

**The Muswell Hill Practice
Anticoagulation & Stroke Prevention Service Patient Survey 2016-17**

The survey took place in April 2017. Forms were handed out to around 120 patients and 59 forms were returned.

Here are the very positive results of those 59 returned questionnaires.

How do you feel about each of the following	Strongly Agree	Agree	Sufficient	Disagree	Strongly Disagree	Left Blank
Clinic is accessible	53	4	2			
Consultation room is clean and tidy	55	4				
The room is adequate for private and confidential consultation with the practitioner	55	4				
My appointments are usually on time	54	4	1			
Clinic appointment times are suitable	51	5	3			
Appropriate explanation, advice and treatment is provided which I can understand	55	4				
Adequate time is spent to discuss my results and treatment with the practitioner	53	6				
I have confidence in the staff managing my anticoagulation treatment	55	4				
Overall, I am satisfied with the care and treatment I receive	56	3				

You can see from the table above that the vast majority of people are extremely positive about the service we run here. That no-one disagreed with any of the above statements is a credit to the service and to the nurse Tinu Oguns who runs it.

In addition to the above, patients were asked if having regular contact with this service increased their confidence in taking their anticoagulant medication 58/59 agreed.

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

55 patients said it was **extremely likely** that they would recommend our service to friends and family if they needed similar care or treatment, 4 patients said it was **Likely**.

These were some verbatim comments received:

1. Tinu is great; an asset
2. Am grateful for Tinu's excellent care
3. It is fantastic to come to the GP. In and out in 10 mins. Tinu is lovely. It is A OK.
4. Delighted with treatment. Feels I am being looked after
5. All perfect
6. Amazing to be seen so quickly
7. Delighted; very good
8. Went to Whittington for years and years. A much more personal service and convenient at the practice
9. Excellent
10. Great because it is my surgery
11. Thank heavens for this service. Using the hospital is hopelessly inefficient and I am in my own "area"
12. Practice is very, very helpful
13. Everything perfect
14. Very impressed with speed and result
15. Tinu is great
16. Well done
17. This is an excellent service. Thanks
18. Great service – keep it going!
19. Really nice treatment
20. Very kind and sympathetic nurse
21. Friendly and efficient service. All staff invariably helpful and pleasant
22. Excellent service

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.