

# Barnet Community Gynaecology Service

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Clinics held at:  
Oak Lodge Medical Centre - Edgware, Wentworth Medical Practice - Finchley,  
Longrove Surgery - Barnet and The Hendon Hospital - Hendon

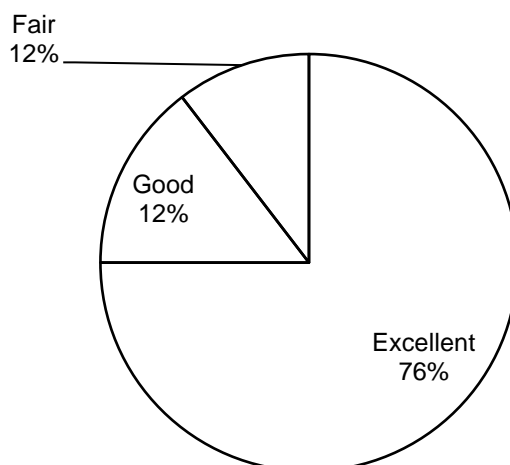
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Consultant Lead Gynaecologist  
[www.barnetcommunitygynae.org.uk](http://www.barnetcommunitygynae.org.uk)

## BCGS Quarter 1 22 patient feedback summary & analysis

Questionnaires were given to all new patients in the first quarter of 2022.

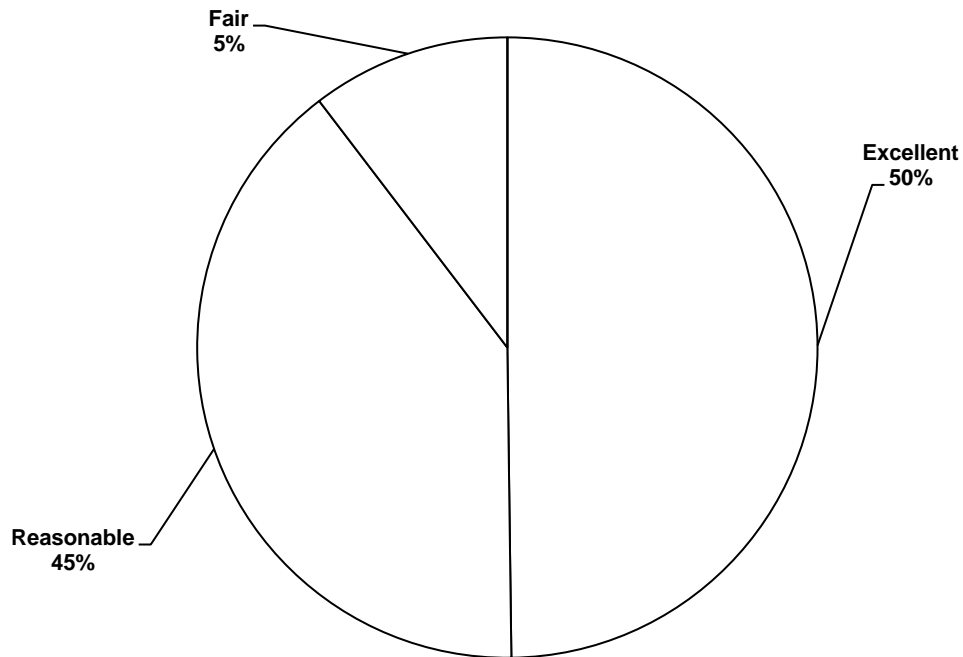
A sample of 100 questionnaires were analysed where all the questionnaires were complete.

### How do you rate the time you waited for your appointment to come through?



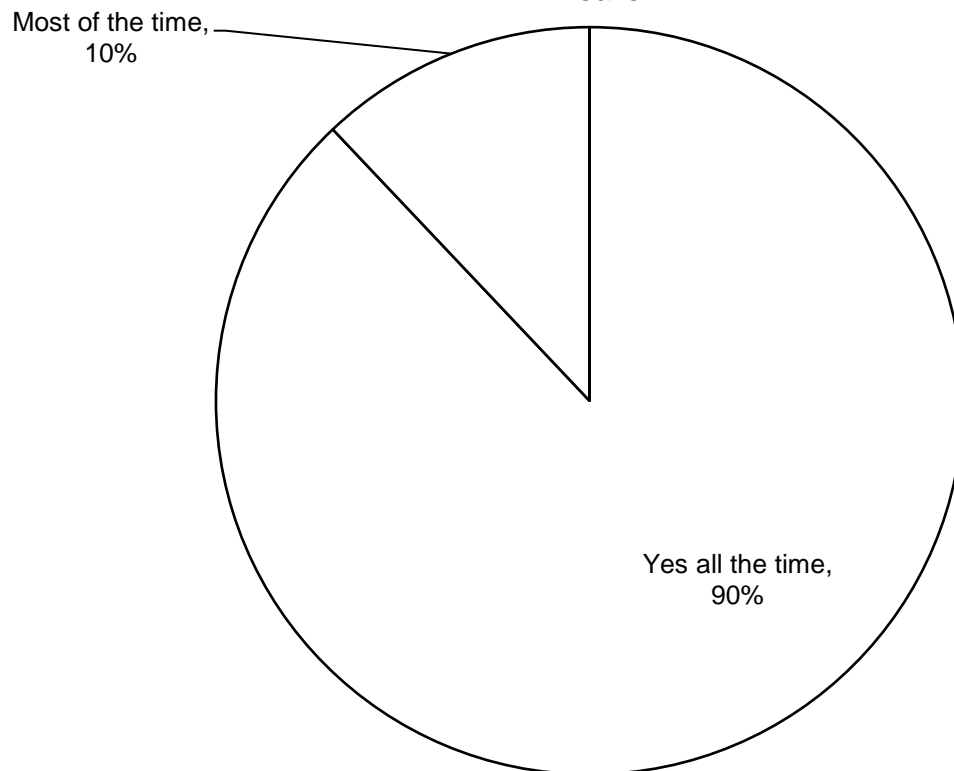
88% of patients rated the time they waited for the appointment to come through as excellent or good.

### How do you rate the waiting time in the clinic today?



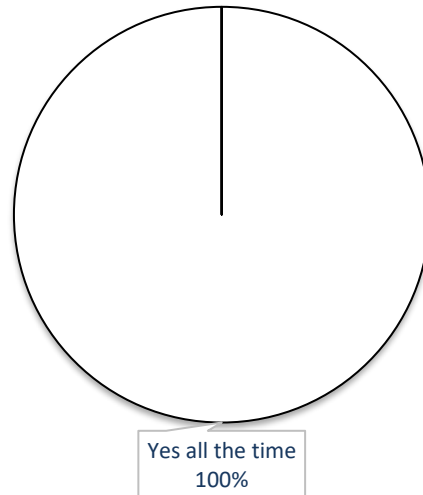
95% of patients rated the time they waited at the clinic excellent or reasonable.

### Did you have confidence and trust in the staff involved in your care?



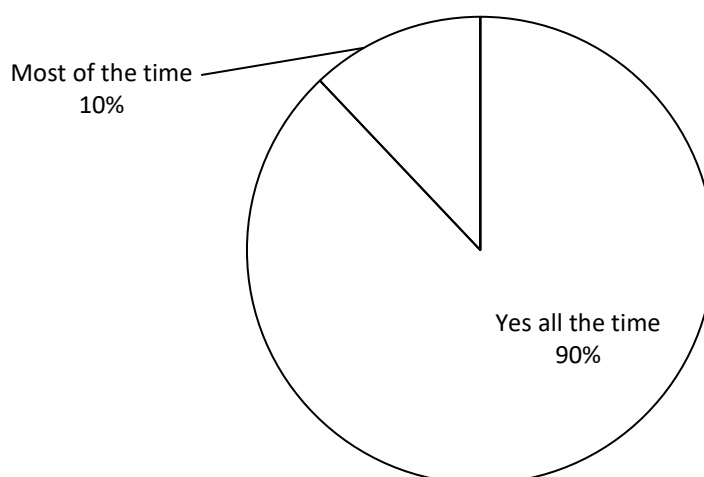
100% of patients had confidence and trust in the staff involved in their care for most of the time if not all of the time.

**Did the doctor/consultant make you feel at ease while you were at the clinic?**



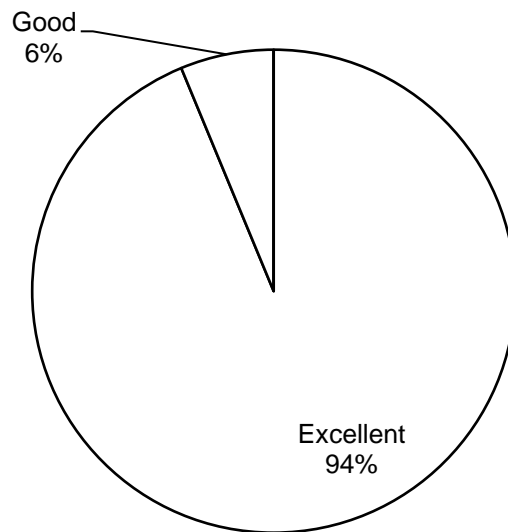
100% of patients felt that the consultant/doctor made them feel at ease for most if not all of the time they were at the clinic.

**Did the clinician discuss your treatment options with you to help make the best decision for your care?**



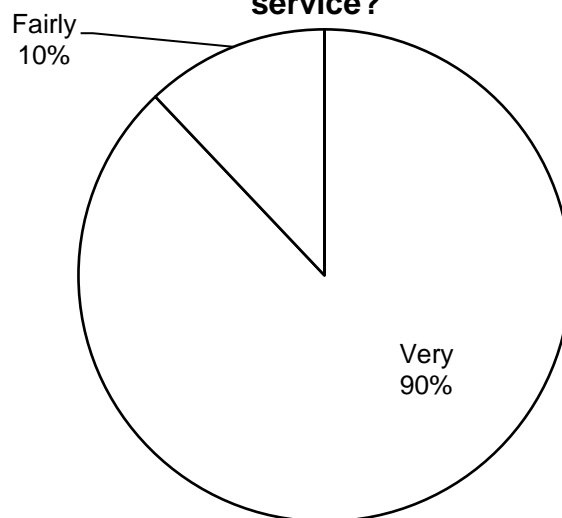
100% felt that treatment options were discussed with them to make the best decision for their care most of the time if not all of the time.

### How did you rate the courtesy of the staff?



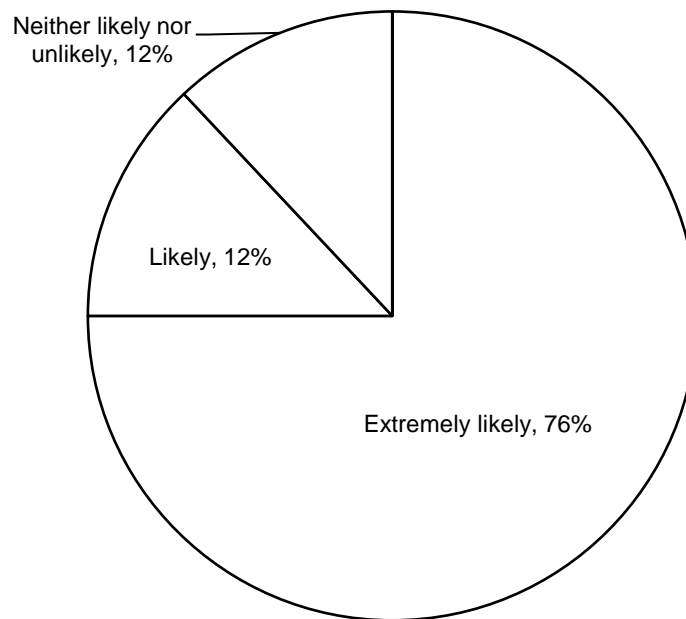
100% of patients rated the courtesy of the staff as excellent or good.

### Overall, how satisfied are you with your experience of this service?



Overall, 90% of patients were very satisfied with their experience of this service

**How likely are you to recommend The Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment?**



88% of patients are extremely likely or likely to recommend the Enhanced Community Gynaecology Service to friends and family if they needed similar care or treatment.

## **Comments from patients**

*'Very professional + calmed my nerves'*

*'Excellent all round service'*

*'Very good first experience'*

*'Very kind + professional'*

*'Very friendly professional team'*

*'I was very impressed with my visit'*

*'Very friendly, easy appointment with no embarrassment!'*

*'The service is fast and was seen immediately'*

*'Everything was very quick and the staff were very friendly'*

*'Very happy friendly staff'*

*'Efficient service'*

*'I felt at ease with the doctor and given information. It was easy to understand and given options'*

*'Very pleasant staff & well treated by consultant. Very caring staff.'*