

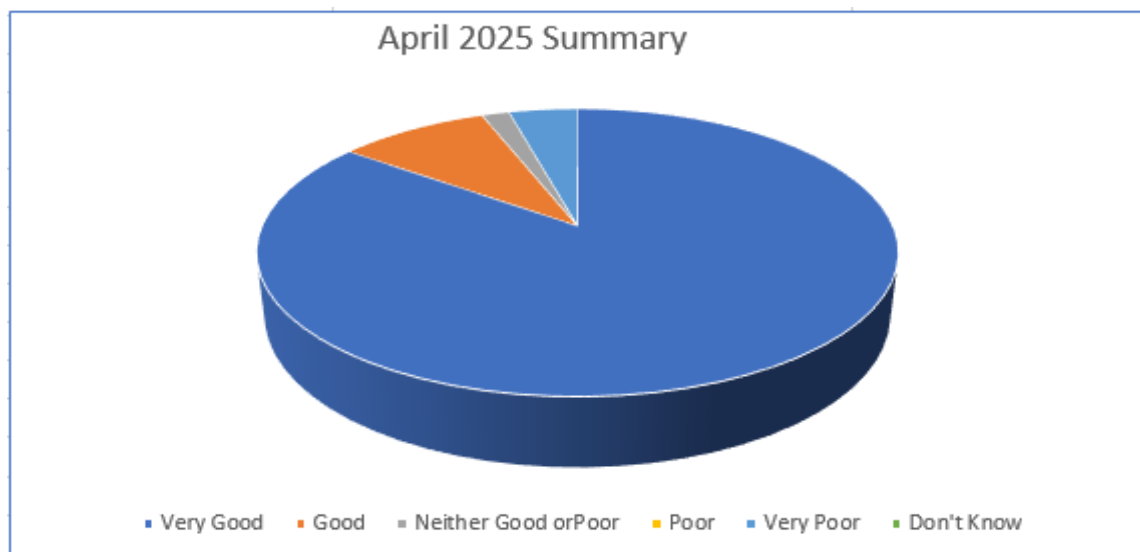
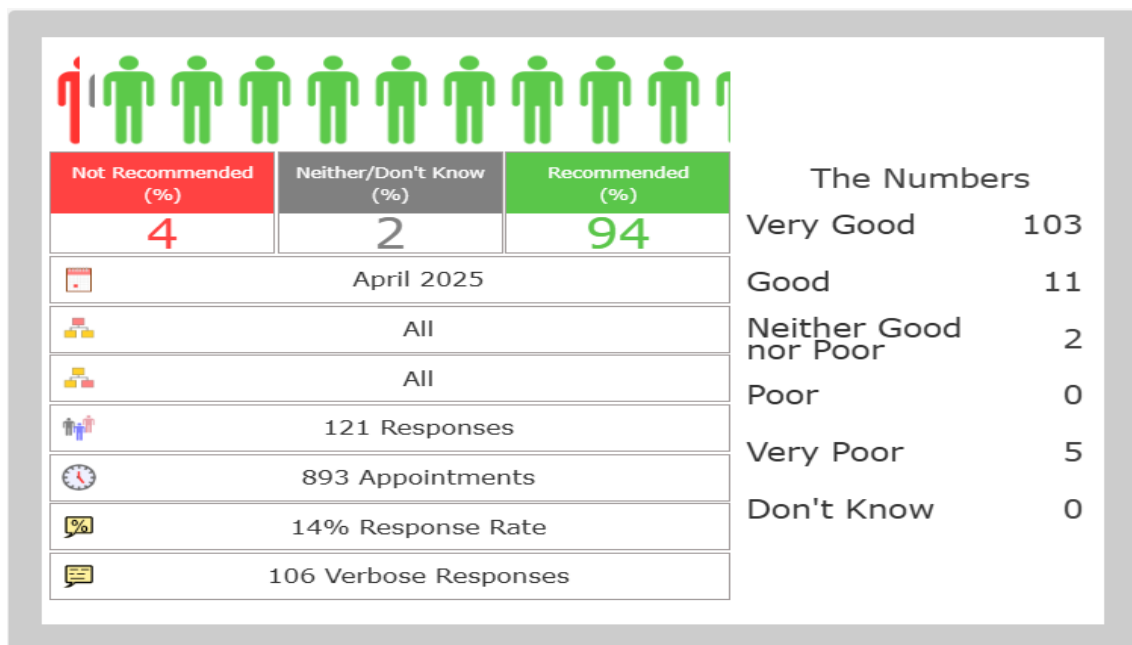


Compassionate, Community-Centred, Quality Care

FRIENDS AND FAMILY

You Said We Did

APRIL 2025



Very Good	103	85%
Good	11	9%
Neither Good or Poor	2	2%
Poor	0	0%
Very Poor	5	4%
Don't Know	0	0%

Department	Rating	Patients Response	Action
PM CLINIC GP	Very Good	Excellent patient care from the admin team, reception team and not forgetting to mention the Excellent care I received from the doctor very recently Myself and my partner always feel that we are so well looked after by all of you. Thank you	
AM CLINIC GP	Very Good	Dr Giles	
AM CLINIC GP	Very Good	The Dr was carrying and patient.	
Phlebotomy	Very Good	On time and with a lovely nurse	
AM CLINIC GP	Very Good	Very good I give 10 out 10	
PM CLINIC GP	Very Good	Really liked Dr Jones. Very good with children and she was super helpful thank you very much.	
PM CLINIC GP	Very Good	Felt at ease and put trust in doctor. Excellent service Thank you.	
Phlebotomy	Very Good	Such a lovely nurse!	
AM CLINIC GP	Very Good		
AM CLINIC GP	Very Good		
PM CLINIC GP	Very Good		
Medical Student	Very Good		
AM CLINIC GP	Very Good		
Phlebotomy	Very Good	Lovely staff and a very kind nurse	
AM CLINIC GP	Very Good	At my appointment I was given a bit of time to talk about a couple of slightly difficult issues, and I felt listened to in a very thoughtful way.	
AM CLINIC GP	Good	Waited 10 minutes to be seen and was in and out in 5	
AM CLINIC GP	Very Good	Did not have to wait too long, Dr Smart was very helpful.	

Department	Rating	Patients Response	Action
Phlebotomy	Very Good	The phlebotomist was kind gentle and informative. Reception was efficient and friendly. Surgery environment was spotlessly clean and comfortable, quiet and calm.	
AM CLINIC GP	Very Good	Clean comfortable waiting room, helpful reception. Consultation considered, explanation of treatment with follow up appointment arranged.	
Phlebotomy	Very Good	Very pleasant nurse and very careful and excellent	
Phlebotomy	Very Good	On time appointment. Doctor who did my blood test friendly and informative.	
AM CLINIC GP	Very Poor		
Nurse Associate	Very Good	Very efficient and on time. Thank you .	
AM CLINIC GP	Very Good	It was on time, and I felt the doctor listened and analysed my condition with a plan on how to tackle it.	
Phlebotomy	Very Good		
AM CLINIC GP	Good		
Phlebotomy	Very Good	An immediate appointment and a super charming blood taker!	
AM CLINIC GP	Very Good	I was able to see the Doctor who knows me so we could deal with several matters in quite a short time	
Phlebotomy	Very Good	Val is very welcoming and good at taking blood	
AM CLINIC GP	Very Good	The doctor was very patient and kind and she was right to do a urinary test even if my daughter did not have the expected common symptoms because it turned out that the test was positive. The medicine she was prescribed seems to be working. Thanks	
FY Doctor session	Very Good	Experienced doctor, focused on outcomes	
Phlebotomy	Very Good	The phlebotomist listened to me and was able to submit my blood tests done by an outside lab so I didn't need to do them again. Very proactive and problem-solving!!	
Phlebotomy	Very Good	She's very nice to me.	
FY Doctor session	Very Good	Excellent doctor with up to date knowledge and a willingness to involve me in every aspect of our discussion about my care.	
Phlebotomy	Very Good	Phlebotomist was lovely. So caring and sweet	
AM CLINIC GP	Good		

Department	Rating	Patients Response	Action
Phlebotomy	Very Good	The nurse was super-efficient and friendly. She explained everything very well. I had to wait for my appointment but that wasn't an issue for me. When I pointed out that the doctor had forgotten to include a cholesterol test she added it.	
AM CLINIC GP	Very Good	It was good due to the actual GP. If I had come for the same issue with another GP I am not so sure I would have had issues listened to	
Phlebotomy	Very Good	Excellent apt with the nurse as always.	
Phlebotomy	Very Good	She was phenomenal and profession throughout.	
AM CLINIC GP	Good	I will be happier after closer examination which I'm waiting for an appointment with Chelsea Westminster As I still have the symptoms , bit of a mystery at the moment . Quite a normal reaction I would imagine	
PM CLINIC GP	Neither Good nor Poor	Waited a long time for my appointment and the Dr could not get rid of me quick enough	
Phlebotomy	Very Good	Seen before my appt time by very friendly practitioner.	
Nurse Associate	Very Good	Saw Klara who is always brilliant!	
AM CLINIC GP	Good	Appointment was delayed by a week, by staff sickness, otherwise it's a great service	
AM CLINIC GP	Very Good	Appointment was bang on time, reception was pleasant enough and most importantly Dr Giles was efficient and reassuring and directed me to the next step.	
AM CLINIC GP	Very Good	All medical details were thoroughly discussed & there was no pressure given towards time.	
AM CLINIC GP	Very Good	The best surgery. Wouldn't go anywhere else. Dr Carthy is always so kind and listens	
Phlebotomy	Good	The appointment was 3pm but I got seen at approx. 3:30 - otherwise all excellent, easy to arrange, lovely person who did the blood tests and the test itself was done efficiently and quickly	
Phlebotomy	Very Good	Everything perfect	
PM CLINIC GP	Very Good	I came into the surgery wondering why I was feeling like I did. I was put at easy and a plan of action was put in place. Thank you so much.	
Phlebotomy	Very Good	The nurse who took my blood pressure was kind and competent	

Department	Rating	Patients Response	Action
AM CLINIC GP	Very Good	Tanya was quick on time and well prepared. The follow up message was quick and helpful. Appt arose from a Patches enquiry with a very speedy response	
FY Doctor session	Very Good	Listened to my need, examined my ears. Gave solution and now awaiting appointment	
Phlebotomy	Very Good	Quick, efficient and friendly	
Phlebotomy	Very Good	I really like the nurse, she makes me feel incredibly comfortable with my anxiety. Love surgery	
AM CLINIC GP	Very Good	My GP is only my friend and she care about my health better than everyone	
Phlebotomy	Very Good	Because it is true	
PM CLINIC GP	Very Good	I got fairly prompt attention.	
Phlebotomy	Very Good	Excellent care, quick and efficient but also caring. Well done. Lilyville is always a pleasant surgery to visit, great team.	
FY Doctor session	Very Good	I get to finally see a GP in person	
PM CLINIC GP	Very Good	On time helped with issue	
AM CLINIC GP	Very Good	Very efficient and the GP herself was excellent. Listened to exactly what I was saying and asked thoughtful questions. Finished with immediate action taken and not feeling rushed or over looked.	
Phlebotomy	Very Good	She is excellent as always	
Phlebotomy	Good		
AM CLINIC GP	Very Good	No waiting efficient check in	
Phlebotomy	Very Good	Staff very polite and professional and was seen on time	
Phlebotomy	Very Good	Very good	
Medical Student	Very Good	Such a lovely Doctor who listen to me and gave me time to go through my medical problems and made sure we could find the best solution. I love my GP surgery for almost 34 years by now.	
Phlebotomy	Very Good	I was seen on time and my process was dealt with very professionally by a warm, friendly nurse.	
Phlebotomy	Very Good	Professional and skilled	
Phlebotomy	Very Good	On time and efficiently delivered	
Medical Student	Very Good		

Department	Rating	Patients Response	Action
Phlebotomy	Very Good	She was doing her job as a professional	
FY Doctor session	Very Good	Helpful productive well-paced conversation. Nice balance of listening and action	
FY Doctor session	Very Good	I liked Dr Ching (met for the first time), she is very caring, reception desk work is also very good .	
AM CLINIC GP	Very Good	The way I was treated with respect	
Phlebotomy	Very Good	A welcoming charming lady took my blood pressure, my pulse and blood sample, very efficiently and painlessly and I was in and out in 15 minutes.	
Phlebotomy	Very Good	Nurse was very kind and friendly	
Phlebotomy	Very Good	Arrived early, and seen early. Very efficient and pleasant thank you.	
PM CLINIC GP	Very Good		
AM CLINIC GP	Very Good	My doctor was very helpful kind and informative Thank you	
PM CLINIC GP	Very Good	Dr. Hannah has been so compassionate; she's been very kind with me. I'm very grateful for her support.	
AM CLINIC GP	Very Good	Dr Carthy is delightful and answered all my numerous questions and has suggested a good plan going forward.	
Nurse Morning Session	Very Good	The entire routine went very smoothly, and the nurse was not only helpful but very friendly.	
Phlebotomy	Neither Good nor Poor	I had submitted a request for an additional blood test on the day that I was to get a blood test for my Haemoglobin levels which was booked a month ago. The hormone blood request was okayed but the details were not downloaded leading to wasted time	We are reviewing our process for managing same-day test requests to ensure all approved tests are correctly uploaded and available ahead of appointments. Discussed in clinical meeting 23.6.2025
AM CLINIC GP	Good		
PM CLINIC GP	Very Poor	The Doctor did not even bother thoroughly checking up my son. She did not check feel his belly which I later noticed was rock hard. All she did was listen to his chest and check his ear and throat. The Dr's behavior was immature and unprofessional.	We have reviewed your feedback and shared it with the clinical team as part of our commitment to improving patient care. A reminder has been issued about the importance of thorough assessments and clear communication during consultations.

Department	Rating	Patients Response	Action
FY Doctor session	Very Good	Appointment near enough on time. Dr Fung was in-depth in his questioning, examination and conclusion that needs a follow up.	
Phlebotomy	Very Good	Always a warm welcome to the surgery and the Doctors listen to your reason for being seen.	
Phlebotomy	Very Good	Very efficient and informative staff	
PM CLINIC GP	Very Good	The attentions and the advice given by Dr Orij was fantastic. Very diligence at her work and very precise to her work Ethics	
PM CLINIC GP	Very Good		
Phlebotomy	Very Good	The doctor who attended to me was very kind and explained everything	
Nurse Associate	Very Good	On time and pleasant experience	
PM CLINIC GP	Very Good	Dr Jones is an excellent GP	
Nurse Associate	Very Good	Prompt response, caring and courtesy.	
PM CLINIC GP	Very Good	The Doctor I saw was very understanding and personable. Was knowledgeable about my situation and offered a couple of options to try. I felt like she took me seriously and made me feel heard	
AM CLINIC GP	Very Poor	Appointment cancelled by you at the last moment so a satisfaction survey request seems inappropriate	Appointments are only cancelled at short notice when absolutely necessary, such as in cases of staff illness where it is not possible to arrange locum cover in time. We always aim to inform patients as quickly as possible and offer alternative appointments wherever we can.
AM CLINIC GP	Very Good	Very short wait in reception, clinician was knowledgeable, friendly and efficient.	
Phlebotomy	Good	Because I thought it was good had to wait a while but got my blood test done in the end thank you	
Phlebotomy	Very Good	Was fast, professional and hygienic	
Phlebotomy	Very Good		
AM CLINIC GP	Very Good	I had a few issues that needed dealing with and Dr. McKeogh was very patient and diligent in working through each with me. All to my satisfaction and with an ongoing plan in place	

Department	Rating	Patients Response	Action
AM CLINIC GP	Very Good	Polite helpful person who called me to rearrange	
Phlebotomy	Very Good	Great, friendly assistance from doctor	
PM CLINIC GP	Very Good	A really kind GP who order test very fast without delays	
AM CLINIC GP	Good	She suggested what I might have and referred me for an ECG. I want them to think more about what can be done today tho. Diet? Lifestyle recommendations? Etc	
AM CLINIC GP	Very Good	Because every question asked was given a very clear answer	
FY Doctor session	Very Good	Very effective, lovely staff. Doctor Wilson was excellent, very helpful and reassuring to the best course of action to investigate my medical concern. I recently moved to this health centre and so far feel very happy.	
PM CLINIC GP	Very Poor	I think the Dr she didn't know what she was doing and she wasn't prepared or read the child files, I feel like it was just wasting time and I didn't get any confirmation about the if she can transfer her or not.	All our clinicians are expected to review relevant records and be fully prepared for appointments. We are sorry if this did not come across during your consultation. Your concern about the lack of clarity around a possible referral is noted, and we will remind our team of the importance of clear communication and ensuring patients understand any follow-up plans.
PM CLINIC GP	Very Good	I've always experienced excellent support and help from the surgery from reception to the doctors	
Phlebotomy	Very Good	I was seen on time and the service was good as well	

Department	Rating	Patients Response	Action
PM CLINIC GP	Good	<p>Although my appt was about 1/2 late the Dr was thorough and listened</p> <p>You have notices saying to check in on the screen at reception but it was just a computer screen with lots of apps - not remotely user friendly!</p>	<p>We have a self-check-in system located at the entrance to the waiting area, which allows patients to check in for appointments with GPs, nurses, or other healthcare professionals. This helps to reduce queues and waiting times at reception.</p> <p>We understand that the screen may not appear user-friendly to everyone. The layout is managed by the software provider, and unfortunately, we are unable to make changes to its design. However, our reception team is always happy to assist anyone who needs help checking in</p>
Nurse Associate	Very Good	The appointment was punctual and I had all the tests needed for my condition even though I only went in for a blood test.	
Phlebotomy	Very Good	You asked me and I replied!	
Phlebotomy	Very Good	On time, pleasant encounter, professional	
AM CLINIC GP	Very Good	Outstanding care and support from the GP. Not rushed through, given ample time to discuss issues.	
Nurse Associate	Very Good	Prompt, professional and friendly	
Phlebotomy	Very Good	Efficient with request, which allowed a same day appointment	