

Drs Steeden & Hussein
5-9 Stanhope Mews West
London
SW7 5RB

PatientDynamics GPAQ Report (Combined)

Sunday 12 March 2017

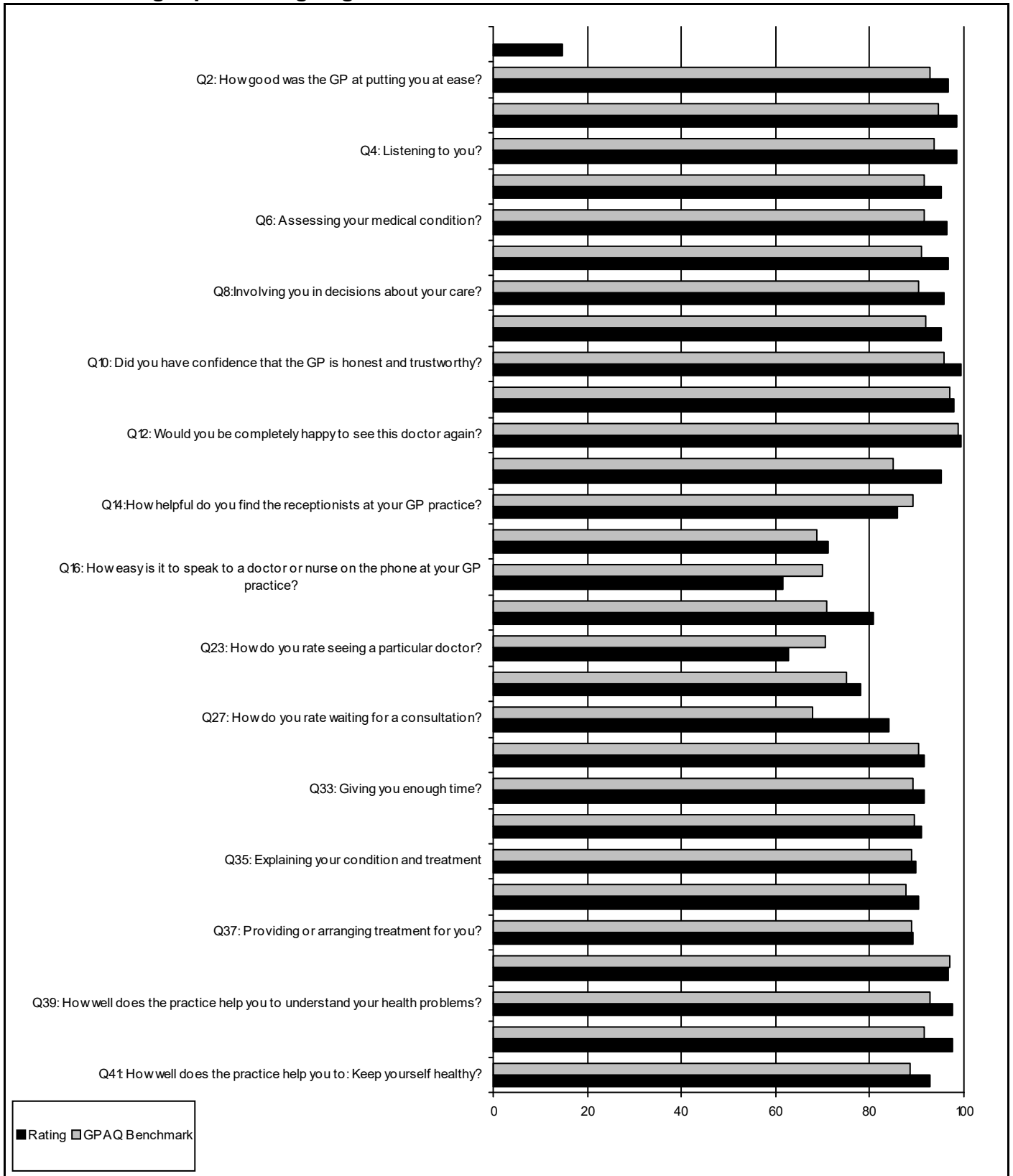
Drs Steeden & Hussein

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?	15	
Q2: How good was the GP at putting you at ease?	97	93
Q3: Being polite and considerate?	98	95
Q4: Listening to you?	99	94
Q5: Giving you enough time?	95	92
Q6: Assessing your medical condition?	97	92
Q7: Explaining your condition and treatment?	97	91
Q8: Involving you in decisions about your care?	96	91
Q9: Providing or arranging treatment for you?	95	92
Q10: Did you have confidence that the GP is honest and trustworthy?	99	96
Q11: Did you have confidence that the doctor will keep your information confidential?	98	97
Q12: Would you be completely happy to see this doctor again?	99	99
Q13 Overall how would you describe your experience of your GP surgery?	95	85
Q14: How helpful do you find the receptionists at your GP practice?	86	89
Q15: How easy is it to get through to someone at your GP practice on the phone?	71	69
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	62	70
Q19: How easy is it to book ahead in your practice?	81	71
Q23: How do you rate seeing a particular doctor?	63	71
Q25: How do you rate seeing any doctor?	78	75
Q27: How do you rate waiting for a consultation?	84	68
Q32: How good was the last nurse at putting you at ease?	91	90
Q33: Giving you enough time?	92	89
Q34: Listening to you?	91	90
Q35: Explaining your condition and treatment	90	89

Q36: Involving you in decisions about your care?	90	88
Q37: Providing or arranging treatment for you?	89	89
Q38: Would you be completely happy to see this nurse again?	97	97
Q39: How well does the practice help you to understand your health problems?	97	93
Q40: Cope with your health problems?	97	92
Q41: How well does the practice help you to: Keep yourself healthy?	93	89

Chart showing report ratings against benchmark



2. Report Questions

Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

		Number of Responses	% of Responses
1	Yes, definitely	140	85
2	Yes, probably	24	15
3	No, probably not	0	0
4	No, definitely not	0	0
5	Don't know	1	1

Question Total: 165 100

Q2: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	147	89
2	Good	15	9
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 165 100

Q3: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	155	94
2	Good	10	6
3	Satisfactory	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 165 100

Q4: Listening to you?

		Number of Responses	% of Responses
1	Very good	155	95
2	Good	9	5
3	Satisfactory	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 164 100

Q5: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	139	84
2	Good	20	12
3	Satisfactory	6	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		165	100

Q6: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	138	85
2	Good	18	11
3	Satisfactory	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	2
Question Total:		162	100

Q7: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	141	87
2	Good	15	9
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	2
Question Total:		163	100

Q8: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	135	82
2	Good	21	13
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	6	4
Question Total:		165	100

Q9: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	139	85
2	Good	13	8
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	6
Question Total:		163	100

Q10: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	161	99
2	Yes, to some extent	2	1
3	No, not at all	0	0
4	Don't know / can't say	0	0
Question Total:		163	100

Q11: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	155	95
2	Yes to some extent	7	4
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		163	100

Q12: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	137	99
2	No	1	1
Question Total:		138	100

Q13 Overall how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	129	78
2	Very good	34	21
3	Good	1	1
4	Fair	1	1
5	Poor	0	0
6	Very poor	0	0
Question Total:		165	100

Q14: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	99	62
2	Fairly helpful	53	33
3	Not very helpful	6	4
4	Not at all helpful	1	1
5	Don't know	0	0

Question Total: 159 100

Q15: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	50	31
2	Fairly easy	72	45
3	Not very easy	20	13
4	Not at all easy	5	3
5	Don't know	1	1
6	Haven't tried	11	7

Question Total: 159 100

Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	22	14
2	Fairly easy	52	33
3	Not very easy	28	18
4	Not at all easy	5	3
5	Don't know	7	4
6	Haven't tried	45	28

Question Total: 159 100

Q17: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	114	71
2	No	12	8
3	Don't know / never needed to	34	21

Question Total: 160 100

Q18: How important is it to you to be able to book appointments ahead of time in your practice?

		Number of Responses	% of Responses
1	Important	146	91
2	Not Important	14	9

Question Total: 160 100

Q19: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	70	44
2	Fairly easy	60	38
3	Not very easy	24	15
4	Not at all easy	2	1
5	Don't know	2	1
6	Haven't tried	2	1
Question Total:		160	100

Q20: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	55	30
2	By phone	116	63
3	Online	12	6
4	Doesn't apply	2	1
Question Total:		185	100

Q21: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	43	20
2	By phone	122	57
3	Online	46	22
4	Doesn't apply	2	1
Question Total:		213	100

Q22: Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	24	15
2	2-4 days	26	16
3	5 days or more	91	57
4	I don't usually need to be seen quickly	8	5
5	Don't know never tried	10	6
Question Total:		159	100

Q23: How do you rate seeing a particular doctor?

		Number of Responses	% of Responses
1	Excellent	34	21
2	Very good	28	18
3	Good	28	18
4	Fair	49	31
5	Poor	12	8
6	Very poor	1	1
7	Doesn't apply	7	4

Question Total: 159 100

Q24: Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	90	57
2	2-4 days	27	17
3	5 days or more	24	15
4	I don't usually need to be seen quickly	6	4
5	Don't know never tried	11	7

Question Total: 158 100

Q25: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	60	41
2	Very good	34	23
3	Good	24	16
4	Fair	14	10
5	Poor	7	5
6	Very poor	0	0
7	Does not apply	7	5

Question Total: 146 100

Q26: How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	68	42
2	5-10 minutes	74	46
3	11-20 minutes	13	8
4	21-30 minutes	4	2
5	More than 30 minutes	1	1
6	There was no set time for my consultation	2	1

Question Total: 162 100

Q27: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	80	50
2	Very good	47	29
3	Good	20	12
4	Fair	11	7
5	Poor	2	1
6	Very poor	0	0
7	Does not apply	1	1

Question Total: 161 100

Q28: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	147	91
2	No	11	7
3	Don't know	4	2

Question Total: 162 100

Q29: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	18	17
2	At lunchtime	15	14
3	After 6.30pm	24	23
4	On a Saturday	27	26
5	On a Sunday	10	10
6	None of these	10	10

Question Total: 104 100

Q30: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	114	75
2	No	38	25
3	There is usually only one doctor in my surgery	1	1

Question Total: 153 100

Q31: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	48	36
2	A lot of the time	38	28
3	Some of the time	38	28
4	Never or almost never	2	1
5	Not tried at this GP practice	8	6

Question Total: 134 100

Q32: How good was the last nurse at putting you at ease?

		Number of Responses	% of Responses
1	Very good	85	65
2	Good	29	22
3	Fair	6	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	8

Question Total: 130 100

Q33: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	83	64
2	Good	32	25
3	Fair	4	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	8

Question Total: 129 100

Q34: Listening to you?

		Number of Responses	% of Responses
1	Very good	81	63
2	Good	30	23
3	Fair	6	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	9

Question Total: 129 100

Q35: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	74	58
2	Good	24	19
3	Fair	10	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	20	16

Question Total: 128 100

Q36: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	67	53
2	Good	26	20
3	Fair	6	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	28	22
Question Total:		127	100

Q37: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	65	51
2	Good	23	18
3	Fair	7	5
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	32	25
Question Total:		128	100

Q38: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	115	97
2	No	4	3
Question Total:		119	100

Q39: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	150	93
2	Unsure	8	5
3	Not very well	0	0
4	Does not apply	3	2
Question Total:		161	100

Q40: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	149	93
2	Unsure	8	5
3	Not very well	0	0
4	Does not apply	4	2
Question Total:		161	100

Q41: How well does the practice help you to: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	129	83
2	Unsure	17	11
3	Not very well	2	1
4	Does not apply	8	5

Question Total: 156 100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	52	33
2	Female	105	67

Question Total: 157 100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	0	0
2	16-44	32	20
3	45-64	40	25
4	65-74	48	30
5	75+	42	26

Question Total: 162 100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	87	54
2	No	62	39
3	Don't know / can't say	12	7

Question Total: 161 100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	137	86
2	Black or Black British	0	0
3	Asian or Asian British	12	8
4	Mixed	5	3
5	Chinese	4	3
6	Other ethnic group	2	1

Question Total: 160 100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	65	40
2	Unemployed and looking for work	3	2
3	At school or in full-time education	2	1
4	Unable to work due to long term sickness	4	2
5	Looking after your home/family	18	11
6	Retired from paid work	64	40
7	Other	5	3
Question Total:		161	100

This report is based on a total of 168 completed questionnaires

Report - Open Ended Comments

Family and friends comment:

Doctors are very friendly and good provide good consultation.

I like my doctor (Dr Bedford). She is reassuring, friendly land professional.

Great level of care. The walk in clinic is always available with reasonable wait time of great doctors.

She is very nice, explain everything.

Tricky reception seem required to keep patients out. Perhaps K & C population deserve off hand treatment by reception. Reception has seemed like a thankless task for years with notable exceptions.

Charming practice, always efficient & helpful. Delightful staff.

Doctors are great.

All my experience has been very positive.

I house had no issues since registering at the practice.

Very helpful attitude.

For all the reason below.

Well organised.

I have found careful consideration of my condition and high professional standards.

Efficient & friendly.

Excellent team, surgery & GP's always inspire confidence explaining things well.

Had very good experience.

Ease of waiting appointments and access to doctors. General attention is excellent.

Get on emergency appointment night away, doctor was very friendly.

I have been visiting this surgery for many gears. Always had excellent medical care.

Because having listened to many friends & family and heard their various comments and stories on their G. P. Surgeries I would consider my G. P. Surgery to be among the very best.

Very helpful, efficient and professional.

I would not want this GP surgery to be overloaded with too many patients on its books. I think it is already fully occupied with current patients.

The Stanhope surgery is a very local and convenient practice. It is open for a large part of the day and although it sometimes taken a few days to see a GP, the receptionist with always try to get you an appointment as soon as possible. Being able to spea

Comparing with neighbours, this surgery seems to be the best in the area!

High quality service.

It is the best GP surgery I have attended. The doctors have time to listen and discuss. The nurses pay attention take immediate action. Proactive. One problem receptionist (some) need patience & able to hear for patients say.

Close to where I live, convenient, good service.

I feel the doctors in the surgery look after me well.

I have been a patient at the practice for over 20 years (I am now 30) and I have always had fantastic, super speedy, thorough care & treatment. I hope I can remain a patient for life!!

She has been very professional tidy clinical and human.

I am very happy with my GP Dr. Pattle extremely helpful & patient.

All the staff are helpful and caring.

Friendly, clean, fast, very good practice.

Attitude free, friendly staff with a can do mindset.

Friendly, professional and excellent medical care.

I feel comfortable & safe.

Very friendly & professional medical care.

Because the service is excellent.

The practice is very good indeed. Thank you all.

Very helpful.

Because I have always found the staff both doctors and support staff, to be efficient and friendly.

I have been a patient of the surgery for a very long time, 20 years and trust my doctor absolutely.

Professional practice emergency walk in. compassionate & understanding doctors.

My experience throughout has been very satisfactory.

The surgery is very well run. Friendly & efficient receptionist. Phlebotomist & nurses are excellent. It is very good with modern reminder re appointment on smart phone.

I do trust my GP.

I am new to the surgery, so far satisfactory.

I have always been seen to as punctual as is possible - they do their best.

1) Quality of care. 2) Availabilities. 3) Easy to get an appointment.

I have always been treated, very well and with consideration, by the doctors & have seen at this surgery.

The practice is excellent. Very well run and has very good arrangements for appointments. A non-urgent appointments with your particular doc, probably taken one or two week but every day am and p.m. There is a walk in clinic so one can immediately see a d

Nice doctors, well organised, efficient.

I have been patient at this practice for nearly 20 years. Every visit to a doctor has been good - supportive. With listening to the whole story of my concerns. They treat the whole person. That gives me confidence. They are up-to-date with their services

It seems to be very well run.

Extremely nice surgery.

My doctor, Dr. Hussein, is wonderful - attentive effective very helpful.

Professional, nice.

She is very patient and give me time to explain myself and my symptoms.

Because I am very satisfied of the care I've received here over 25 years.

Very good, kind & completely doctors, friendly atmosphere, appointment times kept punctual.

Excellent surgery.

Very good and friendly service.

Professionalism & caring & efficiency.

Generally a very helpful practice, although busy and can be difficult to see a doctor.

I am always treated with courtesy and efficiency and get to see a doctor promptly when I attend the 9-11 clinic.

Everyone in this practice is friendly, good at their job & very helpful & caring!

Local to the area, good opening hours.

You are very good to us!

Very kind, informative & professional course.

Been with surgery for 15 yrs - never had a negative reaction from any of the medical team or admin.

She is caring, listens to patients, gives me enough time & thorough.

Due to my good experiences with the surgery.

Easy to get seen & treated.

Unfortunately my family & friends all live out of London. Mostly in Sussex!

I have been coming to this surgery for many years, I find it one of the best.

Because Amy Noon is a wonderful nurse, she understand my needs and take very good care of me.

Quite simply Stanhope Mews West Surgery is 'the best'! As a patient since the early seventies, when the surgery was in Pelham, I write with authority.

Have been with surgery for 25 years excellent daily emergency/walk in clinic short waits for appointments. Access to excellent hospitals in area.

Very good surgery. Polite & efficient.

I joined the practice in last year. It seems smaller enough to be personal. Both doctors & nurses are pleasant and helpful. Reception is fine though phone line a bit blurred. Trying to speak to my doctor was quite long-waited - it would be nice to be told

The times at the surgery are accommodating.

She very good, professional & friendly.

Little wait, nice doctors, no over prescription of drugs.

Have always been very thorough & helpful & quick follow ups.

Dr. will is on of the best docks I've eve had. So kind, understanding and I never feel rushed or as though I am wasting her time.

If asked I would recommend but only to those living nearby. Question should be more focused in this area.

Great service & explanations of symptoms & advice for care from Louise.

Dr. Hussien and his colleagues are not patronising. They treat patients with the utmost care and as equals, unlike other NHS GP practices in London where we have been registered.

The doctors have been very good, but in my case, the whole process had been very slow.

Very efficient and good availability.

This surgery has skilled professionals, it is flexible in opening times, walk in clinics etc.

Always been promptly - emergency service works well.

Emergency clinic. Excellent & caring treatment from all staff & doctors.

I feel of late my GP contact has lacked depth - but to day I experienced a much better exchange with Dr. Hussien.

Helpful reception and a great doctor.

Have been coming to this surgery for decades & that speaks for itself.

Because Dr. Will is very helpful and professional.

I have always been given a found diagnosis for the various ailments I have sort advice on.

All GP's I have seen have been excellent despite not having a irregular 'GP'.

Always considerate and helpful and in the post, has followed up of own volition to require as to position, progress the both as regards myself and family. Also spotted TIA Symptoms immediatly.

Very good over many gears.

Generally positive experience over 15+ yrs.

She to my own experiences.

Because we have been happy with the care in the practice for many years.

Good service and advice.

Q13A: Please add any comments about the GP

She is caring, listens to patients, gives me enough time & thorough.

Within the understandably limited amount of time that the N.H.S. can a lot to each N.H. patient I would describe my G. P. as being an exceptional doctor (i.e. Dr. Andrew Steeden) in every way.

Calm, helpful and professional.

A truly excellent GP in every way. A highly competent GP and an excellent communicator. With all really wood personal touch with patients.

I have always had girl "experience" when I visit for a GP appointment.

Dr. Bedford is fantastic. On previous occasion my medical notes were lost when I moved surgery & she personally took accountability to resolve the situation.

I am very lucky & happy to have or such a great practice. Thank you.

Approachable, immediately put me at ease, as difficult to discuss my problem. Very professional, knowledgeable, understanding & helpful. A weight lifted.

Dr. Will to polite & patient & puts you at ease. She listens to your medical problem.

I like Dr. Will. Did not like the other doctors in the post.

Always very happy to see Dr. Will. Dr. Will is also fantastic with my children.

Considerate understanding & practical advice.

Very knowledgeable and easy to talk to.

Dr. Will inspiring confidence.

Very kind at dealing with problem & making several very relevant & helpful intersections.

Very personable & professional.

Puts you at ease.

Myself and my family had excellent care by Dr. Andrew Steeden for decades. He is very caring, reassuring and accurate in his diagnosis.

Dr. Hussien is always courteous, patient, through, considered and reassuring. Excellent GP.

He's superb!

When I arrived as a new patient there was a presumption that I now more about the working of the practice than I did!

I tend to see Dr. Hussein. I am very satisfied with the way Dr. Hussein always handle any condition.

Very good listener.

Dr. Hussien, is always warm, polite, communicates well and is a good listener. Extremely stilled.

I have been coming here a long times, before Dr. Hussein took over and I have always been very satisfied with the service.

I feel of late my GP contact has lacked depth - but to day I experienced a much better exchange with Dr. Hussein.

Dr. Hussien was wonderful in this treatment of my husband when he was terminally ill.

Caring, sound sensible advice & respect my concern.

Dr. Hussien is an excellent doctor. He is thorough, considerate and I have the utmost confidence in the care I receive from him.

The only thing I would say is that it's quite a long wait always to see Dr. Hussein.

Dr. Pattle is always welcoming, concerned and excellent our explaining or arranging further treatment.

Very good.

Dr. Cantlay explained the correspondence with Chelsea & Westminster Hospital and has undertaken is obtain treatment.

I have always found Dr. Hussein to be a fantastic GP.

Very pleasant.

She showed interest in my medical condition and also compassion.

Wonderful.

Today saw nurse but above applies to all of the doctors that I have seen in the past.

This is for 'Louise' the nurse.

I value the same day unbooked appointments.

I have never been to a GP yet at the surgery that I did not have trust in.

Saw the District Nurse today. Question 2-B would relate & last GP visit.

New nurse and very helpful.

I am speaking of Dr. Will & Amy.

Always considerate and helpful and in the post, has followed up of own volition to require as to position progress the loth as regards myself and family. Also spotted TIA Symptoms immediately.

Well done. Keep it up!

The surgery is extremely efficiently run by friendly and carry members of staff & doctors.

My GP is Dr Steeden. He listens carefully and asks questions when my explanation isn't good. He seems completely aware of all the services available and does not hesitate to refer me to appropriate specialists.

I really like this surgery the doctors are very good and have been very helpful. Dr. Steeden was so helpful to me he understood my medical condition I was very pleased with my treatment, plan.

I have total confidence in Andrew Steeden who is caring, considerate, knowledgeable and friendly.

The only comment I have is a about the receptionists that thing should be more friendly with patients.

As I say Dr. Pattle is extremely helpful and advisable and easy.

Thank you.

Amazing.

Very reassuring & listened.

Work very hard and caring.

I feel comfortable.

Dr. Hussien is an excellent doctor.

Doctor Pattel was very helpful and very nice.

Very good communication with patient. Including all from 2 to 9.

Great professional.

I hope to continue to see Dr. J. Pattle only. She is a very considerate prison and excellent doctor.

She was excellent Dr. Pattel.

Dr. J Pattle was thorough, sensitive & kind. A marked difference from my appointment with A. Steeden.

Warm, homely and welcoming.

Always very attentive and supportive, always makes contact very easily obtainable by phone or mail.

Very good.

Very thorough & explained issues of options well.

This GP is fine. Others variable, older dox seem tired and indifferent - time they moved on.

Delightful, helpful & very professional.

Armino P. Assucena.

My GP is the best, and has always helped me most efficiently, he is a very kind person too and listens and explains. I would not like to have to change my doctor.

Great new reception.
