

Kumar Medical Centre

Patient Survey Report 2016/17

Total Surveyed: 120

Male: 50

Female: 70

Age group 14-85

❖ COMMENTS

- ✓ Excellent staff and care is given by Doctors, staff, and Nurse.
- ✓ Overall the service is very good. All staff is approachable and helpful.
- ✓ Excellent surgery and staff. We need more surgeries like this.
- ✓ Dr. H Kumar provided excellent service to me and my family. Excellent doctor.
- ✓ Dr. H Kumar and all staff are very caring and friendly. The clinic is very neat and clean.
- ✓ Excellent service, everyone is helpful.
- ✓ Excellent practice and doctor. Very helpful in every way.
- Sometime the receptionist will make you hold for more than 10 minutes which is not good because you use your mobile phone to ring up.
- I don't feel my GP is as available as they should be.

❖ SUGGESTIONS (YOU SAID IT !!!!!)

- ❖ Please provide bin for waste.
- ❖ Need more chairs to sit down.

❖ Practice Action Plan (We did it !!!!!)

- ✓ Practice will provide bin in the waiting room.
- ✓ Reception staff will have training regarding telephone conversations and answering calls, to speed up their efficiency audits will also be performed.
- ✓ Practice will provide more chairs.