

Comment collection feedback: De Beauvoir Practice

Service	De Beauvoir Surgery, 30 Hertford Rd, London N1 5QT
Date of collection	4 October 2016 (two comments collected earlier)
Purpose	Part of HWH comment collecting programme in GP surgeries
Other information	Request to visit initiated by Healthwatch Hackney. Please note this report is based on a small number of patients at De Beauvoir Practice.
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1. Summary

- 17 comments were collected from patients during a Healthwatch Hackney comment collection session
- A further two comments about the practice were collected in other local venues between July and September 2016.
- 13/19 comments directly related to De Beauvoir Practice
- Other comments related to other local health services
- Feedback was overwhelmingly positive
- The average patient score for De Beauvoir surgery was 4.5/5
- No patient scored the practice lower than 4

2. What the practice is doing well

- Easy to book appointments
- Friendly reception staff
- Able to ask further questions
- Doctors are professional and informative
- Staff are efficient and caring/kind

3. What the practice could do better

- GP continuity
- More time during appointments
- More nurses and doctors
- More online booking/technology
- Option not to share medical information with receptionists
- Reduce waits for appointments

4. Profile of people who provided comments

- 7 patients (54%) were women, 6 (46%) were men
- Most (8/13) patients were aged 31-40 (see Chart 1)
- 5/13 did not have English as a first language.
- 1/13 patients found language was a barrier to accessing services
- 1 patient was disabled
- 1 patient was a carer
- Just under third of patients were White (see Chart 2)
- Just under third were White Other
- Just under a third Black or Black British
- 1 patient was Asian

Chart 1: breakdown of patients by age group

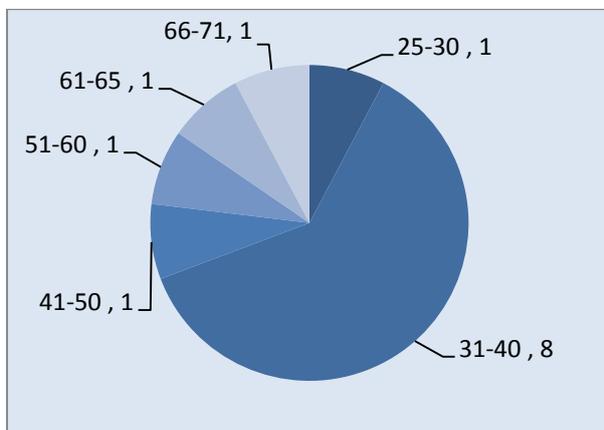
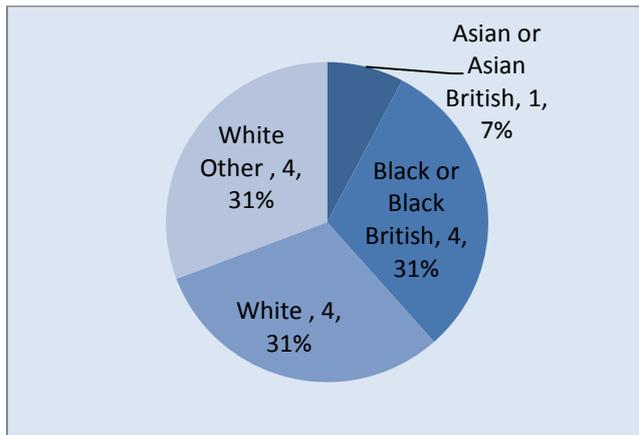


Chart 2: breakdown of patients by ethnic category



5. Patients' comments

Comment 1

The place is very close to my house and it's easy to get an appointment. They are always friendly and it's always clean. Unfortunately, there is not enough time to spend with my GP. I feel rushed. I would like to be able to see the same doctor every time but this is not possible.

Comment 2

My GP service is okay. It is the best GP so far. They are like my family. They are very patient, listening, explaining; helping me emotionally. They are caring. Maybe online appointment booking system will help technology is always very good.

Comment 3

I can get an appointment easily every time. The doctors are very good and reception is friendly. One thing I am not happy with is that receptionists are fully aware of my condition and test results. I would prefer this information was kept to me and my doctor.

Comment 4

It is very easy to get an appointment. The doctors are very professional. Receptionists are good. Nice, efficient, a good service It could be improved with more online technology

Comment 5

It is very easy to get an appointment. Receptionists are very friendly. The pharmacy is not too far. The doctors listen to me enough. There are not enough nurses. We should wait for to get an appointment 1 week.

Comment 6

The place is very close to my house. It is very easy to get an appointment. The doctors are very good and [appointments are] easy to schedule.

Comment 7

They are good and very helpful. I got an emergency appointment easily today. We can ask further questions when we need to ask about a problem. The receptionists are wonderful feel always kind. I have used the services 3-4 times since I moved to this area. I found De Beauvoir surgery much better than other surgeries. Maybe there could be less waiting time at the reception area while waiting to see a doctor.

Comment 8

Punctual appointments. There were a few cancelations. It would be better if there was a lower threshold for hospital referral

Comment 9

Overall satisfied. Quick booking appointments

Comment 10

Good overall - quick acceptance, no waiting, and good understanding and doctors' prognosis.

Comment 11

Quick service. Waiting time should be shortened and more staff and doctors should be provided.

Comment 12 - collected at Hackney Service Centre: 19 July 2016

I have been suffering from [long term condition] for 17 years now. The guys at that surgery have been amazing, Anytime I need an appointment for myself, I have it without being questioned. I have enough time to spend with my doctor and every time I have a question, he answers it. I know everything I need to know for my condition. Receptionists are very friendly and helpful too

Comment 13 - collected at Hackney Community College: 23 September 2016

Health checks work well. Really nice, very good, very kind