



HOME OF THE
CHELSEA PENSIONERS

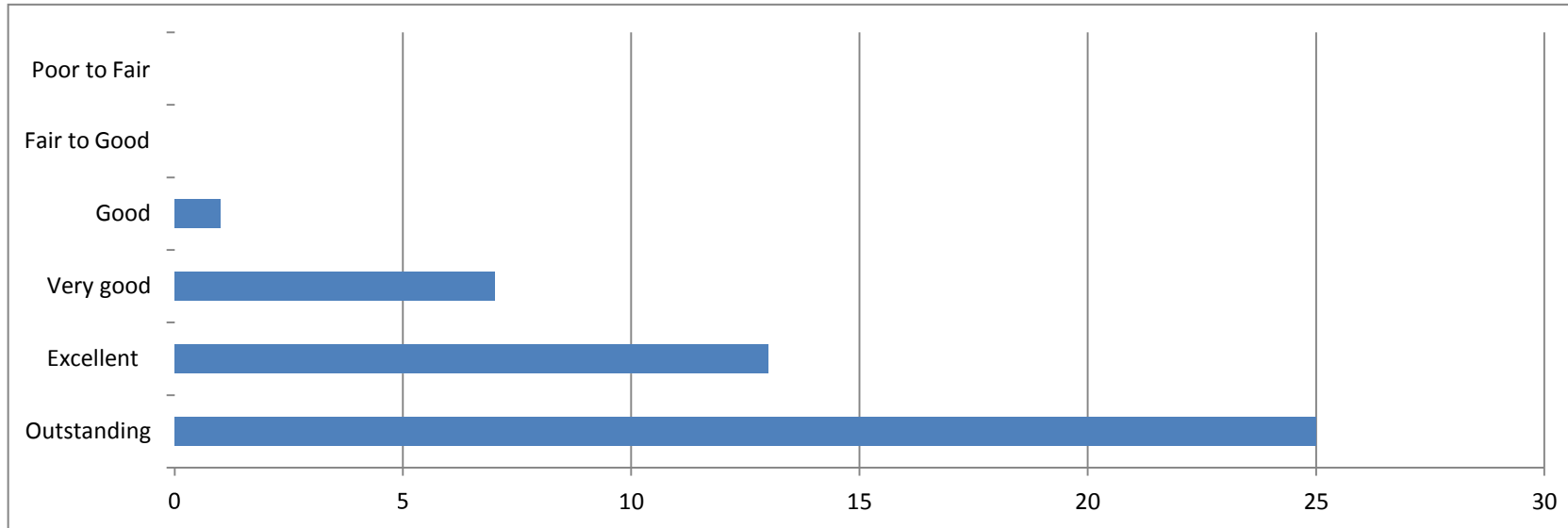
Royal Hospital Chelsea Medical Centre

Practice Questionnaire Survey Report 2018-19



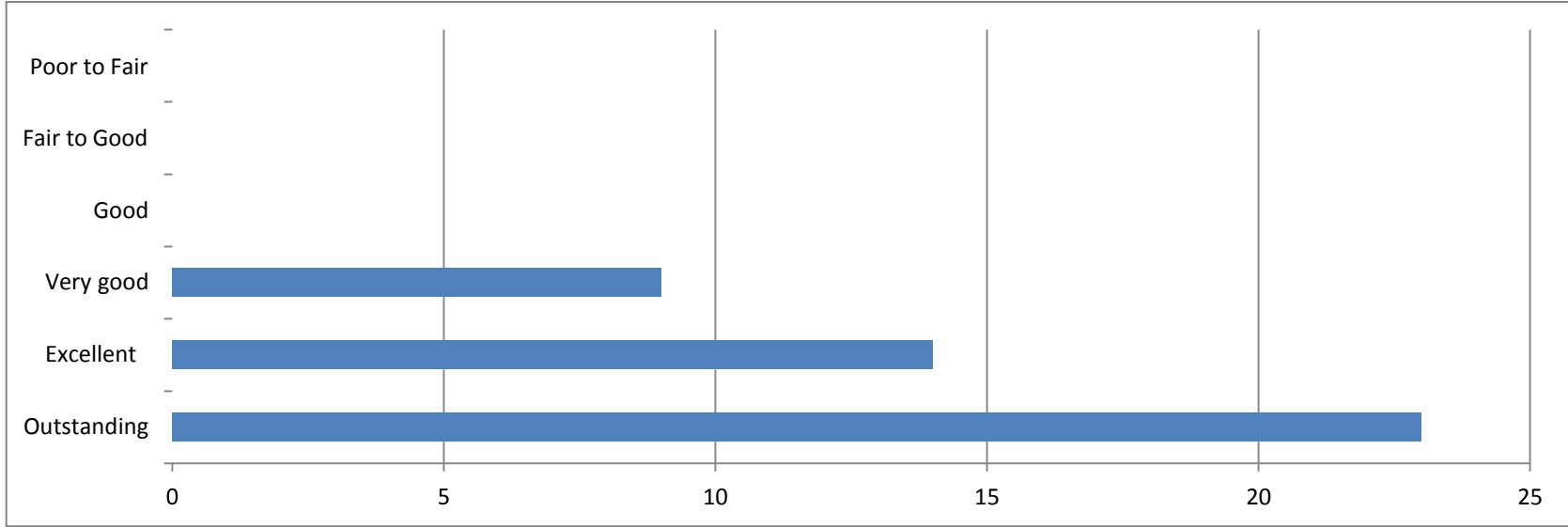
Royal Hospital Chelsea Medical Centre Annual Patient Survey Report 2018/19

Q1: Making you feel at ease (being friendly & warm towards you, treating you with respect, not cold or abrupt)



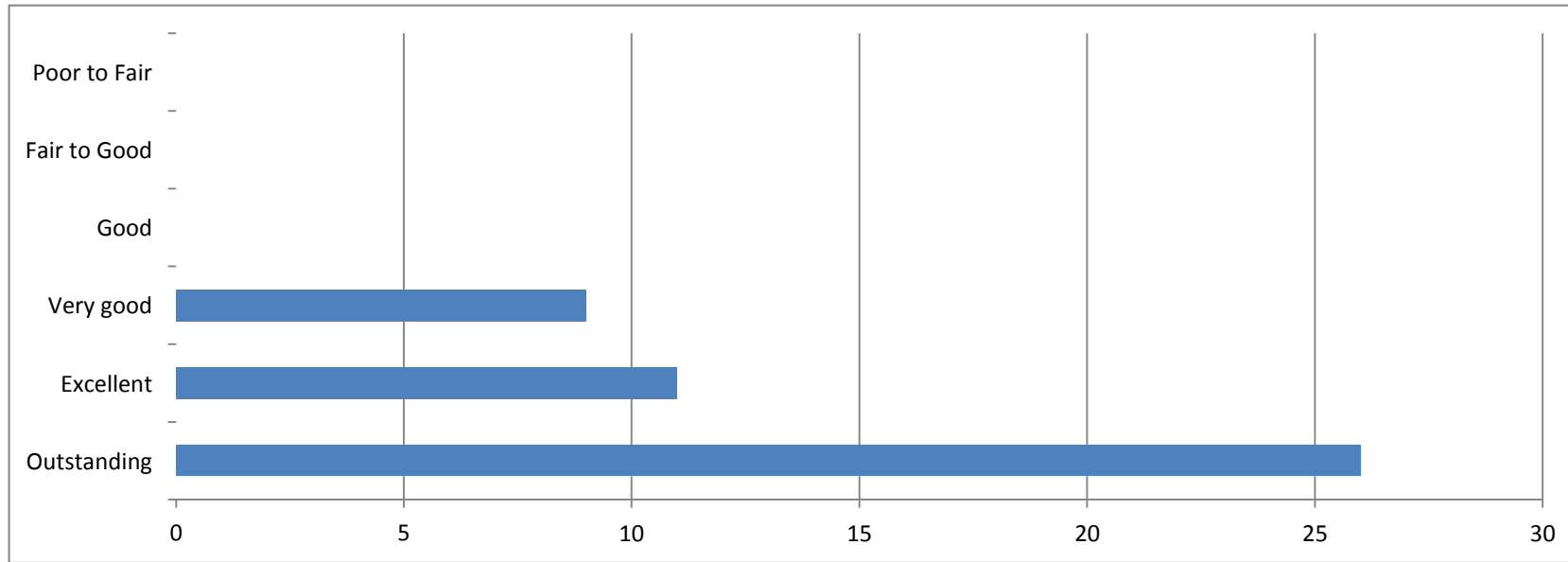
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	25	13	7	1	0	0	46
	Answered questions						46
	Skipped questions						0

Q2: Letting you tell “your” story (giving you time to fully describe your illness in your own words, not interrupting or diverting you)



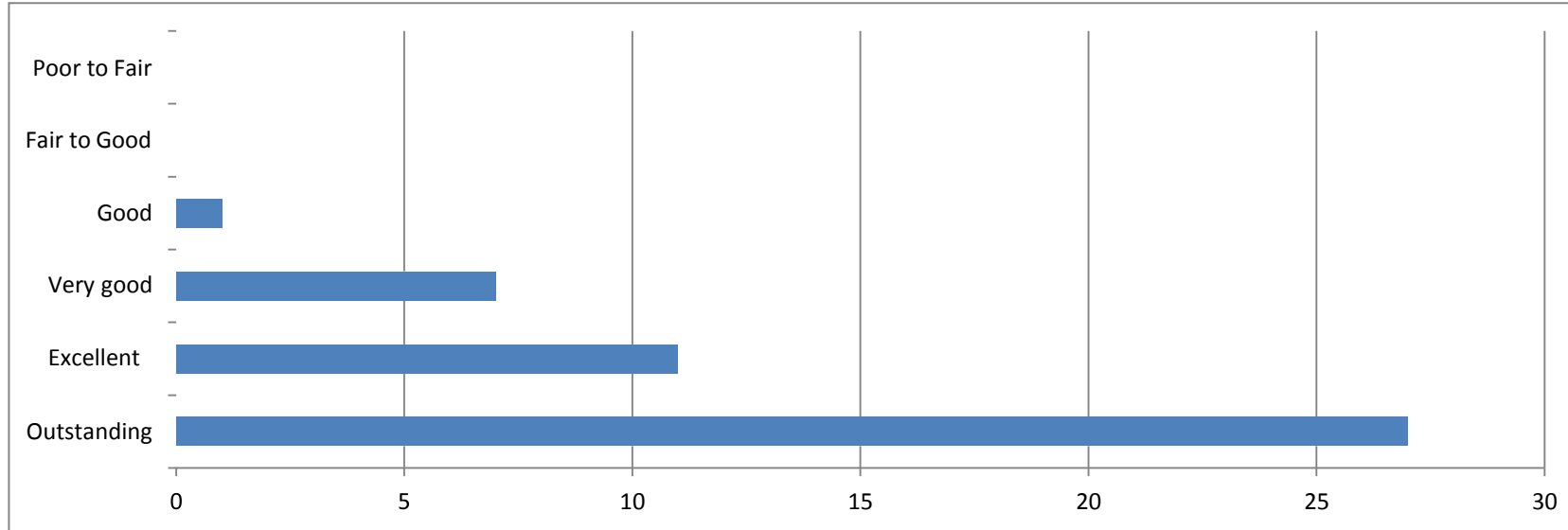
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	23	14	9	0	0	0	46
	Answered questions						46
	Skipped questions						0

Q3: Really listening (paying close attention to what you were saying, not looking at the notes or computer as you were talking)



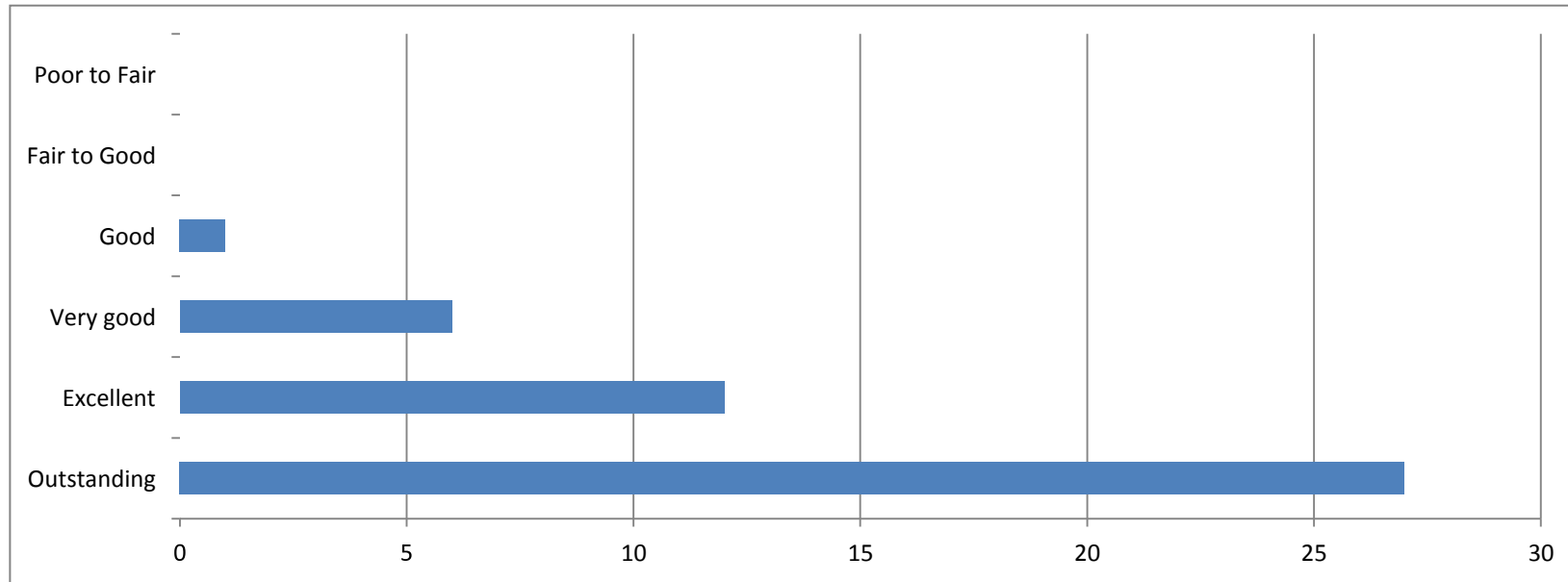
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	26	11	9	0	0	0	46
	Answered questions						46
	Skipped questions						0

Q4: Being interested in you as a whole person (asking/knowing relevant details about your life, your situation, not treating you as “just a number”)



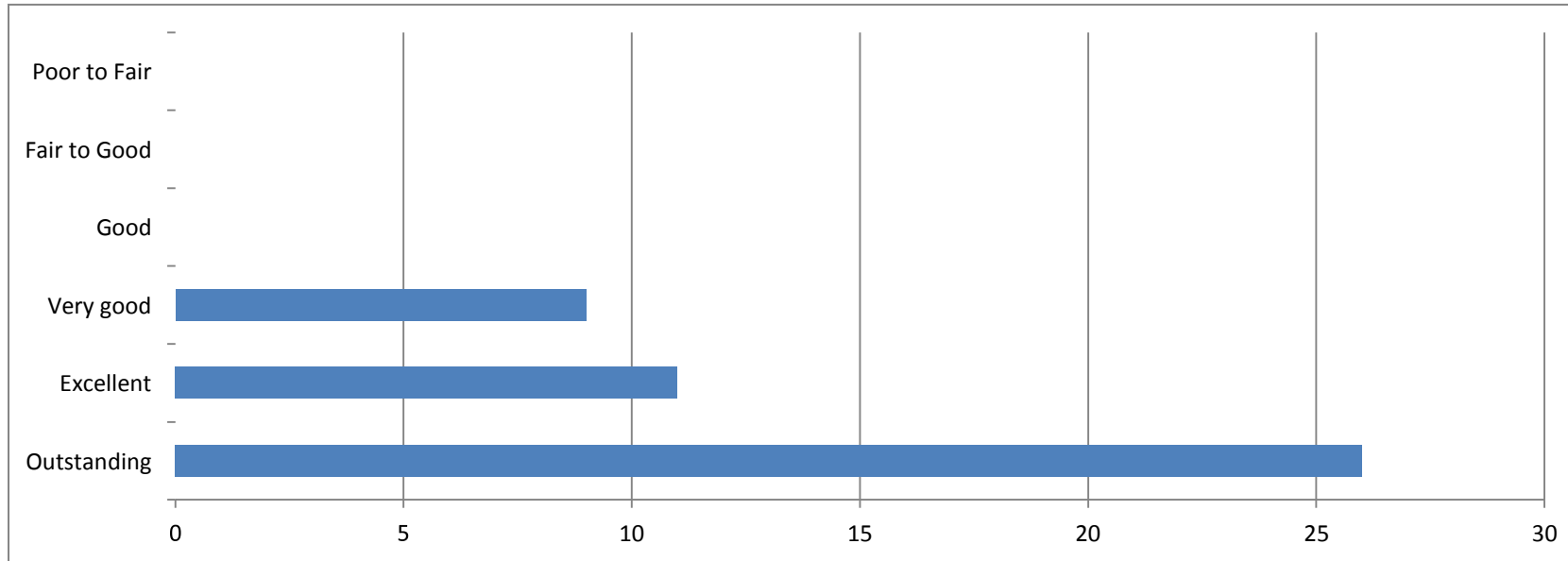
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	27	11	7	1	0	0	46
						Answered questions	46
						Skipped questions	0

Q5: Fully understanding your concerns (communicating that he/she had accurately understood your concerns, not overlooking or dismissing anything)



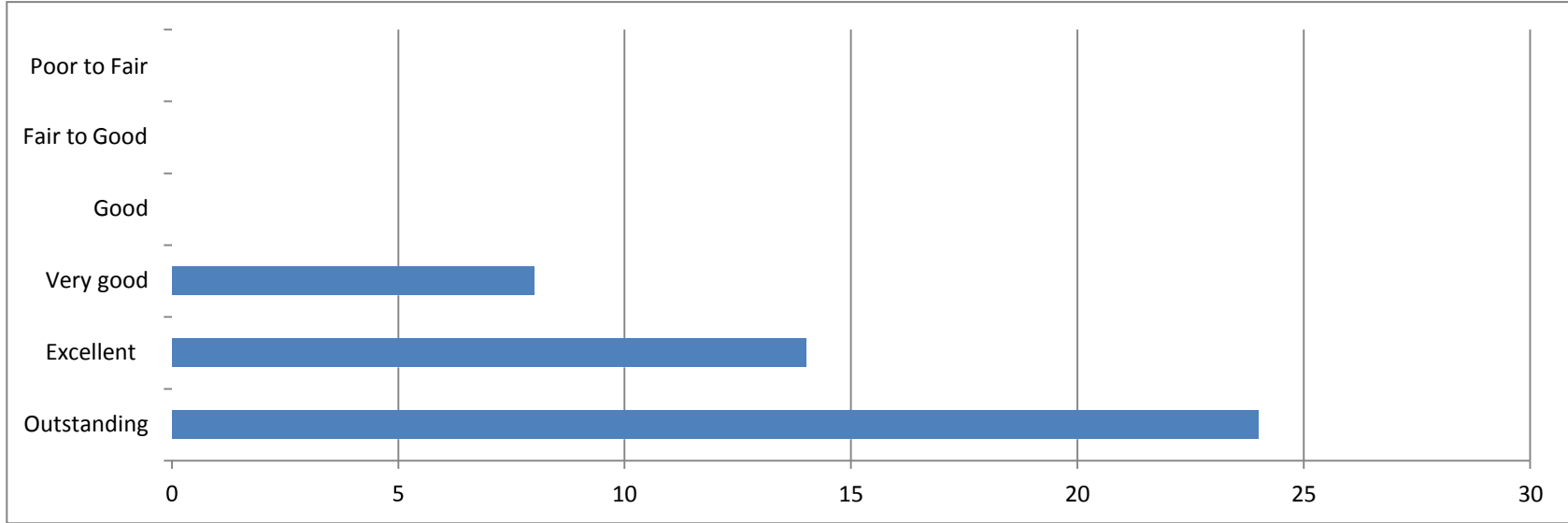
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	27	12	6	1	0	0	46
	Answered questions						46
	Skipped questions						0

Q6: Showing care and compassion (seeming genuinely concerned, connecting with you on a human level, not being indifferent or “detached”)



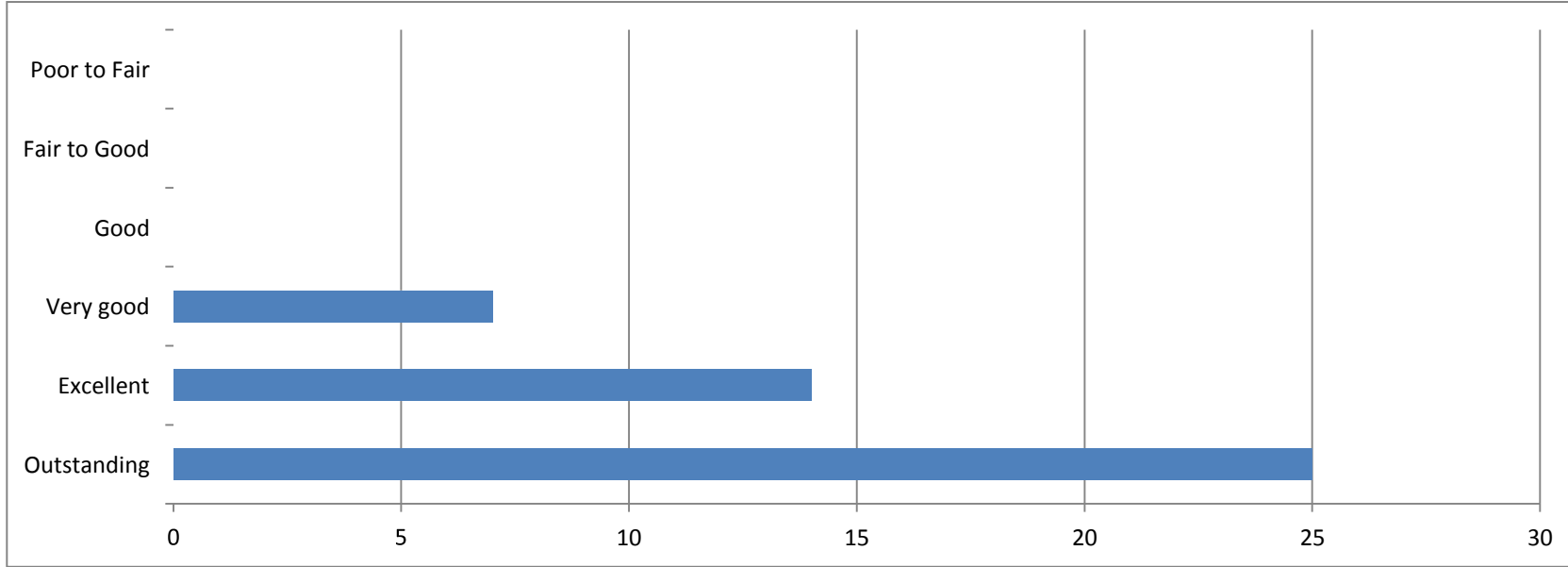
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	26	11	9	0	0	0	46
	Answered questions						46
	Skipped questions						0

Q7: Being positive (having a positive approach and a positive attitude, being honest but not negative about your problem)



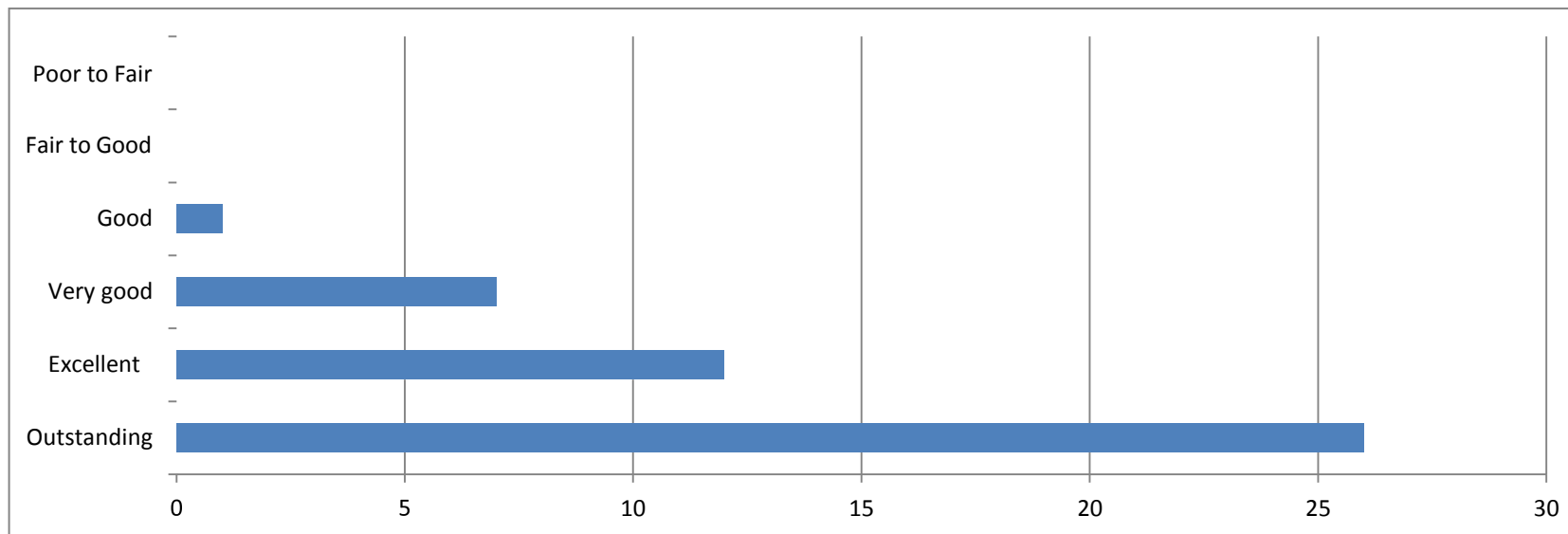
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	24	14	8	0	0	0	46
	Answered questions						46
	Skipped questions						0

Q8: Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information, not being vague)



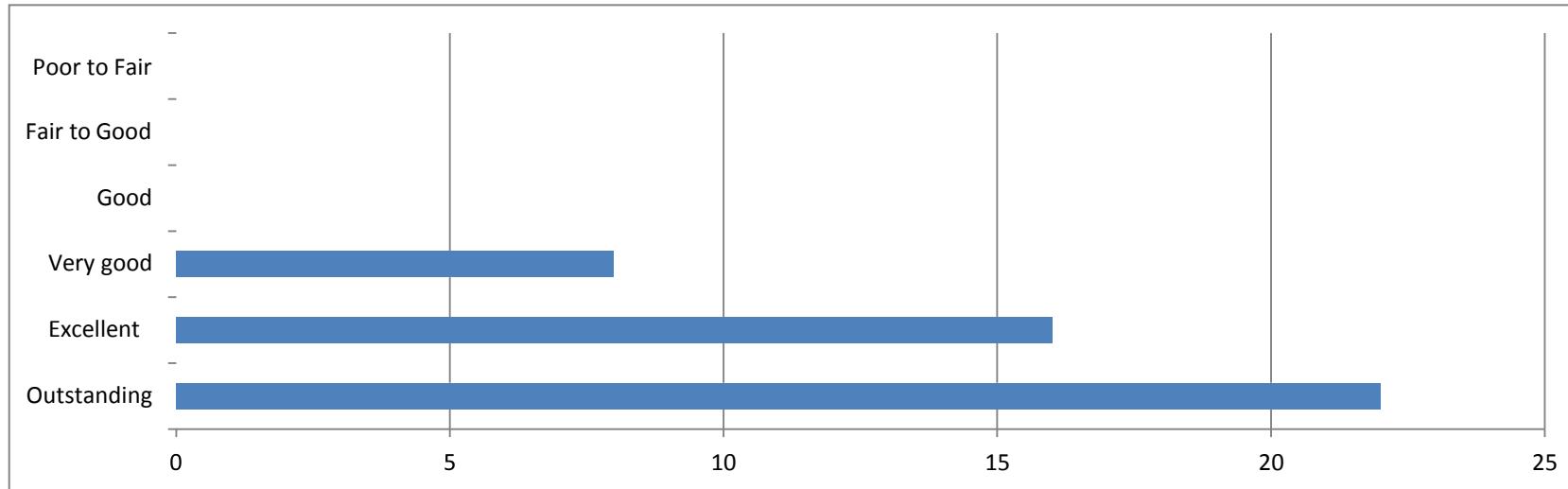
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	25	14	7	0	0	0	46
Answered questions							46
Skipped questions							0

Q9: Helping you to take control (exploring with you what you can do to improve your health yourself, encouraging rather than “lecturing” you)



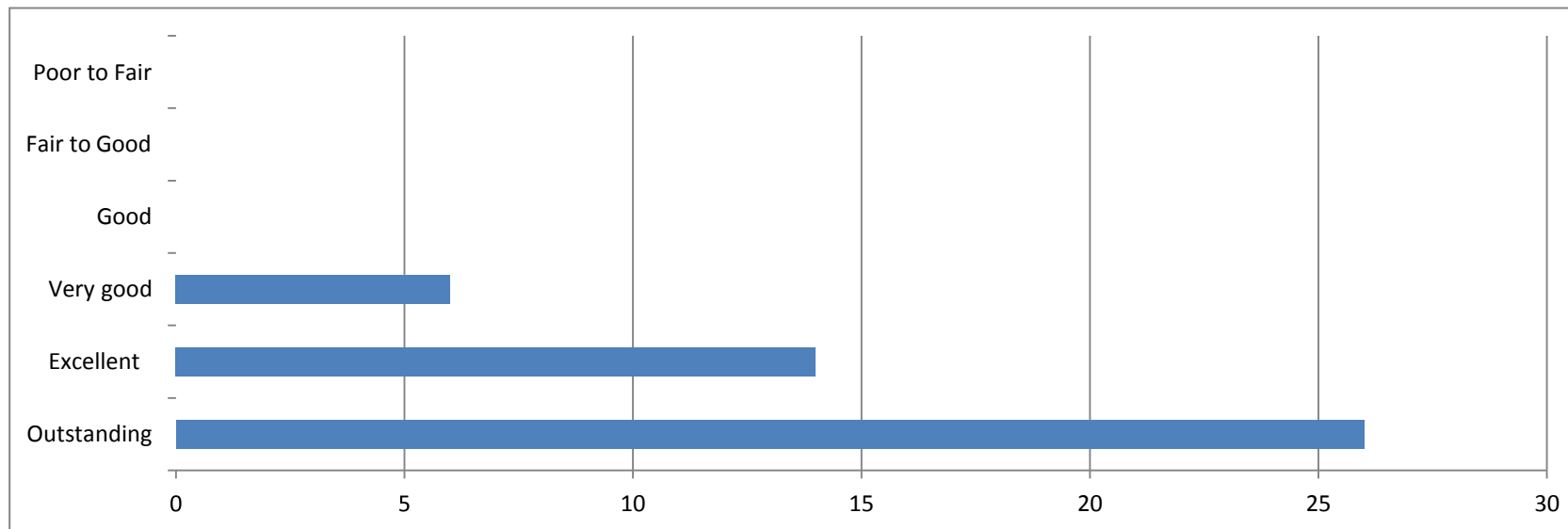
Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	26	12	7	1	0	0	46
	Answered questions						46
	Skipped questions						0

Q10: Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved, not ignoring your views)



Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	22	16	8	0	0	0	46
	Answered questions						46
	Skipped questions						0

Q11: Overall, how would you rate your consultation with this doctor/nurse today?



Answer options	Outstanding	Excellent	Very good	Good	Fair to Good	Poor to Fair	Response count
	26	14	6	0	0	0	46
	Answered questions						46
	Skipped questions						0

Report conclusion

The practice objective in undertaking this annual questionnaire was to ascertain how our patients perceived the service we provide to them, to identify areas in which we perform well but also to identify areas which require review and improvement.

Prior to undertaking our annual patient survey a meeting was held with our Patient Reference Group (PRG) members to discuss the methodology and question template to be used to ensure we collected information relevant to the services we provide and would help us identify any areas requiring improvement in the practice. It was agreed by the PRG members present to use the RCGP questionnaire as the focus is on the patient experience of their consultation with either the doctor or nurse.

The results of the survey of the 46 completed RCGP forms submitted, which equates to 15.3% of our practice population as of the last day questionnaires collected, have demonstrated that the practice continues to provide our patients with an excellent level of service, however even though the lowest rating received was good the practice will continue to engage with our PRG members and wider practice population to seek feedback from them on the services we provide to them to ensure we maintain our current level of service and implement adjustments after review / discussion.

We sent all our practice Patient Reference Group (PRG) members a copy of this summary to comment upon and we also discussed this with them at our PRG meeting held on 17th January 2019.

Our PRG members felt that the comments were a true reflection of the care they receive from the medical centre, and the format for future questionnaires will be discussed with them again at a later date.

We would like to take this opportunity to thank our patients and PRG members for taking the time to complete our questionnaires and attending our meetings, as the service we provide is for them and without their feedback we would not be in position to determine areas in which we perform well and areas in which we need to review and improve.