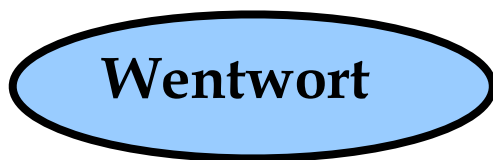


Wentworth Medical Practice  
 38 Wentworth Avenue  
 Finchley  
 London  
 N3 1YL



Audley Medical Practice  
 86 Audley Road  
 Hendon  
 London  
 NW4 3HB

## Group Practice

[www.wentworthmedical.nhs.uk](http://www.wentworthmedical.nhs.uk)

[www.wentworthmedical.nhs.uk](http://www.wentworthmedical.nhs.uk)

Tel: 020 8346 1242 Fax: 020 8343 3614

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 Dr Stephanie Freedman  
 Dr Sergio De Cesare  
 Dr Lara Batchat

<b>Wentworth Medical Practice</b>		
<b>Patient Satisfaction Questionnaire</b>		
		<b>2018-2019</b>
		<b>Scores (%)</b>
<b>Booking your appointment</b>		
<b>Did you book an appointment by?</b>		
Phone		39
Drop in		53
Online		8
<b>How long did you wait to speak to a member of staff?</b>		
Good	(0-5min)	69
Fair	(5-10min)	26

Poor	(>10min)	5
<b>Seeing the doctor of your choice</b>		
Good		65
Fair		28
Poor		7
<b>Appointment Day</b>		
<b>Did you use the self-check-in</b>		
Yes		89
No		11
<b>How long did you wait in the waiting area beyond your Scheduled appointment time?</b>		
Good	(<10min)	39
Fair	(10-30min)	33
Poor	(>30min)	28
<b>Doctor/Nurse/Pharmacist/Other Staff</b>		
<b>Did you feel that your doctor/nurse spent an adequate of time with you?</b>		
		82
Yes		18
No		
<b>Information provided by members of staff</b>		
Good		74

Fair		21
Poor		4
N/A		1
<b>Repeat Prescriptions</b>		
<b>Ready within 2 working days</b>		
Yes		77
No		23
<b>Correctly issued</b>		
Yes		92
No		8
<b>Other Services</b>		
<b>Opportunity to speak with a doctor / nurse on the telephone when necessary?</b>		
Good		80
Fair		17
Poor		3
<b>Opportunity of obtaining a home visit?</b>		
Good		69
Fair		30
Poor		1
<b>Level of satisfaction with the out of hours service?</b>		

Good		76
Fair		22
Poor		2
<b>Overall satisfaction with this Practice?</b>		
Good		83
Fair		15
Poor		2
<b>Comments:</b>		
Very happy with service and surgery		
Dr runs late every time		
All the dr's and Staff are very good and helpul		
Excellent GP, solve all my problem in one appointment		
Triage system working very well		
Telephone system very poor, does not have queuing system		
Receptionist excellent, always kind and helpful		
Doctors are excellent		