

Patient Survey Results – Patient Comments

Patients comments for Dr Tasharrofi:

- Very kind and approachable
- Deals with problems immediately
- Always has time for patients
- A pleasure to see

Patients comments Dr Harrison:

- Patients feel relaxed and made to feel welcome
- Always helps to best of her abilities
- Puts patients health and well being first

Patients comments of Dr Van Wyk:

- Very patient and always listens.
- Makes sure patients understand medication and how to take correctly
- ‘Pro-active’, asks relevant questions and listens to answers
- Always very helpful and kind

Patients comments of Dr Baig:

- Always helpful and professional
- Extremely good doctor
- Kind natured

Patients comments of Dr Reva:

- Good advice and didn't feel rushed
- Very helpful and thorough
- Very polite

Patients comments of Dr Maung:

- Gives good advice and very thorough
- Listens intently and reacts to questions and needs
- Very polite and charming

Patients comments of Locum doctors:

Dr Price:

- Very polite and understanding
- Extremely helpful

Dr Sargent:

- Very thorough and helpful
- Sympathetic and listens to patients

Patients comments of Dr Bansel:

- Very helpful and explains in detail so patients understand
- Good advice
- Listens very well to patients

356 patients answered the questionnaires.

Additional comments and improvements:

- ❖ Waiting times are too long. Sometimes can wait up to an hour.
- ❖ Different seats in the Pevensy Bay waiting room as they are too slippery.
- ❖ More appointments available at Pevensy Bay
- ❖ More doctors available at Pevensy bay
- ❖ Different or no music at all in the Stone Cross waiting room
- ❖ Transport to and from each surgery
- ❖ Westham surgery open 5 days a week for patients who are unable to get to the other surgeries
- ❖ Make online appointments be available for the day
- ❖ Not enough Pre-bookable appointment available
- ❖ Difficult to see registered doctor

Extra Services patients felt should be provided:

- ❖ Psychiatrist
- ❖ Macmillan Doctors
- ❖ Reminders for annual checks by letters, phone calls etc.
- ❖ Weight clinic
- ❖ Post-cancer sessions
- ❖ Advice for carers
- ❖ More female doctors
- ❖ Opening phones line earlier for people doing school run