

ASHBURN MEDICAL CENTRE : PATIENT SURVEY RESULTS February 2017

		Yes	No	N/A / Not answered
1	Did you find that person sympathetic and understanding during your consultation ?	100%	-	-
2	<p>Did that person involve you in the decisions about your care and treatment? Do you have any comments to make about the consultation</p> <ul style="list-style-type: none"> - It was a very good consultation - Excellent - Dr Seeber is a caring doctor and she listens to everything you say and helps you in every way she can and she makes you feel comfortable. Lovely person should have more doctors like her. - Dr Seeber was very helpful and understanding - Very nice - Annemarie was more than sympathetic & understanding. Could not do enough, she was excellent with us. - Very good - All I can say is that the nurse was very informative and helpful - Could not have gone better, very pleasant nurse. - Highly satisfied - I found the doctor very helpful - Pleased, very good - Very nice doctor - Dr Dixit is very caring and understanding of my conditions and needs - Very relaxing and informative - Very relaxing - Very helpful and understanding - 10 mins maybe not long enough - Very prompt, very pleasant doctor. Very understanding and friendly - Came out feeling better. - Very easy to talk to – felt at ease - Very good - Very approachable, listened to my mother's concerns and helped allay her fears - Very approachable and helpful - The way it is going – quite satisfied, even though everything needs improvement - Friendly, helpful about my asthma. - Very friendly and informative about my results and situation - Great consultation, helen was lovely - Very friendly, relaxed and non threatening - Very nice person - Linda was so helpful explaining everything to me. 	100%		

15	Overall are you satisfied or dissatisfied with the service we provide ? Very Satisfied Satisfied Dissatisfied Very Dissatisfied N/A not answered	70% 28% - - 2%		
----	---	----------------------------	--	--

If you have any comments on how you think we can improve any areas of the service we provide or if there is any information you would like to see on our website which isn't already included please list below :

Comments

- I am very glad I have come to these doctors.
- Not waiting too long to see a doctor, sometimes appointment for a week ahead.
- I find everything fine, no problems at any level.
- Very pleasant and easy to talk to the doctor I saw today which was Dr Houghton
- All staff are very professional, helpful and friendly. No improvements needed.
- I think everything is explained very good and all staff very helpful
- Good service
- They are all lovely members of staff
- Positive experience at C.O.P.D clinic
- I came on Friday to see a doctor, I felt that the doctor could not be bothered to deal with me and actually told me to see a nurse. I felt as though this was due to being "womans issues". I did not find this appropriate however Linda has put my mind at rest and told me what steps to take.
- As from 1st March 2017 I understand that telephone repeat prescriptions will not be available to order. As I do not have the internet I understand from reception that I have to post my repeat prescription, call in with it in person, or make arrangements with the pharmacy. I shall see what arrangements can be made at the pharmacy when I call in, or come in person. This will be very unfortunate for me in the long run.

|

|

|



