

Barnet Community Gynaecology Service

**All correspondence to the Administrative Hub:
45-47 Kings Road, London Colney, St Albans, Herts AL2 1ES
T: 01727 823111**

Clinics held at:
Oak Lodge Medical Centre - Edgware, Wentworth Medical Practice - Finchley,
Longrove Surgery - Barnet and The Hendon Hospital - Hendon

**Mr Pratik Shah MBBS MD MRCOG
Consultant Lead Gynaecologist**

www.barnetcommunitygynae.org.uk

BCGS Quarter 4 2023/24 patient feedback summary & analysis

Questionnaires were given to all new patients in the fourth quarter of 2023/24.

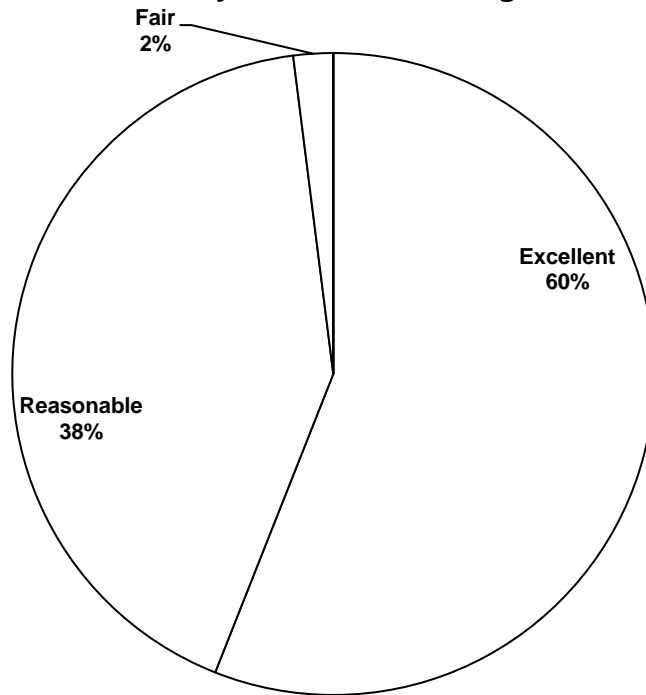
A sample of 50 questionnaires were analysed where all the questionnaires were complete.

How do you rate the time you waited for your appointment to come through?



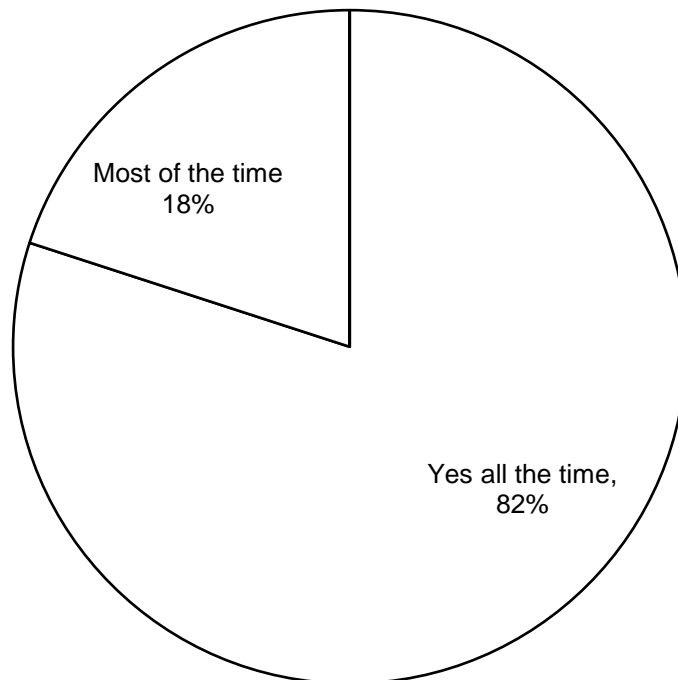
100% of patients rated the time they waited for the appointment to come through as excellent or good.

How do you rate the waiting time in the clinic today?



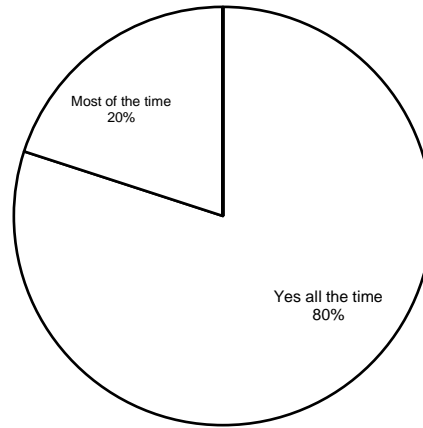
98% of patients rated the time they waited at the clinic excellent or reasonable.

Did you have confidence and trust in the staff involved in your care?



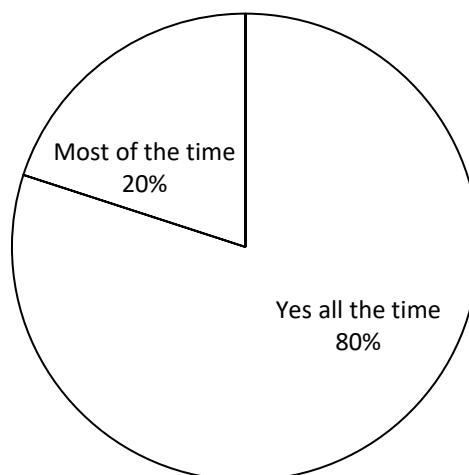
100% of patients had confidence and trust in the staff involved in their care for most of the time if not all of the time.

Did the doctor/consultant make you feel at ease while you were at the clinic?



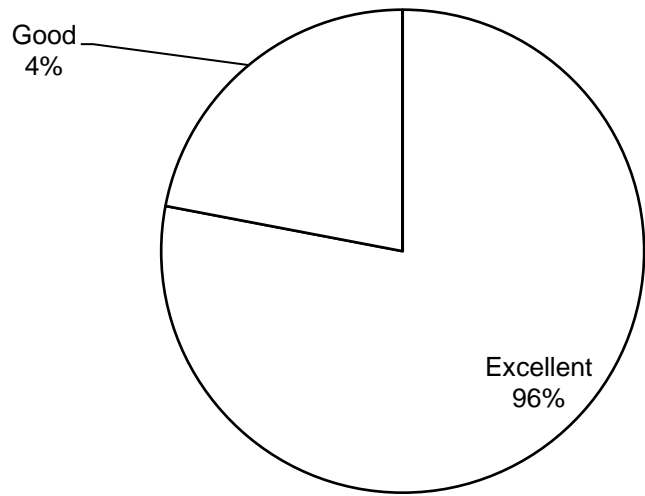
100% of patients felt that the consultant/doctor made them feel at ease for most if not all of the time they were at the clinic.

Did the clinician discuss your treatment options with you to help make the best decision for your care?



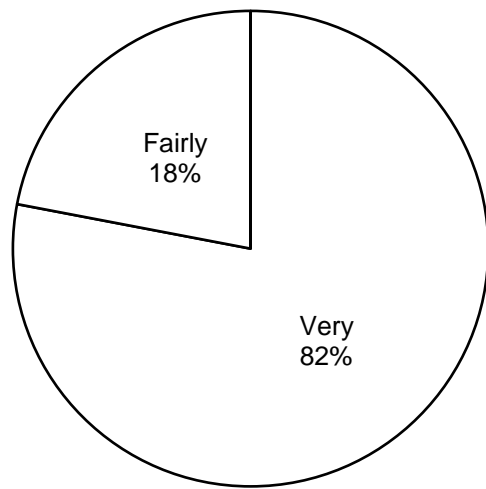
100% felt that treatment options were discussed with them to make the best decision for their care most of the time if not all of the time.

How did you rate the courtesy of the staff?



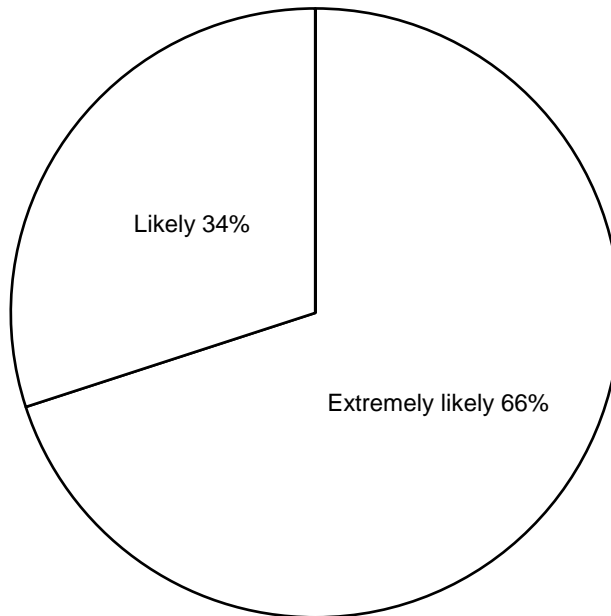
100% of patients rated the courtesy of the staff as excellent or good.

Overall, how satisfied are you with your experience of this service?



Overall, 82% of patients were very satisfied with their experience of this service

How likely are you to recommend The Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment?



100% of patients are extremely likely or likely to recommend the Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment.

Comments from patients

'The staff were lovely'

'I was given clear advice on what my next options are'

'All the staff were really nice and friendly'

'The consultant explained everything properly'

'Great service and local so easy to get to'

'I felt like I was listened to'