

The Muswell Hill Practice Anticoagulation & Stroke Prevention Service Patient Survey 2022-23

We had 41 patient surveys returned for 2022-23 review, which was approximately 40% response rate.

The full results are in the spreadsheet.

Of the 21 questions asked, 100% reviewed the service positively (with either 'agree' or 'strongly agree') in 16 of the questions.

There were 5 questions where just one or two patients answered 'sufficient' or 'disagree'.

All but one said they preferred point of care testing (finger prick) and all felt their anticoagulation was under control, which was also positive.

All who answered said that having regular contact with this service has increased their confidence in taking anticoagulant medication, which is very positive.

38 people said attending at The Muswell Hill Practice has been less disruptive to them than going to hospital and 3 people said it had been more, although those 3 people didn't say why.

There were no comments made in the open ended question at the end to analyse.

Action plan

Show the results to the anti-coagulation staff, the medicines management team at the CCG and upload to our website.