

Patient feedback: Latimer Health Centre

Service	Latimer Health Centre, 4 Homerton Terrace, London , E9 6RT
Date of collection	21 October 2016
Purpose	HWH comment collection programme in Hackney GP surgeries to obtain feedback on patient experience
Other information	Visit request initiated by Healthwatch Hackney.
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1. Summary

- 16 comments collected from patients at the health centre during a comment collection session on 21 October 2016.
- A further two comments about the practice were collected in other venues between on 30 August and 21 September 2016
- All 18 comments were directly related to Latimer Health Centre
- Feedback was overwhelmingly positive
- The average patient score for Latimer Health Centre was 4.4/5
- No patient scored the practice lower than 3/5
- Overall patient satisfaction with GP and practice is high

2. What the practice does well

- Easy to get appointments
- Friendly and knowledgeable staff
- GP is highly rated
- Clean surgery
- Efficient service which 'works well'
- Appointments happen on time
- Some patients are happy with the length of appointments
- Good communication

3. What the practice could do better

- Long phone 'holds' when booking appointments
- Two patients felt consultations were not long enough
- Surgery less efficient/harder to make appointments when GP is on leave
- Two patients mentioned concerns with medication

4. Profile of people who provided comments

- 10 patients (56%) were women and 8 (44%) were men
- Half were aged 31-50 (see Chart 1 for age profiles)
- 5/18 had English as a second language (ESOL)
- None felt ESOL was a barrier to accessing their GP/health care
- 3 patients were disabled
- 3 patients were carers
- A third of respondents were White
- A third were Black, a third Asian (see Chart 2 and Table 1)

Chart 1. Patient feedback by age

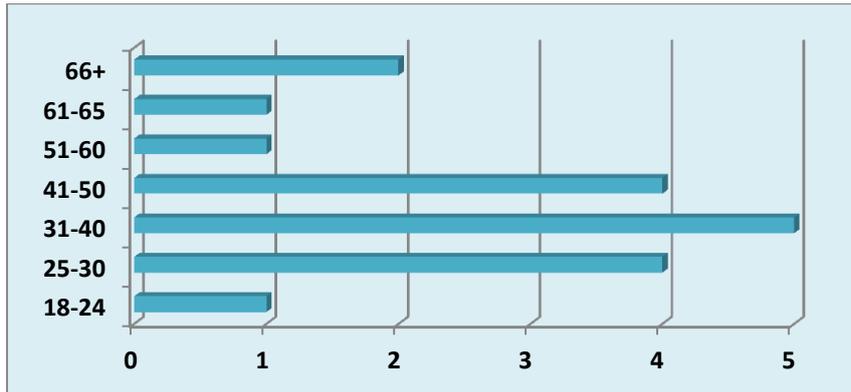


Chart 2. Ethnicity – broad categories

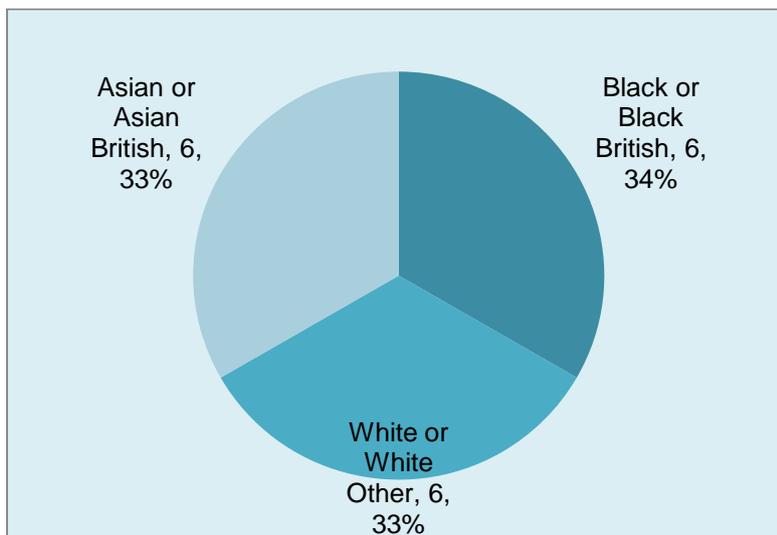


Table 1. Ethnic breakdown – detailed

African	3
African - Nigerian	1
African - Somali	1
English	1
Caribbean	2
Indian	3
Irish	1
Turkish	1
Chinese	1
British	1
Arab	1
Bangladeshi	2

5. Patients' comments

Comment 1

I have been using this GP since 1998 without problem. The consultations are long enough and making an appointment is quick and easy. The only issue is the temporary doctor working during the holidays. Then it is a bit hard to get an appointment. The Government should provide enough money for the NHS

Comment 2

Treatment is really rushed. The doctor does not take time to give an immediate answer. When I tried to make an emergency appointment they didn't have space. They were busy on Thursday. The GP needs more working time

Comment 3

GP is good. Communication is good. He has been at the practice a long time. Some delays/waits for consultation. Needs more staff.

Comment 4

GPs is good. Quick appointments and consultations are always on time. Hygiene is good and staff are always polite. Moved but didn't change GP. They are they are best. No improvements needed. Happy.

Comment 5

Doctor is good. Quite quick/easy to get appointments. GP needs more care staff.

Comment 6

Close to my house. Staff are friendly, Appointment times are good. Doctors do not always spend enough time. They do not answer second questions. Today there was no problem. More medical staff are needed so doctor can spend more time with patients

Comment 7

Staff are friendly and appointments are always on time. When regular doctors go on holiday the surgery has problem with waiting and appointment times. Replacement doctors should be planned in advance.

Comment 8

Friendly staff. Clean. The doctors are very good and when you ask a question they always answer and spend enough time with you. I am always able to book an appointment when needed. Not much [needs improving], everything works fine.

Comment 9

Appointment times are good. They keep to appointments times. Their responses were quicker today. I am very happy with the staff and doctors

Comment 10

Staff are friendly. Appointment times are good. I had an appointment last week and within 10 minutes doctor asked personal questions about his health condition. I wish doctors didn't dismiss education on medicines. I hope they learn more about medication. Doctor's understanding of medication is not good.

Comment 11

It works well. I'm happy with the blood pressure check. Nothing wrong. It has been my GP practice for over 13 years.

Comment 12

Service is good. I have been using the GP for 10 years. I am happy with the GP. Nothing is wrong.

Comment 13

Staff are friendly and appointments are always punctual. When the GP goes on holiday, there are problems with waiting and booking appointments.

Comment 14

It's ok and appointment times are good. Staff are lovely. Doctors are good but sometimes not. Last week everything was okay. We always have to wait a lot in the waiting area. One doctor gave me wrong medication.

Comment 15

It works well and is reasonable. Appointment times are really bad.

Comment 16

It's a great service. I used them last week. I had an operation Nothing [needs improving]. It really worked for me.

Comment 17 - collected 23 August, Hackney Service Centre

They are really good. They know what they are talking about. Easy to get appointment via phone if you wait long enough. Long hold on the phone

Comment 18 - collected 21 September at Hackney Community College

I think they are so good. They didn't just give you a prescription. They actually find out what's wrong with you. They're the best