

Patient Surveys 2016

At 108 Harley Street we actively encourage feedback to enable us to monitor the level of service that we provide to our patients. All patients that have undergone surgery are sent a questionnaire and also in two full months of the year we give a questionnaire to all patients that visit the clinic. To encourage responses a stamped addressed envelope is supplied.

The areas are included within the survey are:

- Consultant Surgeon (Availability, manner and level of care)
- Nursing
- X-Ray Department
- Administration
- Surgery Booking Procedure
- Accounts Department
- 108 Facilities
- Insurance company Performance

The grading structure is as below:

1. Excellent Standard
2. Good Standard
3. Average Standard
4. Unsatisfactory Standard
5. Poor



108
MEDICAL
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108 HARLEY STREET
LONDON W1G 7ET

The Home of

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& ENT
CLINIC

108 X-RAY
AND
IMAGING

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Web
www.108harleystreet.co.uk

November 2016
Total Visit and Operation Questionnaire Analysis

The analysis of responses for the questionnaires issued in November 2016 is as follows: The results of the May 2016 survey are in brackets

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	N/A
Consultant	94 (87)	6 (13)				
Nursing	94 (79)	2 (21)	4(0)			
X-Ray	90 (72)	10 (28)				
Staff Admin	84 (78)	13 (22)	3(0)			
Surgery Booking	90 (93)	10 (7)				
Accounts	76 (42)	24 (42)				
Facilities	70 (47)	21 (36)	8 (14)	1 (3)		
Insurance Company	60 (20)	20 (40)	20 (10)			



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Questionnaire Comments

- Always greeted with a smile
- MissMacneill's amazing bedside manner was much appreciated, during a stressful time, in keeping with her amazing expertise as a Consultant Surgeon. Thank you
- This was a worrying appointment but everyone was very kind. I am lucky that all was fine but had it not been I am sure that I would have been in the right place
- I have been coming to 108 Harley Street for 10 years and feel comfortable and re-assured by the staff
- Professor Drew was warm, genuine, extremely informative. A wonderful guy, a pleasure to meet.
- The receptionist was very friendly
- Very pleased, very quick service, excellent availability of appointments, staff very professional, kind, caring, put you at ease, fantastic huge relief at rapid diagnosis (had ultrasound within 5 minutes , diagnosis all within 20 minutes, cuts anxious wait for results. Very impressed at whole service, everyone so polite, kind, understand that you are embarrassed/nervous, reassure you, would highly recommend. Thank you for an excellent service
- Honestly I could not have got through my treatment without the care and support received from 108 staff especially Tena. Your team are exceptional at making patients feel less stressed and cared for. Well done
- Dr Lever was excellent
- Receptionist welcoming. Consultant allowed questions to be asked and he answered in a coherent manner. Physio seems very good. Admin staff helpful and efficient



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