

Drs Gillies, Steeden & Hussein
5-9 Stanhope Mews West
London
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PatientDynamics GPAQ Report (Combined)

Thursday 04 December 2014

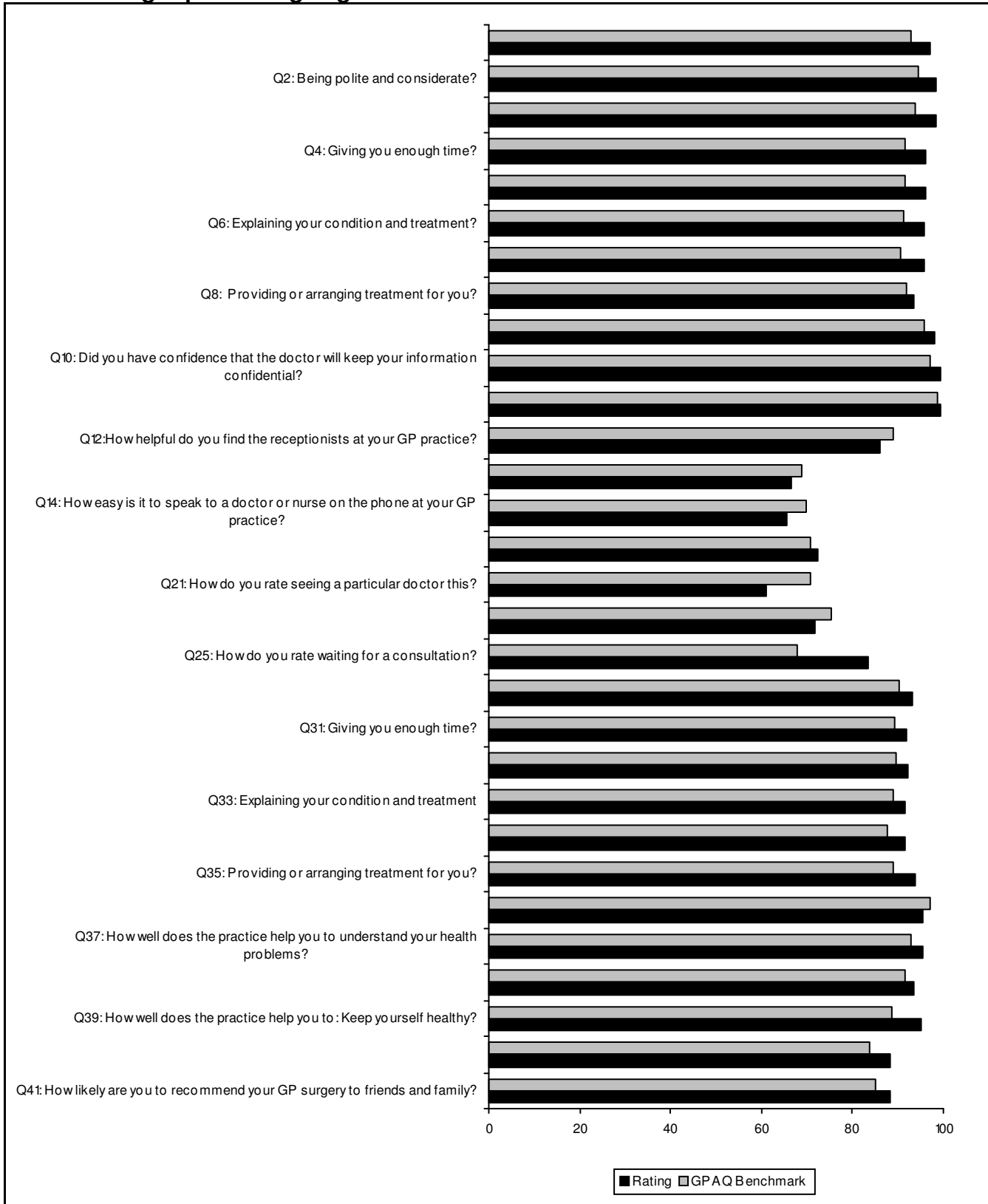
Drs Gillies, Steeden & Hussein

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	97	93
Q2: Being polite and considerate?	98	95
Q3: Listening to you?	98	94
Q4: Giving you enough time?	96	92
Q5: Assessing your medical condition?	96	92
Q6: Explaining your condition and treatment?	96	91
Q7: Involving you in decisions about your care?	96	91
Q8: Providing or arranging treatment for you?	93	92
Q9: Did you have confidence that the GP is honest and trustworthy?	98	96
Q10: Did you have confidence that the doctor will keep your information confidential?	99	97
Q11a: Would you be completely happy to see this doctor again?	99	99
Q12: How helpful do you find the receptionists at your GP practice?	86	89
Q13: How easy is it to get through to someone at your GP practice on the phone?	66	69
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	66	70
Q17: How easy is it to book ahead in your practice?	73	71
Q21: How do you rate seeing a particular doctor this?	61	71
Q23: How do you rate seeing any doctor?	72	75
Q25: How do you rate waiting for a consultation?	83	68
Q30: How good was the last nurse at putting you at ease?	93	90
Q31: Giving you enough time?	92	89
Q32: Listening to you?	92	90
Q33: Explaining your condition and treatment	92	89
Q34: Involving you in decisions about your care?	91	88
Q35: Providing or arranging treatment for you?	94	89
Q36: Would you be completely happy to see this nurse again?	95	97

Q37: How well does the practice help you to understand your health problems?	95	93
Q38: Cope with your health problems?	93	92
Q39: How well does the practice help you to: Keep yourself healthy?	95	89
Q40: Overall, how would you describe your experience of your GP surgery?	88	84
Q41: How likely are you to recommend your GP surgery to friends and family?	88	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	128	89
2	Good	15	10
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		144	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	135	94
2	Good	9	6
3	Satisfactory	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		144	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	136	94
2	Good	7	5
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		144	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	126	88
2	Good	14	10
3	Satisfactory	4	3
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		144	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	123	85
2	Good	18	13
3	Satisfactory	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		144	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	121	84
2	Good	18	13
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		144	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	115	80
2	Good	19	13
3	Satisfactory	2	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	8	6
Question Total:		144	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	119	83
2	Good	16	11
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	5
Question Total:		143	100

Q9: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	138	96
2	Yes, to some extent	6	4
3	No, not at all	0	0
4	Don't know / can't say	0	0

Question Total:

144	100
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Q10: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	139	97
2	Yes to some extent	2	1
3	No, not at all	0	0
4	Don't know / can't say	3	2

Question Total:

144	100
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Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	130	99
2	No	1	1

Question Total:

131	100
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Q12: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	87	61
2	Fairly helpful	51	36
3	Not very helpful	4	3
4	Not at all helpful	0	0
5	Don't know	0	0

Question Total:

142	100
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Q13: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	28	20
2	Fairly easy	84	59
3	Not very easy	13	9
4	Not at all easy	8	6
5	Don't know	2	1
6	Haven't tried	7	5

Question Total:

142	100
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Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Yes	22	16
2	No	45	32
3	Don't know / never needed to	15	11
4	Answer 4	5	4
5	Answer 5	12	9
6	Answer 6	42	30
Question Total:		141	100

Q15: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	87	62
2	No	17	12
3	Don't know / never needed to	37	26
Question Total:		141	100

Q16: 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	136	96
2	Not Important	6	4
Question Total:		142	100

Q17: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	55	39
2	Fairly easy	62	44
3	Not very easy	20	14
4	Not at all easy	5	4
5	Don't know	0	0
6	Haven't tried	0	0
Question Total:		142	100

Q18: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	50	29
2	By phone	114	66
3	Online	8	5
4	Doesn't apply	0	0
Question Total:		172	100

Q19: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	40	21
2	By phone	102	54
3	Online	47	25
4	Doesn't apply	1	1

Question Total:

190	100
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Q20: 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	18	13
2	2-4 days	24	17
3	5 days or more	76	54
4	I don't usually need to be seen quickly	17	12
5	Don't know never tried	5	4

Question Total:

140	100
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Q21: How do you rate seeing a particular doctor this?

		Number of Responses	% of Responses
1	Excellent	26	19
2	Very good	22	16
3	Good	33	24
4	Fair	31	22
5	Poor	9	7
6	Very poor	6	4
7	Doesn't apply	11	8

Question Total:

138	100
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Q22: 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	66	47
2	2-4 days	29	21
3	5 days or more	33	23
4	I don't usually need to be seen quickly	9	6
5	Don't know never tried	4	3

Question Total:

141	100
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Q23: How do you rate seeing any doctor?

		Number of Responses	% of Responses
1	Excellent	50	36
2	Very good	22	16
3	Good	25	18
4	Fair	24	17
5	Poor	6	4
6	Very poor	3	2
7	Does not apply	9	6
Question Total:		139	100

Q24: How long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	67	48
2	5-10 minutes	49	35
3	11-20 minutes	14	10
4	21-30 minutes	7	5
5	More than 30 minutes	2	1
6	There was no set time for my consultation	2	1
Question Total:		141	100

Q25: How do you rate waiting for a consultation?

		Number of Responses	% of Responses
1	Excellent	73	52
2	Very good	33	24
3	Good	20	14
4	Fair	13	9
5	Poor	1	1
6	Very poor	0	0
7	Does not apply	0	0
Question Total:		140	100

Q26: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	116	83
2	No	18	13
3	Don't know	5	4
Question Total:		139	100

Q27: 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	3	12
2	At lunchtime	3	12
3	After 6.30pm	5	19
4	On a Saturday	9	35
5	On a Sunday	5	19
6	None of these	1	4
Question Total:		26	100

Q28: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	105	76
2	No	31	22
3	There is usually only one doctor in my surgery	2	1
Question Total:		138	100

Q29: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	50	42
2	A lot of the time	24	20
3	Some of the time	27	23
4	Never or almost never	7	6
5	Not tried at this GP practice	10	8
Question Total:		118	100

Q30: How good was the last nurse at putting you at ease?

		Number of Responses	% of Responses
1	Very good	78	74
2	Good	13	12
3	Fair	5	5
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	8	8
Question Total:		105	100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	75	74
2	Good	13	13
3	Fair	7	7
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	6	6
Question Total:		102	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	74	73
2	Good	13	13
3	Fair	7	7
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	7	7
Question Total:		102	100

Q33: Explaining your condition and treatment

		Number of Responses	% of Responses
1	Very good	67	66
2	Good	15	15
3	Fair	6	6
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	12	12
Question Total:		101	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	62	61
2	Good	17	17
3	Fair	6	6
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	16	16
Question Total:		101	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	67	66
2	Good	10	10
3	Fair	5	5
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	19	19
Question Total:		101	100

Q36: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	82	95
2	No	4	5
Question Total:		86	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	126	89
2	Unsure	13	9
3	Not very well	0	0
4	Does not apply	2	1

Question Total:

141	100
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Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	120	87
2	Unsure	14	10
3	Not very well	2	1
4	Does not apply	2	1

Question Total:

138	100
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Q39: How well does the practice help you to: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	120	88
2	Unsure	13	10
3	Not very well	0	0
4	Does not apply	3	2

Question Total:

136	100
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Q40: Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	78	55
2	Very good	45	32
3	Good	16	11
4	Fair	2	1
5	Poor	0	0
6	Very poor	0	0

Question Total:

141	100
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Q41: How likely are you to recommend your GP surgery to friends and family?

		Number of Responses	% of Responses
1	Extremely likeley	95	68
2	Likely	39	28
3	Neither likeley or unlikeley	5	4
4	Unlikely	0	0
5	Extremely unlikely	0	0
6	Don't know	1	1

Question Total:

140	100
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Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	53	38
2	Female	88	62
Question Total:		141	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	1	1
2	16-44	42	30
3	45-64	37	26
4	65-74	32	23
5	75+	28	20
Question Total:		140	100

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

		Number of Responses	% of Responses
1	Yes	64	46
2	No	68	49
3	Don't know / can't say	6	4
Question Total:		138	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	114	82
2	Black or Black British	1	1
3	Asian or Asian British	10	7
4	Mixed	6	4
5	Chinese	2	1
6	Other ethnic group	6	4
Question Total:		139	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	69	50
2	Unemployed and looking for work	3	2
3	At school or in full-time education	5	4
4	Unable to work due to long term sickness	2	1
5	Looking after your home/family	10	7
6	Retired from paid work	41	30
7	Other	8	6
Question Total:		138	100

This report is based on a total of 144 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP

I preferred the old system of several years ago when I would call & get on appointment not be urged to come to the walk in clinic today if went quickly but sometimes there is an enormous wait at the walk in clinic.

Dr. Steeden is an excellent GP, in whom I have complete confidence.

My GP is kind, caring and supportive. He is very approachable and I trust his clinical judgment. Excellent! The best practice I have ever been to.

We are very fortunate to have someone like Dr. Steeden in the practice.

Dr. Steeden is highly professional and considerate. He listens to the patient and explains all the aspects of the condition and treatment. I strongly feel that my opinion has been taken into consideration whilst discussing the treatment. He is an asset to the NHS.

He is a very necessary element in life!

I have had my GP for many years now and have always been satisfied with everything helpful, patient and generally very good.

I know Doctor Steeden around 15 years and always has been very professional and understanding caring about me.

Dr. Bedford is always exceptionally kind and comforting.

Dr. Bedford was so kind and considerate that I burst into tears!

Dr. Jenny Bedford is our favourite GP, appreciated and respected by all members of all family. She is highly professional and considerate, a pleasure to work with.

She's lovely.

Very polite, considerate, and straight to the point.

I think I'm very fortunate.

He is exceptional!

Dr. Hussein is an excellent doctor.

Understanding.

Much more reassuring than others I have seen.

Very profession, polite, approachable.

Very good, very nice.

Q47: Finally, please add any other comments you would like to make, including the reasons

Question 41 - I would recommend because of location if applicable, because of appearance of facility, clean etc. A modern updated facility and because I found a good GP who deals with me faultlessly.

The whole practice is extremely well organised and the staff are friendly and helpful. I would recommend it unreservedly.

This is the best GP surgery I have attended. I think this doctors are excellent, especially Dr. M. Chowdhury.

All the nurses are excellent.

Great GP experience especially Dr. Steeden very variable booking experience from downright awful to quite OK. Online booking system quite limited does not cover my doctor.

I cannot fault my GP practice. It is efficient, clean, pretty much friendly, with excellent doctors. I am very fortunate!

I have always very good attention from Dr. Steeden & would definitely recommend.

I would recommend others to join the practice because the staff are always as helpful as they can be, and because my GP, Dr. Steeden, is excellent and considerate. Mr. Michael Nagle.

I think most of the G.P's are good and Dr. Chowdhury is outstanding - but the surgery can sometimes be a bit shambolic - lost prescriptions kept writing ages to speak to receptionist and being put on hold for ages, on the phone.

Very good practice overall. But earlier & later opening times would be preferred especially for people working full-time.

Well done!

Would recommend this practice to any one.

Very good practice. Difficult to get through on the phone.

Doctors are knowledgeable, kind & patient. Premises are clear. Staff are very kind.

Dr. Chowdhury has been excellent every single time that I have seen her an excellent GP!

Generally great practice. Dr. Chowdhury in particular is excellent and the reception staff friendly. would benefit from longer or weekend opening hours.

Receptionist are friendly and nice and willing to help. My doctor and most doctors I have seen are very welcoming, caring and give right advise. Thank you.

I think having to give your date of birth out loud at reception is not ideal, it doesn't bother me but I can imagine older patients might not be comfortable with it.

This is a lovely - helpful - professional practice. If all surgeries were run on the same times they would improve.

I'm quite satisfied with my main doctor (Kate Gillies) and I would highly recommend her to anyone. She is brilliant!

It's been a pleasure having Dr. Chowdhury as my G.P. a very lovely and supportive lady.

They have always provided an excellent service.

Reception makes errors in making appointments sometimes, not cancelling appointments on the system, cancelling and not informing the patient.

I was extremely happy and relieved.

The female doctors are very good and empathetic. The male doctors tend to be less patient.

The service you get at this surgery is very friendly and welcoming.

I am very happy with the GP that I normally rep - Dr. Chowdhury. I have several times been dissatisfied with some of the other doctors. The competence and attitude of the reception staff frequently disappoint.

I am very happy with this practice, seeing, the doctor I like and if not available, there is always the emergency to go to.

Because I am feeling very relax with Doctor Steeden every time I'm going to see him, listen to me and help me with any health problems I got if there is any. Selina and Debbie always are very helpful, smiley and friendly. It doesn't feel you are at the GP.

I am comfortable and satisfied over here.

The emergency service works very well, I am always able to see a doctor on the same day in a very reasonable wasting time. Many thanks.

The fact that the surgery holds 'emergency, same-day' appointments is very reassuring.

Very efficient and trustworthy with an excellent reputation.

Today was especially beneficial for the Doctor Bedford was kind, informative and knowledgeable.

My overall experience is positive, with Dr. Bedford being seen favourite GP Ms. Elaine Heint is a wonderful nurse. Online booking is extremely helpful. It would be great to have appointments on weekends, at least some times/some weeks as we both work. Many thanks!

Simply the best medical practice. I have encountered. Exceptionally good.

I am so happy to find, at last & surgery on NH where everyone is helpful and efficient.

Seeing different doctors on visits may be counter productive as each GP must familiarize themselves with the case history more continuity with the same GP I believe would be preferable.

I find the service really excellent. All the staff is very polite and cooperative/helpful. Specially Dr. Jenny Bedford is a wonderful doctor and also a very nice and grateful person. I really appreciate her skills and service. Overall the atmosphere of the clinic is excellent.

I have always had extremely good care.

I have had a long association, with this practice - since the days of the revered Dr. West, and have almost always, as far as I can recall and through many & various wealth problems, been elevated with great care and expertise. Hopefully Dr. Gillies will regular her health & return to us!

I'm new to the country and this surgery made it easy to register and see a GP.

It doesn't get the top mark because of telephone landline at reception! Often it isn't answered or it is kept on hold for several minutes.

I've always liked the staff and practice. Jack English.

I've been registered here for years. I am on very in frequent user but when I've needed support, it has always been there. Also, the receptionists to day were extremely polite & helpful which was a huge improvement as they have been horrid in the past. I really like Dr. Bedford but only booked lost minutes to get a slot - I didn't request her because my experience is that asking for a particular GP is very difficult.

Excellent care from Dr. Bedford & reception.

Friendly & understanding. Empathy and concern helpful.

I have had a private GP for over 30 years who retired in 2012. I was advised by some friends to register with Dr. Steeden of the NHS. Now, after nearly 2 years I understand why my friends recommended me to him. I will definitely recommend him to friends and family.

Generally very satisfied. I hear complaints about other surgeries which do not apply to this.

My GP Surgery is open, dynamic and progressive. My GP is great. The staff are helpful, smiling and open and gentle.

The administration at this practice is poor. The phone is seldom answered, referral letters get cost or take weeks to process. Booking appointments is very hard.

Thank you!

I think it is a very well practice and I feel very lucky to be a patient. I think very highly of Selina and Elaine.

Always very helpful and efficient.

Sometimes the nurse taking blood is not available therefore have to go to hospital for this, would be good to get my appointment on day nurse is at surgery (co-ordinated approach).

Dr. Hussein is very good!

The "walk-in" system or emergency system is especially helpful so that you can see a doctor immediately.

Friendly staff and very helpful.

From the comments of friends about other practices, I think myself very fortunate in being with this particular practice. Excellent!

High standard of care & service.

I am very satisfied with the practice. All doctors I met are warm & explain the situation very well.

I find doctor Hussein extremely good this is why I recommend this surgery to my friends. The problem is when we can not get an app. with him is our GP. Thank you.

I'm sure this surgery is one of the better ones in London today!

It's a very good practice.

Because I consider my GP to be excellent the only shame is that sometimes one needs to wait a few weeks him because he is usually booked up.
