

## Holborn Medical Centre Patient Survey 2023

Respondents 212

	28%	52%	11%	2%	7%
<b>Q 1: Ease of getting through to someone at GP practice on the phone?</b>	<b>60</b>	<b>110</b>	<b>24</b>	<b>4</b>	<b>14</b>
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Havent tried
<b>Positive 80%</b>					

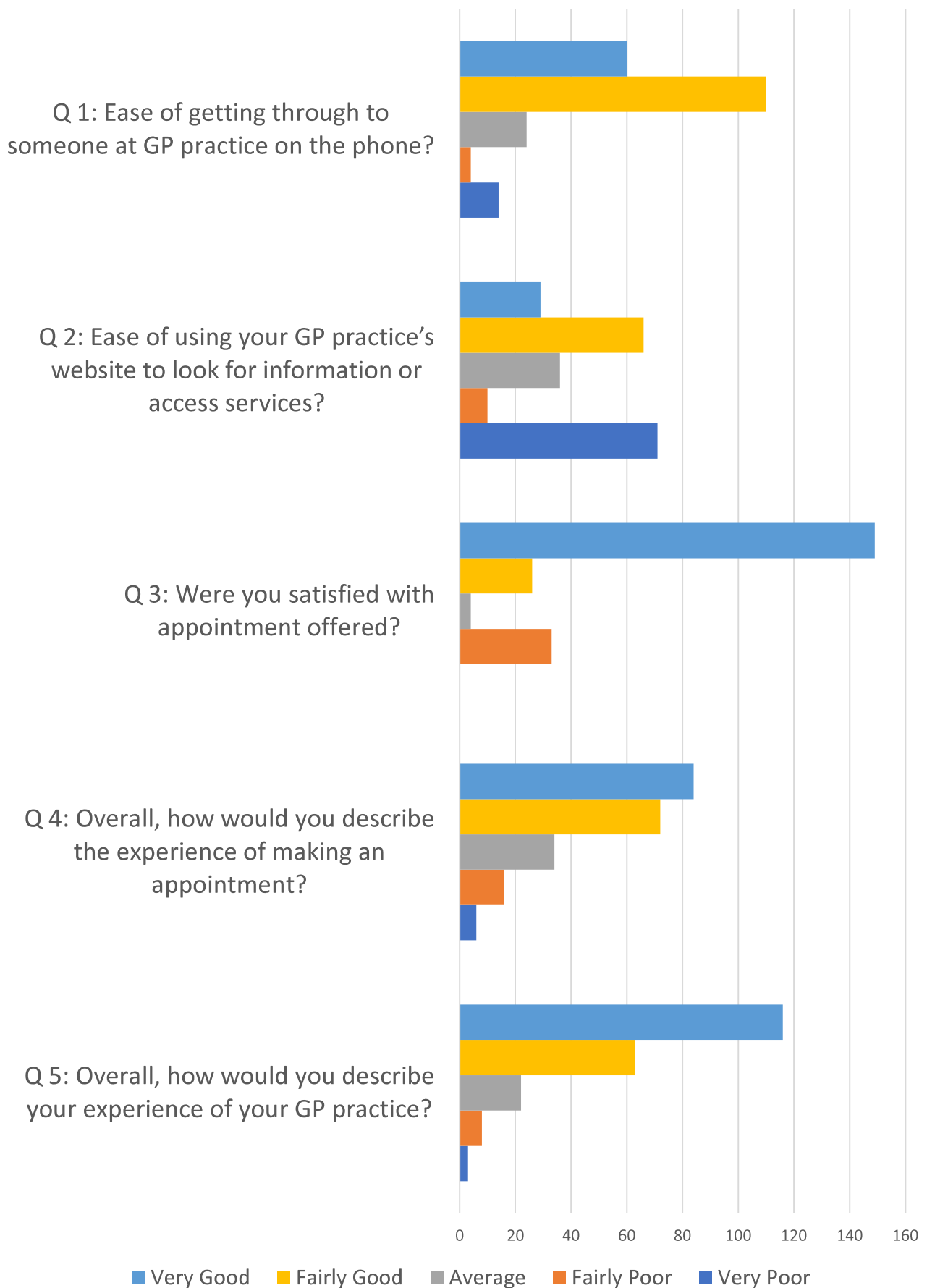
	14%	31%	17%	5%	33%
<b>Q 2: Ease of using your GP practice's website to look for information or access services?</b>	<b>29</b>	<b>66</b>	<b>36</b>	<b>10</b>	<b>71</b>
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Havent tried
<b>Positive 45%</b>					

	70%	12%	2%	16%
<b>Q 3: Were you satisfied with appointment offered?</b>	<b>149</b>	<b>26</b>	<b>4</b>	<b>33</b>
	Yes, and I accepted the appointment	No, but I still took the appointment	No, and I did not take the appointment	I was not offered an appointment
<b>Positive 83%</b>				

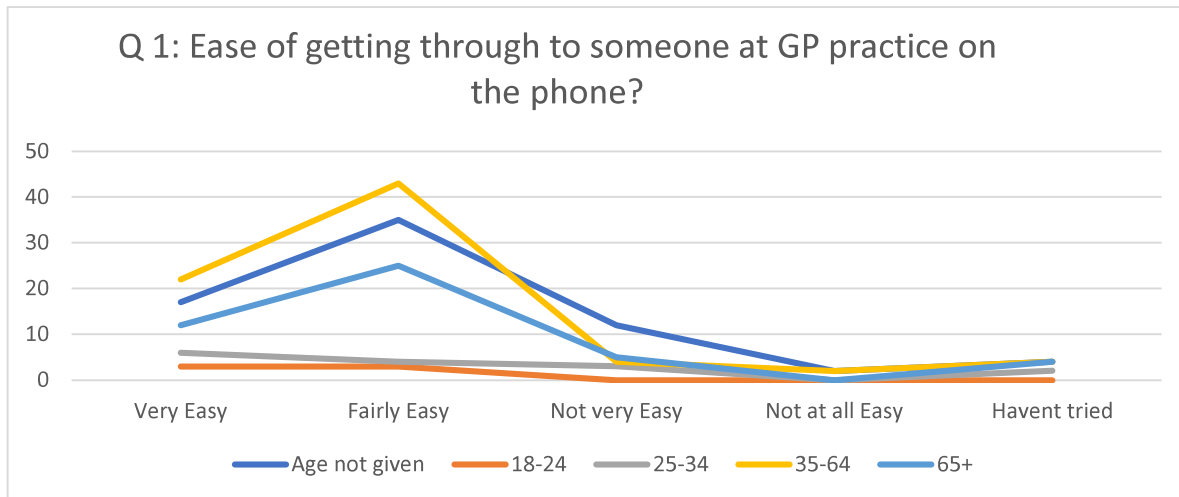
	40%	34%	16%	8%	3%
<b>Q 4: Overall, how would you describe the experience of making an appointment?</b>	<b>84</b>	<b>72</b>	<b>34</b>	<b>16</b>	<b>6</b>
	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<b>Positive 74%</b>					

	55%	30%	10%	4%	1%
<b>Q 5: Overall, how would you describe your experience of your GP practice?</b>	<b>116</b>	<b>63</b>	<b>22</b>	<b>8</b>	<b>3</b>
	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<b>Positive 84%</b>					

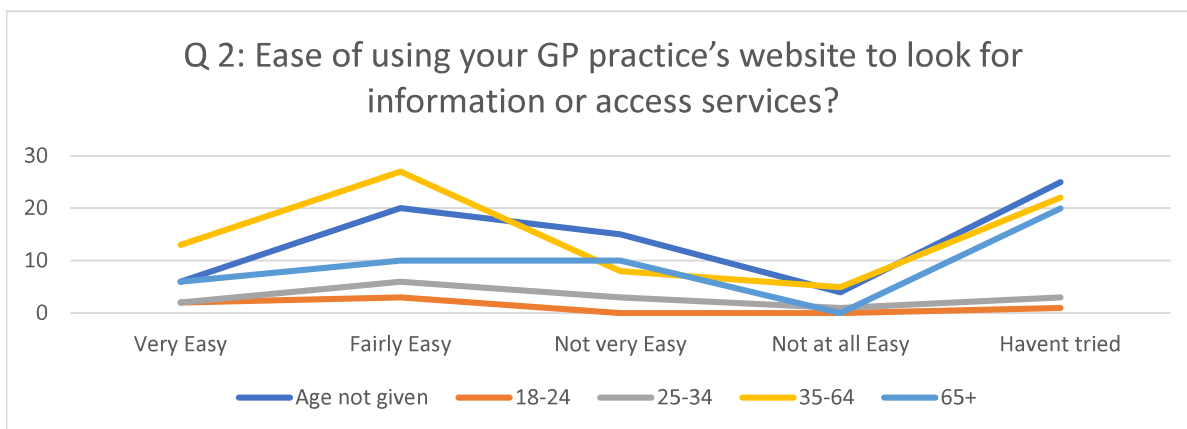
# Holborn Medical Centre Patient Survey 2023



## Each question broken down by age group

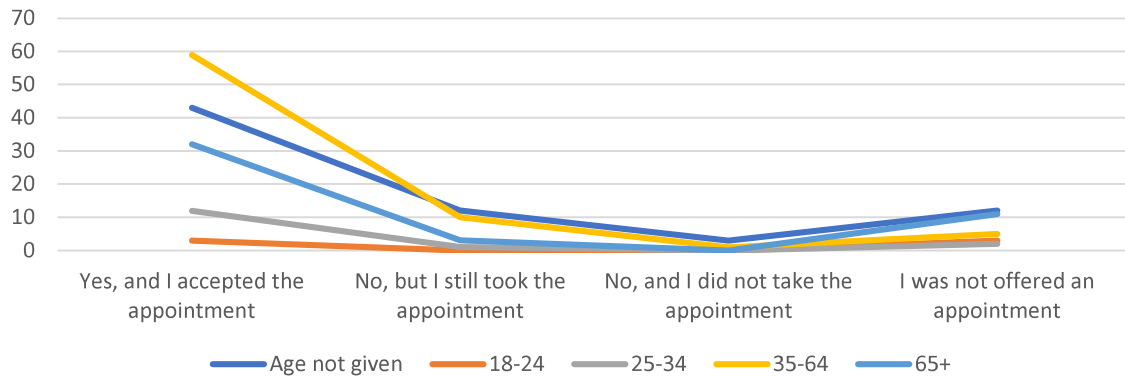


Q 1: Ease of getting through to someone at GP practice on the phone?	60	110	24	4	14
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Havent tried
Age not given	17	35	12	2	4
18-24	3	3	0	0	0
25-34	6	4	3	0	2
35-64	22	43	4	2	4
65+	12	25	5	0	4



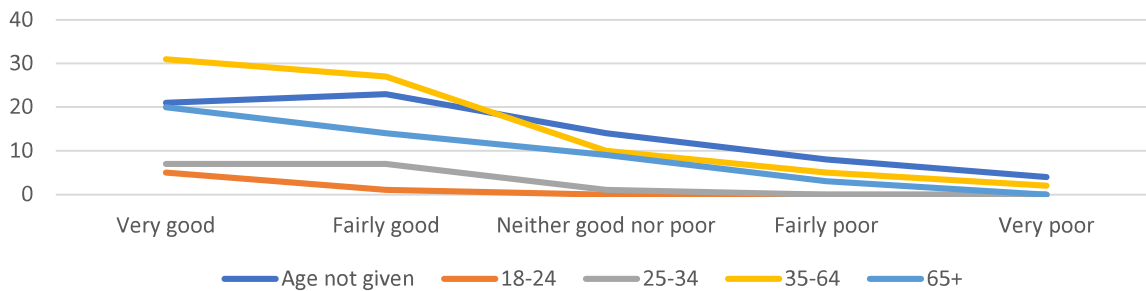
Q 2: Ease of using your GP practice's website to look for information or access services?	29	66	36	10	71
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Havent tried
Age not given	6	20	15	4	25
18-24	2	3	0	0	1
25-34	2	6	3	1	3
35-64	13	27	8	5	22
65+	6	10	10	0	20

### Q 3: Were you satisfied with appointment offered?



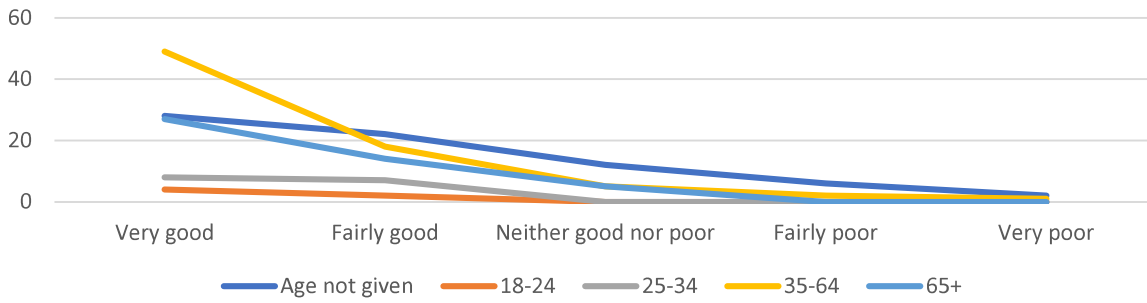
Q 3: Were you satisfied with appointment offered?	149	26	4	33
	Yes, and I accepted the appointment	No, but I still took the appointment	No, and I did not take the appointment	I was not offered an appointment
Age not given	43	12	3	12
18-24	3	0	0	3
25-34	12	1	0	2
35-64	59	10	1	5
65+	32	3	0	11

### Q 4: Overall, how would you describe the experience of making an appointment?



Q 4: Overall, how would you describe the experience of making an appointment?	84	72	34	16	6
	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Age not given	21	23	14	8	4
18-24	5	1	0	0	0
25-34	7	7	1	0	0
35-64	31	27	10	5	2
65+	20	14	9	3	0

Q 5: Overall, how would you describe your experience of your GP practice?

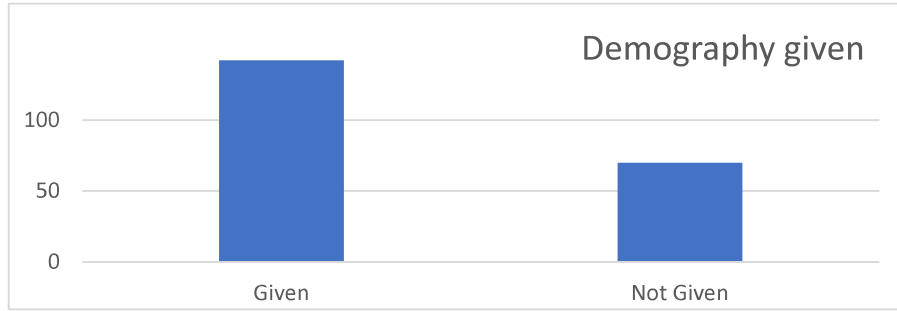


Q 5: Overall, how would you describe your experience of your GP practice?	116	63	22	8	3
	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
<i>Age not given</i>	28	22	12	6	2
<i>18-24</i>	4	2	0	0	0
<i>25-34</i>	8	7	0	0	0
<i>35-64</i>	49	18	5	2	1
<i>65+</i>	27	14	5	0	0

## Demographic breakdown of response

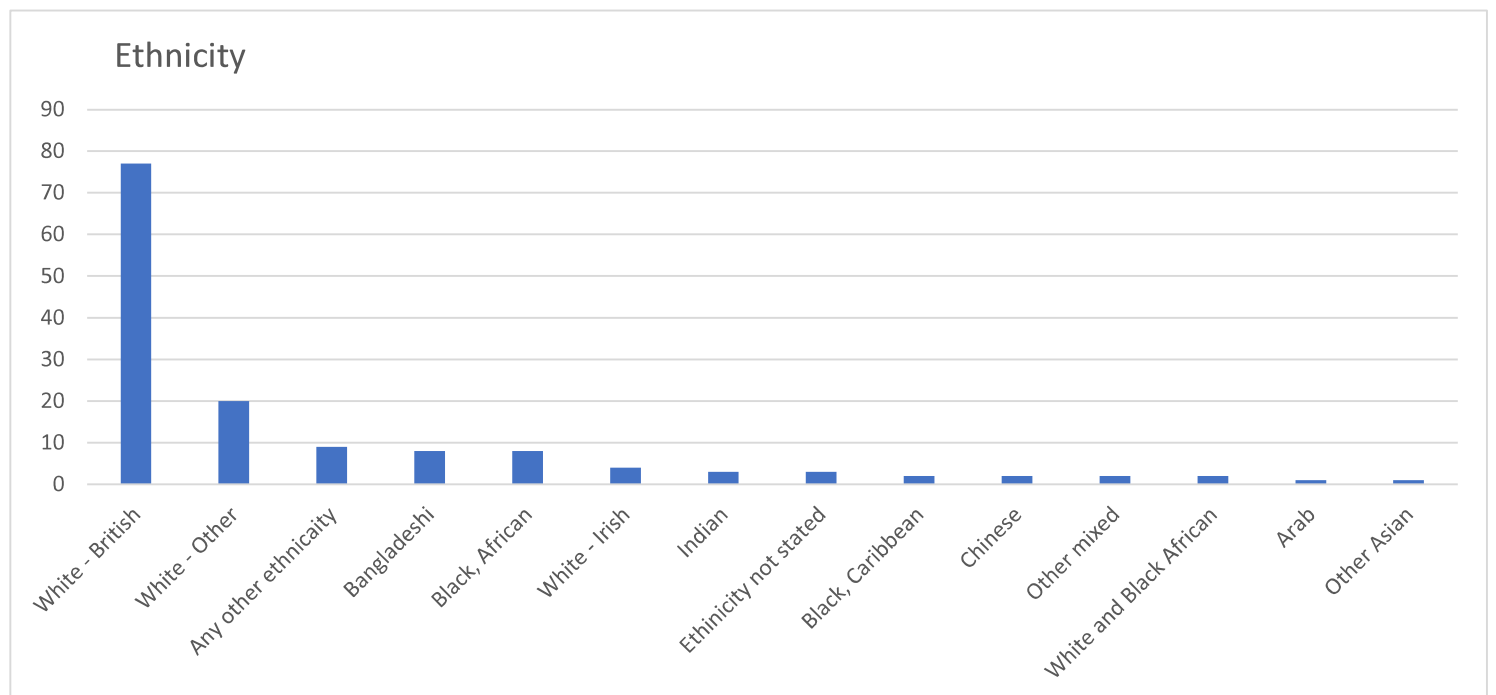
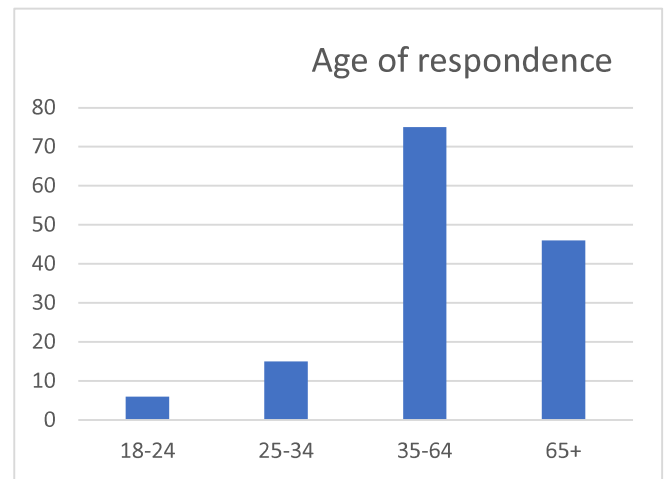
<b>Respondents</b>	<b>212</b>
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Demography	Given	Not Given
	142	70
	67%	33%



Ethnicity	Count	Percentage
White - British	77	54.2%
White - Other	20	14.1%
Any other ethnicaity	9	6.3%
Bangladeshi	8	5.6%
Black, African	8	5.6%
White - Irish	4	2.8%
Indian	3	2.1%
Ethnicity not stated	3	2.1%
Black, Caribbean	2	1.4%
Chinese	2	1.4%
Other mixed	2	1.4%
White and Black African	2	1.4%
Arab	1	0.7%
Other Asian	1	0.7%

Age Range	18-24	25-34	35-64	65+
	6	15	75	46
	4%	11%	53%	32%



Q 5: Overall, how would you describe your experience of your GP practice?	You may leave a comment here if you wish.
Very good	I dropped off the referral
Very good	Usually go to reception in person ...
Very good	Excellent as always for myself and my family
Very good	Good in an emergency
Very good	My Gp took time to hear my concerns and acted positively to resolve them.
Very good	Probably one of the best practices in London. I'm always amazed how responsive and knowledgeable everyone is when I'm receiving care from the practitioners and the receptionists.
Very good	Great staff and helpful
Very good	Amazing experience from start to finish. Receptionists were helpful at booking me in to speak to a doctor the same day. Doctor was caring, and really listened, and helped put my mind at rest.
Very good	Superb medical service
Very good	Friendly and patient staff
Very good	Top !! Very good indeed
Very good	Friendly and efficient, quick to respond and follow up
Very good	she was very nice and explained everything perfectly well.
Very good	The efficiency and care of this practice is exemplary, and has been for many years.
Very good	Helpful staff
Very good	Staff are very friendly & helpful. I have seen shockingly disappointing service in other GP Surgeries
Very good	offer Dr Codgrove a permanent position
Very good	Very well organised
Very good	Holborn Medical Centre has been a great support to me and my family, I feel very privileged to have a team of people from the receptionists, the nurses, doctors, pharmacists and care navigators.
Very good	Getting a face to face appointment is fraught with difficulties sometimes but when seen I can not fault the experience in any way. I have always felt well cared for.
Very good	I think the practice is operating fantastically, and I especially like the fact that when you phone in, it tells you where you are in the queue to talk to a receptionist. It makes it easier to plan if you have something else you need to do and how long you'll need to wait, approx.
Very good	The receptionist seem very helpful and polite.
Very good	Wonderful service
Very good	My doctor was wonderful. He was Empathetic and understanding
Very good	Dr purohit is fantastic. Some reception staff are also good but it's not consistent
Very good	Always excellent, thank you
Very good	excellent
Fairly good	A better appointment system. I sometimes have to phone back as the "books" weren't opened yet.
Fairly good	The clinical staff are very skilled and competent. It's just a pity it's so difficult to see them
Fairly good	I have met few problems: 1. I had an appointment then after arriving at the surgery, they told me the doctor have left. Then they set me a phone call, that was never received and when I call back .. I was in severe back ache and the person answered me lacks any communication ski
Fairly good	The clinicians are brilliant. The ability to get through and actually make an appointment can be really trying
Fairly good	I am happy with the serviced offered from the GP practise . Doctors and nurses are very prepared and always taken my problems seeiously and acted accordingly. My complains is on the lack of slots available for appts. The waitig list is too long even for a phone appt
Fairly good	Reception staff can be insensitive and indiscreet.
Fairly good	Medication listed on the app is often wrong which can make ordering repeat prescriptions difficult.
Fairly good	The online consult is easy to use, although it requires many answers to many questions. GPs are trying to do their best, but I wish the GP could refer me to specialists though.
Fairly good	There is always room for improvement but you are doing well, thank you for the survey that shows you care about your patients
Fairly good	It's evident that they are over stretched over worked
Fairly good	Had to wait 30 minutes on phone before speaking to reception.
Fairly good	Depends on who answers the phone at the GP. Some very helpful but others less so.
Fairly good	No thanks
Fairly good	Everything's good - try making appointments booking times more available dates - please fix bp monitor- it doesn't work pretty often
Fairly good	Unsure why you need a monthly medical review and why you want me to have an invasive hospital treatment instead of just changing the medication I had been on for 10yrs. Other than that a good service.
Fairly good	all the talkings through phone is quite em cold, but all the services in the centre in person is quite nice
Fairly good	Luckily I haven't had much contact with a fairly new practice as I have changed GP recently
Fairly good	Good care when actually able to see someone, but strange way of booking appointments for special clinics that only run once a week for example. Often told 'call back next month'. Have had smear cancelled multiple times and have been trying to rebook since March.
Fairly good	Receptionist Carol is fantastic just the system ! Overall happy
Fairly good	Sometimes receptionists can be rather abrupt,
Neither good nor poor	I think depends of the person you get on the phone. Some are helpful but some can be quite rude. I am referring to the receptionist or the ones on the admin.
Neither good nor poor	Absence of comparative makes judgement unsound
Neither good nor poor	I haven't really had much interaction with the surgery recently so it is difficult to be objective with this discussion.
Neither good nor poor	You should try videoconferencing tools
Neither good nor poor	Very hard to get appointment
Neither good nor poor	The advice provided by the GP was not sufficient. The GP must understand the need and want of the patient. Listening key
Neither good nor poor	Since I was diagnosed with cancer two and a half years ago I've had no contact with the surgery yet you receive monthly letters about my care. No one asks if I'm ok or coping
Neither good nor poor	There are many layers you have to go through and explain your symptoms to a non medical person before speaking to a clinician
Fairly poor	I'd rather book appointments online, but for whatever reason I don't have permission using all my NHS details
Fairly poor	Dr. Max Charalambos is a really great GP who has provided me with a very high quality of care and is respectful and thorough. Unfortunately I have had more negative experiences with some of the administrative staff at the practice who I have found disrespectful and dismissive.
Fairly poor	It's really difficult getting a GP to take your medical issues seriously and see you physically. A phone call cannot be enough to unequivocally diagnose a condition.
Very poor	I contacted the Practice Mnger with a yes or no question 2 mnths ago. I got no proper answer. I was told by an admin asst emailing for the PM, that they would reply. The initial reply ignored my question and was dismissive. Shame they could not provide the info I requested
Very poor	GP receptionist have a reputation amongst society of being abrupt, hostile and mean. The Holborn medical receptionist staff members have proven that to be true. They are extremely unfriendly, hang up on you on purpose when zero verbal abuse took place. And they do not truly care.

	Very Poor	Fairly Poor	Average	Fairly Good	Very Good
Q 5: Overall, how would you describe your experience of your GP practice?	3	8	22	63	116
Q 4: Overall, how would you describe the experience of making an appointment?	6	16	34	72	84
Q 3: were you satisfied with appointment offered?	0	33	4	26	149
Q 2: Ease of using your GP practice's website to look for information or access services?	71	10	36	66	29
Q 1: Ease of getting through to someone at GP practice on the phone?	14	4	24	110	60

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