**The Muswell Hill Practice**

**Anticoagulation & Stroke Prevention Service Patient Survey 2023-24**

We had 31 patient surveys returned for the 2023-24 review, which is approximately 42% response rate.

The full results are in the spreadsheet.

In summary;

Of the 21 questions asked, 100% reviewed the service positively (with either ‘agree’ or ‘strongly agree’) in 18 of the questions.

There were 4 questions where four patients answered ‘sufficient’ or ‘disagree’.

All but one said they preferred point of care testing (finger prick).

All felt the state of their anticoagulation was under control, which is very positive.

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

All but one person responded that attending The Muswell Hill Practice has been less disruptive to them than going to hospital.

There is an open ended question “Do you have any worries about the service that you think we should change”? There were 9 comments;

* Excellent service
* No worries about the service provided
* No
* No – all perfect
* No
* No
* I prefer 10:30 – 12:30 appointments and this is not available. Would like appointments to match the availability of buses.
* No
* None

**Action plan**

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