

The Muswell Hill Practice Anticoagulation & Stroke Prevention Service Patient Survey 2017-18

The survey took place in March and April 2018. Forms were handed out to around 120 patients and 60 forms were returned.

Here are the very positive results of those 60 returned questionnaires.

| How do you feel about each of the following | Strongly Agree | Agree | Sufficient | Disagree | Strongly Disagree | Left Blank |
|---|-----------------------|--------------|-------------------|-----------------|--------------------------|-------------------|
| Clinic is accessible | 53 | 7 | | | | |
| Consultation room is clean and tidy | 53 | 7 | | | | |
| The room is adequate for private and confidential consultation with the practitioner | 53 | 6 | | | | 1 |
| My appointments are usually on time | 48 | 10 | 1 | 1 | | |
| Clinic appointment times are suitable | 52 | 8 | | | | |
| Appropriate explanation, advice and treatment is provided which I can understand | 53 | 4 | 1 | | | 2 |
| Adequate time is spent to discuss my results and treatment with the practitioner | 54 | 5 | | | | 1 |
| I have confidence in the staff managing my anticoagulation treatment | 56 | 4 | | | | |
| Overall, I am satisfied with the care and treatment I receive | 54 | 6 | | | | |

You can see from the table above that the vast majority of people are extremely positive about the service we run here.

In addition to the above, patients were asked if having regular contact with this service increased their confidence in taking their anticoagulant medication 57 agreed, and 3 left it blank.

Everyone who answered the question (59) agreed that attending this service was less disruptive to them than attending the hospital and 1 emphasised that it was far less disruptive.

54 patients said it was **extremely likely** that they would recommend our service to friends and family if they needed similar care or treatment, 5 patients said it was **Likely** and 1 left it blank.

These were the verbatim comments received:

1. Myself very happy with my treatment!
2. Good treatment in a satisfactory manner, in good time.
3. Tinu is great and really informative.
4. Ok
5. Excellent service!
6. Later appointments
7. Additional days
8. There should be a line where one can write their names. So that it is know whom filled in this form. J. P. Adkins
9. Tinu is absolutely fantastic. Simultaneously thoughtful, caring and professional.
10. Tinu is very professional, sympathetic and calm.
11. I am satisfied with this service. It's helpful to see the same nurse and to discuss any relevant issues.
12. It's local; the surgery staff are always friendly and helpful. What's not to like!
13. Superb support from anti-coag practice nurse – home visits when I had broken feet, and concern for my well being way above necessary. She is thorough and v. professional with excellent person skills.
14. Very efficient practice
15. Staff all helpful
16. The coagulant nurse is extremely professional and reassuring.
17. Prompt and efficient service, thanks
18. I think it is the best clinic in the area.
19. Very friendly efficient service
20. So convenient and quick compared with going to Whittington with results straight away
21. It takes the same time to visit, have these tests and get home as it did getting to the hospital. With waiting for the hospital test and getting back took up nearly three quarters of the day!
22. Very positive service, I always feel reassured yb the visit and able to seek advice of the staff. Thanks.

Action Plan

- Circulate to CCG Medicines management, to Tinu to say well done and to all staff to show the patient views of this service.