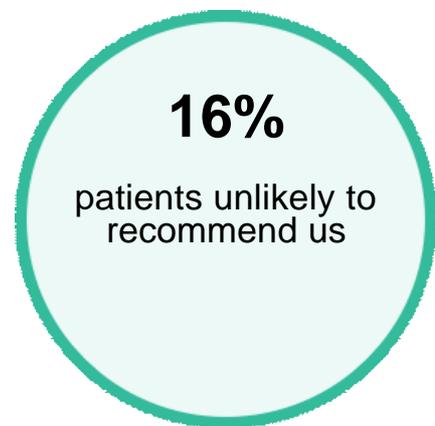
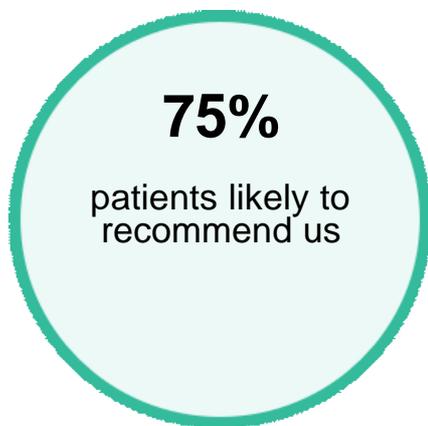


Crown Heights Medical Centre

Patient Feedback

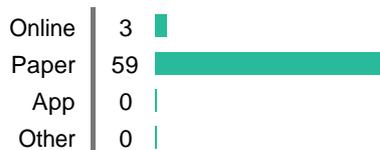
May 2017

62 patients left us feedback.

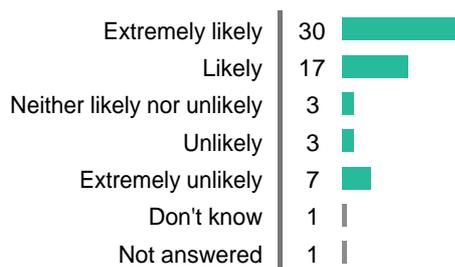


(9% didn't answer or gave a neutral response)

Spread of responses



How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



Can you tell us why you gave that response?

Despite being able to make any day, at any time, I still had to wait almost three weeks for a recent appointment. This is not unusual for this surgery. The doctors do their utmost to patronise you and get you out of the door as quickly as possible. They seem to erroneously believe that everyone only makes an appointment because they have nothing better to do. As someone who works full time in London, believe me when I say it isn't top of my priority list and that I have already waited several weeks, if not months, before contacting the surgery in the hope that the problem will have cleared up on its own. Regardless, the doctors only ever send you away telling you that that it will clear up on its own, or otherwise that you should come back in three weeks. The worst case of this was last year when I attended an appointment after injuring my knee three weeks before in a fall. I was told to come back after three further weeks if it hadn't resolved itself. When I duly returned as the problem had in fact become much worse and the knee was collapsing several times a week, I was told that we all need to come to terms with the fact that things don't always work as well as they used to as we get older. As a fit and healthy 28 year old I found this advice less than helpful. The knee did eventually get a lot better on its own, albeit not fully and only after seven months. The net result of this is probably exactly what is intended: you avoid attending the surgery at all costs and decide that you will either recover, learn to live with it, or die from it without inconveniencing the GPs. The cherry on top is that the reception staff are nothing but consistently rude and abrupt. Needless to say, if I thought the service at any other local GP surgeries would be better, I would move.

Good practice

No complaints what so ever

My gp is the best

Nice people

what do people want from this service they are all doing a grand job

they listen

Doctors ring you to save you coming in

Good gps but getting appointments is an issue also not sure about some of the receptionist

Seems to be the best gp practice you can get appointments on the day if you need to be seen

Although it is big and busy you get a good service

Have to wait to long to be seen miserable staff

All staff are good as they get so much hassle from people

got seen quickly for emergency

Always happy

Receptionist could be better

Nice doctors

Always got time for you

All good

good nice staff

never had a problem

Yet more errors made with repeat prescriptions - late and incorrect. Unable to offer a solution for their mistake until after 6:30 pm when request was made a week ago. Come on Crown Heights - sort it out!! So far patients have seen no improvements to this service since you were placed on special measures.... maybe time to review it again as your current system is still not working!

The receptionist are very friendly but there are a couple who are very blunt and look like they dont want to be working and one that just goes on and on

You have staffing issues

Some of the receptionist are excellent but some need to take a course in how to speak to people. We dont need to hear what your problems are

Good doctors not so sure about some of your jobs worth staff

Thank you for what you do

Best doctors

Staff are ok

Due to the receptionist

Always get looked after by the doctors but cannot say the same for the rude staff

Excellent service

Friendly

You need to sort out your staff

To long to wait for appointments

Cannot get appointments The person who was taking calls on the day was rude and blunt and told me how many calls they had that is not my problem

I cannot recommend a doctors surgery as you cannot get appointments at any of them

Organised surgery

Getting appointments are a problem

All staff polite despite the demand

very impersonal

E consult is excellent great staff

apart from waiting for 2 weeks

I am 86 and have always been with this surgery

Fed up with waiting for appointments

So unhelpful

Very helpful

Waiting time to see your doctor is a disgrace it has to be one of the worst practices in the area. Doctors are going to Lychpit and nursing homes wasting time.

Just had an ECG given by Nurse via my doctor and both treated me as I would hope to be - with courtesy and understanding and answered all questions helpfully

Always made welcome