

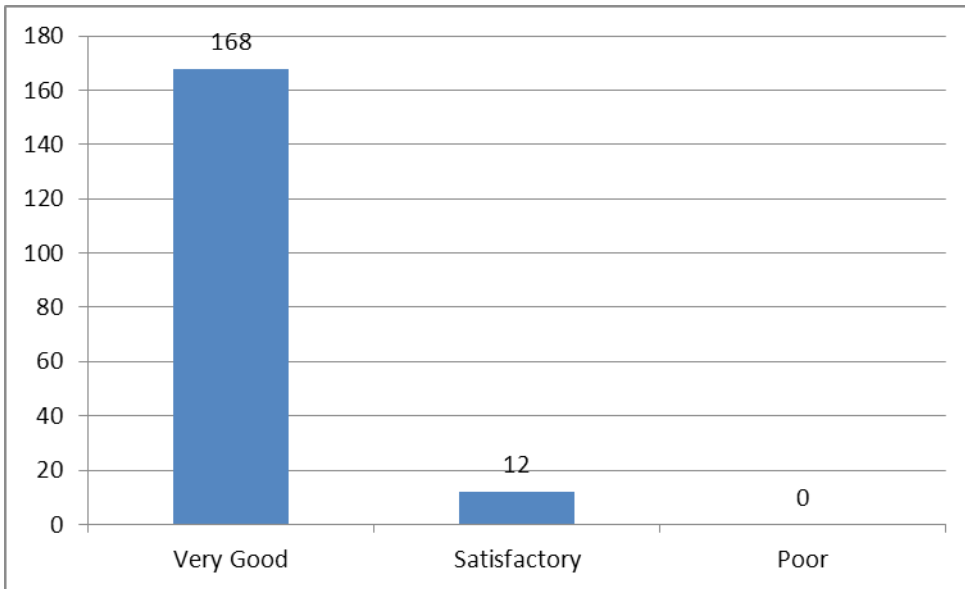
KINGSFOLD MEDICAL CENTRE
PATIENT SATISFACTION SURVEY 2013/14

GP/Nurse Clinician/Practice Nurse

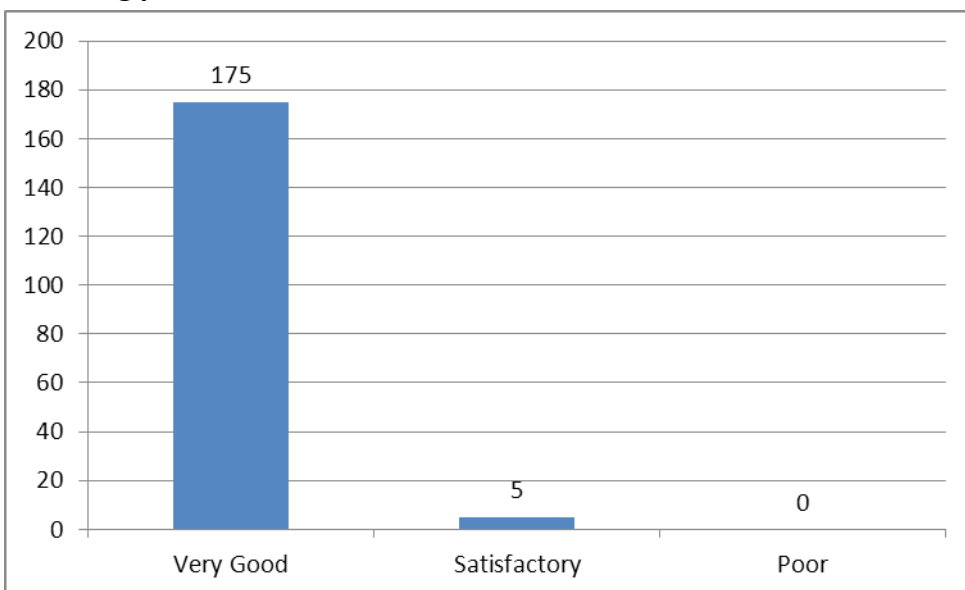
Number of survey forms distributed 205
Number of survey forms returned completed 180

How good was the GP/Nurse at:

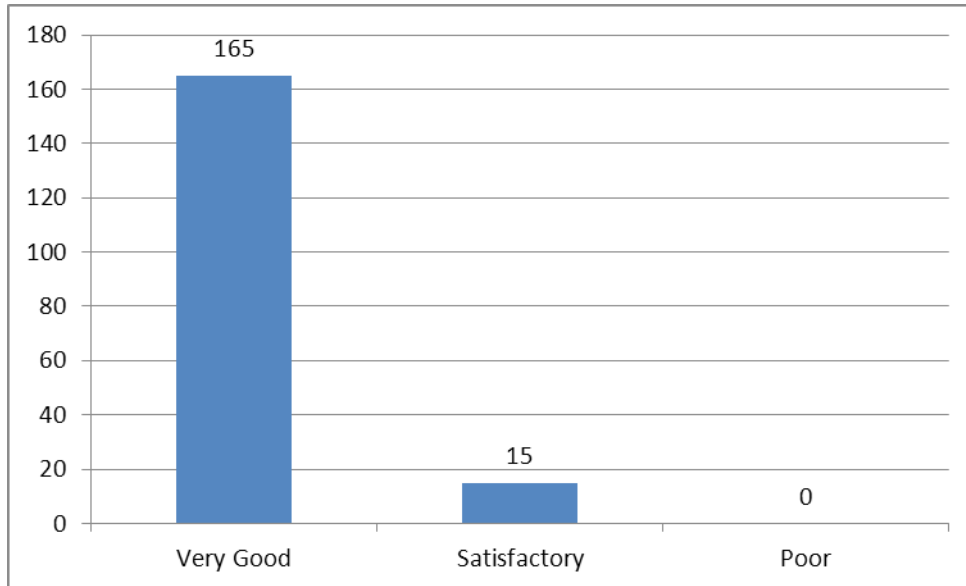
Q1: Putting you at ease?



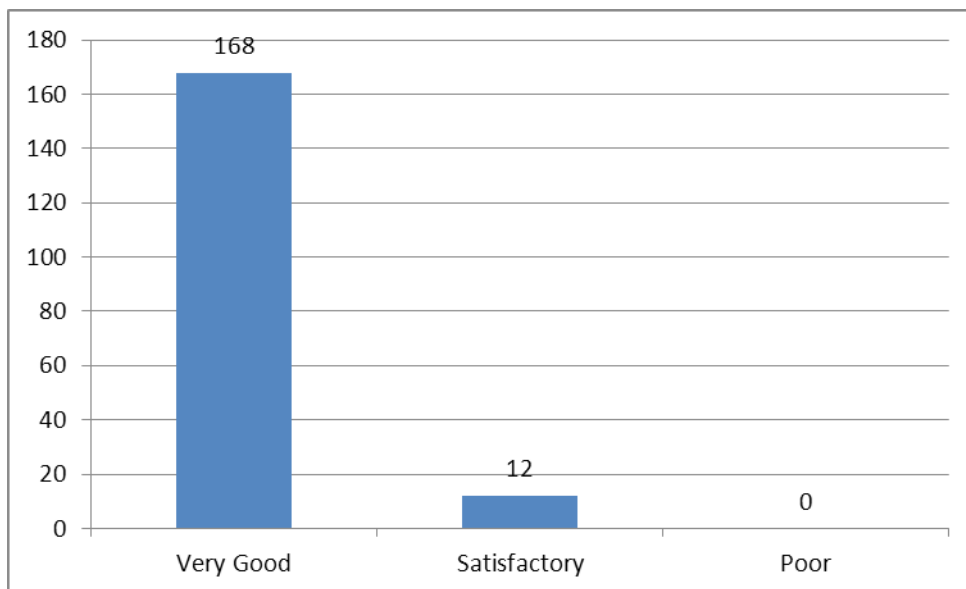
Q2: Being polite and considerate?



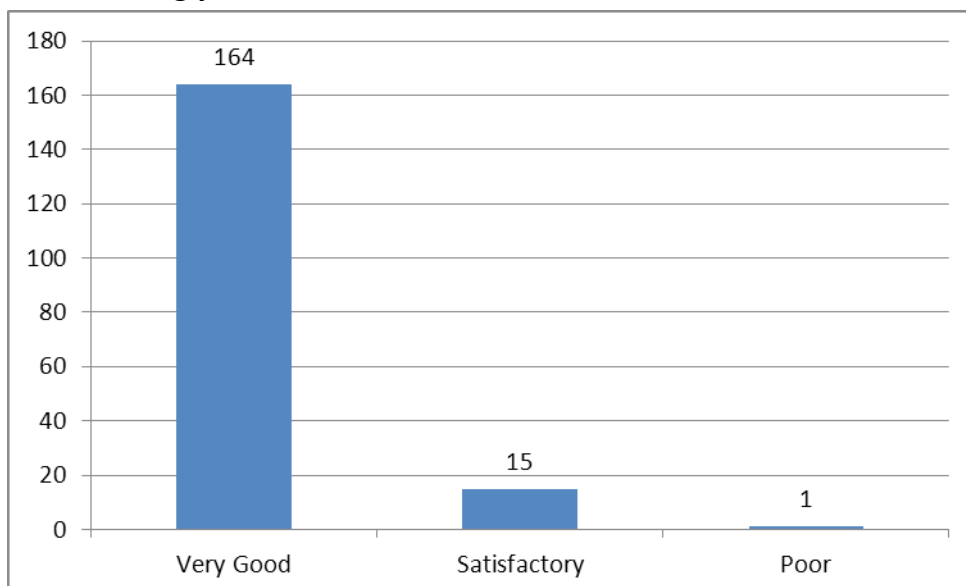
Q3: Listening to you?



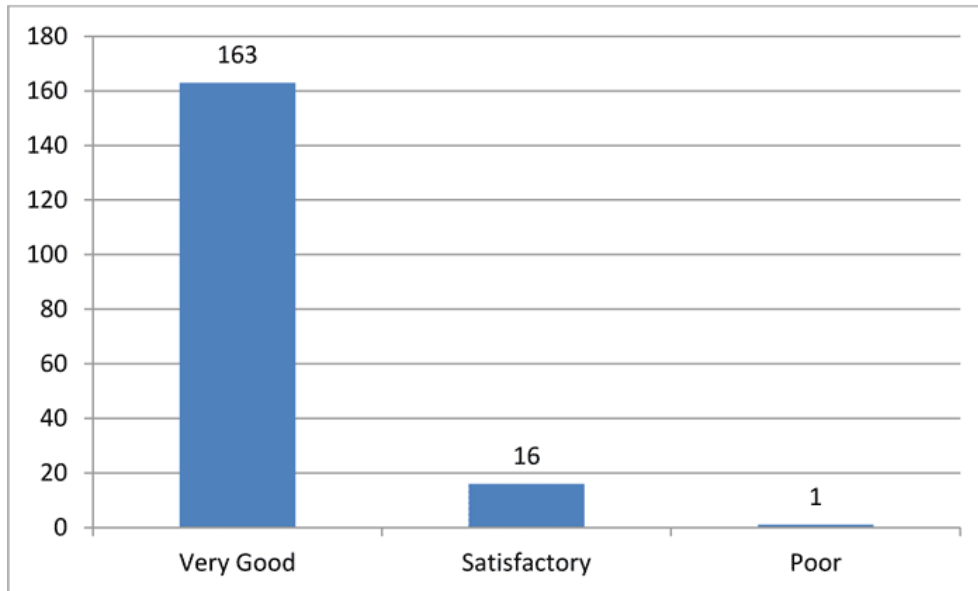
Q4: Giving you enough time?



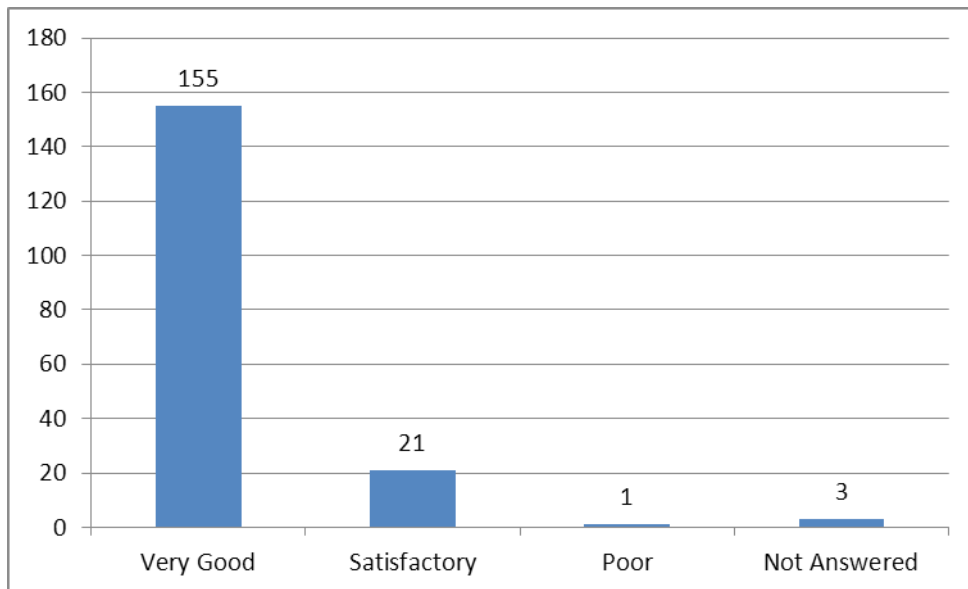
Q5: Assessing your medical condition?



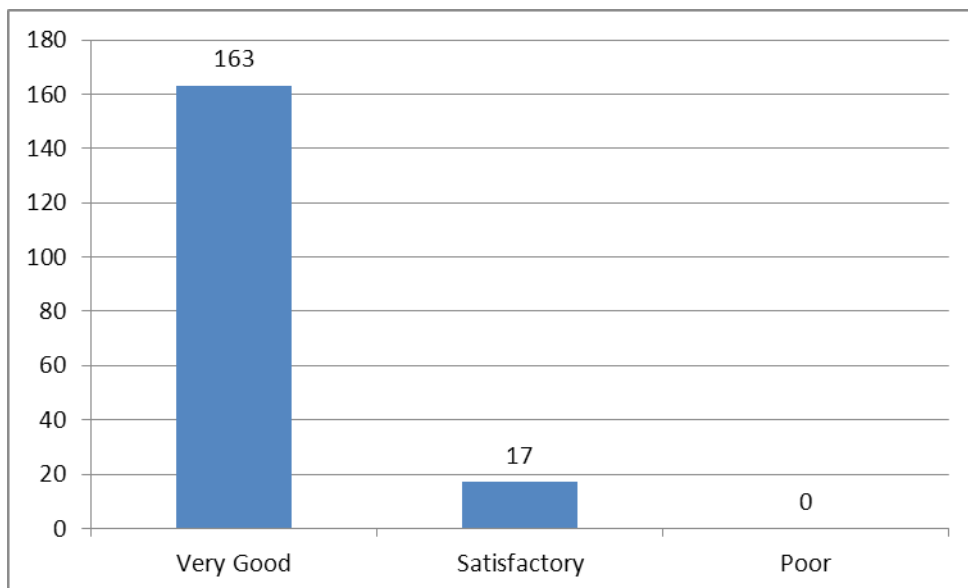
Q6: Explaining your condition and treatment?



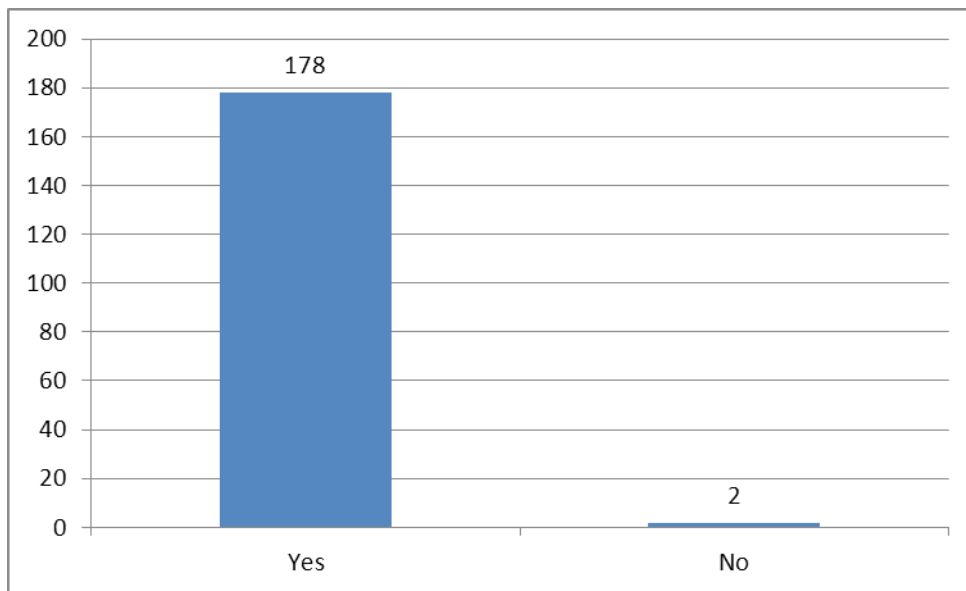
Q7: Involving you in decisions about your care?



Q8: Providing or arranging treatment for you?



Q9: Would you be completely happy to see this GP/Nurse again?



Nurse/Nurse Practitioner Comments

Lovely nurse and made me relaxed
Super!
First Class and very pleasant
Good nurse
Very good at the information I was told
I feel very comfortable with Jackie she explains things and always answers whatever I ask her
Well received, thanks
Helpful, polite and friendly
Jackie always is professional and puts you at ease, lovely lady!!
No problems, quite happy
1st class
Very polite and caring – explained everything clearly
I find Jackie to be a very caring nurse always greets you with a lovely smile
A very pleasant lady who puts me completely at ease
Nurse is very good at taking blood samples
I've been coming to see Jackie with my children for the past 5 years – she's great! I feel completely at ease coming to see her
I cannot speak too highly of all the attention
She is brilliant – the best
Very good service, thank you
Doing a great job thank you
Very polite and clear
Very satisfied
Finally a female Dr that listens and understands
Approachable – easy to talk to – knowledgeable – pleasant
Made me feel comfortable and able to ask anything
Fabulous
Very good, cannot be better
Very satisfied
Spot on!

GP Comments

20 years and Dr C has helped me, advised me and cared for me, he is A1
Very Good Dr
Fantastic Dr where we have been to as a family for more than 30years
I prefer Dr Ravi he is a better Dr in general
Always happy to see Dr Chik. He is always friendly and efficient
A lovely and kind man
I have always had excellent service from my Dr
A1 service
I usually see Dr Chikhalikar but tend to choose now by who is available for on-line booking
Time was precious then, as he was very busy and I was keen not to delay so tried to be quick myself
Really good Dr
One of the best understanding Dr's. Be lost without him
Very friendly and was good with my child
I am very satisfied with Dr Chikhalikar
He's great ☺
Been at this GP all my life - no complaints!
Dr Chikhalikar puts me completely at ease and is very thorough
Very pleased with every aspect of service
Cannot be better
A very good Dr and a good surgery
A very good Dr and a lovely man. Makes you feel completely at ease
Highly recommended
I feel very happy seeing this Dr
I would especially like to mention how Dr Ravi explains things as some Dr's don't
First time I've seen him and he put me completely at ease
I found him very easy to talk to and put me at ease
I am very pleased with Dr Ravi he is very easy to talk to and makes you feel at ease
He is very understanding and explains things well. Very compassionate/empathetic
The GP was polite and put me at my ease and very considerate of my feelings
First visit to this partner so he is making himself familiar with my history
I think he is fine and hope he can help me
My first GP visit and felt comfortable and at ease with him
He has a very good background knowledge of health conditions
We are very pleased with the service and understanding from our Dr at all times, he is very kind
Very nice and thorough
Top service
Very welcoming, understanding and knowledgeable
Excellent Dr. has really helped me lots lately. Well recommend seeing him
We always find Dr Ravi is very helpful and respectful
Excellent service
A very nice man
Always the best