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## GP Patient Survey 2018 & Action Plan

424 Surveys sent out    58 Surveys sent back    14% Completion rate

### What our patients said that The Medical Centre does best:

- **92%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s).  
(Local (CCG) average: 77% National average: 79%)
- **88%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment.  
(Local (CCG) average: 83% National average: 87%)
- **95%** of respondents took the appointment they were offered.  
(Local (CCG) average: 91% National average: 94%)

### What our patients said that The Medical Centre could improve & our action plan are:

- **30%** of respondents usually get to see or speak to their preferred GP when they would like to. Local (CCG) average: 43% National average: 50%
  - To increase telephone appointment slots.
  - To have waiting list in SystemOne to call patients back.
- **54%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment. Local (CCG) average: 66%; National average: 62%
  - We do have quite a few different GPs both male & female now.
  - However, for emergency issues patients may have to see the duty doctor available on the day.
- **70%** of respondents describe their overall experience of this GP practice as good. Local (CCG) average: 81%; National average: 84%
  - We will strive hard to improve overall patient experience of our patients.
  - We have invested in new telephone system for the practice in Aug 2018.
  - We continue to train staff members to deliver better customer service.