when I first moved to this area and was expecting my son. The surgery is very convenient, nearby, opens early and closes late.
- Very happy overall with surgery. Best surgery in the area.
- I have no problems with the surgery I am very happy.
- I have not used many of the services yet but overall I am very pleased.
- This is the best GP facility that I have ever used. A wonderful service by all the staff.
- Probably the best GP I have registered at. Walk in clinic is a great facility.
- Very happy
- Exactly how a GP surgery should be. Friendly, efficient, . I hope I never move.
- I think the surgery is really good and all the doctors are very good.

Negative comments

- Waiting room too hot.
- The repeat prescription by fax could do with some streamlining.
- Sometimes wait too long for doctor.
- Waiting time is a little long however generally great service.
- The reception area looks messy in the shelf area and there is overcrowding of leaflets and posters that are not helpful.
- Too long a wait for results over the phone.
- More appointments necessary. Impossible to get an appointment other than attend walk in.
- Diet /weight loss consultation should be looked at – disappointing.
- It is much busier than it used to be so dr waiting times have increased but otherwise very good overall especially walk in service.
- Having to wait outside for afternoon surgery to open in the cold and rain.
- Because of the paucity of time dr can give to each patient I feel rushed during the consultation.
- In the last few year you seem to have taken on more and more patients to the point where I feel this is destroying what used to be such a great surgery(one small example I phoned reception yesterday and was kept hanging on the line “can you hold the line please” click! For almost 15mins something that never happened in the old days. I now feel your staff are stressed (yes you can sense it = unconscious vibrations= its in the air) in a way they didn’t used to be. I feel stressed myself now when I come here and never used to. Can’t you stop growing now?

General suggestions

- More appointments and more staff available would help. But good surgery overall. Perhaps longer hours.
- Please no music
- Only improvement at the moment would be to add weekend appointments. This would be of great use to my family.
- Maybe later opening/weekends
- I suggest if it is possible to do something safe at the outside waiting area because when it is raining and very cold we have to stand outside with kids/older people/disabled in bad weather.
- Tea/coffee machine would be great for fasters
- Lower/wall screen at reception
- Appointments to be suggested if waiting longer than an hour
- Separate day for new patients i.e. Wednesday when surgery is closed very important as they take up too much time or even online forms in different languages.
- Prioritise kids and elderly
- No choice of doctors you all do the same thing no offence. If separate preference of doctor then book an appointment.
- Repeat prescriptions automatically and review three months if possible.
- System to know where you are in the queue. Less frustration.
- Difficult to wait outside surgery times. Could one book an appointment via the internet?
- Electronic check in/patient call would be good.
- Improve kids area
- Add an electronic information board showing who is in and waiting time. The system of the doc needing to come out and call the patient is a bit not user friendly.
- Test results printout are not easy to read . Should be like you receive from other clinics- i.e. RBC x (...X....)
- Queuing outside for walk in is not convenient maybe dispatching numbers would solve the problem
- Waiting area needs ventilation! Opening the window at the top 1-2cm would solve the problem
- Reception could smile a little, opening hours could be longer
- I would like to have more time to speak about my 13mth baby and feel sometimes the health visitors are not very concerned
- I find the receptionists helpful but are always rushed. I have also had issues with them not completing correct procedures for referrals. This happened a year ago so hopefully staff have been appropriately trained. Also would be great to have parental info classes i.e. first aid, weaning ect like many other surgeries have.
- It would be great to have blood test appointments in the morning i.e. from 7.30am
- It would be extremely useful if it were possible to have early appointments e.g 7.00 or 7.30 since I work long hours in canary warf.